

## FAQs (frequently asked questions)

Issues and actions for staff supporting the Greater London Authority elections on 6 May 2021

# 1 How to use this guide

1.1 This publication has been designed as a resource for Returning Officers in each constituency to support the training and briefing of support staff working on the Greater London Authority (GLA) election on 6 May 2021.

The Commission has published [a timetable containing the statutory deadlines](#) for the election which can be found on our website.

1.2 The FAQ guide can be used either as a resource to reinforce key messages from briefing/training sessions for support staff or as an information and reference tool to be used in conjunction with locally produced information sources.

1.3 The material has been designed for staff who do not normally work in the field of elections and provides basic procedural guidance which can be passed on to members of the public to clarify key issues around the registration and election process. These staff should be advised to elevate more complex questions to the elections office.

1.4 The guide is designed for use by the following types of staff who may be asked to support the elections locally:

- call centre staff
- local council reception staff
- staff working in information centres and one-stop shops

1.5 Staff should be reminded that there are many areas where they are unable to comment and must not show a bias. Therefore, all responses given should be politically neutral and in no way be or be able to be interpreted as supporting or opposing any party or candidate. Staff using this document should take care not to stray from the provided answers other than when they have been expressly advised that they may do so by their employer/manager.

1.6 Staff should be given contact details for the elections office in cases where calls are more complicated and cannot be answered by these answers. They should also be given details of the website to which people should be directed to apply to register online: [www.gov.uk/register-to-vote](http://www.gov.uk/register-to-vote).

## 2 Registration

Issue/question	Answer	Action
Am I registered to vote?	You can find out by contacting your local elections office.	<ul style="list-style-type: none"> <li>• Transfer caller to the elections office if they need to check that they are registered.</li> <li>• If you do not have the details, provide contact details from <a href="http://www.electoralcommission.org.uk/i-am-a/voter/your-election-information">www.electoralcommission.org.uk/i-am-a/voter/your-election-information</a> using the caller's postcode or direct them to 0800 3 280 280</li> </ul> <p>Remind callers that:</p> <ul style="list-style-type: none"> <li>• Applications to register should be made <b>as soon as possible</b>.</li> <li>• Applications must be made by 19 April 2021.</li> <li>• Applications received after 19 April 2021 will not be in time for the elections on 6 May 2021, but they will be registered for future elections.</li> </ul>
How do I register to vote?	<p>You can apply to register online at <a href="http://www.gov.uk/register-to-vote">www.gov.uk/register-to-vote</a></p> <p>Alternatively, you can apply by filling in a form and returning it to your elections office</p> <p><b>The deadline for registration applications is 19 April 2021.</b></p> <p>See also <i>Am I registered to vote?</i> above.</p>	<ul style="list-style-type: none"> <li>• Direct caller to the elections office if they need to check that they are registered</li> <li>• If they wish, provide elections office contact details (from <a href="http://www.electoralcommission.org.uk/i-am-a/voter/your-election-information">www.electoralcommission.org.uk/i-am-a/voter/your-election-information</a> or your own instructions)</li> <li>• Tell caller to go to <a href="http://www.gov.uk/register-to-vote">www.gov.uk/register-to-vote</a> to register online</li> <li>• Tell them to download forms from <a href="http://www.gov.uk/register-to-vote">www.gov.uk/register-to-vote</a></li> </ul>

Issue/question	Answer	Action
		<p><a href="#">vote</a> or offer to send a form (or pass them to the elections office if you have been instructed to do so)</p> <p>Remind callers that:</p> <ul style="list-style-type: none"> <li>• Applications to register should be made <b>as soon as possible</b>.</li> <li>• Applications must be made by 19 April 2021.</li> <li>• Applications received after 19 April 2021 will not be in time for the elections on 6 May 2021, but they will be registered for future elections.</li> </ul>
Missed the deadline (if caller calls after 19 April 2021)	<p>You have missed the deadline to get on the register at your current address for the elections on 6 May 2021.</p> <p>However, you can register now for future elections and referendums.</p> <p>Suggest the caller contacts the elections office to check if they are registered. If they are not registered and have recently moved, they should check with the elections office in the area where they used to live.</p>	<ul style="list-style-type: none"> <li>• If they wish to register for future elections and referendums, then use the information above</li> <li>• If they know their previous postcode, you can search for their old election office's contact details by going to <a href="http://www.electoralcommission.org.uk/i-am-a/voter/your-election-information">www.electoralcommission.org.uk/i-am-a/voter/your-election-information</a>.</li> </ul>
How do I register for future elections?	<p>You can apply to register online at <a href="http://www.gov.uk/register-to-vote">www.gov.uk/register-to-vote</a></p> <p>You can also apply by filling in a form and returning it to your elections office.</p> <p>Once you are registered, you do not need to apply again unless your circumstances change, for example, you move home.</p>	<ul style="list-style-type: none"> <li>• Process as above.</li> </ul>
I applied to register ages ago but I'm still	The ERO needs to verify your identity before adding your name to	<ul style="list-style-type: none"> <li>• Elevate more complex queries to the elections office</li> </ul>

Issue/question	Answer	Action
not on the register.	<p>the register.</p> <p>In some cases, the ERO will need to contact you to ask for more information to process your application.</p> <p>If you want to check the progress of your application please contact the elections office.</p> <p>The register will be updated regularly ahead of these elections, with the final update due on 28 April 2021.</p>	<ul style="list-style-type: none"> <li>• Transfer caller to the elections office if they need to check that they are registered.</li> <li>• If they wish, provide contact details from <a href="http://www.electoralcommission.org.uk/i-am-a/voter/your-election-information">www.electoralcommission.org.uk/i-am-a/voter/your-election-information</a></li> </ul>
What are the monthly cut-off dates? / Any question about a specific month's cut-off date.	<p>Use information provided to give details of the relevant monthly cut-off dates.</p>	<ul style="list-style-type: none"> <li>• The deadline for making an application to register for the forthcoming elections is 21 April 2020, but applications should be made as soon as possible.</li> <li>• <a href="#">Monthly cut-off dates</a> can be found on the Electoral Commission's website.</li> </ul>
Am I eligible to register to vote?	<p>You can only vote if you are registered. You can register if:</p> <ul style="list-style-type: none"> <li>- you are 16 or over (but you <b>cannot</b> vote until your 18th birthday)</li> </ul> <p>AND</p> <ul style="list-style-type: none"> <li>- you are a British, Irish or qualifying Commonwealth citizen (i.e. you have leave to enter or remain in the UK or don't require leave to enter or to remain in the UK) permanently living in the UK.</li> </ul> <p>In addition, citizens of the European Union can register and vote in the local elections (including the GLA elections) but not UK Parliamentary elections.</p> <ul style="list-style-type: none"> <li>• Some people can register, even though they are not permanently living in the UK. These are Service Voters,</li> </ul>	<ul style="list-style-type: none"> <li>• If they want more info, direct them to <a href="http://www.electoralcommission.org.uk/i-am-a/voter">www.electoralcommission.org.uk/i-am-a/voter</a> or use any contact details you have been given.</li> <li>• To check whether they are a citizen of a Commonwealth country, refer to the list of Commonwealth countries in section 12 below.</li> <li>• If they are a Commonwealth citizen but are unsure whether they have leave to enter or remain in the UK, or whether they don't require leave to enter or remain in the UK, refer them to the Home Office <a href="http://www.homeoffice.gov.uk">www.homeoffice.gov.uk</a>.</li> <li>• To check whether they are</li> </ul>

Issue/question	Answer	Action
	Crown Servants posted overseas or overseas electors – see sections 5 and 6 for further information.	a citizen of a European Union member state refer to the list of EU countries in section 12 below. <ul style="list-style-type: none"> <li>• If they wish to register, see above.</li> </ul>
If I pay council tax am I automatically registered?	No. Electoral registration is a separate process performed by your local Electoral Registration Officer. The law does not allow names to be automatically be added to the electoral register from Council tax records.	<ul style="list-style-type: none"> <li>• Elevate more complex queries to the elections office.</li> </ul>
I'm a student and I'm not sure where I should register to vote.	Students may be entitled to register at both their home address and their college/university (term time) address.  It is an offence to vote more than once in each poll for the Greater London Authority elections even if registered in two different constituencies.	<ul style="list-style-type: none"> <li>• Offer to give information on registering to vote (see 'How do I register to vote') above for that information).</li> </ul> Remind callers that: <ul style="list-style-type: none"> <li>• Applications to register should be made <b>as soon as possible</b>.</li> <li>• Applications must be made by 19 April 2021.</li> <li>• Applications received after 19 April 2021 will not be in time for the elections on 6 May 2021.</li> <li>• For more complicated queries give contact details/pass them to the elections office.</li> </ul>
I've just turned 18 and want to register.	Same answer and actions as 'How do I register to vote' above.  You can register to vote if you are 16 or over.  However you can only vote in the Greater London Authority elections once you are 18 years old.	
I'm homeless / live on a house boat / caravan / in a mental hospital /	Yes. You can make something called a 'declaration of local connection'.  You can apply by filling in a form	<ul style="list-style-type: none"> <li>• Transfer to elections office or supply their contact details if you have them.</li> <li>• Use <a href="http://www.electoralcommission.gov.uk">www.electoralcommission.gov.uk</a></li> </ul>

Issue/question	Answer	Action
remanded in custody. Can I register?	and posting it to your elections office.	<a href="https://www.electoralcommission.org.uk/i-am-a/voter/your-election-information">org.uk/i-am-a/voter/your-election-information</a> if needed.
What are the full and open registers?	<p>The full electoral register lists the names and addresses of everyone who is registered to vote in public elections. The register is used for electoral purposes, such as making sure only eligible people can vote. It is also used for other limited purposes specified in law, such as:</p> <ul style="list-style-type: none"> <li>• detecting crime (e.g. fraud)</li> <li>• calling people for jury service</li> <li>• checking credit applications.</li> </ul> <p>The open register is an extract of the electoral register, but is not used for elections. It can be bought by any person, company or organisation. For example, it is used by businesses and charities to confirm name and address details. Your name and address will be included in the open register unless you ask for them to be removed. Removing your details from the open register does not affect your right to vote.</p> <p>You can find more information about both registers and how they may be used at <a href="https://www.gov.uk/register-to-vote">www.gov.uk/register-to-vote</a>.</p>	<p>More information on who has access to the electoral register and what it can be used for can be found on our website: <a href="https://www.electoralcommission.org.uk/i-am-a/voter/electoral-register">https://www.electoralcommission.org.uk/i-am-a/voter/electoral-register</a></p> <ul style="list-style-type: none"> <li>• Elevate more complex queries to the elections office.</li> </ul>
How do I find out if my details are on the open register and how can I get them removed if they are?	<p>You will need to contact the elections office at your local council</p> <p>If your details are on the open register and you wish to have them removed from future versions of this register, your elections office will be able to help.</p>	<ul style="list-style-type: none"> <li>• Elevate complex queries to the elections office.</li> </ul>
How is my personal data used?	Your local council has a legal duty to keep and process information about you in accordance with the law.	<ul style="list-style-type: none"> <li>• Offer to give information on the full and open registers (see 'What are the full and open registers?' above for</li> </ul>

Issue/question	Answer	Action
	<p>Using information received from the public, registration officers keep two registers – the full register and the open register.</p> <p>You can find out what information is held about you, on paper and in computer records.</p> <p>You can find out more about how your local council uses data in line with data protection legislative requirements on their website.</p>	<p>that information).</p> <ul style="list-style-type: none"> <li>• Refer the elector to the council's privacy notice</li> <li>• The caller can contact the Data Protection officer at the local council if they wish to see a copy of their records or if they would like to know more about how information about them is used.</li> </ul>



### 3 Postal and proxy voting

Issue/question	Answer	Action
Who can apply for a postal vote?	<ul style="list-style-type: none"> <li>• Anyone who is registered to vote</li> <li>• If you are not yet registered, you should apply now. You can submit a postal vote application alongside your registration application.</li> </ul>	<ul style="list-style-type: none"> <li>• They can download postal forms from <a href="http://www.electoralcommission.org.uk/i-am-a/voter/how-cast-your-vote/voting-post">www.electoralcommission.org.uk/i-am-a/voter/how-cast-your-vote/voting-post</a> or get them from the elections office.</li> <li>• If they wish, provide the address and contact details for the elections office that you have been given or obtained from <a href="http://www.electoralcommission.org.uk/i-am-a/voter/your-election-information">www.electoralcommission.org.uk/i-am-a/voter/your-election-information</a></li> </ul>
What is the deadline for applying for a postal vote for the elections on 6 May 2021?	<p>Your application to vote by post must be received by <b>5pm on 20 April 2021</b>.</p> <p>If you are not yet registered, the deadline to apply to vote by post is still 5pm on 20 April 2021, but your application to register to vote must have reached the ERO by 19 April 2021.</p>	<ul style="list-style-type: none"> <li>• Refer to 'Who can apply for a postal vote?' above.</li> <li>• If you have access to the information, check whether the enquirer is registered or not and tailor the response accordingly.</li> <li>• They can download postal forms from <a href="http://www.electoralcommission.org.uk/i-am-a/voter/how-cast-your-vote/voting-post">www.electoralcommission.org.uk/i-am-a/voter/how-cast-your-vote/voting-post</a> or get them from the elections office.</li> <li>• Refer to the elections office if necessary</li> </ul>
If someone calls after the deadline – 5pm on 20 April 2021	<p>You have missed the deadline to apply for a postal vote for the forthcoming elections.</p> <p>You may be able to apply for a proxy vote up until <b>5pm on 27 April 2021</b> if you can't attend the polling station. You will need to state the reason why you can't attend the polling station on the form.</p> <p>You can still apply for a postal vote for future elections or referendums now if you wish.</p>	<ul style="list-style-type: none"> <li>• They can download postal and proxy forms from <a href="http://www.electoralcommission.org.uk/i-am-a/voter">www.electoralcommission.org.uk/i-am-a/voter</a> or get them from the elections office.</li> <li>• If they wish, provide the address and contact details for the elections office that you have been given or from <a href="http://www.electoralcommission.org.uk/i-am-a/voter/your-election-information">www.electoralcommission.org.uk/i-am-a/voter/your-election-information</a>.</li> </ul>

Issue/question	Answer	Action
How do I get a postal vote?	<p>You can download an application form from <a href="http://www.electoralcommission.org.uk/i-am-a/voter/how-cast-your-vote/voting-post">www.electoralcommission.org.uk/i-am-a/voter/how-cast-your-vote/voting-post</a>, or get one from the elections office.</p> <p>You need to return the form to the elections office.</p> <p>Remind them of the deadline (see above).</p>	<ul style="list-style-type: none"> <li>• They can download postal vote forms from <a href="http://www.electoralcommission.org.uk/i-am-a/voter/how-cast-your-vote/voting-post">www.electoralcommission.org.uk/i-am-a/voter/how-cast-your-vote/voting-post</a>, or get them from the elections office.</li> <li>• If they wish, provide the address and contact details for the elections office that you have been given or from <a href="http://www.electoralcommission.org.uk/i-am-a/voter/your-election-information">www.electoralcommission.org.uk/i-am-a/voter/your-election-information</a>.</li> </ul>
I haven't received my postal ballot paper yet.	<p>Returning Officers must dispatch postal votes as soon they can, but cannot do so until after nominations have closed and ballot papers have been produced. However dispatch dates will vary.</p> <p>If you applied in time to be included in the 1 April register update, your postal vote will be part of the first batch of postal votes sent out and you should receive it by <b>[around two weeks before the poll / insert date if known]</b>.</p> <p>Otherwise you will be added to one of the various register updates that are published throughout the election period. We will send you a postal vote as soon as you are added to the register through one of those updates.</p> <p>If it hasn't arrived by 29 April, or you have lost it, you can get a replacement postal ballot pack in person from your local elections office, from 29 April up until 5pm on polling day. You will need identification.</p> <p>If you have spoilt your ballot paper or postal voting statement, you</p>	<ul style="list-style-type: none"> <li>• Tell them to contact the local elections office and ask when they are sending out postal votes if they need to know exactly when postal votes will be sent.</li> <li>• Ask them to contact the elections office for details of the allowed identification if they need a replacement for a lost/not received postal vote and to arrange for a replacement.</li> </ul>

Issue/question	Answer	Action
	can get a replacement until 5pm on polling day. <b>Do not destroy or throw away your postal ballot papers.</b> You will need to return them before you can get a replacement.	
For what period does my postal vote last?	You can apply for a specific election, or a specific time period, or for a permanent postal vote which lasts until you cancel it or move home.	<ul style="list-style-type: none"> <li>• Escalate to elections office if they require more information.</li> </ul>
How does the postal voting statement work?	<p>This document will arrive in your postal vote pack alongside your ballot papers. It must be completed or your vote will not count.</p> <p>You will need to provide your signature and date of birth. This will be checked against the signature and date of birth you previously supplied to the Electoral Registration Officer.</p> <p>More detailed instructions will be provided in your postal ballot pack, or you can contact your local elections office for more information.</p>	<ul style="list-style-type: none"> <li>• If they wish, provide elections office contact details.</li> </ul>
Why do I have to give my date of birth and signature? How is it secret?	<p>When you apply for a postal (or proxy) vote you must provide your date of birth and signature.</p> <p>When you get your postal ballot papers there will be a separate statement on which you will be asked for the same details. This is for security reasons and the details must match those you previously provided for your vote to be counted.</p> <p>However, rest assured that the statement is separated from the ballot paper when it is received. This happens before the sealed ballot paper envelope is opened.</p>	<ul style="list-style-type: none"> <li>• If they want to discuss any aspect of postal vote security or who has their personal details further, elevate to elections office.</li> </ul>

Issue/question	Answer	Action
	This keeps your vote secret; no one will be able to find out how you voted.	
How secure is a postal vote?/ Any question or challenge about the security of voting.	<p>It may be an offence to complete a postal vote that is not your own, or to intimidate voters.</p> <p><b>If you have evidence</b> that electoral fraud has been committed you should:</p> <ul style="list-style-type: none"> <li>• Contact the police as quickly as possible using the non-emergency number 101. You should be prepared to give them a statement and substantiate your allegation.</li> <li>• If you are worried about giving your name to the police, you can also report electoral fraud anonymously by contacting CrimeStoppers by phone on <b>0800 555 111</b> or online at <a href="http://crimestoppers-uk.org">crimestoppers-uk.org</a></li> </ul> <p><b>If you think</b> that electoral fraud <b>may</b> have been committed you should:</p> <ul style="list-style-type: none"> <li>• First speak to the Electoral Registration Officer or Constituency Returning Officer for your local area</li> </ul> <p>They may be able to explain whether or not electoral fraud has been committed, and can refer your concerns to the police if necessary. They can also provide you with the details of the police contact for the relevant police force so that you can report the allegation yourself.</p>	<ul style="list-style-type: none"> <li>• Refer on to elections office if they want to discuss this further.</li> </ul>
I opted for a postal vote but I don't want to post it/I'm too late to post it	You can drop off your postal vote on polling day at the elections office, or to certain polling stations in the area. Make sure you do it before 10pm.	<ul style="list-style-type: none"> <li>• If they wish, provide elections office contact details.</li> </ul>

Issue/question	Answer	Action
	<p>You cannot be given another ballot paper at the polling station.</p> <p>Contact your local elections office to find out where their office is or for the address of your polling station or a polling station where you can deliver your postal vote.</p>	
<p>I have received my postal vote but I don't want to vote by post</p>	<p><b>If before 5pm on 20 April:</b> You can change your voting method for these elections if you haven't already returned your postal vote.</p> <p><b>Otherwise:</b></p> <p>You can complete your postal vote and take it to certain polling stations in the area on polling day, or hand it in at the elections office. Make sure you do it before 10pm.</p> <p>Contact your local elections office to find out where their office is or for the address of a polling station where you can deliver your postal vote.</p> <p>You can change your voting arrangements for future elections by contacting the elections office.</p>	<ul style="list-style-type: none"> <li>• Provide elections office contact details if necessary.</li> </ul>
<p>Who can apply for a proxy vote?</p>	<p>Anyone who is registered to vote can apply to vote by proxy.</p> <ul style="list-style-type: none"> <li>• Your proxy (the person voting for you) must also be registered to vote</li> <li>• If you or your proxy are not yet registered, you should apply now and by no later than 19 April 2021. You can submit a proxy vote application alongside your registration application.</li> </ul> <p>To vote by proxy, you must have a reason – e.g. you will be away on holiday, you are away on business. You will not need to get</p>	<ul style="list-style-type: none"> <li>• They can download a form from <a href="http://www.electoralcommission.org.uk/i-am-a/voter/how-cast-your-vote/voting-proxy">www.electoralcommission.org.uk/i-am-a/voter/how-cast-your-vote/voting-proxy</a>, or get one from the elections office.</li> <li>• If they wish, provide the address and contact details for the elections office that you have been given or from <a href="http://www.electoralcommission.org.uk/i-am-a/voter/your-election-information">www.electoralcommission.org.uk/i-am-a/voter/your-election-information</a>.</li> </ul>

Issue/question	Answer	Action
	your application attested.	
What is the deadline for applying for a proxy vote?	<p>If you are amending an existing proxy vote or changing from postal to proxy, you must return your application by <b>5pm on 20 April 2021</b>.</p> <p>New proxy applications (where you were previously going to vote at a polling station) must be received by <b>5pm on 27 April 2021</b>.</p> <p>If you are not yet registered, the deadline to apply to vote by proxy is still 5pm on 27 April 2021, but your application to register to vote must have reached the ERO by 19 April 2021.</p> <p>If the deadline has passed, you may be able to apply for an emergency proxy vote (see below).</p>	<ul style="list-style-type: none"> <li>• As above</li> <li>• If you have access to the information, check whether the enquirer is registered or not and tailor the response accordingly.</li> <li>• Refer to ERO if necessary</li> </ul>
What if I have missed the deadline to apply for a proxy vote?	<p>You may be able to apply for an emergency proxy vote.</p> <p>If the emergency occurred after 5pm on 27 April, you can apply to vote by proxy for emergency medical reasons or if you are called away unexpectedly for work reasons.</p> <p>You can apply for an emergency proxy up until <b>5pm on polling day</b>.</p>	<ul style="list-style-type: none"> <li>• To discuss emergency proxy applications, direct them to the elections office.</li> </ul>
Emergency proxies on the grounds of coronavirus	<p>- If you cannot reasonably attend the polling station as a result of following coronavirus advice you can appoint a proxy to vote on your behalf.</p> <p>Applications to vote by proxy on the ground of coronavirus must reach the ERO by <b>5pm on the</b></p>	<ul style="list-style-type: none"> <li>• To discuss emergency proxy applications, direct them to the elections office.</li> </ul>

Issue/question	Answer	Action
	<p><b>day of poll.</b></p> <p>- If your appointed proxy cannot reasonably attend the polling station as a result of following coronavirus advice, or if it is likely that on the day of the election they will not be able to go to the polling station, you can (as the elector) apply to change your appointed proxy.</p> <p>You can apply to replace your proxy up until <b>5pm on polling day.</b></p>	
<p>I've been appointed as proxy for someone and I don't know how it works</p>	<p>It's simple to vote as someone's proxy. You vote in the same way as any other elector.</p> <p>You should ask the person who has appointed you as their proxy how they want you to vote on their behalf.</p> <p>You will be sent a proxy poll card with details of where you should go to vote. This will be near to where the person who appointed you lives.</p> <p>If you can't attend the polling station you can vote as proxy by post, but you must apply by <b>5pm on 20 April 2021.</b></p> <p>If you are going to the polling station just tell the staff there that you are voting as a proxy and they will tell you what to do.</p> <p>Don't forget to take your proxy poll card – although you don't need it to vote, this will speed up the ballot paper issuing process.</p>	<ul style="list-style-type: none"> <li>• If they want to discuss this further, refer them to the elections office.</li> </ul>
<p>I can't sign or sign in a consistent manner</p>	<p>There is a special system if you can't sign or sign in a consistent manner. You will need to complete a special application form from the</p>	<ul style="list-style-type: none"> <li>• Refer to the electoral registration office</li> </ul>

Issue/question	Answer	Action
	elections office.	



## 4 How/where to vote

Issue/question	Answer	Action
Date of elections	<b>6 May 2021</b> (polling hours: 7am to 10pm).	
How do I find out where my polling station is?	<p>Your poll card should tell you the location of your polling station.</p> <p>Alternatively, contact the elections office.</p> <p>There may have been a review of the polling places in your area since the last elections, and your polling station may have been changed as a result. Contact the elections office for more information.</p>	<ul style="list-style-type: none"> <li>• If the caller requires further information, provide contact details for the elections office.</li> </ul>
Polling hours?	Polling hours are between 7am – 10pm.	
Will the polling station be Covid-19/corona virus secure?	<p>There are measures in place at polling stations to help protect against Covid-19. For example:</p> <p>[examples of measures – customise for your authority]</p> <ul style="list-style-type: none"> <li>-floor marking to encourage social distancing</li> <li>-additional signage</li> <li>-hand sanitisers on way in and out</li> <li>-Perspex screens</li> <li>-one-way system</li> <li>-obligatory to wear face coverings</li> <li>-single-use pencils to mark ballot papers</li> <li>-Polling station staff have</li> </ul>	<ul style="list-style-type: none"> <li>• If the caller requires further information, provide contact details for the elections office.</li> <li>• If caller is vulnerable explain about other methods of voting</li> </ul>

Issue/question	Answer	Action
	received extra training on how to mitigate against the spread of coronavirus	
What methods of voting are there?	<ul style="list-style-type: none"> <li>- In person at the polling station</li> <li>- By post</li> <li>- By proxy (need to give particular reason for one-off; need to meet certain criteria to vote by proxy for a period of time)</li> </ul>	<ul style="list-style-type: none"> <li>• See above for information on applying.</li> </ul>
How do I fill in the ballot papers?	<p>Information will be provided by the poll clerk at the polling station or, if you opted to vote by post, it will be in your ballot pack.</p> <p>There will be instructions on the top of each ballot paper which you should read.</p> <p>The Electoral Commission has information in different formats</p>	<ul style="list-style-type: none"> <li>• Elevate any more complicated queries to the elections office.</li> <li>• The Electoral Commission guidance is available at:  <a href="http://www.electoralcommission.org.uk/i-am-a/voter/how-cast-your-vote">www.electoralcommission.org.uk/i-am-a/voter/how-cast-your-vote</a> </li> </ul>
I have lost / not received my poll card.	<p>You do not need your poll card to vote.</p> <p>If you have lost your poll card, your local elections office can tell you where your polling station is.</p> <p>If you have not received a poll card you should check that you are registered (see above).</p>	<ul style="list-style-type: none"> <li>• Provide contact details. Use <a href="http://www.electoralcommission.org.uk/i-am-a/voter/your-election-information">www.electoralcommission.org.uk/i-am-a/voter/your-election-information</a> or contact details you have been given.</li> <li>• If you have access to the information, check whether the enquirer is registered or not and tailor the response accordingly.</li> </ul>

## 5 Overseas voters

Issue/question	Answer	Action
Can British citizens living abroad vote?	<p>British citizens living abroad are not eligible to vote in the GLA elections.</p> <p>They can register to vote at a UK Parliamentary election but cannot vote in local government elections.</p> <p>You can register as an overseas elector if you are, or have been, included within the past 15 years in a register of Parliamentary electors in the UK.</p> <p>Service voters and Crown Servants stationed overseas can vote in all elections (see next section).</p>	<ul style="list-style-type: none"> <li>• Direct them to <a href="http://www.electoralcommission.org.uk/i-am-a/voter">www.electoralcommission.org.uk/i-am-a/voter</a>; or direct them to elections office for more information.</li> </ul>

## 6 Service voters and Crown Servants

Issue/question	Answer	Action
I am in the Armed Forces (Army, Royal Navy or RAF) posted abroad. How do I register to vote?	<p>You can register at the address in the UK where you would be living if not posted overseas or at an address where you have lived in the past.</p> <p>Service personnel and their spouses or civil partners posted abroad can apply to register to vote online at <a href="https://www.gov.uk/register-to-vote-armed-forces">https://www.gov.uk/register-to-vote-armed-forces</a></p> <p>OR</p> <p>by using a service declaration form and sending it to the elections office for the area where they wish to register.</p>	<ul style="list-style-type: none"> <li>• Service voter applications can be made online at <a href="https://www.gov.uk/register-to-vote-armed-forces">https://www.gov.uk/register-to-vote-armed-forces</a></li> <li>• Provide contact details. More info at <a href="http://www.electoralcommission.org.uk/i-am-a/voter">www.electoralcommission.org.uk/i-am-a/voter</a>.</li> <li>• Service voter registration form can be downloaded from <a href="https://www.gov.uk/register-to-vote-armed-forces">https://www.gov.uk/register-to-vote-armed-forces</a>.</li> <li>• Remind them of the deadline – 19 April 2021, but encourage to apply as soon as possible.</li> </ul>
I am in the Armed Forces living in the UK, how do I register to vote?	<p>Service personnel and their spouses or civil partners have the option of making a service declaration (as above), or can opt to register to vote in the traditional way (as described in the registration section)</p>	<ul style="list-style-type: none"> <li>• Provide contact details. More info at <a href="http://www.electoralcommission.org.uk/i-am-a/voter">www.electoralcommission.org.uk/i-am-a/voter</a>.</li> <li>• Service voter registration form can be downloaded from <a href="https://www.gov.uk/register-to-vote-armed-forces">https://www.gov.uk/register-to-vote-armed-forces</a>.</li> <li>• Remind them of the deadline – 19 April 2021, but encourage to apply as soon as possible.</li> </ul>
I am a Service voter, what methods of voting are available to me?	<p>Service voters and their spouses or civil partners can vote in person at their polling station or can opt to vote by post or proxy.</p> <p>Postal votes sent to those registered abroad are normally prioritised and sent first to maximise the time for</p>	<ul style="list-style-type: none"> <li>• Refer to <a href="https://www.gov.uk/register-to-vote">https://www.gov.uk/register-to-vote</a> website where Service voter forms can be downloaded.</li> <li>• Remind them of the <b>5pm 20 April 2021</b> deadline for receipt of postal vote applications and the <b>5pm 27 April 2021</b> deadline for a new proxy vote.</li> </ul>

Issue/question	Answer	Action
	<p>them to reach you and be completed and sent back before the close of poll.</p> <p>However, if you are living or posted abroad you may want to appoint a proxy to vote on your behalf.</p>	<ul style="list-style-type: none"> <li>• If they already have a proxy vote but want to change it, they need to do this by <b>5pm 20 April 2021</b>.</li> </ul>
<p>I work in a UK embassy / for the EU / for the UN, and am based overseas. How do I register to vote?</p>	<p>If you are working outside the UK as a Crown Servant or as an employee of the British Council, you can still register to vote. You can also register if you are married to, or are the civil partner of; a Crown Servant or British Council employee and you are accompanying them during their employment abroad.</p> <p>If you are employed by the EU, UN or any other organisation not directly in service of the Crown you cannot register as a Crown Servant.</p> <p>You can apply to register to vote online at <a href="https://www.gov.uk/register-to-vote-crown-servants-british-council-employees">https://www.gov.uk/register-to-vote-crown-servants-british-council-employees</a></p> <p>OR</p> <p>by completing a Crown Servant registration form, which is available to download from <a href="https://www.gov.uk/register-to-vote">https://www.gov.uk/register-to-vote</a>.</p> <p>Only British Crown servants and their spouse/civil partner can register this way.</p>	<ul style="list-style-type: none"> <li>• Provide contact details for more information.</li> <li>• Crown servant voter registration form can be downloaded from <a href="https://www.gov.uk/register-to-vote">https://www.gov.uk/register-to-vote</a></li> <li>• Remind them of the registration deadline – 19 April 2021, but encourage them to apply as soon as possible.</li> </ul>
<p>I am a Crown Servant, what methods of voting are available to me?</p>	<p>Crown Servant voters and their spouses or civil partners can vote in person at their polling station or can opt to vote by post or proxy.</p>	<ul style="list-style-type: none"> <li>• Refer to <a href="https://www.gov.uk/register-to-vote">https://www.gov.uk/register-to-vote</a> website where Crown Servant voter forms can be downloaded.</li> </ul>

Issue/question	Answer	Action
	<p>Postal votes sent to those registered abroad are normally prioritised and sent first to maximise the time for them to reach you and be completed and sent back before close of poll.</p> <p>However, if you are living or posted abroad you may want to appoint a proxy to vote on your behalf.</p>	<ul style="list-style-type: none"> <li>• Remind them of the <b>5pm</b> 20 April 2021 deadline for receipt of postal vote applications and the <b>5pm</b> 27 April 2021 deadline for a new proxy vote.</li> <li>• If they already have a proxy vote but want to change it, they need to do this by <b>5pm 20 April 2021</b>.</li> <li>• Provide contact details for more information.</li> </ul>

## 7 Access issues

Issue/question	Answer	Action
What provision is made for disabled people?	<p>There are different options for casting your vote:</p> <ul style="list-style-type: none"> <li>- at a polling station</li> <li>- by post</li> <li>- by appointing a proxy to vote on your behalf.</li> </ul> <p>Most polling stations will be fully accessible. The staff should be trained and have access to equipment to assist disabled electors to vote in secret or with the assistance of polling station staff.</p> <p>Disabled electors may also bring a companion to assist them to vote at the polling station.</p> <p>Contact the elections office for details of the access to any particular polling station and the assistance that will be available.</p>	<ul style="list-style-type: none"> <li>• If they wish, provide contact details for the elections office.</li> </ul>
What provisions are made for blind or visually impaired voters?	<p>Tactile voting templates and large print versions of ballot papers are available at all polling stations.</p> <p>You can take a companion with you (close relative or elector qualified to vote) to assist you, or ask the presiding officer at the polling station for help.</p>	<ul style="list-style-type: none"> <li>• If they wish, provide contact details for the elections office.</li> </ul>
What provision is there for non-English speakers?	<p>Ballot papers cannot be printed in languages other than English (or English</p>	<ul style="list-style-type: none"> <li>• If they wish, provide contact details for the elections office.</li> <li>• Could also explain that the</li> </ul>

Issue/question	Answer	Action
	<p>and Welsh, in Wales).</p> <p>However, there may be guidance notes available in other languages. These may be available in the polling station.</p>	<p>registration form is available in a number of different languages from the Electoral Commission. You can print them from Commission's website at <a href="http://www.electoralcommission.org.uk/registration-forms-and-letters">www.electoralcommission.org.uk/registration-forms-and-letters</a>.</p>
<p>What provision is there for wheelchair users?</p>	<p>Each polling station is different, but most are accessible for all voters.</p> <p>You can obtain more details about your polling station from the elections office.</p> <p>Alternatively, you could apply for a postal vote, to allow you to vote from home; or nominate a proxy to vote on your behalf.</p>	<ul style="list-style-type: none"> <li>• If they wish, provide contact details for the elections office.</li> </ul>
<p>What about access issues for postal voters?</p>	<p>I can give you contact details of the elections office, who will be able to discuss this with you.</p>	<ul style="list-style-type: none"> <li>• Provide contact details for the elections office.</li> </ul>



## 8 The elections in your area

Issue/question	Answer	Action
Who is standing in the elections?	Refer them to the elections office or to the statements of persons (and parties) nominated (which must be published by 4pm on 1 April 2021) if available on the council website <b>[insert details locally]</b> . Details will also be available on the London Elects website: <a href="https://www.londonelects.org.uk/">https://www.londonelects.org.uk/</a>	<ul style="list-style-type: none"> <li>If they wish, provide elections office contact details.</li> </ul>
Where can I get information about the candidates?	<p>The Greater London Returning Officer will produce a booklet with the election addresses of all mayoral candidates who want to be included in it and who have contributed to the production cost of the booklet. The booklet will be sent to all registered electors in London during April. The booklet will list all the candidates and parties standing at the GLA election, together with the approved 'mini-manifestos' for Mayoral candidates.</p> <p>Most candidates will post leaflets through letterboxes before the election.</p> <p>They may also display posters, hold meetings or have websites with information.</p>	<ul style="list-style-type: none"> <li>Provide local authority website details.</li> </ul>
What do the Mayor of London and the London Assembly do?	<p>London has one Mayor and 25 Assembly Members (11 represent the whole capital and 14 are elected by London's constituencies) – who are elected by you.</p> <p>They work with London's councils, central government and many others on different aspects of London life.</p>	

## 9 Count, results, etc.

Issue/question	Answer	Action
How are the votes counted?	<p><b>Mayoral election</b></p> <p>In the mayoral election, where there are more than two candidates, the supplementary vote is used. Voters will be asked to:</p> <ul style="list-style-type: none"> <li>- Vote for their first choice candidate by marking a cross (X) in the first choice column;</li> <li>and</li> <li>- Vote for their second choice candidate by marking a cross (X) in the second choice column.</li> </ul> <p>The first preferences are counted, and if a candidate has received more than 50% they are elected.</p> <p>If no candidate has more than 50%, all candidates apart from those in first and second place are eliminated.</p> <p>The second preference votes for the eliminated candidates are then checked for their second preference. Any second preference votes for the two remaining candidates are then added to the candidates' first preference votes and the candidate with the most votes wins.</p> <p>If however, there are only two candidates, the election will be conducted using first-past-the-post. Voters have one vote and should place a cross (X) in the box to the right of the</p>	<ul style="list-style-type: none"> <li>• If they wish, provide contact details for the elections office.</li> </ul>

	<p>name of the candidate for whom they wish to vote.</p> <p><b>Constituency election</b></p> <p>The constituency election is conducted using first-past-the-post. Voters mark a cross (X) in the box to the right of the candidate they wish to vote for.</p> <p>The candidate who receives the most votes in each constituency will be elected.</p> <p><b>Regional election</b></p> <p>The regional election is conducted using the additional member system. Voters mark a cross (X) in the box to the right of the party or individual candidate they wish to vote for.</p> <p>Seats are awarded using a quota system. The quota is the total number of votes received by a party or independent candidate divided by the number of seats already gained, plus one.</p>	
When will the results be announced?	<p>The votes will be counted on <b>Friday 7 May</b> with the results declared following the count. The regional result can only be declared once all the local results are received.</p> <p>Contact your local elections office for more information, or visit your local authority website.</p>	<ul style="list-style-type: none"> <li>• If they wish, provide contact details for the elections office.</li> </ul>
What about recounts?	<p>It is the responsibility of the Returning Officer to decide if a re-count is necessary.</p>	<ul style="list-style-type: none"> <li>• If they wish, provide contact details for the elections office. If you do not have the details go to <a href="http://www.electoralcommission.org.uk/i-am-a/voter">www.electoralcommission.org.uk/i-am-a/voter</a></li> </ul>

# 10 Candidates at the elections

Issue/question	Answer	Action
<p>How do I stand as Mayor of London candidate, a Constituency Assembly Member candidate or a London-wide Assembly Member candidate?</p>	<p>You need to meet the qualifications for being a candidate and not be disqualified.</p> <p>To stand as Mayor of London, you will also need to submit a set of nomination papers and a deposit of £10,000 to the Greater London Returning Officer by the nomination deadline (4pm on 30 March 2021).</p> <p>To stand in the constituency election, you will need to submit a set of nomination papers and a deposit of £1,000 to the Constituency Returning Officer by the nomination deadline (4pm on 30 March 2021).</p> <p>You can stand in the regional election either as a candidate on a party list, or as an individual candidate. Registered parties submitting a party list, and individual candidates, must submit a set of nomination papers and a deposit of £5,000 to the Regional Returning Officer by the nomination deadline (4pm on 30 March 2021).</p> <p>Refer to candidates' guidance on Electoral Commission website:  <a href="http://www.electoralcommission.org.uk/i-am-a/candidate-or-agent/greater-london-authority-elections">http://www.electoralcommission.org.uk/i-am-a/candidate-or-agent/greater-london-authority-elections</a>.</p> <p>If they have further questions, refer to elections office.</p>	<ul style="list-style-type: none"> <li>• More complex queries, refer to the elections office.</li> </ul>

Can you offer advice on the nomination process given the covid 19/coronavirus pandemic?	[insert local information on how you will be managing the nominations process]	
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# 11 The Electoral Commission

Issue/question	Answer	Action
What is the Electoral Commission?	An independent body, not part of government, that regulates party and election finance and sets standards for well-run elections and electoral registration.	<ul style="list-style-type: none"><li>• If they want further information, direct them to, <a href="http://www.electoralcommission.org.uk">www.electoralcommission.org.uk</a> or 0800 3 280 280.</li></ul>

# 12 List of Commonwealth countries, British Overseas Territories and European Union member states

## Commonwealth countries

Antigua and Barbuda	Kenya	St Vincent and the
Australia	Kiribati	Grenadines
The Bahamas	Lesotho	Samoa
Bangladesh	Malawi	Seychelles
Barbados	Malaysia	Sierra Leone
Belize	Malta*	Singapore
Botswana	Mauritius	Solomon Islands
Brunei	Mozambique	South Africa
Cameroon	Namibia	Sri Lanka
Canada	Nauru	Swaziland
Dominica	New Zealand	Tonga
Fiji	Nigeria	Trinidad and Tobago
The Gambia	Pakistan	Tuvalu
Ghana	Papua New Guinea	Uganda
Grenada	Republic of Cyprus*	United Kingdom
Guyana	Rwanda	United Republic of Tanzania
India	St Christopher and Nevis	Vanuatu
Jamaica	St Lucia	Zambia
		Zimbabwe

\*Although also EU member states, citizens of Cyprus and Malta are eligible to be registered to vote in respect of all elections held in the UK.

## British Overseas Territories

Anguilla	Pitcairn, Henderson, Ducie and Oeno Islands
Bermuda	St Helena, Ascension and Tristan da Cunha
British Antarctic Territory	South Georgia and the South Sandwich Islands
British Indian Ocean Territory	Sovereign Base areas of Akrotiri and Dhekelia on Cyprus
Cayman Islands	
Falkland Islands	Turks and Caicos Islands
Gibraltar	Virgin Islands
Montserrat	

## European Union member states

Austria	Germany	Portugal
Belgium	Greece	Republic of Ireland
Bulgaria	Hungary	Romania
Croatia	Italy	Slovakia
Cyprus	Latvia	Slovenia
Czech Republic	Lithuania	Spain
Denmark	Luxembourg	Sweden
Estonia	Malta	
Finland	The Netherlands	
France	Poland	