

Running electoral registration - England Full guidance Our guidance for delivering the annual canvass is available [here](#) Running electoral registration - England This guidance has been produced to support Electoral Registration Officers (EROs) in planning for and delivering well-run electoral registration services. It has been developed in close consultation with colleagues across the electoral community including the Society of Local Authority Chief Executives (SOLACE), the Association of s (AEA), the Scottish Assessors Association (SAA), the UK Electoral Coordination and Advisory Board (ECAB), the Elections, Registration and Referendums Working Group (ERRWG) and the Welsh Electoral Practitioners Working Group (WEPWG). It reflects the ERO's legal obligations and what we, and colleagues across the electoral community, believe that EROs should expect of their staff in planning for and delivering well-run electoral registration services. The guidance is directed towards the ERO and the duties they carry out. As these duties may, in practice, be carried out by deputies and/or appointed staff, we use the term 'you' throughout this guidance to mean the ERO and whoever is carrying out the ERO's functions on their behalf. Throughout this guidance we use 'must' to refer to a specific legal requirement and 'may / should' for recommended practice. To help you use this guidance we have produced a Q&A document that should answer any initial queries you may have. Questions and answers document for the new style ERO guidance Updates to our guidance Change log Date of update Description of change November 2022 Voter Authority Certificates and Anonymous Elector's Documents guidance added. February 2023 Updates to: The requirement to Notify anonymous electors with Anonymous Elector's Documents about a replacement document Guidance on the Availability of Voter Authority Certificate application forms■ The determination of an application for a Voter Authority Certificate The issuing and collection of temporary Voter Authority Certificates The list of accepted documents for an application for anonymous registration■ The retention and inspection requirements for the BPRL and VIDEF March 2023 Update to guidance on the management of photos submitted for Voter Authority Certificate and Anonymous Elector Document applications April 2023 Updates to: Guidance on the ■ use of voter ID data on and after polling day Guidance on the use of information supplied as part of an application for a Voter Authority Certificate or Anonymous Elector's Document Removal of provisions to apply for an emergency proxy on the grounds of covid the ■processing of Crown Servant applications September 2023 Updated guidance on Absent Voting (Post commencement of Elections Act measures) added Book traversal links for Running electoral registration - England Your role and responsibilities as Electoral Registration Officer Your role and responsibilities as Electoral Registration Officer Your role and responsibilities as Electoral Registration Officer As Electoral Registration Officer (ERO) you are responsible for compiling and maintaining the register of electors. This guidance covers the appointment of EROs, your duties to conduct an annual canvass and to maintain the register throughout the year, and the resources required to support you in your duties. How are Electoral Registration Officers appointed? In order to be able to vote in elections in England, a person's name must be included in a register of electors. As ERO you are responsible for compiling the register of electors. The council of every district and London borough must appoint an officer of the council to be the ERO. In the City of London, the Common Council must appoint an officer as the ERO. The ERO should be a senior officer, for example the Chief Executive/Head of Paid Service, and should undertake relevant training to ensure they have, and maintain, the skills required for the role. Last updated: 10 August 2021 Book traversal links for Your role and responsibilities as Electoral Registration Officer Running electoral registration -

England What are the duties of an Electoral Registration Officer? What are the duties of an Electoral Registration Officer? What are the duties of an Electoral Registration Officer? The statutory functions, including the duties of the ERO, are set out in legislation. Further duties can be imposed by a direction of the Secretary of State. The Secretary of State has a power to direct EROs in the discharge of their functions but can only exercise this power of direction on, and in accordance with, a recommendation of the Electoral Commission. The local authority that appointed you as ERO must provide the resources needed to discharge your statutory functions. Any expenses properly incurred by you in performance of your functions must be paid by the local authority that appointed you.

1 1. Sections 52 and 54 Representation of the People Act 1983 ■ Back to content at footnote 1 Last updated: 10 August 2021 Book traversal links for What are the duties of an Electoral Registration Officer? Your role and responsibilities as Electoral Registration Officer Maintaining the register Maintaining the register Maintaining the register The electoral register As ERO you have a duty to maintain: a register of parliamentary electors a register of local government electors 1 These registers contain details of those who are registered to vote and must be combined as far as is practicable. Any reference to the register in our guidance should be taken as a reference to the combined registers unless otherwise stated. The edited register You must also produce an edited (or open) version of the register. 2 We use the term edited register, as this is the technical term used in the legislation. Open register is used to describe the edited register to members of the public to make it easier to understand the purpose of this register and how it is used. Where we mention the edited register in this context, we will refer to the edited register as the open register. The edited register contains only the names and addresses of those on the full register who have not opted out of their details appearing on the edited register. Absent voting records In addition to maintaining the register, you have a duty to process absent vote applications, maintain the absent voting record and produce the lists of absent voters for an election. 3 More information can be found in our guidance on absent voting . 1. Section 9 Representation of the People Act (RPA) 1983 ■ Back to content at footnote 1 2. Regulation 93 Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 2 3. Schedule 4 (RPA) 2000 and Regulation 45 RPR (England & Wales) 2001 ■ Back to content at footnote 3 Last updated: 17 August 2021 Book traversal links for Maintaining the register What are the duties of an Electoral Registration Officer? Ensuring registers are accurate and complete Ensuring registers are accurate and complete Ensuring registers are accurate and complete You need to publish registers that are as accurate and complete as possible. By accurate we mean that there are no false entries and by complete we mean that every person who is entitled to have an entry in an electoral register is registered. You have a duty under Section 9A of the Representation People Act 1983 (as amended by the Electoral Registration and Administration Act 2013) to take all necessary steps to comply with your duty to maintain the electoral register, and to ensure, as far as is reasonably practicable, that all those eligible (and no others) are registered in it. 1 The steps required under Section 9A include: sending at least one canvass communication to any address sending a canvass form more than once making on one or more occasions house to house inquiries making on one or more occasions contact by telephone making contact by such other means as the registration officer thinks appropriate with persons who do not have an entry in a register inspecting any records held by any person which he is permitted to inspect under or by virtue of any enactment or rule of law providing training to persons under his direction or control in connection

with the carrying out of the duty You must actively consider each of the steps listed and take all such action that you consider necessary in order to fulfil your duty to maintain the register of electors. The steps do not need to be taken in any particular order. If you fail to take these steps, you may be in breach of official duty, which on summary conviction can result in a fine not exceeding level 5 on the standard scale. 2 You are also required by law to take specified steps to follow up on particular canvass non-responses, including making contact with the property or an individual. Any potential new electors identified will also need to be sent an Invitation to register (ITR) and a registration application form, and you will need to take the specified steps – issuing two reminders and a personal visit - to follow up with any ITR non-responders. 3 These processes will not all be linear and will need to be carried out concurrently. These duties apply throughout the year and not just during the canvass period. We provide more guidance to help you with production of the ITR and registration form in our forms and letters guidance . 1. Section 9A Representation People Act (RPA) 1983 (as amended) ■ Back to content at footnote 1 2. Section 63 RPA 1983 ■ Back to content at footnote 2 3. Regulation 32ZB Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 3 Last updated: 29 May 2020 Book traversal links for Ensuring registers are accurate and complete Maintaining the register Carrying out house to house enquiries throughout the year Carrying out house to house enquiries throughout the year You are required to carry out house-to-house enquiries throughout the year 1 you should have the necessary staff in place to carry out these visits. 2 The visits can be used for: making enquiries with individuals who have not responded to an ITR identifying any changes to properties, such as new buildings or alterations to existing properties to help you to update your property database providing help to electors who need additional support or assistance to make an application to register or to respond to your enquiries Data protection training should be included in training for all staff and canvassers who are carrying out house to house enquiries. This will help you to embed the data protection principles in your work and demonstrate compliance with data protection legislation. More information on planning, training and the recruitment of staff, including canvassers can be found in planning for staffing to deliver the annual canvass. 1. Section 9A RPA 1983 ■ Back to content at footnote 1 2. Regulation 8 Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 2 Last updated: 26 January 2021 Book traversal links for Carrying out house to house enquiries throughout the year Ensuring registers are accurate and complete Encouraging participation Encouraging participation Encouraging participation You have a duty to take such steps as you think appropriate to encourage the participation of electors in your area in the electoral process. In doing this, you must have regard to any guidance issued by the Electoral Commission. 1 Throughout the year you should work to identify people who are not registered and encourage them to register. You should also have specific plans to carry out registration activity in advance of scheduled elections or referendums. You should have a public engagement strategy and registration plan which sets out your approach to identifying and targeting potential new electors. Further information about encouraging participation is contained in our guidance on planning for registration and public engagement throughout the year . 1. Section 69 Electoral Administration Act 2006 ■ Back to content at footnote 1 Last updated: 25 May 2021 Book traversal links for Encouraging participation Carrying out house to house enquiries throughout the year Role as a data controller Role as a data controller Role as a data controller As ERO, you are a data controller with a statutory duty to process certain

personal data to maintain the electoral register. Under data protection legislation you will need to be able to demonstrate that you comply with the principles of processing personal data, ensuring that it is processed lawfully, fairly and in a transparent manner. Advice from the Information Commissioner's Office (ICO) is that all data controllers will need to ensure that they are registered with the ICO. This means that EROs must be registered separately to their council. Under data protection legislation, a public authority must appoint a data protection officer (DPO) to advise on data protection issues. As ERO, you are not included in the definition of a public authority contained in Schedule 1 to the Freedom of Information Act 2000 and you are therefore not required to appoint a DPO for the conduct of your duties; however, your appointing council must have a DPO in place and you should liaise with them over good practice in relation to data protection. A key element of data protection legislation is the increased focus on accountability and transparency when processing personal data. You must be able to demonstrate that you comply with your obligations under data protection legislation, ensuring that you process personal data lawfully, fairly and in a transparent manner. The key to achieving this is to have and maintain written plans and records to provide an audit trail. You can find more information in our guidance [What are the data protection considerations for an Electoral Registration Officer?](#) Last updated: 25 May 2021 [Book traversal links for Role as a data controller](#) [Encouraging participation](#) [What resources do Electoral Registration Officers need to carry out their role?](#) [What resources do Electoral Registration Officers need to carry out their role?](#) [What resources do Electoral Registration Officers need to carry out their role?](#) It is important that you are supported to fulfil your role, given the range of statutory duties, and the seriousness of any breaches.

- 1 The local authority that appointed you must provide the resources needed to discharge your statutory functions. Any expenses properly incurred by you in performance of your functions must be paid by the local authority that appointed you.
- 2 Appointing a Deputy You should ensure that your council approves the appointment of one or more Deputy EROs who can carry out the duties and powers of the ERO if you are unable to act personally. Any deputies appointed should have the skills and knowledge required to carry out the functions that they have been assigned. Appointments should be made in writing and include clear details of the full or particular powers that the deputy is authorised to exercise on your behalf. In particular, it may be useful to appoint deputies to undertake quasi-judicial procedures, such as hearings of registration applications, objections and reviews. The acceptance of any such appointment should also be made in writing. Unlike Returning Officers, the ERO cannot appoint a deputy themselves, unless the power to do so has been delegated to them by the council.
- 3 If the position of ERO is vacant or the ERO is incapable of acting, any of the duties and powers of the ERO may be carried out by the proper officer of the council.
- 4 The electoral registration team The council that appointed you must provide officers to assist you in your statutory functions.
- 5 You should consider how the council can provide the support required for your registration plans to be delivered. In particular, you should ensure that you have enough staff with the right skills in your team. For guidance on planning, training and recruitment of staff, see [planning for registration throughout the year](#).

. 1. Section 63 Representation of the People Act (RPA) 1983 ■ [Back to content at footnote 1](#) 2. Sections 52 and 54 RPA 1983 ■ [Back to content at footnote 2](#) 3. Section 52(2) RPA 1983 ■ [Back to content at footnote 3](#) 4. Section 52(3) RPA 1983 ■ [Back to content at footnote 4](#) 5. Section 52(4) RPA 1983 ■ [Back to content at footnote 5](#) Last updated: 11 August 2021 [Book traversal links for What resources do Electoral](#)

Registration Officers need to carry out their role? Role as a data controller

Budgeting for registration activity Budgeting for registration activity Budgeting for registration activity As part of your annual planning process, you will need to consider what budget you require in order to carry out your statutory functions. The budget for registration should be settled between you and the council which appointed you, and that should be sufficient to allow you to fulfil your duty to maintain the register. This should include all activity involved in conducting the annual canvass. For further details on the necessary activities see our guidance on delivering the annual canvass . You also need sufficient resources to maintain the register throughout the year to ensure that it remains complete and accurate. For further details see our guidance on planning for registration throughout the year . You should properly account for the expenses of registration you incur and liaise with the council to agree a suitable accounting process and budget. While we recognise the increasing budget pressures facing local authorities which force difficult choices between competing statutory services, a lack of resources does not exempt you from complying with the law. Last updated: 30 November 2020 Book traversal links for Budgeting for registration activity

What resources do Electoral Registration Officers need to carry out their role? Your public engagement strategy and registration plan Your public engagement strategy and registration plan Your public engagement strategy and registration plan This section of the guidance covers the need to put together a public engagement strategy, what your public engagement strategy should include and how you should go about implementing it. It also covers considerations for putting together a registration plan. Why having a public engagement strategy and registration plan is important You have a duty under Section 9A of the Representation of the People Act 1983 to take all necessary steps to comply with the duty to maintain the electoral register and to ensure, as far as is reasonably practicable, that all those eligible – and no others – are registered in it. To ensure that the quality of the register is maintained throughout the year it is important that you: identify and target any unregistered residents process any amendments to an elector's current registration details take steps to remove electors who are no longer eligible

Maximising the number of voters registered relies on an effective local public engagement strategy with robust processes behind it. A proactive approach is required throughout the year to identify people who are not registered and encourage them to register. By encourage, we mean doing everything you can to encourage an application to be made before or after formally inviting someone to register. In particular, you should have plans in place to carry out registration activity in advance of scheduled elections or referendums to reach electors and encourage them to register to vote. Your public engagement strategy and registration plan should set out your approach to identifying and targeting potential new electors. It is important that they remain living documents and you use all available data to keep them under review. The challenge of maximising registration takes place in the context of wider challenges for electoral registration, including voter disengagement, transient populations and the other registration challenges that exist in your area. The lessons you have learnt in addressing these challenges to date should be reflected in your updated public engagement strategy. Public engagement includes: any forms, letters or emails you send directly to individuals or households phone calls, e-mails and direct face-to-face conversations with individuals local activity with partner organisations contact with organisations such as schools, universities, landlords, housing associations and hostels press releases, media work and use of social media public awareness activity, including local advertising and publicity directly aimed at

residents An effective local public engagement strategy should reduce the need for follow-up activity, free up resources and help to maximise the number of voters registered. You will need to build and maintain relationships with other teams from across the local authority for your public engagement work to be as effective as possible. These include: IT communications and engagement professionals other teams in the local authority who have contact with those residents less likely to be registered You will also need to work with external partners. You should consider who these partners can help you to reach and how. You will need to ensure that they are engaged, have all the information they need, and understand the timings for any planned engagement work. Last updated: 24 November 2022 [Book traversal links for Your public engagement strategy and registration plan](#) Budgeting for registration activity What should my public engagement strategy include? What should my public engagement strategy include? What should my public engagement strategy include? Your strategy should include: how you will identify and engage with potential target audiences (including hard to reach groups) details of the communication channels you will use to engage residents how you are going to work with internal and external partners to reach target audiences how you will raise awareness through advertising and the media how you will measure the success of your strategy Last updated: 6 October 2020 [Book traversal links for What should my public engagement strategy include?](#) Your public engagement strategy and registration plan Identifying potential target audiences for public engagement Identifying potential target audiences for public engagement Identifying potential target audiences for public engagement You should use data sources, such as data from your local authority and the census, to build a detailed profile of the make-up of your registration area. You should review this regularly and consider any additional data. Your local authority may hold and regularly update demographic information about residents including: the sorts of activities they take part in the services they use their attitudes their communication preferences where different groups are clustered geographically Some authorities also use consumer classification systems to identify the types of people in their area so that they can use their resources effectively to target groups with relevant information. Target groups may be distributed evenly across the authority, for example attainers, while others, such as students or private renters, may be concentrated in particular wards or neighbourhoods. This information may also be useful in your planning for the canvass . Research carried out by the Commission indicates that people from the following groups are less likely to be registered: younger people (under 35) private renters people of Black, mixed or other ethnicity groups citizens of the European Union and Commonwealth those considered to be at the lower end of the social economic scale grades Our research also shows that the registration of young people and, in particular, attainers , remains a challenge. The inspection of local authority education services data may provide you with information which could assist with the identification of potential electors who may be eligible to be registered as attainers. Your engagement strategy should include how you will engage with attainers in your area. Working with schools and colleges in your area to target these potential electors should be a key area of your public engagement activity. You may also be able to draw on your own or others experiences of engaging with young people to date and use any lessons learnt to inform your future plans. It might be helpful to contact other authorities with similar target groups in order to share experiences and understand what has worked for them in practice. You should continually review the demographics of your registration area to identify further groups that are under-registered. Last updated: 6 October 2020 [Book traversal links for Identifying](#)

potential target audiences for public engagement What should my public engagement strategy include? Checking the audience for public engagement Checking the audience for public engagement Eligible electors in your area will fall into distinct groups in relation to registration. Unregistered / new electors Any new electors will need to make a registration application and provide their personal identifiers in order to register to vote. Those who are not on the register, including typically unregistered groups, remain a target for registration activity. The groups that are less likely to join the register and the barriers that stop them doing so will vary by area, creating unique local challenges. There is an ongoing challenge in identifying local issues and taking action in response to these to ensure that as many people are registered as possible. Social groups needing additional engagement activity Research has shown that certain groups are more likely to be absent from the register or not registered at their current address. The reasons for particular groups being absent from the register are diverse – for example, they may be transient in where they live, they may be disengaged with politics, or they may be unaware of their rights. This means that these groups need to be reached in different ways, using different channels, and that they will be motivated by different messages. From the profile data you have gathered, you will have identified the specific social groups in your area that are less likely to join or be on the register, either because they are typically under-registered, or because they do not typically respond to communications from the ERO. These groups will need additional targeted engagement activity to increase the likelihood that they will join the register. These groups may include: Private renters Home-movers and mobile population Young people (under 35s) Attainers EU and Commonwealth citizens Some black and minority ethnic groups (African, Mixed, Bangladeshi) People resident at their property for less than 2 years People who have lived in the UK for less than 5 years Low level of fluency Unemployed Young people with no qualifications Students at term-time address Some challenges may not be audience-specific but may be particular to your area. For example you may have geographical barriers, or you may have low levels of broadband connection that mean people will find it harder to access online registration. Your strategy should also consider how to address these considerations. You will have identified the groups that need particular engagement activity in your public engagement strategy. After reviewing the profile of your registration area, you should review the particular groups identified to ensure that they remain relevant. Your resources might need to be re-directed, you might need to continue your work but refine your approach, or another group might have emerged requiring particular engagement, such as attainers. Electors who are already registered These electors will have their names included on communications sent out as part of the canvass. They will need to know what to do if any changes are required to their registration information. Example target audiences and opportunities for reaching them are set out below: Audience Challenges Opportunities to reach Registered electors Need to know how to update their details if they change Canvass communications Household notification letters Public information through broader audience channels such as local authority website, magazine and other communications Local awareness-raising advertisements Local media work Not registered (including typically under-registered and harder-to-reach groups) Barriers such as transient residency, unawareness of rights, disengagement, or difficulty with registering Canvass communications ITRs Follow up with direct contact (e.g. letters, phone calls, and house-to-house canvassing/personal visits) Household notification letters Targeted engagement activity including public information provision, advertising, and

working with partner organisations Hard to reach groups Research has shown that certain groups are more likely to be absent from the register or not registered at their current address. You will have identified the specific social groups in your area that are less likely to join or be on the register, either because they are typically under-registered, or because they do not typically respond to communications from the ERO. These groups will need additional targeted engagement activity to increase the likelihood that they will join the register. The table below sets out some of the challenges and opportunities for reaching these hard to reach groups.

Demographic	Challenges	Opportunities
Young people and attainers	Not reached by traditional media	Unaware of need to register
Reliant on family influences	Disengagement with politics	Distrust of authority
Other priorities	Peer influenced	High social media users
High smart phone and text message use	Online registration and information	May be in school, college or training, providing potential communication channels
Students	Highly transient	Disengagement with paperwork and post
Other priorities and distractions	Not used to registering themselves	Institution asks them to complete paperwork-
Grouped in halls of residence or student areas of town	Potential to be incentivised	High social media users
Home movers	Unaware of need to re-register	Not a priority
Partners helping to spread messages	Mobile population, private renters and communal residency	Unaware of need to register/change details
Disengagement with politics	Other priorities	Partners helping to spread messages
Under-registered black and minority ethnic communities	Disengagement with politics	New residents may be unaware of rights
Partners helping to spread messages	Local advertising in locations with higher density of target population	People with disabilities and particular communication requirements
Unable to access mainstream communications	Some may rely on carers to receive and return post	May need help with completing forms
Need to produce accessible communications	High users of service providers, providing potential communication channels	Potential to reach carers and those who have influence with them
Over 80s	Low internet use	Difficulty getting to post box
May rely on carers to receive and return post	May need help with completing forms	Less exposed to outdoor advertising
High users of service providers, providing potential communication channels	Potential to reach carers and those who have influence with them	Disengaged households; young people not in employment, education or training (NEETs)
Disengagement with politics	Distrust of authority	Difficulty with completing forms
Not involved with institutions	High users of certain services providing potential communication channels	Peer influenced
Potential to be incentivised	Low level of literacy or understanding of	Unaware of rights
Difficulty completing forms	Provision of information in other languages	Partners helping to spread messages and providing help with form completion
Information in world language media	Homeless and travellers	Difficulty accessing and completing forms
Partners helping to spread messages and providing help with form completion	Residents in very rural areas	Less exposure to central services
Less exposure to outdoor advertisements	Partnering with community groups	Rural communications
Reliant on concentrated range of services	Our example tactics sheets for reaching target audiences contain ideas for targeting and communicating with typically under-registered groups, such as young people, BME groups and private renters.	Example tactics for reaching target audiences (DOC)

Further information and practice examples of how some EROs are working with care homes and students to encourage registration is also available. Sharing good practice - Reaching care home residents Sharing good practice - Reaching students

Last updated: 6 October 2020 Book traversal links for Checking the audience for public engagement Identifying potential target audiences for public engagement

Communication channels for engaging residents Communication channels for engaging residents You should consider whether the communication channels you use during the canvass, at scheduled polls and in your wider registration work, enable you to reach your target audience(s) effectively. You should regularly evaluate these channels to determine what worked well and what was less successful. For information and practice examples of how some EROs are targeting and communicating with potential electors, see our sharing good practice resource Communications. Sharing good practice - Communications Last updated: 6 October 2020 Book traversal links for Communication channels for engaging residents Checking the audience for public engagement Direct contact with residents Direct contact with residents Direct contact with residents Direct contact is an important element of your public engagement strategy and you should promote the channels residents can use to contact you including: letters telephone conversations text messages emails door-to-door visits social media channels Your experiences during the last canvass and your ongoing wider registration work will have given you a good indication of which areas respond quickly to written communications and which are more likely to require personal visits. You can use this information to inform your plans for the canvass. For example, in areas that do not respond well to written communications it might be a better use of resources to undertake personal visits earlier in the process compared to other areas. Any letters and emails you send must be easy to understand and carry clear messages about what the recipient needs to do and how they can do it. You should use the template wording that the Commission provides in its forms and letters guidance which reflects results of user testing. You can give an invitation to register by electronic means, including by email. This means that rather than sending potential electors an invitation to register with a voter registration form and a return envelope. You can (where you have an elector's email address) encourage them to register online by emailing them an ITR with a link to www.gov.uk/register-to-vote . This option should be reflected in your strategy and wider registration plans. For your public engagement strategy and registration plan, you will need to have established the practical process for writing out to residents for the canvass, including timings. You will also need to consider timings for your public engagement activity that supports the canvass, which should include any potential opportunities to link to any wider national or local voter registration activity For example, National Democracy Week, which aims to increase the number of people who understand and take part in the democratic process, is one such opportunity. Depending on when you issue your canvass communications, you may be able to capitalise on this and the accompanying national publicity, to drive canvass responses and raise awareness among under-registered groups. We will keep you updated with our plans for National Democracy Week via our EA Bulletin . You should also ensure that you are subscribed to our Roll Call newsletter which contains the latest information about promoting voter registration and our partnership work. The Department for Levelling Up, Housing and Communities has made available resources that you can use to promote registration activities you have planned during this year. The Department for Levelling Up, Housing and Communities and the Department for Education make secondary schools resource available and has a Youth Engagement Toolkit for parliamentarians to use with young people in their areas. Last updated: 9 March 2022 Book traversal links for Direct contact with residents Communication channels for engaging residents Managing responses and enquiries from individuals Managing responses and enquiries from individuals Managing responses and enquiries from individuals Your public engagement strategy and registration plan need to address how you will sufficiently resource all

the methods that the public can use to contact the local authority. You should review the effectiveness of your resourcing throughout the year to inform future planning. The canvass and other public engagement activity that residents come into contact with will prompt higher levels of queries and questions, so it's important that you provide sufficient support for residents who make contact by telephone, by email or in writing. Providing telephone support is important because many residents will have difficulties accessing the internet or understanding written material. Residents will also expect to be able to e-mail queries, talk to someone face-to-face or write letters to the ERO. Face-to-face contact may include speaking to local authority frontline staff such as in libraries or leisure centres or the corporate contact centre. If you provide other methods for residents to contact you, such as Facebook, Twitter, web-forms, and text messages, you should review how effective these channels have been in responding to queries, and also the volume of queries you have received through these channels. A high volume of queries received through one channel could require additional resources in the future or if, for example, you received a significant number of queries through certain channels such as web forms, this could indicate high usage of your local authority website but may also suggest that the information provided there could be clearer in order to mitigate queries. How to plan resources needed to respond to enquiries To plan levels of resourcing you should consider: the peaks for demand for public information which are likely to occur following public engagement activity, for instance following the issue of canvass communications and in the run-up to registration deadlines what level of enquiries you received during peaks in registration activity increasing resources at your existing call centre or outsourcing responses, for example, using a specialist call centre the effectiveness of your approach during the last canvass and scheduled polls, and whether you need to do anything differently what contingencies you can put in place if enquiries are much higher than expected (you should test your contingency arrangements to ensure that they are robust) Directing residents to online registration (www.gov.uk/register-to-vote) and providing clear and easy to navigate information about registration on your website will help to reduce the burden on your public information response lines. The better the information available and the easier it is to access, the less people should reach for the telephone. You should regularly review the volume of queries you receive through each channel. Establishing an agreed response time for enquiries You should establish a fixed timeframe in which responses will be made where queries cannot be dealt with immediately, so you can let the enquirer know when they may expect to receive an answer. For example, you could set up an automatic response to e-mails letting the enquirer know you will get back to them within 48 hours. You could also include answers to frequently asked questions with this automated response, together with links to www.gov.uk/register-to-vote and to the absent voting forms on your website. Last updated: 6 October 2020 Book traversal links for Managing responses and enquiries from individuals Direct contact with residents Training public-facing staff to deal with enquiries Training public-facing staff to deal with enquiries Training public-facing staff to deal with enquiries You should provide updated face-to-face briefings or written information to local authority staff who deal with the public to ensure they have the information they need to be able to respond to any queries they may receive. This means thinking about likely queries and developing scripts and lines to help employees responding to enquiries to answer questions or refer callers to the right place. We have provided an FAQ resource to support you. FAQs and lines to take with the public in response to queries on electoral registration (DOCX) Last updated: 6 October 2020 Book traversal

links for Training public-facing staff to deal with enquiries Managing responses and enquiries from individuals Working with partners to reach target audiences Working with partners to reach target audiences Working with partners to reach target audiences Working with partners, inside and outside the local authority, is key to delivering your registration plan and promoting public awareness. Internal and external partners may be able to identify residents who are entitled to be registered, but do not have an entry in the register. External partnerships can be established at every level, from individual community leaders to national businesses. Partnerships also need to be built internally within the local authority and with organisations that provide services for the local authority. Council departments or organisations that are in regular contact with residents, for example those delivering meals on wheels or providing domestic care, could be approached to promote the completion of applications. It is important to identify and build relationships with the correct point of contact in each case. Partnerships should be free, with each side getting a mutual benefit for entering the partnership. However, some costs may be incurred for example, for the production of materials for partners to use with residents. Last updated: 6 October 2020 Book traversal links for Working with partners to reach target audiences Training public-facing staff to deal with enquiries How can partnerships help to raise public awareness? How can partnerships help to raise public awareness? How can partnerships help to raise public awareness? Partnerships can help you to raise public awareness by: sharing messages - for some social groups, messages are more likely to be acted upon if they come from someone they trust and know – for example, a respected community leader or organisation extending the reach of your advertising – for example, a dentist may put posters in their waiting room, you could also place them in community buildings or on public notice boards including information in the communications they already send out increasing your capacity by answering people's questions and supporting them to fill in forms - for example charitable organisations Other partnership activities could include: providing registration forms for estate agents to attach to rental contracts identifying a charity whose volunteers are willing to help people fill in forms working with a large local employer who is keen on supporting community causes providing materials for or working together to deliver a workshop on democracy and registration Partners may also be able to identify other opportunities that you have not yet considered. Last updated: 6 October 2020 Book traversal links for How can partnerships help to raise public awareness? Working with partners to reach target audiences Approaching partners about supporting registration Approaching partners about supporting registration Approaching partners about supporting registration You will need to approach potential or existing partners about the possibility of them supporting your registration work. To an extent, you will need to 'pitch' your request to them to ensure that it has the highest chance of getting them on board, particularly as they may have requests from other organisations. First, research the best time for your approach – will they, for example, be busy at a particular time with another priority? You will also need to ensure your proposal contains ideas of how they could help, and how helping would be beneficial to them and to the people they work with. This will have a higher chance of getting them on board, particularly as they may have requests from other organisations. Not all organisations and individuals will be in a position to get involved; it's important to accept this and where possible consider alternatives. You will also need to support partners throughout any activities to increase the likelihood of them remaining engaged. Last updated: 10 August 2021 Book traversal links for Approaching partners about

supporting registration How can partnerships help to raise public awareness? How to set up a new partnership How to set up a new partnership? How to set up a new partnership When setting up a partnership you may want to have a telephone conversation or face to face meeting particularly for larger partnerships, where the following points should be addressed: explain why the partnership is beneficial to both parties agree the level of support the partner will offer understand the mechanisms they will use for reaching their audience agree whether any materials will be needed and, if so, who will be producing them agree what messages they will use in communicating with their audience agree what information they will provide on how the audience can respond or where they can get more help agree who at the local authority will be available to answer the partner's questions be clear about timings and when messages need to change establish regular communications ensure that if things are not going as planned they are open to stopping the activity and, where relevant, returning materials agree an approach to evaluation of the activity Last updated: 6 October 2020 Book traversal links for How to set up a new partnership Approaching partners about supporting registration Working with existing partners Working with existing partners Working with existing partners As well as identifying potential new partners, it is important to build on any existing partnership arrangements you have established. This could include those who: have previously supported registration work are in regular or significant communication with your target audiences have good relationships with target audiences and have previously worked with the local authority, but not on registration have good relationships with target audiences and have never worked with the local authority have a high profile in the local area among broad audiences Where you identify that you wish to continue working with an existing partner, you should review the partnership and identify whether there is anything you could do differently with them to achieve better results. If this partnership activity has resulted in an increase in the registration levels of your target group, you should feedback success to your partners, which may encourage them to undertake further work with you. Some examples of partners you may want to consider include: Service providers - for example, housing associations, home care services, schools, further education colleges. Other governmental organisations and local authority teams – for example, parish councils, housing services, social services. Influential individuals – for example a prominent student landlord, local celebrities, politicians, political parties and candidates. Community groups and charities – for example, a boxing club, Neighbourhood Watch, over-60s social groups Private companies and organisations – for example, a large local employer, gym, dentist, estate agent. You won't be able to work with everyone, so as well as evaluating the value added by existing partners during the last canvass and at scheduled polls, you should consider: who will best reach your target groups the practicalities of working together any other local factors It may be beneficial to categorise your list of partners, identifying which partners will require help to deliver detailed activity, and those who have agreed to simply relay or promote registration messages. Partnerships that may take a large amount of time to set up and reach a small number of people may still be worthwhile if the people they reach are high on your target list and are unlikely to be engaged in other ways. Similarly, an organisation that works with residents who are not on your target list, but reaches a huge of residents and is committed to taking time to spread your messages could at least be considered. It is also important to plan for working with politicians and political parties throughout the year so that they understand how the registration process works. Candidates and their supporters can extend your

registration reach by promoting registration during their electoral campaigning. If candidates, parties and politicians are not engaged, there is a risk that the messages and information they provide could be wrong or incomplete. Last updated: 6 October 2020 [Book traversal links for Working with existing partners](#)

[How to set up a new partnership](#)

[Partnership risks](#)

The risks of working with partners

[Partnership risks](#)

Risks should not stop you working with partners, but they should be captured in your risk and issues register and you need to identify mitigations against these risks. Some potential risks include:

- The partnership results in wide-scale complaints – for example, if a partner engages in political campaigning there may be a perception that the ERO is not politically neutral
- The partner misrepresents your message - do they understand the relationship and their responsibilities? Do they understand and keep to the message you want to get across to residents and to what extent does it matter if they don't? Are they clear when the work ends, or when the message changes?
- The partner does not carry out the work they agreed - is this risk more significant because you have put time and money into the relationship? Perhaps they misunderstood the workload, or find themselves with an unexpected priority, or perhaps they start to incur additional costs and expect re-imbursement
- Registration fatigue – initial enthusiasm might fade so it will be important to try to maintain momentum in any partnership work, including by keeping up communication and providing feedback
- The cost outweighs the benefits - you may produce comprehensive materials and the organisation does little to help support your registration work
- You should consider developing lines to take in the event a partnership organisation attracts negative press which might implicate your local authority. You should evaluate how effective you were at mitigating any risks when working with partners. These learning points should be reflected when updating your engagement strategy to help inform your approach to future partnership working.

Last updated: 6 October 2020 [Book traversal links for Partnership risks](#)

[Working with existing partners](#)

[Data protection considerations when working with partners](#)

Data protection considerations when working with partners

Data protection considerations when working with partners

You need to be able to demonstrate that all information obtained, whether from internal or external partners, complies with the principles of processing personal data, ensuring that it is processed lawfully, fairly and in a transparent manner. You should ensure that any partners assisting electors to complete applications are aware of data protection principles before handling any personal data. External organisations from whom you are obtaining personal data, for example, universities and care homes, will hold personal data on their students and residents respectively and are likely to be data controllers in their own right. Although data protection legislation does not require a written agreement when sharing data between data controllers, it is strongly recommended that you agree with your partner a data sharing agreement to help you both demonstrate that you are acting in accordance with data protection legislation

Our guidance on data protection for EROs and ROs contains further information on data protection considerations and a checklist to support you in developing a data sharing agreement. Last updated: 5 June 2023 [Book traversal links for Data protection considerations when working with partners](#)

[Partnership risks](#)

[Raising awareness using advertising and media](#)

Raising awareness using advertising and media

Raising awareness using advertising and media

Public awareness activity, such as advertising and working with the media, is an important part of public engagement. As ERO, you have a general duty to promote participation and you will need to undertake advertising of your own as far as is possible. Your public engagement strategy should ensure that your public awareness raising activity is co-ordinated to

take place at key points during the canvass and in the period leading up to scheduled polls and should document any planned use of: local authority newsletters website bus shelters poster sites or notice boards social media media relations tools Last updated: 6 October 2020 Book traversal links for Raising awareness using advertising and media Data protection considerations when working with partners Getting the public to take action Getting the public to take action Getting the public to take action If the communications you produce are aimed at getting people to do something, a call to action is fundamental to success. A call to action is a statement that lays out what you want the audience to do next – for example, register online. Without it, people won't understand what they should do, or if it is unclear or buried in other information it may well be ignored. Calls to action should: be written succinctly, clearly telling people what to do use active instructive language ('Visit www.bigtown.org.uk for more information' is better than 'interested parties can find further relevant details at the Council's website') be visually prominent in the document - for example, in larger text, a different colour and with space around it to draw people's attention to it The Commission previously undertook research with the public, led by Ipsos Mori, to establish which communication messages best motivated and engaged people to take action. The research findings showed that the following key elements were motivating: 'Voting matters' (many people do not distinguish voting from registering) loss aversion (the implication that you stand to lose something if you don't register) Timing is crucial to ensuring that people don't get so accustomed to messages that they switch off, so you may want to consider limiting the use of some channels to the periods where they will have most impact. Last updated: 6 October 2020 Book traversal links for Getting the public to take action Raising awareness using advertising and media Using local authority owned media channels Using local authority owned media channels Using local authority owned media channels You should continue to consider the best places to display your advertising. Buying media (advertising space) such as outdoor poster sites and press advertisements can be prohibitively expensive. More inexpensive options such as community newsletters or local listings magazines may also be out of reach. You may, however, have a range of local-authority-owned channels available to you, for example: local authority residents' magazine internal staff newsletters local authority-owned vehicles local authority-owned poster sites local authority buildings bus shelters and billboards notice boards social media channels You should undertake an audit of potential owned media and consider the reach and frequency for each option. This will help you to establish how much of your target audience would be exposed to the activity and the number of times they would be exposed to the activity. You should keep any information up to date and relevant and check for any changes since activities were last undertaken. Your local authority website can also be used as an additional low-cost media channel. You should ensure that your web content is up-to-date and includes links on key pages to external websites, such as www.gov.uk/register-to-vote and www.electoralcommission.org.uk/i-am-a/voter . How could I make use of social media channels? Social media channels such as Facebook, Twitter, YouTube, Google+ and others provide an inexpensive opportunity to raise awareness and can be used for responding to public queries. Ongoing promotional work is required to build the numbers using your social media channels. Interesting, amusing, urgent or engaging messages are more likely to be shared by users and reach a wider audience. Posts should be made at key times, for example, at the start of the canvass, to ensure maximum impact. Think about how external events could provide a hook for social media activity. For example, we have previously made a series of

electoral registration Valentine's Day-themed tweets on 14 February. Social media also offers opportunities to immediately see the impact of your work. For example, how many times a Facebook post is liked or shared, or how often a tweet is retweeted. However, social media has limitations – for example, social media channels may in many cases be limited to those who are already engaged with the local authority. Last updated: 10 August 2021

Book traversal links for Using local authority owned media channels

Getting the public to take action

Events and street marketing opportunities

Events and street marketing opportunities

You should consider holding events that involve face-to-face contact with people, for example at an event such as a road show or at a stall in a shopping centre, to boost awareness. Novel activities at existing community events can draw attention and you can promote them in advance. Notify the press ahead of events to attract their attendance and achieve further media coverage. Events and street marketing can be useful for targeting under-registered groups by bringing information to them. You could supply posters and leaflets to draw attention to your stand. Then forms can be collected on the spot or facilities provided to make online applications. This also gives the public opportunity to ask about anything they do not understand. It has been shown that an individual is more likely to take action if they can do so straight away. Think about the locations that provide an opportunity for people to register then provide information at those points to influence people into taking action to register. For example, you may want to display reminders on library computers, at job clubs where computers for CV writing are provided, or in free computing skills classes. Last updated: 6 October 2020

Book traversal links for Events and street marketing opportunities

Using local authority owned media channels

Using paid for advertising

Using paid for advertising

Media is typically bought in the weeks and months before a campaign is due to go live. You will need to hold conversations early on to establish the deadlines for buying advertising media, and for supplying artwork. There are also likely to be technical requirements for the supply of artwork. You may buy individual sites from media owners, or work with a media buying agency to select the best media to meet your objectives and target audiences. What are the channels and who could they reach?

Radio – reaches lower income residents and young adults, as well as those in more rural areas; segmented audience can be reached by appropriate stations

Online – less useful for lower income households; reaches under-24s and students particularly through social media. Most capable of targeting specific groups

Newspaper – potential to reach lower incomes, particularly in certain titles

Magazines / newsletters – target specific local areas or community groups

Advertorials (promotional articles) for local press and websites – could be used to carry more detailed information

Outdoor – useful to reach target audiences by locating in areas with high density and passing footfall; potential to reach students; billboards and buses can provide high frequency of views

Mobile advertising vans – can deliver messages to geographic areas with high densities of your target audience

Event sponsorship – potential to reach young people and BMEs

What are the other considerations when using paid for advertising? Buying advertising space is expensive so you should consider the following factors:

Total reach – the number of relevant people expected to be exposed to an advertiser's message at least once in a specified time

Frequency – the number of times a member of the audience is exposed to a message in the specified time

Cost – The cost of reaching one thousand people or of reaching your target market

When establishing the reach and frequency you may, for example, want to consider if it's better to have fewer adverts on a larger radio station than lots of adverts on a

small radio station and whether a high reach campaign in a local newspaper running for one day is better than a low reach campaign in a community magazine that lasts a month. Think carefully about your target audiences before accepting any special offers from media owners. Ask why the price is reduced – it may be that the space does not have a proven ability to reach your audience. Last updated: 6 October 2020

Book traversal links for Using paid for advertising Events and street marketing opportunities Getting others to spread the message (earned media) Getting others to spread the message (earned media) Getting others to spread the message (earned media)

By actively working with the media, you have greater influence on the types of messages they carry. People's likelihood to register will be affected by the messages they hear in the press and news. Media relations activity provides an opportunity to get your message on the news agenda and raise the profile of your work. You may not be able to control public opinion, but you can supply messages that are more likely to reassure people and reduce negative coverage that could deter people from registering. Suggested activity may include: issuing press releases ahead of key events, such as at the start of the annual canvass giving interviews for radio and television holding publicity-generating events Last updated: 6 October 2020

Book traversal links for Getting others to spread the message (earned media) Using paid for advertising Ensuring communication materials are accessible and impactful Ensuring communication materials are accessible and impactful Ensuring communication materials are accessible and impactful

When producing communication materials you should ensure that they emphasise key messages and have a layout that supports clarity and impact. Clear and concise writing has a much higher chance of reaching as many people as possible and ensures the recipient will understand what they need to do. Communications that provide information in the way the reader wants to receive it are more likely to have greater impact. You should identify whether there is someone in your local authority who has expertise in writing for the public, plain or website accessibility, or if possible staff could undertake relevant training. Not everyone will understand the communications and may need further help or reassurance, so contact details of where the reader can get help should be included. For further information, see our factsheet on producing accessible communications. Factsheet on producing accessible communications (DOC) Last updated: 10 August 2021

Book traversal links for Ensuring communication materials are accessible and impactful Getting others to spread the message (earned media) Monitoring and evaluating the success of your public engagement strategy Monitoring and evaluating the success of your public engagement strategy Monitoring and evaluating the success of your public engagement strategy

Evaluations are essential for measuring the effectiveness of a project and demonstrating achievements Your engagement strategy and registration plan needs to be updated to reflect findings of your monitoring and evaluation. You should update it to reflect lessons learnt from work you have already undertaken and to include any new information about your registration area. This information will help to continue to refine the picture you have of the demographics of your area, confirm what the key challenges for engaging with your residents are and measure which activities are most effective in engaging with different target audiences You should outline how you will monitor and evaluate how effective your public engagement activity and tactics to engage your target groups were during the last canvass, at scheduled polls, and in your ongoing activity to maximise registration. Did you reach your target audience?

Measuring the success of your engagement activities In order to evaluate the success of an activity, it is important to have clear, measurable objectives and any evaluation measures should relate back clearly to the initial objectives. It is

likely that a variety of methods will be needed to evaluate a project. To identify the most appropriate methods to use for evaluation you should define the questions to be asked to form the evaluation and consider how these questions might be answered. There are a variety of methods that can be used to assess the effectiveness of your activity, some of which might be behaviour-based (what people have done, what has actually happened) and some of which might be perception-based (what people believe to have happened). The following are some mechanisms for collecting evidence to support your evaluation: recording feedback from the public at events or via your website recording the level of responses as a result of the activity recording the number of enquiries on the subject recording the number of hits to the website requesting information recording any feedback provided on social media distributing evaluation questionnaires or feedback forms at the end of an event conducting a public opinion survey to determine whether the public were aware of your activity, their thoughts about it and whether they took action as a result conducting pre-activity and post-activity surveys to determine whether people's knowledge and awareness of registration and the process has increased as a result of the activity interviews with stakeholders to determine what they thought of the activity focus groups held with residents to gather feedback – potentially as part of other events It is also important to attempt to measure: environmental factors or background noise: to what extent is increased participation the result of your activity or of some other factors? the base case: i.e. what would have happened in the absence of the activity? the number of relevant people who were exposed to the activity the number of times people were exposed to the activity any increases in the number of people taking action, such as registering to vote any positive feedback from participants in a scheme whether people's understanding of the process has increased any increase in requests for information The evaluation plan needs to set out who will participate in the evaluation and who is responsible for the various parts of the evaluation. Monitoring of progress and evaluation should be carried out at the end of each key stage of registration activity to ensure activities are effective and remain appropriate. While it is important to undertake evaluation as extensively as possible, consideration should be given to the resources allocated and the cost of evaluation should be proportionate to the cost of the project. You may not be able to evaluate everything in the detail you would like and you should set out any limitations to the evaluation in your plans, including any potential risks to the reliability and validity of the evaluation and findings. Your evaluation plans should identify relevant stakeholders, such as other local authorities, who may be interested in the evaluation and with whom the findings should be shared. Last updated: 6 October 2020 Book traversal links for Monitoring and evaluating the success of your public engagement strategy Ensuring communication materials are accessible and impactful How the Commission can support you with public engagement How the Commission can support you with public engagement How the Commission can support you with public engagement There are a range of resources available on the Commission's website which could be used or developed for future campaigns. You can also subscribe to our voter registration newsletter - Roll Call, which contains the latest information about promoting voter registration and our partnership work. Our resources will be updated ahead of scheduled polls as appropriate, but the general guidance and suggestions continue to be relevant and may be helpful throughout the year. Direct one-to-one support also continues to be available through our regional teams. You can contact them by: Telephone: 0333 103 1928 Email: infoengland@electoralcommission.org.uk Last updated: 6 October 2020 Book traversal

links for How the Commission can support you with public engagement Monitoring and evaluating the success of your public engagement strategy Your registration plan Your registration plan Your registration plan While your public engagement strategy will help you identify the registration challenges in your area and a general approach for tackling them, your registration plan should be informed by it and capture the detailed actions of everything that needs to be done to maintain electoral registers that are as accurate and complete as possible – not just throughout the canvass period, but throughout the year. What should a registration plan include? Your registration plan should capture all registration activity throughout the year, including in the lead up to scheduled polls and during the canvass. We have produced a template registration plan you can use to support your planning for the delivery of electoral registration services. You do not have to use the template provided.

Template registration plan (XLS) It is important that you treat your registration plan as a living document and keep it under regular review using available data to monitor progress and to identify where any amendments need to be made. At a minimum, your registration plan should cover: a timetable of deliverables and tasks which should demonstrate how you intend to carry out the necessary steps under Section 9A, both during the canvass and throughout the year details of planned partnership activity objectives and success measures resource requirements review of internal processes to ensure they remain relevant, including what measures you have put in place to ensure data protection requirements are met identification of training needs, both for external and internal sources of training mechanisms for tracking and evaluating progress and for recording amendments processes to identify any patterns of activity that might indicate potential integrity problems, including what steps are to be taken to deal with any such problems You will need systems in place that enable you to track your progress towards ensuring that as many eligible residents as possible are included on the register. This should include processes to track responses from individuals and households to monitor, evaluate and target resources to identify where amendments to your plans are required. You also need to maintain a risk and issues register, identifying any risks to the effective delivery of your registration plan and corresponding mitigating actions. We have developed a template risk and issues register that you can use to record any risks you identify. It contains examples that you will need to consider and, if necessary, mitigate, as well as a log to record any issues that emerge and that you will need to address. Alternatively, you may wish to include risks including our examples in any risk management documentation you have already developed. Template risk and issues register (XLS) Last updated: 6 October 2020 Book traversal links for Your registration plan How the Commission can support you with public engagement What resources are needed to deliver your registration plan? What resources are needed to deliver your registration plan? What resources are needed to deliver your registration plan? You will need to identify what work you need to do to engage with residents, and consequently, what resources you will need to do this. Keeping your plan and activity under review will enable you to understand whether your local challenges are being met and enable you to target your resources where they are most needed. Key departments and individuals you will need to involve, may include: the local authority's IT department the local authority's finance team data holders the data protection officer at the local authority the local authority's call centre / reception manager the communications / media manager at the local authority (if there is one) the local authority's HR manager representatives of local authority teams/individuals and local organisations who work with under-registered groups in

your area, such as local education departments Your plan should cover how you will be engage these departments/individuals and how often you will meet with them. Consider: whether you should personally chair the group who should be involved what the terms of reference will be how actions will be recorded and taken forward Last updated: 6 October 2020 Book traversal links for What resources are needed to deliver your registration plan? Your registration plan What records can you inspect to assist you with identifying potential new electors throughout the year? What records can you inspect to assist you with identifying potential new electors throughout the year? What records can you inspect to assist you with identifying potential new electors throughout the year? Your registration plan should include detail of data sources available to you and a schedule of when checks of those records are to be carried out. As ERO you can by law, for the purpose of meeting your registration duties, inspect and make copies of records kept in whatever form by: 1 the council which appointed you (where you are an ERO for a district council in a two-tier area, this extends to the county council) 2 any registrar of births, deaths and marriages including any superintendent any person, including a company or organisation, providing services to, or authorised to exercise any function of, the council including any providing outsourced services under any finance agreement Where the ERO requests to inspect and/or take copies of the records listed above, a statutory or other restriction, including the GDPR, cannot be used to refuse disclosure of those records. 3 For example, if a private contractor has been appointed to collect council tax on behalf of your local authority, as ERO for that authority, you are entitled to access the data held by that contractor. In addition to this, the council which appointed the ERO is permitted to disclose to the ERO, for certain registration purposes, information contained in records held by the council. In the case of an ERO for a district council, this also applies to the relevant county council. 4 There are three purposes: to verify information relating to a person who is registered in a register maintained by the officer, or who is named in an application for registration to ascertain the names and addresses of people who are not registered but who are entitled to be registered to identify those people who are registered but who are not entitled to be registered Disclosure can only be made in accordance with a written agreement between the council and the ERO processing of the information, including its transfer, storage, destruction and security. You should also ensure that you are making full use of all the records available to you to check entries on the register, taking steps to remove those electors who are no longer entitled to remain registered. You should record the number of electors removed from the register and the reason for the removal. For more information on what types of other records can also be used to identify changes and those who may no longer be entitled to be registered at a particular address see our guidance on managing amendments, reviews, objections and deletions throughout the year . You will need to use information sources available to identify and target new electors, and ensure that all necessary steps are taken to add them to register. While records may assist you in identifying who does not have an entry in the register, any potential new elector who is identified must always make a successful application before they can be added to the register. You should record the number of electors added to the register and how these applications originated. For example, whether the application was unsolicited or was it following information included in a canvass communication. The following records may help you maintain your register throughout the year: Council tax : These records may indicate new residents have moved into a property. However, the person named on council tax records is not always eligible to register to vote, for example

owners of properties that do not reside there. Also, council tax records will not necessarily tell you all of the people resident at the address who you may need to invite to register. Council tax records can be used as evidence that a property is empty or that it is not someone's main residence, which may affect their entitlement to register. Access to these records should include any supplementary notes, which may assist with clarifying who is resident. Council tax reduction (formerly council tax benefit) : These records may alert you to others living at a property. Housing : The records of arms-length management organisations and housing records where the council maintains the housing stock can be inspected for tenants details. Housing benefit : Housing benefits are paid directly to an individual and as such can be helpful in identifying new electors. Register of households in multiple occupation (HMOs) : You should consider using these records to make contact with landlords or managing agents who are likely to be able to provide names of new residents. Records held by registrars of deaths and marriages : Information received about marriages and civil partnerships could indicate an additional resident at a property. It may also alert you to a change of name of an existing elector. Or in the case of deaths indicate where an existing elector may need to be removed. Lists of residential and care homes / shelters / hostels : Social services (or equivalent department) will be able to provide lists of residential and care homes, as well as shelters and hostels. Wardens of these accommodations may be able to provide information on changes of residents. We have produced a factsheet for care homes in that you can adapt to reflect your particular circumstances. Guidance for care staff in England and Wales (DOC) The factsheet is based on our assisted applications guidance which details what one person can do to support another to register. Guidance on assisted applications in England and Wales (word) Lists of disabled people receiving council assistance : Social services (or equivalent department) may be able to provide details of certain disabled people living at home, such as those who are blind, deaf, etc., which should also enable you to tailor the service you provide to such individuals. Land Registry : Can be used to find information on sales of property, which can provide information on changes, particularly as the name of the buyer is given. Planning and building control : Inspection of building control records and liaising with house builders can give an indication of the progress of new developments and whether they are ready for residential occupation. Instead of liaising with planning and building control directly, you may be able to gain the necessary information from the Valuation Office. List of new British citizens held by the registrar : The registrar will have information on who has become a British citizen. You are entitled to inspect and make copies of these records, and could use them to identify potential new electors. Information on applying to register to vote could be given to the registrar to include packs they make available to those receiving British citizenship. Depending on their previous/other nationality, someone who has become a British citizen may already be on the electoral register, but information should be provided in any case to ensure that they have the correct franchise. Local authority education data : This data may provide information to assist with the identification of potential electors aged 16 to 18 years who may be eligible to be registered as attainers or electors. You separately have the power to require information from a person who is not the elector. You can use this power where it is required for the purposes of maintaining the register. 5 For example, you can use it to require those in charge of multiple occupation establishments or care homes to provide you with information on residents. To comply with data protection legislation, you need to demonstrate that all information obtained complies with the principles of processing personal data,

ensuring that it is processed lawfully, fairly and in a transparent manner. Therefore, you should maintain details of: the records to be checked a schedule of when those checks are carried out the lawful basis on which you are processing that information. For example, Section 9A places an obligation on you, the ERO, to inspect these records as part of your duty to maintain the electoral register, therefore providing the statutory basis by which you are processing that personal data the security in place to protect the data. For example, encrypting/password protecting data whenever it is transmitted, and using secure storage action taken on the basis of the information you have obtained retention and secure disposal of data (in accordance with your document retention plan) A number of EROs have identified tools to assist in managing registration processes. For information on and examples of utilising management tools, see our resource Effective management of registration processes: Sharing good practice - Effective management of registration processes Information and examples of how some EROs are utilising existing data sources to help ensure that registers are as accurate and complete as possible, see our resource Effective use of available data: Sharing good practice - Effective use of available data 1. Regulations 35(1) and (2) Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 1 2. Regulation 35(1), (2)(a) and (3) Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 2 3. Paragraph 1(5) of Schedule 2 to the Representation of the People Act 1983 ■ Back to content at footnote 3 4. Regulation 23(1) and 35(1), (2)(a) and (3) Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 4 5. Regulation 23(1) Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 5 Last updated: 6 October 2020 Book traversal links for What records can you inspect to assist you with identifying potential new electors throughout the year? What resources are needed to deliver your registration plan? Resources for Electoral Registration Officers - Your public engagement strategy and registration plan Resources for Electoral Registration Officers - Your public engagement strategy and registration plan Example tactics for reaching target audiences (DOC) Factsheet on producing accessible communications (DOC) FAQs and lines to take with the public in response to queries on electoral registration (DOCX) Guidance on assisted applications in England and Wales (word) Guidance for care staff in England and Wales (DOC) Sharing good practice - Communications Sharing good practice - Effective management of registration processes Sharing good practice - Effective use of available data Sharing good practice - Reaching care home residents Sharing good practice - Reaching students Template public engagement strategy (XLS) Template registration plan (XLS) Template risk and issues register (XLS) Last updated: 19 July 2023 Book traversal links for Resources for Electoral Registration Officers - Your public engagement strategy and registration plan What records can you inspect to assist you with identifying potential new electors throughout the year? Eligibility to register to vote Eligibility to register to vote Eligibility to register to vote In order for a person to be eligible to register to vote in England they must meet the eligibility criteria on the relevant date . There are three aspects to the entitlement to be registered: 1 the application is made by someone who appears to be the person named on the application any statutory requirements in relation to the application, including how it may be made and the information it must contain, are met the person named on the application appears to the ERO to meet the eligibility criteria for registration and is not disqualified from registering 1. Section 10ZC(1) Representation of the People Act 1983 ■ Back to content at footnote 1 Last updated: 11 August 2021 Book traversal

links for Eligibility to register to vote Resources for Electoral Registration

Officers - Your public engagement strategy and registration plan What is the relevant date? What is the relevant date? What is the relevant date? You must determine applications for registration based on whether an applicant meets the requirements for registration and whether or not they are disqualified from registration on the relevant date. 1 The relevant date varies depending on the way the application is made: for an application on a paper form it is the day the application is made, 2 i.e. when the form including all the required information is completed by the applicant for online applications it is the date the IER Digital Service records the application as being made, the electronic date stamp will be included on the information sent to you for telephone and in-person applications (which are allowed at your discretion) it is the time that all the information required for the application has been recorded and the applicant has declared the truth of the information Regardless of the relevant date on a paper application, you must have received the application to register form by the appropriate deadline for it to be determined and included in the next update to the register. 1. Section 10ZC(1) Representation of the People Act (RPA) 1983 ■ Back to content at footnote 1 2.

Section 4(6) RPA 1983 ■ Back to content at footnote 2 Last updated: 16 September 2020

Book traversal links for What is the relevant date? Eligibility to register to vote

At what age can someone register to vote? At what age can someone register to vote?

At what age can someone register to vote? A person aged 18 or over on the relevant date who meets the residency and nationality qualifications and is not subject to any legal incapacity to vote is entitled to be registered. 1 Additionally, 17 year olds and some 16 year olds are entitled to be included on the register as attainers. 2 An attainer is someone who turns 18 by the end of the twelve months following the 1 December after the relevant date. The register must include the date on which any attainers will be 18 years old, i.e. the date from which they will be entitled to vote. 1. Sections 4(1)(d), 3(d), 1(1)(d), 2(1)(d) Representation of the People Act (RPA) 1983 ■ Back to content at footnote 1 2. Section 4(5) RPA 1983 ■ Back to content at footnote 2 Last updated: 25 May 2021 Book traversal links for At what age can

someone register to vote? What is the relevant date? What are the residency requirements for registration purposes? What are the residency requirements for registration purposes? What are the residency requirements for registration purposes?

A person must be resident, on the relevant date , at the address at which they want to be registered. 1 Residence has a particular meaning in electoral law and is not equivalent to residence for other purposes such as income tax or council tax.

Normally a person is resident at an address for electoral purposes if it is their permanent home address. When making a determination on someone's residence, you need to consider the circumstances of the applicant, including the purpose they are present at a particular address for and/or the reasons they are absent. What is a qualifying address for electoral registration purposes? The qualifying address is the address a person is entitled to be registered at. The applicant or elector must be deemed resident at this address in accordance with electoral legislation. The register must include the qualifying addresses of those persons registered in it, 2 subject to certain exceptions, including overseas and anonymous electors. More detailed information on these exceptions is available in our guidance on special category electors . Which electors are exempt from the residency requirement? Certain categories of electors have special provisions entitling them to register despite not meeting the residence requirement. These electors include: service voters anonymous electors overseas electors On submission of the relevant declaration together with

their application to register to vote, such electors will be deemed to meet the residence requirement. Our guidance on special category electors provides further information on these types of electors and the process by which they can register. Does unlawful occupation of grounds or a property prevent registration? Unlawful occupation of grounds or a dwelling does not disqualify a person from registering there if it is determined that this is their permanent residence. As a result any issue regarding tenancy, ownership or legal occupation of the property by the applicant must be disregarded in determining whether or not the residence requirement has been met. 1. Sections 4(1)(a) and 4(3)(a) Representation of the People Act (RPA) 1983 ■ [Back to content at footnote 1](#) 2. Section 9(2) RPA 1983 ■ [Back to content at footnote 2](#) Last updated: 10 August 2021 [Book traversal links for What are the residency requirements for registration purposes?](#) At what age can someone register to vote? Does temporary absence or presence affect residency? Does temporary absence or presence affect residency? Does temporary absence or presence affect residency? Being resident for registration purposes does not require actual occupation of the qualifying address on the relevant date . 1 Being away on holiday Going away on holiday does not affect a person's residence qualification for electoral registration purposes as long as the qualifying address remains their permanent place of residence and they intend to return to that address after their time away. Working away from home Someone being away due to any office, service or employment, will not affect their residence qualification, as long as either: 2 they intend to resume actual residence within a period of six months from when they gave up residence, and the reason for their absence will not prevent them from doing so, or the property is a permanent place of residence for the applicant alone or with others and the only reason the applicant is not currently at the property is because of the duty they are undertaking Residents in temporary accommodation A person in temporary accommodation with no other home elsewhere may, depending on the circumstances, be considered to be resident at that address. If, however, the person does have a permanent home elsewhere, they may not be deemed to be resident at the temporary address. 3 Guests A guest staying at a property does not become resident if they have a permanent home elsewhere. The guest will be deemed to be resident at their permanent home. However, a guest who does not have a permanent home elsewhere may, depending on the circumstances, be regarded as being resident for electoral purposes at that address. 1. Section 5(2) Representation of the People Act (RPA) 1983 ■ [Back to content at footnote 1](#) 2. Section 5(3) RPA 1983 ■ [Back to content at footnote 2](#) 3. Section 5(2) RPA 1983 ■ [Back to content at footnote 3](#) Last updated: 1 June 2020 [Book traversal links for Does temporary absence or presence affect residency?](#) What are the residency requirements for registration purposes? Can electors register to vote at more than one address? Can electors register to vote at more than one address? Can electors register to vote at more than one address? Some electors may be entitled to register at more than one address. When considering an application to register a person at a secondary address you should take into account the purpose for which the elector is present at that address, to establish if they may be deemed resident there. You should consider each case on its own merits. When coming to a determination you need to consider that: a person may have more than one home, but property ownership is not sufficient to establish that someone is resident at an address - it is unlikely that owning a second property which is visited only for recreational purposes would meet the residency qualification owning and paying council tax on a property alone is not sufficient to satisfy the residence qualification, this may give an indication of connection to an address but is not evidence of residence how the second home is used

will affect whether or not someone may be considered to be resident at an address, i.e. is this where the 'main business of life' is being conducted? temporary presence at an address does not make a person resident there temporary absence does not deprive a person of their residence In each case, a person would need to be able to demonstrate their degree of permanency at both addresses. Each decision must be made on a case-by-case basis. Students often live at two different addresses, one during term time and one during the holidays. Students are entitled to register in respect of both addresses if you consider that they have their permanent home at both places. 1 We have produced a resource with examples of how some EROs are engaging with students and encouraging student registration. Sharing good practice - Reaching students 1. Section 5(5) Representation of the People Act 1983 ■ Back to content at footnote 1 Last updated: 1 June 2020 Book traversal links for Can electors register to vote at more than one address? Does temporary absence or presence affect residency? Can someone register to vote without a fixed address? Can someone register to vote without a fixed address? Can someone register to vote without a fixed address? A person who does not have a fixed or permanent address may register at the place where they spend most of their time, or to which they have a local connection. In some cases they will need to register by making a declaration of local connection. More information on making and processing declarations of local connection can be found in our guidance on special category electors . How can merchant seamen register? Merchant seamen who are not resident in the UK but would be if not for their employment are entitled to be treated as resident at either an address at which they would normally be resident, or at a hostel or club which provides accommodation for merchant seamen and at which they would commonly stay in during the course of their occupation. 1 How can gypsy and traveller communities register? Some members of gypsy or travelling communities may not have a permanent address, although they may settle for a period of time at sites designated by the local authority. When present at those sites for a substantive time, they may be considered to be resident there and may register as ordinary electors. The local authority, who are responsible for maintaining any sites and ensuring appropriate education is provided for the children, may be able to assist you in assessing the situation in the local area and helping facilitate the registration of any gypsies or travellers who meet the entitlement. Where there is no address where a particular gypsy and traveller community can be considered resident, they cannot register as ordinary electors. They may instead register by making a declaration of local connection at the place where they spend most of their time, or to where they have a local connection. 2 You should consider the presence of any gypsy or travelling communities in your area and decide on the best approach to take locally. How can people living on narrow boats and other movable residences register? Any person living permanently on a boat, houseboat or similar residence which has a permanent mooring in Great Britain can be treated as being resident at that address and should be registered as an ordinary elector. When a person lives on a boat or other similar residence without a permanent mooring, they cannot be treated as being resident at any particular address. They will be entitled to make a registration by declaration of local connection at a place where they spend the most of their time (whether during the day or night). 3 This may, for example, be a boatyard used for maintenance. How can homeless people register? A homeless person will not have a permanent home address and therefore will not be able to register as an ordinary elector. They may make an application to register by local connection at an address where they spend a substantial part of their time, whether during the day or night. 4 It may, for example, be a bus shelter, a park bench or the doorway to a

high street store. 1. Section 6 Representation of the People Act (RPA) 1983 ■ Back to content at footnote 1 2. Section 7B RPA 1983 ■ Back to content at footnote 2 3. Section 7B RPA 1983 ■ Back to content at footnote 3 4. Section 7B RPA 1983 ■ Back to content at footnote 4 Last updated: 14 October 2020 Book traversal links for Can someone register to vote without a fixed address? Can electors register to vote at more than one address? Can a patient in a mental health hospital register to vote? Can a patient in a mental health hospital register to vote? Can a patient in a mental health hospital register to vote? A person admitted as an in-patient in a mental health hospital or other establishment maintained mainly for the reception and treatment of persons with a mental health problem may be registered at the hospital/establishment, if the period they are likely to spend there is sufficient for them to be regarded as resident there. 1 Patients in mental health hospitals are also entitled to be registered by making a declaration of local connection at: 2 the address at which they would be living if they were not a patient an address where they used to live before they became a patient A person in a mental health hospital may still be considered resident at their permanent home if their stay in hospital is not long enough for them to be able to be regarded as resident there or for them to be able to register through a declaration of local connection. 3 More information on making and processing declarations of local connection can be found in our guidance on special category electors . Patients in mental health hospitals who are convicted offenders and are legally incapable of voting are not entitled to be registered. 4 1. Section 7(2) Representation of the People Act (RPA) 1983 ■ Back to content at footnote 1 2. Section 7(5)(b) RPA 1983 ■ Back to content at footnote 2 3. Section 7(5)(a) RPA 1983 ■ Back to content at footnote 3 4. Section 3A RPA 1983 ■ Back to content at footnote 4 Last updated: 14 October 2020 Book traversal links for Can a patient in a mental health hospital register to vote? Can someone register to vote without a fixed address? Can prisoners register to vote? Can prisoners register to vote? Can prisoners register to vote? Convicted persons detained in penal institutions are not entitled to be registered because they are legally incapable of voting . However, it is possible that in some limited circumstances, a prisoner may meet the criteria to register to vote. Can a prisoner on remand register? A person who has been remanded in custody (but is not a convicted prisoner) who is detained in a penal institution or some other place for custodial purposes, may be deemed to be resident there for registration purposes, if the period of detention is sufficient to enable them to be regarded as being resident there. 1 A remand prisoner may also choose to register by making a declaration of local connection at: 2 the address at which they would be living if they were not a prisoner on remand an address where they used to live before they became a prisoner on remand A remand prisoner may still be considered resident at their permanent home if their stay at their place of custody is not long enough for them to be able to be regarded as resident there or for them to be able to register through a declaration of local connection. 3 Can a convicted prisoner released on temporary licence register? Convicted persons detained in penal institutions are not entitled to be registered because they are legally incapable of voting . However, it is possible that in some limited circumstances, convicted prisoners who have been released on temporary licence may meet the criteria to register to vote. In these cases, the person's place of residence should be determined in the ordinary way. Our guidance provides further information on the registration options available for prisoners on remand and patients in mental hospitals . 1. Section 7A(2) Representation of the People Act (RPA) 1983 ■ Back to content at footnote 1 2. Section 7A(5)(b) RPA 1983 ■ Back to content at footnote 2 3.

Section 7A(5)(a) RPA 1983 ■ Back to content at footnote 3 Last updated: 14 October 2020 Book traversal links for Can prisoners register to vote? Can a patient in a mental health hospital register to vote? What are the nationality requirements to register to vote? What are the nationality requirements to register to vote? What are the nationality requirements to register to vote? General provisions An individual's citizenship is one of the factors that determines which, if any, elections in the UK a person is entitled to be registered to vote at. If an applicant is unsure regarding any aspect of their nationality, they should be advised to contact the Home Office . You should point out to them that they need to be sure of their nationality before applying – knowingly providing false information on an application is an offence, punishable on summary conviction by up to six months imprisonment and/or an unlimited fine. 1 1. Section 13D Representation of the People Act 1983 ■ Back to content at footnote 1 Last updated: 10 August 2021 Book traversal links for What are the nationality requirements to register to vote? Can prisoners register to vote? Registration of British citizens Registration of British citizens Registration of British citizens British citizens fulfil the nationality qualification for registration in respect of all elections in the UK. 1 Marriage to a British citizen does not automatically mean someone becomes a British citizen. Being born in the UK does not automatically confer British citizenship either. If an applicant is unsure whether they are a British citizen, they should contact the Home Office to make sure that they meet the nationality qualification before applying. Citizenship ceremonies Citizenship ceremonies are the final stage of attaining British citizenship. However, an invitation to a citizenship ceremony is not in itself proof of citizenship. 1. Sections 4(1)(c) and (3)(c) Representation of the People Act 1983 ■ Back to content at footnote 1 Last updated: 1 June 2020 Book traversal links for Registration of British citizens What are the nationality requirements to register to vote? How should an elector with dual nationality be registered? How should an elector with dual nationality be registered? How should an elector with dual nationality be registered? Some applicants may have more than one nationality. You should always process an application in accordance with the nationality that provides the higher level of franchise. For example, an application stating that the applicant is a dual German and British citizen should be registered as a British citizen, as this gives them the wider franchise. Where an application is made by a resident who is ineligible to register (for example, a US citizen), their application must be rejected and a notice must be sent to the applicant. This notice should make it clear that the application failed the nationality qualification and what steps should be taken should they also hold an eligible nationality. If an applicant does also hold a nationality that would entitle them to register, they can be registered in respect of that nationality. Last updated: 1 June 2020 Book traversal links for How should an elector with dual nationality be registered? Registration of British citizens Can a Commonwealth citizen register to vote? Can a Commonwealth citizen register to vote? Can a Commonwealth citizen register to vote? Qualifying Commonwealth citizens are entitled to register as Parliamentary and as local government electors provided that on the relevant date they also fulfil the age and residence requirements for registration and are not subject to any other legal incapacity. 1 Citizens of Commonwealth countries other than the United Kingdom are not eligible to register as overseas electors. 2 Meaning of 'qualifying Commonwealth citizen' 3 A person is a qualifying Commonwealth citizen if they do not require leave to enter or remain in the UK, or they do require leave to enter or remain in the UK but have been granted such leave, or are treated as having been granted such leave. Any type of leave to

enter or remain is acceptable, whether indefinite, time limited or conditional.

Commonwealth citizens temporarily in the UK and pending removal The Home Office have advised that Commonwealth citizens who are temporarily in the UK pending removal, are not in the UK legally whilst arrangements for their removal are being made. As these citizens do not have leave to enter or remain they are not eligible to register to vote. List of Commonwealth countries Antigua and Barbuda Kenya Saint Lucia Australia Kingdom of Eswatini Saint Vincent and the Grenadines The Bahamas Kiribati Samoa Bangladesh Lesotho Seychelles Barbados Malawi Sierra Leone Belize Malaysia Singapore Botswana Maldives Solomon Islands Brunei Darussalam Malta* South Africa Cameroon Mauritius Sri Lanka Canada Mozambique Tonga Cyprus* Namibia Trinidad and Tobago Dominica Nauru Tuvalu Fiji New Zealand Uganda Ghana Nigeria United Kingdom The Gambia Pakistan United Republic of Tanzania Grenada Papua New Guinea Vanuatu Guyana Rwanda Zambia India Saint Kitts and Nevis Zimbabwe Jamaica *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. Citizens of Commonwealth countries that have been suspended from the Commonwealth retain their voting rights. Their voting rights would only be affected if their country was also deleted from the list of Commonwealth countries in the British Nationality Act 1981 through an Act of the UK Parliament. 1. Sections 4(1)(c) and (3)(c) Representation of the People Act (RPA) 1983 ■ Back to content at footnote 1 2. Sections 1(1) and 2 RPA 1985 ■ Back to content at footnote 2 3. Section 4(6) RPA 1983 ■ Back to content at footnote 3 Last updated: 4 November 2022 Book traversal links for Can a Commonwealth citizen register to vote? How should an elector with dual nationality be registered? Can a citizen from the British Overseas Territories register to vote? Can a citizen from the British Overseas Territories register to vote? Can a citizen from the British Overseas Territories register to vote? Citizens from British Overseas Territories are all Commonwealth citizens and are entitled to register as electors in respect of all elections, provided that they also fulfil the age and residence requirements for such registration and are not subject to any other legal incapacity. British Overseas Territories Anguilla Montserrat Bermuda Pitcairn, Henderson, Ducie and Oeno Islands British Antarctic Territory St Helena, Ascension and Tristan da Cunha British Indian Ocean Territory South Georgia and the South Sandwich Islands Cayman Islands Sovereign Base areas of Akrotiri and Dhekelia on Cyprus Falkland Islands Turks and Caicos Islands Gibraltar Virgin Islands Citizens from British Overseas Territories are not eligible to register as overseas electors. How do you process an application from a citizen from Hong Kong? Following its transfer to Chinese sovereignty on 1 July 1997, Hong Kong was deleted from the list of British Overseas Territories. As a result, former residents of Hong Kong are not automatically qualifying Commonwealth citizens. Only those previous residents of Hong Kong who hold a British Overseas Territories, British Nationals (Overseas) or British Overseas passport meet the nationality criterion for all elections in the UK. Any previous resident of Hong Kong who only has a Chinese Special Administrative Region passport is Chinese and may not register. If an elector declares their nationality to be Hong Kong Chinese then you should exercise your powers to require evidence of the elector's actual nationality and confirm the type of passport that they hold. Last updated: 6 February 2023 Book traversal links for Can a citizen from the British Overseas Territories register to vote? Can a Commonwealth citizen register to vote? Can a citizen from the British Crown Dependencies register to vote? Can a citizen from the British Crown Dependencies register to vote? Can a citizen from the British Crown Dependencies register to vote? The British Crown Dependencies consist of the Isle of Man and the

Channel Islands including Jersey, Guernsey, Sark, Alderney, Herm and the other inhabited Channel Islands. Citizens of the British Crown Dependencies who are resident in the UK are considered to be Commonwealth citizens for the purposes of electoral registration. However, unlike Commonwealth citizens, they may register as overseas electors. Last updated: 1 June 2020 Book traversal links for Can a citizen from the British Crown Dependencies register to vote? Can a citizen from the British Overseas Territories register to vote? Can a citizen from the European Union register to vote? Can a citizen from the European Union register to vote? Can a citizen from the European Union register to vote? Citizens from member countries of the European Union are eligible to register to vote in local government elections, providing they meet with the age and residency requirements and that they are not legally incapable of voting. Citizens of the Republic of Ireland, Cyprus and Malta are eligible to be registered to vote in respect of all elections in the UK. Member states of the European Union Austria France The Netherlands Belgium Germany Poland Bulgaria Greece Portugal Croatia Hungary Republic of Ireland* Cyprus* Italy Romania Czech Republic Latvia Slovakia Denmark Lithuania Slovenia Estonia Luxembourg Spain Finland Malta* Sweden *Citizens of the Republic of Ireland, Cyprus and Malta are eligible to be registered to vote in respect of all elections in the UK. How do you process an application from a citizen of Cyprus? For registration purposes, the whole of Cyprus is considered to be a Commonwealth country and you should not be concerned with the political situation of the island. If there is any doubt as to whether a person from Cyprus should be registered, they should be asked to provide confirmation that they are Cypriot, such as a Uniform Format Form with a UK visa, UK residence permit showing Cypriot nationality, or other appropriate evidence. Registration as a Cypriot national cannot be based solely on a Turkish passport. Last updated: 2 August 2021 Book traversal links for Can a citizen from the European Union register to vote? Can a citizen from the British Crown Dependencies register to vote? Which nationalities can vote at which elections? Which nationalities can vote at which elections? Which nationalities can vote at which elections? UK Parliamentary elections All British, Republic of Ireland and qualifying Commonwealth citizens meet the nationality requirement to register to vote in UK Parliamentary elections. 1 Local government elections British citizens, citizens from the European Union and qualifying Commonwealth citizens all meet the nationality requirement to register to vote in local government elections. 2 Other elections The local government election franchise is also used as the basis for elections to the Greater London Authority, 3 as well as for Police and Crime Commissioner elections. 4 We have produced a resource outlining the nationality requirements for each type of election. Citizenship and election type check list 1. Section 1(1)(c) Representation of the People Act (RPA) 1983 ■ Back to content at footnote 1 2. Section 2(1)(c) RPA 1983 ■ Back to content at footnote 2 3. Section 36(2A) RPA 1983 ■ Back to content at footnote 3 4. Section 51(6) Police Reform and Social Responsibility Act 2011 ■ Back to content at footnote 4 Last updated: 1 June 2020 Book traversal links for Which nationalities can vote at which elections? Can a citizen from the European Union register to vote? Data protection considerations for the provision of nationality information Data protection considerations for the provision of nationality information Data protection considerations for the provision of nationality information Data protection legislation does not affect the requirement for nationality information to be provided on an application. However nationality data is classed as special category of personal data because it may reveal an individual's racial or ethnic origin. Data protection legislation prohibits the processing of special categories of personal

data unless an additional lawful basis beyond those for the main purposes of processing data are met. The appropriate lawful basis for processing special categories of personal data for electoral purposes would be that it is necessary for reasons of substantial public interest and with a basis in UK law. Additionally, the Data Protection Act 2018 requires that in order to process nationality data – whether as part of an application to register, or in relation to staff appointments – you must have in place a 'Policy Document' which, amongst other things, must explain: the procedures for complying with the data protection principles the policies for retention and erasure Your policy document will need to reflect your local procedures and policies for the processing, retention and erasure of personal data. This policy document must be: kept until six months after the processing ceases reviewed and updated at appropriate times made available to the ICO on request Our data protection guidance for EROs and ROs contains further information on special categories of data and the need for a policy document. The guidance also highlights the need to ensure that a Privacy Notice is published on your website before carrying out any collection of data. Last updated: 5 June 2023 Book traversal links for Data protection considerations for the provision of nationality information Which nationalities can vote at which elections? Your powers to request further information Your powers to request further information Your powers to request further information If you are not satisfied that an applicant or elector is eligible to be registered, you have the powers to request documentary evidence from them in regard to their residency, date of birth and/or nationality. You also have the general power to require any third party to provide information about any aspect in relation to a person's entitlement to be registered. 1 You separately have the power to require information from any other person for the purposes of maintaining the register. 2 Failure to respond to a request for information could lead to a £1,000 fine. 3 Where you formally request information you should make clear the maximum fine they may incur if they do not respond. If any fee is payable in connection with the production of the evidence you require, you must pay the fee and treat it as part of the registration expenses paid by the local authority. 4 Guidance on the use of this power to verify applicants who cannot provide any of the information required on an application is contained in our guidance on the exceptions process . 1. Regulation 23 Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 23(1) RPR 2001 ■ Back to content at footnote 2 3. Regulation 23(3) RPR 2001 ■ Back to content at footnote 3 4. Regulation 24 (3) RPR 2001 ■ Back to content at footnote 4 Last updated: 14 October 2020 Book traversal links for Your powers to request further information Data protection considerations for the provision of nationality information Requesting evidence of residency at a particular address Requesting evidence of residency at a particular address Requesting evidence of residency at a particular address If you are not satisfied that an applicant or elector is resident at a particular address, you can ask them to provide further information. 1 For example, you may have local knowledge that suggests that the applicant is not resident. While it will be in the interest of the elector or applicant to respond, you cannot require them to provide you with this information. Where they do not respond and you cannot obtain this information through other means, you may put their application on hold or review their registration. You could also use your power to require information from any other person for the purposes of maintaining the register 2 in regard to an applicant or elector's residence in some circumstances, for example, you could require those in charge of multiple occupation establishments to provide you with information on residents. 1. Regulations 26B and

23(1A) Representation of the People (England and Wales) Regulations (RPR) ■ Back to content at footnote 1 2. Regulation 23(1) 2001 Regulations ■ Back to content at footnote 2 Last updated: 1 June 2020 Book traversal links for Requesting evidence of residency at a particular address Your powers to request further information Requesting evidence of someone's date of birth Requesting evidence of someone's date of birth Requesting evidence of someone's date of birth Date of birth checks form part of the application verification process. If you are not satisfied as to any applicant or elector's age, you have the power to require the applicant or elector to provide documentary evidence confirming their date of birth. 1 You can ask for the following evidence that will help you decide whether or not someone satisfies the age criterion: 2 a birth certificate a certificate of naturalisation a document showing that a person has become a citizen of another Commonwealth country (although this may, in some cases, not include a date of birth) If someone does not know their date of birth, there are certain documents you can require them to submit to you under the exceptions process . You also have the power to request additional evidence in order to verify the identity of an applicant. 1. Regulation 24 Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulations 24(2)(a), (b), and (d)(i) RPR 2001 ■ Back to content at footnote 2 Last updated: 14 October 2020 Book traversal links for Requesting evidence of someone's date of birth Requesting evidence of residency at a particular address Requesting evidence of someone's nationality Requesting evidence of someone's nationality Requesting evidence of someone's nationality If you are not satisfied as to any applicant or elector's nationality, you have the power to require the applicant or elector to provide documentary evidence confirming their nationality. You can ask for the following evidence: 1 a birth certificate a certificate of naturalisation where a person has made an application to register as an overseas elector, further evidence as to their status as a British citizen a document showing that someone has become a Commonwealth citizen a statutory declaration that they are a qualifying Commonwealth citizen, a citizen of the Republic of Ireland or a relevant citizen of the European Union In order to be entitled to register to vote a person must be legally resident in the UK. If you are in any doubt as to whether an applicant or elector is legally resident, you can request checks of a person's immigration status against Home Office records. Further guidance on this process and contact details are available by contacting the Home Office . You will be asked to complete a template which will be provided – please complete and return the section below the heading 'Subject 1' to the same email address. The Home Office have requested one template per subject per email, and that 'ER' be added to the subject header for each email to ensure that it goes into the correct folder for a response. The Home Office will respond within five working days unless a file is required, in which case it will respond within ten working days. The fact that you may require additional evidence of an applicant's nationality, and may request checks of a person's immigration status against Government records is included on the registration application form approved by the Minister and made available to you by the Commission. 1. Regulation 24 Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 Last updated: 1 March 2022 Book traversal links for Requesting evidence of someone's nationality Requesting evidence of someone's date of birth How does legal incapacity affect the right to register to vote? How does legal incapacity affect the right to register to vote? How does legal incapacity affect the right to register to vote? A person subject to a legal incapacity to vote cannot be included on the register of electors. 1 Peers Peers who are members of the House of Lords 2 are

disqualified from voting at UK Parliamentary elections and therefore are not entitled to be registered in the UK Parliamentary register of electors. They do, however, qualify to be registered in the local government register of electors as they are not disqualified from voting in local government elections. 3 A full list of members of the House of Lords can be found on the House of Lords website . Alternatively, the Information Office at the House of Lords will be able to assist with enquiries by email or can be contacted by telephoning 0800 223 0855 or 020 7219 3107. Detained convicted prisoners Detained convicted prisoners who have been found guilty of an offence (excluding contempt of court) and are detained in prison (except for detention in consequence of non-compliance with a non-custodial sentence) are not legally capable of voting and therefore not eligible to be included in the register of electors. This applies whether the person is in prison or unlawfully at large. 4 It is possible in some limited circumstances, convicted prisoners who are released on temporary licence may meet the criteria to register to vote, given that such prisoners may not be detained within the meaning of section 3 RPA 1983. Convicted offenders detained in a mental health hospital Convicted offenders that are detained in a mental health hospital (or are unlawfully at large) are not legally capable of voting and therefore cannot be included in the register of electors. 5 Persons found guilty of electoral offences Persons found guilty of: the corrupt practice of personation found guilty of a corrupt practice relating to applications for postal and proxy votes are legally incapable of being registered to vote for five years from the date of the conviction or the report of an election court. 6 Persons found guilty of: knowingly voting or applying to vote when subject to a legal incapacity to vote knowingly appointing a proxy who is subject to a legal incapacity to vote knowingly voting as proxy on behalf of someone who is subject to a legal incapacity to vote multiple voting (both as an elector or a proxy) are legally incapable of being registered to vote for three years from the date of the conviction or election court report: 7 There may be some occasions where a court does not impose any further incapacity to register to vote or mitigates or ends any existing incapacity. You will therefore need to make a determination on a case-by-case basis, having regard where possible to any judgments or court reports. A successful appeal against a conviction would also remove the legal incapacity. 1. Section 4 Representation of the People Act (RPA) 1983 ■ Back to content at footnote 1 2. Section 3(2) House of Lords Act 1999 ■ Back to content at footnote 2 3. Section 3(2) House of Lords Act 1999 ■ Back to content at footnote 3 4. Section 3 RPA 1983 ■ Back to content at footnote 4 5. Section 3A RPA 1983 ■ Back to content at footnote 5 6. Sections 60, 62, 173(1), (2) and (3) RPA 1983 ■ Back to content at footnote 6 7. Sections 61, 173(1), (2) and (3) RPA 1983 ■ Back to content at footnote 7 Last updated: 10 August 2021 Book traversal links for How does legal incapacity affect the right to register to vote? Requesting evidence of someone's nationality How does mental capacity affect the right to register to vote? How does mental capacity affect the right to register to vote? How does mental capacity affect the right to register to vote? A lack of mental capacity is not a legal incapacity to vote. 1 Persons who meet the other registration qualifications are eligible for registration regardless of their mental capacity. Voting rights While electors with any level or no level of mental capacity may be registered to vote, the decision as to whether and how to vote at an election must be made by the elector themselves and not by any other person on their behalf. Those who care for or who otherwise make decisions on behalf of a person may not make decisions on voting. We have produced guidance for care staff in England and Wales on engaging with those in their care and the levels of assistance that they may provide in

relation to a person's application for registration and absent voting. Guidance for care staff in England and Wales (DOC) 1. Section 5(6) Representation of the People Act (RPA) 1983 ■ Back to content at footnote 1 Last updated: 10 August 2021 Book traversal links for How does mental capacity affect the right to register to vote? How does legal incapacity affect the right to register to vote? Resources for Electoral Registration Officers - Eligibility to register to vote Resources for Electoral Registration Officers - Eligibility to register to vote Citizenship and election type check list Guidance on assisted applications in England and Wales (word) Guidance for care staff in England and Wales (DOC) List of eligible countries for registration purposes (PDF) Sharing good practice - Reaching students Last updated: 5 June 2023 Book traversal links for Resources for Electoral Registration Officers - Eligibility to register to vote How does mental capacity affect the right to register to vote? Special category electors Special category electors Special category electors Special arrangements apply to some electors, including those who do not meet the usual residence qualification. These are: overseas electors, i.e. British citizens living outside the UK HM forces service voters (and their spouses or civil partners) Crown servants and British Council employees (and their spouses or civil partners) electors who have a declaration of local connection, who include people living in the UK but who have no permanent address or fixed address anonymously registered electors, i.e. those who can register anonymously because their safety would be at risk if they appeared on the register using their name patients in mental health hospitals whose stay at the hospital is sufficient for them to be regarded as resident there remand prisoners whose stay at a penal institution is sufficient for them to be regarded as resident there As well as providing the same information as ordinary electors in their application to register, they must provide additional specific information, through a declaration, to register as a special category elector. Last updated: 27 July 2020 Book traversal links for Special category electors Resources for Electoral Registration Officers - Eligibility to register to vote How can special category electors apply to register to vote? How can special category electors apply to register to vote? How can special category electors apply to register to vote? Online applications Overseas electors, HM forces service voters (and their spouses or civil partners), and Crown servants and British Council employees (and their spouses or civil partners) may apply through the register to vote website . Forms You must use the special category elector registration forms approved by the Minister for the Department for Levelling Up, Housing and Communities and made available by the Commission on our website . The prescribed forms include a data protection statement and the prescribed description of the electoral and open registers. Reminders The duty to send a second and third invitation to non-responding new potential electors and the duty to make at least one personal visit does not apply where someone has made an application: 1 under Section 7(2) or 7A(2) of the RPA 1983 by making a declaration of local connection, service declaration or overseas elector's declaration to register anonymously The exceptions and attestation processes for special category electors All special category electors whose personal identifiers cannot be matched against DWP data must provide some form of evidence as to their identity in order to be registered to vote. Anonymous electors and declarations of local connection (any type) who fail the DWP match must provide documentary evidence or, if they cannot provide documentary evidence, an attestation in the same way as people applying to register as an ordinary elector. See our guidance on verification, exceptions and attestations . All correspondence between you and applicants may be sent electronically. In addition, it is permissible

for applicants to provide attestations or documentary evidence by electronic means such as a fax or scanned image. The process for all other types of special category electors is given in the guidance that follows for each type of special category elector. Data protection Data protection legislation requires you to have a policy document in place when processing special categories of personal data, which includes nationality data received as part of an application to register. We have produced guidance on the requirement to have a policy document when processing special categories of personal data, including what it must contain. 1. Regulation 32ZD(6) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 5 June 2023 Book traversal links for How can special category electors apply to register to vote? Special category electors Overseas electors Overseas electors Overseas electors Some British citizens may register as overseas electors if they are now living abroad. Subject to the conditions outlined below, a British citizen living abroad is entitled to be registered as an overseas elector if they are either: 1 a person who is (or was) included in a register of Parliamentary electors before they left the UK a person who was too young to be included on the register at the time they left the UK Conditions that apply to a person who is (or was) included in a register of Parliamentary electors before they left the UK: All of the following conditions must be satisfied: 2 the entry on the register was made on the basis that they were resident, or treated for the purposes of registration as resident, at that address the entry on the register was in force within 15 years of the date given on the declaration provided as part of the application to register as an overseas elector they have not appeared in any other electoral register for any other qualifying address since being last registered at the application address Conditions that apply to a person who was too young to be included on the register at the time they left the UK: All of the following conditions must be satisfied: 3 they have last lived in the UK within 15 years of the date given on the declaration provided as part of their application to register they were too young to have been included in a register of electors prior to residing overseas they have the name of a parent or guardian included in a register of electors for the address at which they were residing prior to living overseas 1. Section 1 Representation of the People Act (RPA) 1985 ■ Back to content at footnote 1 2. Section 1(3) RPA 1985 ■ Back to content at footnote 2 3. Section 1(4) RPA 1983 ■ Back to content at footnote 3 Last updated: 10 August 2021 Book traversal links for Overseas electors How can special category electors apply to register to vote? What must be included in an application from an overseas elector? What must be included in an application from an overseas elector? What must be included in an application from an overseas elector? An application to register as an overseas elector must contain all of the following: 1 the applicant's full name the last UK address at which they were registered a correspondence address any address where they have ceased to reside in the 12 months prior to the date of the application and, where that address is not in the UK, an indication of whether they were registered as an overseas elector during this period an indication of whether they are resident at any other address, including any address where they are currently registered and claim to be entitled to remain registered the applicant's date of birth or, if unable to provide this information, the reason why they are unable to do so and a statement as to whether the applicant is under 18 years old or aged 76 or over the applicant's National Insurance number or, if they are not able to provide this, the reason they are not able to do so an indication of whether their name should be omitted from the edited register a declaration that the contents of the application are true the date

of the application the appropriate declaration If an overseas applicant changed their name before their details last appeared on an electoral register in the UK, they may also provide their previous name, but this is not mandatory. However, it may help in verifying their identity and the application form must provide space for the applicant to provide this information if they wish. The declaration must be dated and must state: 2 the applicant's full name and present address their previous name, and the reason for the change, if they changed their name since they last appeared on an electoral register in the UK that they are a British citizen that they are not resident in the UK on the relevant date the date when they ceased to be resident in the UK or, in the case of a person relying on registration in pursuance of a service declaration, when they ceased to have a service qualification or, if later, ceased to be so resident which of the two sets of conditions to qualify as an overseas elector apply – and the additional appropriate details for each as set out in the table below

First set of conditions Additional details required Applicant previously registered in the UK - The address in the UK at which they were registered - If they were last registered in pursuance of a service or other declaration, rather than actual residence at the address and no longer had connection with the address at the time at which they were so registered, a statement that they were so registered - ■ If their name has changed since they were last registered in respect of the address, the name under which they had last previously registered and the reason for the name change

Second set of conditions Additional details required Applicant too young to be registered at the time they left the UK - Their date of birth - The address in the UK at which they were resident - ■ The name of the parent or guardian on whose registration in respect of that address they rely - ■ Whether the person named was a parent or guardian - ■ If the applicant has not on a previous occasion made an overseas elector's declaration following which they were registered, the applicant's birth certificate must be sent together with the declaration. The birth certificate must contain the applicant's date of birth and the names of either or both of the parents - ■ Where the applicant's name on their birth certificate (if required to be submitted) is not the same as their name as given in the declaration, the reason for the change of name. - ■ Where the applicant is required to provide their birth certificate and they rely on the registration of either a parent whose name in the register is not the same as the name of that parent as given in either the applicant's birth certificate or in the declaration or a guardian whose name in the register is not the same as the name of that guardian as given in the declaration, the name of the parent or guardian as given in the register and, where known, the reason for the change or, as the case may be, changes of name or, where such reason (or reasons) is not known, a statement to that effect if they were previously registered as an overseas elector and have not, since being so registered, been registered in such a register by virtue of being resident or treated for the purposes of registration as resident at an address in the United Kingdom, a statement of those facts and indicate when they were last registered as an overseas elector if they have never made an overseas declaration before or if they have not made such a declaration since being registered by virtue of being resident or treated for the purposes of registration as resident at an address in the United Kingdom: if they have a British passport which describes their national status as 'British citizen', the number, date and place of issue of that passport if they do not have such a passport, but were born in the UK before 1 January 1983, that fact if they do not have such a passport and were not born in the UK before 1 January 1983, a statement of when and how they acquired British citizenship, together with the date, place and country of their

birth Depending on which of the two sets of conditions to qualify as an overseas elector apply, the additional details outlined in the table above are also required. A declaration may not specify more than one UK address. 3 Where more than one declaration bearing the same date is made specifying different addresses in the UK, the declarations will be void. 1. Regulations 26(1) and (5) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Section 2(3), (4) Representation of the People Act (RPA) 1985, Regulations 18 and 19 RPR 2001 ■ Back to content at footnote 2 3. Section 2(4) RPA 1985 ■ Back to content at footnote 3 Last updated: 11 August 2021 Book traversal links for What must be included in an application from an overseas elector? Overseas electors How is the 15 year period calculated? How is the 15 year period calculated? How is the 15 year period calculated? For electors who are (or were) included in a register of Parliamentary electors before they left the UK The 15 year period begins from the last day that the elector was last on a register of electors in the UK, either as an ordinary elector or as a service voter. 1 The date the elector left the UK is irrelevant. The 15 year requirement will be met if both the application and declaration are dated within 15 years of the last date the applicant appeared on a register. The application/declaration is deemed to be made on the date that it is dated. For electors who were too young to be included on a register of electors when they left the UK If someone was too young to have registered before they left the UK (including as an attainer), the 15 year period begins from the date they claim to have left the UK. 2 1. Section 1(3)(c) Representation of the People Act (RPA) 1985 ■ Back to content at footnote 1 2. Section 1(4)(a) RPA 1985 ■ Back to content at footnote 2 Last updated: 27 July 2020 Book traversal links for How is the 15 year period calculated? What must be included in an application from an overseas elector? How should an application from an overseas elector be processed? How should an application from an overseas elector be processed? How should an application from an overseas elector be processed? Acknowledging applications There is no legal requirement for an application to be acknowledged, although you do have discretion to send an acknowledgement if you wish. In all cases, you are required to send a confirmation if the application is successful, as set out below. Verifying applications All applications and declarations should be processed and the applicant's identity verified as soon as possible after receipt. If you receive an application where the qualifying address falls outside your area you should forward it to the relevant ERO without delay. Potential overseas electors who fail the DWP match must provide an attestation as to their identity. You must write to the applicant informing them that it has not been possible to verify their identity and ask them to supply an attestation. You may wish to create a form which contains the necessary legal statements and requirements for the attestation. Alternatively, you may wish to set this detail out in the letter to the applicant. In all cases, you must communicate the legislative requirements for an attestation. 1 The attestation must: be in writing confirm that the applicant is the person stated on the overseas elector application be signed by a registered elector who is a British citizen living overseas and who is not the spouse, parent, grandparent, brother, sister, child or grandchild of the applicant state the full name, address and occupation of the person signing the attestation state the attestor's British passport number together with its date and place of issue state the date on which the attestation is made Persons attesting overseas applications should be registered electors who are a British citizens living overseas and may attest an unlimited number of applications. You may wish to set a deadline date for the applicant to respond; this will be helpful when

deciding to reject an application because no response has been received. The time given to applicants to respond is at the discretion of the ERO; however, it should allow the applicant reasonable time to source and return their attestation. You should consider whether to allow additional time for overseas electors, bearing in mind the distance the elector lives from the UK. Confirming applications and declarations If you have determined that an applicant is entitled to be registered, you must confirm to them in writing that their registration application has been successful. 2 You should also include, alongside the confirmation letter, information on any absent voting arrangements that are in place. If no arrangements are in place you should make clear what their absent voting options are. If you have rejected a registration application, you must return the declaration, notify the applicant and inform them of the reasons why. 3 Where an existing overseas elector has successfully renewed their declaration, there is no requirement to send them a confirmation notice. You may, however, still decide to send them further information confirming that their renewal has been successful, which you could do by e-mail. This communication could also include information on when their declaration will expire, how and when they will next be reminded to renew it, what absent voting arrangements they have in place and, if they have none, information on absent voting options. You should make the elector aware of the general timings for dispatching postal votes ahead of an election and could advise the elector to appoint a proxy as an alternative if it is not realistic for their postal ballot pack to be dispatched, completed and returned before the close of poll. It is, of course, the elector's choice as to which method of voting they prefer, but it is important that they can make an informed decision. Further information can be found in our guidance on absent voting . 1. Regulation 26B Representation of the People (England and Wales) Regulations ■ Back to content at footnote 1 2. Regulation 22(1) and Regulation 29(2BA) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 2 3. Regulation 22(2) RPR 2001 ■ Back to content at footnote 3 Last updated: 14 October 2020 Book traversal links for How should an application from an overseas elector be processed? How is the 15 year period calculated? How should overseas electors be listed in the register? How should overseas electors be listed in the register? Overseas electors should be listed as other electors at the end of each relevant part of the register and entries must be shown without an address. They must be grouped in alphabetical order together with any service voters and persons registered by making a declaration of local connection. 1 All overseas electors must have the letter F prefixed before their name. 2 1. Regulation 41(3) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 42(6) RPR 2001 ■ Back to content at footnote 2 Last updated: 25 May 2021 Book traversal links for How should overseas electors be listed in the register? How should an application from an overseas elector be processed? How long are overseas declarations valid for? How long are overseas declarations valid for? How long are overseas declarations valid for? An overseas declaration is valid for 12 months. Registrations can be removed earlier in the following circumstances: cancellation by the elector 1 you determine the person is not entitled to be registered 2 you determine the person was registered, or that their entry was altered, as a result of an application made by another person (i.e. not the individual whose details are provided on the application and who has declared that the information provided is true) 3 if another entry is made in respect of the elector in any register of electors 4 For guidance on removing an elector from the register, see our guidance on

deletions . A declaration received later than three months after it is dated must be rejected. 5 The applicant should be informed and invited to submit a fresh declaration. An overseas voter may cancel their declaration at any time. 6 The cancellation of an overseas declaration will cancel any absent voting arrangement made in connection with that declaration, even if the elector registers as an ordinary elector at the same qualifying address. 1. Section 2(2)(b) Representation of the People Act (RPA) 1985 ■ [Back to content at footnote 1](#) 2. Section 2(2)(aa) RPA 1985 ■ [Back to content at footnote 2](#) 3. Section (2)(ab) RPA 1985 ■ [Back to content at footnote 3](#) 4. Section 2(2)(c) RPA 1985 ■ [Back to content at footnote 4](#) 5. Section 2(6) RPA 1985 ■ [Back to content at footnote 5](#) 6. Section 2(5) RPA 1985 ■ [Back to content at footnote 6](#) Last updated: 14 October 2020 [Book traversal links for How long are overseas declarations valid for?](#) [How should overseas electors be listed in the register?](#) [Renewal of overseas declarations](#) [Renewal of overseas declarations](#) [Renewal of overseas declarations](#) A person registered as an overseas elector is entitled to remain registered until the end of the 12 month period beginning with the date when the entry first takes effect, provided the other conditions for registration remain satisfied. 1 You will need to maintain a record showing when reminders are due to be sent. You must remind every overseas elector of the need to make a fresh declaration if they wish to remain registered. 2 The reminder must be sent between 9 and 10 months after the date when the overseas entry first takes effect 3 and should include a declaration for the overseas elector to complete. You are required to send a second reminder if they have not responded to the first not less than 21 days and not more than 28 days after sending the first reminder. 4 Reminders must not be sent where you have received information that the person is no longer entitled to make the relevant declaration or no longer wishes to be registered as an overseas elector. 5 Where a declaration is not renewed within the 12 month period and the person is removed from the register, they will also lose any absent voting arrangement they had in place. Further information about notifying electors of loss of entitlement to absent voting arrangements can be found in our guidance on absent voting . 1. Section 2(2)(a) Representation of the People Act 1985 ■ [Back to content at footnote 1](#) 2. Regulation 25(2) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ [Back to content at footnote 2](#) 3. Regulation 25(3)(a) RPR 2001 ■ [Back to content at footnote 3](#) 4. Regulation 25(3A) RPR 2001 ■ [Back to content at footnote 4](#) 5. Regulation 25(4) RPR 2001 ■ [Back to content at footnote 5](#) Last updated: 14 October 2020 [Book traversal links for Renewal of overseas declarations](#) [How long are overseas declarations valid for?](#) [HM forces service voters](#) [HM forces service voters](#) [HM forces service voters](#) A member of HM forces and their spouse or civil partner may register as a service voter, although they may choose in certain circumstances to make a registration application as an ordinary elector instead. 1 A member of HM forces is a person serving on full pay the naval, military or air forces of the Crown raised in the UK. The following do not qualify as an HM forces service voter: 2 persons serving only as a member of a reserve or auxiliary force (except those serving during a period of emergency) members of the regular army required, by the terms of their service, to serve in Northern Ireland only When a person is not qualified to be a service voter for one of the reasons listed above, and is away from a UK address at which they have been residing, they can still be deemed to be resident there. They may therefore be registered as an ordinary elector if outside the UK on duty. 3 [Service Unit Registration Officers](#) Each unit has designated one member of staff to be a Unit Registration Officer (URO) and each base commander has been asked to give assistance to the URO and other personnel in their unit to promote participation in

the electoral process. A Unit could be a base, ship, depot, barracks etc. The responsibilities of the URO include providing information to service personnel and their families and acting as a liaison between the unit and local EROs. Where you have any military establishments in your area you should make contact with the UROs. If any problems occur with the registration of service personnel you should raise these issues with the URO of the unit in the first instance. It should now be possible for you to contact a URO in any location, including overseas. To ascertain who the URO is for any particular unit, the Ministry of Defence recommends contacting the unit directly, initially through directory enquiries, and then asking for information about the URO from: Royal Navy – First Lieutenant's office Army – Adjutant's office RAF – OC PSF (Officer Commanding Personnel Services Flight)

Registration of HM forces service voters who are qualifying Commonwealth citizens A service declaration must state the address where the applicant is living in the UK or, if they are living abroad because of their service, where they would have been living in the UK but for their service abroad. If they cannot give such an address, they must give an address at which they have lived in the UK.

4 Qualifying Commonwealth citizens, who have been recruited to the services in their country of origin or outside the UK without previously being resident in the UK, but who receive their training in the UK and are then immediately posted overseas may register at:

- the address of the barracks where they were enlisted and/or did their training
- a barracks where they were or would be resident if they were not posted abroad
- their regimental headquarters where they may have been resident
- an address in the UK where they would be resident were they no longer in the forces or not required to be resident in barracks, such as a relative's address

1. Section 14(1)(a) and (d) Representation of the People Act (RPA) 1983

■ Back to content at footnote 1

2. Section 59(1)(b) RPA 1983

■ Back to content at footnote 2

3. Section 59(2) RPA 1983

■ Back to content at footnote 3

4. Section 16(1)(d) RPA 1983

■ Back to content at footnote 4

Last updated: 10 August 2021

Book traversal links for HM forces service voters

Renewal of overseas declarations

What must be included in an application from a member of HM forces? What must be included in an application from a member of HM forces? What must be included in an application from a member of HM forces? An application to register as an HM forces service voter must contain all of the following:

- 1 the applicant's full name
- their correspondence address or British Forces Post Office (BFPO) number
- any address where the applicant has ceased to reside in the 12 months prior to the date of the application and, where that address is not in the UK, an indication of whether registered as an overseas elector during this period
- an indication of whether the applicant is resident at any other address, including any address where the applicant is currently registered and claims to be entitled to remain registered
- the applicant's date of birth or, if unable to provide this information, the reason why they are unable to do so and a statement as to whether as to whether the applicant is under 18 years old or aged 76 or over
- the applicant's National Insurance number or, if they are not able to provide this, the reason they are not able to do so
- the applicant's nationality or nationalities or, if they are not able to provide this information, the reason they are not able to do so
- an indication of whether their name should be omitted from the edited register
- a declaration that the contents of the application are true
- the date of the application
- the appropriate declaration

The application form must also provide space for their most recent previous name 2 (if they have one) and an explanation that providing this information is not mandatory but may help in verifying their identity and that if it is not provided, additional personal information may be required. An HM forces

service declaration must state: 3 the date of declaration the applicant's full name and address that on that date the applicant is, or but for the circumstances entitling that person to make the declaration would have been, residing in the UK the address where the applicant is, or would have been residing in the UK, or if they cannot give any such address, an address at which they have resided in the UK that on the date of the declaration the applicant is a qualifying Commonwealth citizen, a citizen of the Republic of Ireland or a citizen of a member state of the European Union whether the applicant had on the date of the declaration attained the age of 18 years and, if they had not, their date of birth the grounds on which a service qualification is claimed information relating to the service in which they or the person entitling them to make the application serve (whether naval, military or air forces), their rank and service number 1. Regulation 26(1) and (4) Representation of the People Regulations (England and Wales) (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 26(3) RPR 2001 ■ Back to content at footnote 2 3. Section 16(1) Representation of the People Act 1983 and Regulation 15 RPR 2001 ■ Back to content at footnote 3 Last updated: 15 March 2021 Book traversal links for What must be included in an application from a member of HM forces? HM forces service voters How should an application from a member of HM forces be processed? How should an application from a member of HM forces be processed? How should an application from a member of HM forces be processed? Acknowledging applications There is no legal requirement for an application to be acknowledged although you do have discretion to send an acknowledgement if you wish. In all cases, you are required to send a confirmation if the application is successful, as set out below. Verifying applications All applications and declarations should be processed and the applicant's identity verified as soon as possible after receipt. If you receive an application where the qualifying address falls outside your area you should forward it to the relevant ERO without delay. Members of the armed forces whose personal identifiers fail the DWP match must provide an attestation as to their identity You must write to the applicant informing them that it has not been possible to verify their identity and ask them to supply an attestation. You may wish to create a form which contains the necessary legal statements and requirements for the attestation. Alternatively, you may wish to set this detail out in the letter to the applicant. In all cases, you must communicate the legislative requirements for an attestation. 1 The attestation must: be in writing confirm that the applicant is the person stated in the service voter's application be signed by an officer of the armed forces who is not the spouse, parent, grandparent, brother, sister, child or grandchild of the applicant state the full name, address and rank of the person signing the attestation and the service (whether naval, military or air forces) in which the attestor serves state the date on which it is made Persons attesting armed forces applications do not have to be registered to vote and may attest an unlimited number of applications. You may wish to set a deadline date for the applicant to respond; this will be helpful when deciding to reject an application because no response has been received. The time given to applicants to respond is at the discretion of the ERO; however, it should allow the applicant reasonable time to source and return their attestation, bearing in mind that armed forces electors may be deployed to overseas locations. Spouses or civil partners of members of the armed forces whose personal identifiers fail the DWP match must provide documentary evidence in support of their application You must write to the applicant informing them that it has not been possible to verify their identity and asking them to supply documentary evidence. This must be a copy of the information / photograph page of their passport or both sides of their EEA identity

card, certified by an officer of the armed forces who is not the applicant's spouse or civil partner. You may wish to set a deadline date for the applicant to respond; this will be helpful when deciding to reject an application because no response has been received. The time given to applicants to respond is at the discretion of the ERO; however, it should allow the applicant reasonable time to source and return their attestation, bearing in mind that armed forces electors may be deployed to overseas locations.

Confirming applications and declarations If you have determined an applicant is entitled to be registered, you must confirm to them in writing that their registration application has been successful. 2 You should also include alongside the confirmation letter, information on any absent voting arrangements that are in place. If no arrangements are in place you should make clear what the absent voting options are. If you have rejected a registration application, you must notify the applicant and inform them of the reasons why. 3 Where an existing HM forces elector has successfully renewed their declaration, there is no requirement to send them a confirmation notice. You may, however, still decide to confirm their renewal has been successful, which you could do by e-mail. This communication could also include information on when their declaration will expire, how and when they will next be reminded to renew it, what absent voting arrangements they have in place and, if they have none, information on absent voting options. You should make the elector aware of the general timings for dispatching postal votes ahead of an election and could advise the elector to appoint a proxy as an alternative if it is not realistic for their postal ballot pack to be dispatched, completed and returned before the close of poll. It is, of course, the elector's choice as to which method of voting they prefer, but it is important that they can make an informed decision. Further information can be found in our guidance on absent voting .

1. Regulation 26B Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1

2. Regulation 17(1) and Regulation 29(2BA) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 2

3. Regulation 17(2) RPR 2001 ■ Back to content at footnote 3

Last updated: 14 October 2020

Book traversal links for How should an application from a member of HM forces be processed? What must be included in an application from a member of HM forces? How should HM forces service voters be listed in the register? How should HM forces service voters be listed in the register? How should HM forces service voters be listed in the register? Service voters either living at their qualifying address, or who would be living there were it not for the fact that they were stationed elsewhere because of their employment in the services, must be shown in the main body of the register, in the same way as ordinary electors. HM forces service voters should only be listed as other electors when they no longer have a connection to their qualifying address other than the fact that they once lived there.

1 Their names are to be listed in alphabetical order at the end of the relevant polling district beneath the other electors heading. The entry will show their name and elector number but not their address.

2 1. Regulation 40(2) and 41(3) Representation of the People (England and Wales) (RPR) 2001 ■ Back to content at footnote 1

2. Regulation 41(3) RPR ■ Back to content at footnote 2

Last updated: 25 May 2021

Book traversal links for How should HM forces service voters be listed in the register? How should an application from a member of HM forces be processed? How long are service declarations valid for? How long are service declarations valid for? How long are service declarations valid for? A service declaration for members of HM forces or their spouse or civil partner is valid for five years.

1 Registrations can be removed earlier in the following circumstances: 2 cancellation by the elector you determine the person is

not entitled to be registered you determine the person was registered, or their entry was altered, as a result of an application made by another person (i.e. not the individual whose details are provided on the application and who has declared that the information provided is true) if another entry is made in respect of the elector in any register of electors For guidance on removing an elector from the register, see our guidance on deletions . A service declaration received later than three months after it is dated must be rejected. 3 The applicant should be informed and invited to submit a fresh declaration. A service voter may cancel their declaration at any time. 4 The cancellation of a service declaration will cancel any absent voting arrangement made in connection with that declaration even if the elector registers as an ordinary elector at the same qualifying address. 1. Article 2 Service Voters' Registration Period Order 2010 ■ Back to content at footnote 1 2. Section 15(2) Representation of the People Act (RPA) 1983 ■ Back to content at footnote 2 3. Section 15(8) RPA 1983 ■ Back to content at footnote 3 4. Section 15(7) RPA 1983 ■ Back to content at footnote 4 Last updated: 14 October 2020 Book traversal links for How long are service declarations valid for? How should HM forces service voters be listed in the register? Renewal of service declarations Renewal of service declarations Renewal of service declarations A person registered as an HM forces service voter is entitled to remain registered, provided the elector continues to satisfy the other conditions for registration, until the end of the five year period beginning with the date when the entry first takes effect. You should make contact with the HM forces service voter during this five year period to ensure that their registration and voting arrangements remain current. You will need to maintain a record showing when reminders are due to be sent. You must remind every service voter of the need to make a fresh declaration if they wish to remain registered. 1 The reminder must be sent between 57 and 58 months after the date when the service entry first takes effect 2 and should include a new declaration for the service voter to complete. If you do not receive a fresh declaration, you are required to send a second reminder not less than 21 days and not more than 28 days after sending the first reminder. 3 Reminders must not be sent where you have received information that the person is no longer entitled to make the relevant declaration or no longer wishes to be registered as a service voter. 4 Where a declaration is not renewed within the five year period and the person is removed from the register, they will also lose any absent voting arrangement they had in place. Further information about notifying electors of loss of entitlement to absent voting arrangements can be found in our guidance on absent voting . 1. Regulation 25(2) Representation of the People (England and Wales) (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 25(3)(a) RPR 2001 ■ Back to content at footnote 2 3. Regulation 25(3A) RPR 2001 ■ Back to content at footnote 3 4. Regulation 25(4) RPR 2001 ■ Back to content at footnote 4 Last updated: 14 October 2020 Book traversal links for Renewal of service declarations How long are service declarations valid for? Crown servants and British Council employee service voters Crown servants and British Council employee service voters Crown servants and British Council employees abroad and their spouse or civil partner accompanying them can be registered at any time as service voters 1 – although they may choose in certain circumstances to make a registration application as an ordinary elector instead. A Crown servant is a person employed in the service of the Crown in a post outside the UK. They are required to devote the whole of their working time to the duties of that post, and their remuneration is paid wholly out of money provided by Parliament. 2 However, spouses and civil partners who are themselves in the UK do not qualify for this type

of registration. 3 1. Section 14(1)(e) Representation of the People Act (RPA) 1983 ■ Back to content at footnote 1 2. Regulation 14 Representation of the People (England and Wales) Regulations 2001 (RPR (E&W) 2001) ■ Back to content at footnote 2 3. Section 14(1)(b),(c) and (e) RPA 1983 ■ Back to content at footnote 3 Last updated: 26 April 2023 Book traversal links for Crown servants and British Council employee service voters Renewal of service declarations What must be included in an application from a Crown servant or British Council employee? What must be included in an application from a Crown servant or British Council employee? What must be included in an application from a Crown servant or British Council employee? An application to register as a service voter must contain all of the following: 1 the applicant's full name their correspondence address any address where the applicant has ceased to reside in the 12 months prior to the date of the application and, where that is not in the UK, an indication of whether that person was registered as an overseas elector during this period an indication of whether the applicant is resident at any other address, including any address where the applicant is currently registered and claims to be entitled to remain registered the applicant's date of birth or, if unable to provide this information, the reason why they are unable to do so and a statement as to whether the applicant is under 18 years old or aged 76 or over the applicant's National Insurance number or, if they are not able to provide this, the reason they are not able to do so the applicant's nationality or nationalities or, if they are not able to provide this information, the reason they are not able to do so an indication of whether their name should be omitted from the edited register a declaration that the contents of the application are true the date of the application the appropriate declaration The application form must also provide space for their most recent previous name 2 (if they have one) and an explanation that providing this information is not mandatory but may help in verifying their identity and that if it is not provided, additional personal information may be required. Their service declaration must state: 3 the date of declaration the applicant's full name and address that on that date the applicant is, or but for the circumstances entitling that person to make the declaration would have been, residing in the UK the address where the applicant is, or, would have been residing in the UK, or if they cannot give such an address, an address at which they have resided in the UK that on the date of the declaration the applicant is a qualifying Commonwealth citizen, a citizen of the Republic of Ireland or a citizen of a member state of the European Union whether the applicant had on the date of the declaration attained the age of 18 years and, if they had not, their date of birth the grounds on which a service qualification is claimed information relating to their job (or the person's job who entitles them to make the application) must be declared as shown in the table below: Crown Servant ■ British Council employee ■ the name of the government department they work for ■ their position / post ■ their position / post ■ their staff, payroll or other identifying number ■ their staff, payroll or other identifying number n/a ■ The declaration made by Crown servants and British Council employees does not need to be sent via their employer, which means that Crown servant and British Council employees can complete the registration process online. 4 1. Regulation 26(1) and (4) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 26(3) RPR 2001 ■ Back to content at footnote 2 3. Section 16 Representation of the People Act 1983 and Regulations 15 and 15A RPR 2001 ■ Back to content at footnote 3 4. Regulation 16 RPR 2001 ■ Back to content at footnote 4 Last updated: 26 April 2023 Book traversal links for What must be included in an application from a Crown servant or British Council employee? Crown servants

and British Council employee service voters How should an application and declaration from a Crown servant or British Council employee be processed? How should an application and declaration from a Crown servant or British Council employee be processed? How should an application and declaration from a Crown servant or British Council employee be processed? Acknowledging applications There is no legal requirement for an application to be acknowledged although you do have discretion to send an acknowledgement. In all cases, you are required to send a confirmation if the application is successful, as set out below. Verifying applications All applications and declarations should be processed and the applicant's identity verified as soon as possible after receipt. If you receive an application where the qualifying address falls outside your area it should be forwarded to the relevant ERO without delay. Potential Crown servants, British Council employees or their spouses or civil partners who fail the DWP match must provide documentary evidence in support of their application. You must write to the applicant informing them that it has not been possible to verify their identity and asking them to supply documentary evidence. This must be a copy of the information / photograph page of their passport or both sides of their EEA identity card, certified by a Crown servant or British Council employee who is not the applicant's spouse or civil partner. You may wish to set a deadline date for the applicant to respond; this will be helpful when deciding to reject an application because no response has been received. The time given to applicants to respond is at the discretion of the ERO; however, it should allow the applicant reasonable time to source and return their attestation, bearing in mind that some electors may be deployed to overseas locations. Declaration requirements The declaration must contain all the required information for it to be considered duly made. 1 If the declaration does not meet with the requirement, you shall return the declaration to the applicant and explain what information is missing. 2 ■ Confirming applications and declarations If you have determined that an applicant is entitled to be registered, you must confirm to them in writing that their registration application has been successful. 3 You should also include, alongside the confirmation letter, information on any absent voting arrangements that are in place. If no arrangements are in place you should make clear what the options are. If you have rejected a registration application, you must notify the applicant and inform them of the reasons why. Where an existing service voter has successfully renewed their declaration, there is no requirement to send a confirmation notice. You may, however, still decide to send them further information confirming that their renewal has been successful, which you could do by e-mail. This communication could also include information on when their declaration will expire, how and when they will next be reminded to renew it, what absent voting arrangements they have in place and, if they have none, information on absent voting options. You should also make the elector aware of the general timings for dispatching postal votes ahead of an election and could advise the elector to appoint a proxy as an alternative if it is not realistic for their postal ballot pack to be dispatched, completed and returned before the close of poll. It is, of course, the elector's choice as to which method of voting they prefer, but it is important that electors can make an informed decision. Further information can be found in our guidance on absent voting . 1. Regulation 17(1) Representation of the People (England and Wales) Regulations 2001 (RPR (E&W) 2001) ■ Back to content at footnote 1 2. Reg 17(2) RPR (E&W) 2001 ■ Back to content at footnote 2 3. Regulation 17(1) and Regulation 29(2BA) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 3 Last updated: 9 August 2023 Book traversal links for How should an application and

declaration from a Crown servant or British Council employee be processed? What must be included in an application from a Crown servant or British Council employee? How should Crown servants and British Council employee service voters be listed in the register? How should Crown servants and British Council employee service voters be listed in the register? How should Crown servants and British Council employee service voters be listed in the register? Service voters either living at their qualifying address, or who would be living there were it not for the fact that they were stationed elsewhere because of their employment, must be shown in the main body of the register, in the same way as ordinary electors. Crown servant and British Council employee service voters should only be listed as other electors when they no longer have a connection to their qualifying address other than the fact that they once lived there. 1 If this is the case then their names are to be listed in alphabetical order at the end of the relevant polling district of the register beneath the 'other electors' heading. The entry will show their name and elector number but not their address. 2 1. Regulations 40 and 41(3) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 41(3) RPR 2001 ■ Back to content at footnote 2 Last updated: 27 July 2020 Book traversal links for How should Crown servants and British Council employee service voters be listed in the register? How should an application and declaration from a Crown servant or British Council employee be processed? How long are service declarations for Crown servants and British Council employees valid for? How long are service declarations for Crown servants and British Council employees valid for? How long are service declarations for Crown servants and British Council employees valid for? A service declaration for Crown servants, British Council employees, or their spouse or civil partner is valid for 12 months. 1 Registrations can be removed earlier in the following circumstances: 2 cancellation by the elector you determine the person is not entitled to be registered you determine the person was registered, or that their entry was altered, as a result of an application made by another person (i.e. not the individual whose details are provided on the application and who has declared that the information provided is true) if another entry is made in respect of the elector in any register of electors For guidance on removing an elector from the register, see our guidance on deletions . A declaration received later than three months after it is dated must be rejected. 3 The applicant should be informed and invited to submit a fresh declaration. A service voter may cancel their declaration at any time. 4 The cancellation of a service declaration will cancel any absent voting arrangement made in connection with that declaration even if the elector registers as an ordinary elector at the same qualifying address. 1. Section 15(2)(a) Representation of the People Act (RPA) 1983 ■ Back to content at footnote 1 2. Section 15(2) RPA 1983 ■ Back to content at footnote 2 3. Section 15(8) RPA 1983 ■ Back to content at footnote 3 4. Section 15(7) RPA 1983 ■ Back to content at footnote 4 Last updated: 25 April 2023 Book traversal links for How long are service declarations for Crown servants and British Council employees valid for? How should Crown servants and British Council employee service voters be listed in the register? Renewal of Crown servant and British Council employee service declarations Renewal of Crown servant and British Council employee service declarations Renewal of Crown servant and British Council employee service declarations A Crown servant or British Council employee is entitled to remain registered provided the elector continues to satisfy the other conditions for registration during this period until the end of the 12 month period beginning with the date when their entry first takes effect. You will need to maintain a record showing when reminders are due to be sent. You must remind

every service voter of the need to make a fresh declaration to remain registered as a service voter. 1 The reminder must be sent between 9 and 10 months after the date when the service entry first takes effect 2 and should include a declaration for the service voter to complete. If you do not receive a fresh declaration, you are required to send a second reminder not less than 21 days and not more than 28 days after sending the first reminder. 3 Reminders must not be sent where you have received information that the person is no longer entitled to make the relevant declaration or no longer wishes to be registered as a service voter. 4 Where a declaration is not renewed within the 12 month period and the person is removed from the register, they will also lose any voting arrangement they had in place. Further information about notifying electors of loss of entitlement to absent voting arrangements can be found in our guidance on absent voting . 1. Regulation 25(2) 2001 Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 25(3)(a) RPR 2001 ■ Back to content at footnote 2 3. Regulation 25(3)(a) RPR 2001 ■ Back to content at footnote 3 4. Regulation 25(4) RPR 2001 ■ Back to content at footnote 4 Last updated: 25 April 2023 Book traversal links for Renewal of Crown servant and British Council employee service declarations How long are service declarations for Crown servants and British Council employees valid for? Declarations of local connection Declarations of local connection Declarations of local connection A person who does not have a fixed or permanent address may register at the place where they spend most of their time, or to which they have a local connection, 1 by making a declaration of local connection. Our guidance on eligibility to register sets out in detail who can make a declaration of local connection. 1. Section 7B Representation of the People Act 1983 ■ Back to content at footnote 1 Last updated: 27 July 2020 Book traversal links for Declarations of local connection Renewal of Crown servant and British Council employee service declarations What must be included in an application made by a declaration of local connection? What must be included in an application made by a declaration of local connection? What must be included in an application made by a declaration of local connection? An application to register by making a declaration of local connection must include all of the following: 1 the applicant's full name the address in respect of which the applicant applies to be registered any address where the applicant has ceased to reside in the 12 months prior to the date of the application and, where that address is not in the UK, an indication of whether that person was registered as an overseas elector during this period. an indication of whether the applicant is resident at any other address, including any address where the applicant is currently registered and claims to be entitled to remain registered the applicant's date of birth or, if unable to provide this information, the reason why they are not able to do so and a statement as to whether the applicant is under 18 years old or aged 76 or over the applicant's National Insurance number or, if they are they are not able to provide this, the reason they are not able to do so the applicant's nationality or nationalities or, if they are not able to provide this information, the reason they are not able to do so an indication of whether the applicant requests their name to be omitted from the edited register a declaration that the contents of the application are true the date of the application the appropriate declaration The application form must also provide space for their most recent previous name 2 (if they have one) and an explanation that providing this information is not mandatory but may help in verifying their identity and that if it is not provided, additional personal information may be required. A declaration of local connection must be signed and dated by the applicant and state: 3 the

applicant's full name the address to which correspondence can be delivered or a statement confirming that they are willing to collect correspondence from the ERO the category in which their declaration falls, e.g. mental health patient, remand prisoner or person of no fixed address in the case of a person of no fixed address, the address of, or near, a place where they commonly spend a substantial part of their time in the case of a prisoner on remand, the name and address of the place where they are detained, as well as the address at which they would be residing if they were not detained. If they are unable to give such an address, an address at which they have previously resided in the case of a mental health patient, the name and address of the mental health hospital, as well as the address at which they would be residing if they were not a patient. If they are unable to give such an address, an address at which they have previously resided that they have attained 18 years of age or, if not, their date of birth. that they are a qualifying Commonwealth citizen, a citizen of the Republic of Ireland or a citizen of a European Union member state At a by-election to the UK Parliament any declaration of local connection made by a homeless person received during the period from the date of the vacancy to the close of nominations must include a statement that the applicant has spent a substantial part of time during the past three months at or near to the address at which they claim to be entitled to be registered. 4 If a person makes a declaration of local connection stating more than one address, or makes more than one declaration on the same date and stating different addresses, the declaration or declarations will be void. 5 1. Regulation 26(1) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 26(3)(ea) RPR 2001 ■ Back to content at footnote 2 3. Section 7B(3) and (4) Representation of the People Act (RPA) 1983 ■ Back to content at footnote 3 4. Section 7B(6) RPA 1983 ■ Back to content at footnote 4 5. Section 7B(8) RPA 1983 ■ Back to content at footnote 5 Last updated: 27 July 2020 Book traversal links for What must be included in an application made by a declaration of local connection? Declarations of local connection How should applications made by a declaration of local connection be processed? How should applications made by a declaration of local connection be processed? How should applications made by a declaration of local connection be processed? Acknowledging applications There is no legal requirement for an application to be acknowledged although you do have discretion to send an acknowledgement. In all cases, you are required to send a confirmation if the application is successful, as set out below. Verifying applications All applications and declarations should be processed and the applicant's identity verified as soon as possible after receipt. If you receive an application where the qualifying address falls outside your area it should be forwarded to the relevant ERO without delay. Any applicant who fails the DWP match must provide documentary evidence, or if they cannot provide documentary evidence, an attestation in the same way as people applying to register as an ordinary elector. Confirming applications and declarations If you have determined that an applicant is entitled to be registered, you must confirm to them in writing that their registration application has been successful. 1 You should also include, alongside the confirmation letter, information on any absent voting arrangements that are in place. If no arrangements are in place you should make clear what the absent voting options are. If you have rejected a registration application, you must notify the applicant and inform them of the reasons why. Where a person who is registered through a declaration of local connection has successfully renewed their declaration, there is no requirement to send them a confirmation notice. You may, however, still decide to send them further information confirming

that their renewal has been successful, which you could do by e-mail. This communication could also include information on when their declaration will expire, how and when they will next be reminded to renew it, what absent voting arrangements they have in place and, if they have none, information on absent voting options. 1. Regulation 29(2BA) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 15 October 2020 Book traversal links for How should applications made by a declaration of local connection be processed? What must be included in an application made by a declaration of local connection? How should electors registered by making a declaration of local connection be listed in the register? How should electors registered by making a declaration of local connection be listed in the register? How should electors registered by making a declaration of local connection be listed in the register? All persons registered through a declaration of local connection must be included at the end of each relevant part of the register under the heading 'other electors' without an address. Their names are to be included in alphabetical order, grouped together with any service voters and overseas electors, but before any anonymously registered electors. 1 1. Regulations 40 and 41(3) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 27 July 2020 Book traversal links for How should electors registered by making a declaration of local connection be listed in the register? How should applications made by a declaration of local connection be processed? How long are declarations of local connection valid for? How long are declarations of local connection valid for? How long are declarations of local connection valid for? A declaration of local connection is valid for 12 months from the date when the entry on the register first takes effect. 1 Registrations can be removed earlier in the following circumstances: 2 cancellation by the elector you determine the person is not entitled to be registered you determine the person was registered, or that their entry was altered, as a result of an application made by another person (i.e. not the individual whose details are provided on the application and who has declared that the information provided is true) if another entry is made in respect of the elector in any register of electors For guidance on removing an elector from the register, see our guidance on deletions. A declaration received later than three months after it is dated must be rejected. 3 The applicant should be informed and invited to submit a fresh declaration. 1. Section 7C(2)(a) Representation of the People Act (RPA) 1983 ■ Back to content at footnote 1 2. Section 7C(2)(aa), (ab), (b) and (c) RPA 1983 ■ Back to content at footnote 2 3. Section 7B(10) RPA 1983 ■ Back to content at footnote 3 Last updated: 15 October 2020 Book traversal links for How long are declarations of local connection valid for? How should electors registered by making a declaration of local connection be listed in the register? Renewal of declarations of local connection Renewal of declarations of local connection A person registered through a declaration of local connection is entitled to remain registered until the end of the 12 month period beginning with the date when the entry first takes effect, provided the other conditions for registration remain satisfied. You will need to maintain a record showing when reminders are due to be sent. You must remind the elector of the need to make a fresh declaration if they wish to remain registered. 1 The reminder must be sent between 9 and 10 months after the date when the entry first takes effect 2 and should include a declaration for the elector to complete. If you do not receive a fresh declaration, you are required to send a second reminder not less than 21 days and not more than 28 days after sending the first reminder. 3 Reminders must not be sent where you have

received information that the person is no longer entitled to make the relevant declaration. 4 Where a declaration is not renewed within the 12 month period and the person is removed from the register, they will also lose any absent voting arrangement they had in place. Further information about notifying electors of loss of entitlement to absent voting arrangements can be found in our guidance on absent voting . You should consider the most appropriate method of obtaining a renewal from those who have registered through a declaration of local connection. It may be appropriate, in addition to simply sending a renewal notice by post, to make a personal visit to ensure the reminder and declaration reaches the elector. 1. Regulation 25(2) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 25(3)(a) RPR 2001 ■ Back to content at footnote 2 3. Regulation 25(3A) RPR 2001 ■ Back to content at footnote 3 4. Regulation 25(4) RPR 2001 ■ Back to content at footnote 4 Last updated: 15 October 2020 Book traversal links for Renewal of declarations of local connection How long are declarations of local connection valid for? Prisoners and detained mental health patients Prisoners and detained mental health patients Prisoners and detained mental health patients Some remand prisoners or detained mental health patients may remain registered as ordinary electors if their absence from their home address is limited. Longer term remand prisoners or mental health patients may register through a declaration of local connection, at an address where they would be living, if it were not for their circumstances, or where they used to live before becoming a remand prisoner or mental health patient. 1 Some remand prisoners or mental health patients will qualify to register at a place of custody or hospital address, if their length of stay is sufficient. 2 Our guidance on eligibility to register sets out the options that prisoners and patients in mental health hospitals have for registering. 1. Section 7A (5) Representation of the People Act (RPA) 1983 ■ Back to content at footnote 1 2. Section 7A (2) RPA 1983 ■ Back to content at footnote 2 Last updated: 27 July 2020 Book traversal links for Prisoners and detained mental health patients Renewal of declarations of local connection Who may apply and how should applications be processed? Who may apply and how should applications be processed? Who may apply and how should applications be processed? Prisoners on remand and patients in mental health hospitals who are registered at their place of custody or hospital must supply the same information as for an ordinary application. 1 Acknowledging applications There is no legal requirement for an application to be acknowledged although you do have discretion to send an acknowledgement. In all cases, you are required to send a confirmation if the application is successful, as set out below. Verifying applications All applications and declarations should be processed and the applicant's identity verified as soon as possible after receipt. If you receive an application where the qualifying address falls outside your area it should be forwarded to the relevant ERO without delay. Any applicant who fails the DWP match must provide documentary evidence, or if they cannot provide documentary evidence, an attestation in the same way as people applying to register as an ordinary elector. Confirming applications and declarations If you have determined that an applicant is entitled to be registered, you must confirm to them in writing that their registration application has been successful. 2 You should also include, alongside the confirmation letter, information on any absent voting arrangements that are in place. If no arrangements are in place you should make clear what the absent voting options are. If you have rejected a registration application, you must notify the applicant and inform them of the reasons why. 1. Regulation 26 2001 Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1

2. Regulation 29(2BA) RPR 2001 ■ Back to content at footnote 2 Last updated: 25 May 2021 Book traversal links for Who may apply and how should applications be processed? Prisoners and detained mental health patients How long are registrations valid for? How long are registrations valid for? How long are registrations valid for? Registration of remand prisoners and mental health patients lasts for 12 months from the day the entry is made on the register. 1 Registrations can be removed earlier in the following circumstances: 2 cancellation by the elector you determine the person is not entitled to be registered you determine the person was registered, or that their entry was altered, as a result of an application made by another person (i.e. not the individual whose details are provided on the application and who has declared that the information provided is true) if another entry is made in respect of the elector in any register of electors For guidance on removing an elector from the register, see our guidance on deletions . 1. Sections 7(3)(a) and 7A(3)(a) Representation of the People Act (RPA) 1983 ■ Back to content at footnote 1 2. Sections 7(3)(aa) – (b) and 7A(3)(aa) – (b) RPA 1983 ■ Back to content at footnote 2 Last updated: 15 October 2020 Book traversal links for How long are registrations valid for? Who may apply and how should applications be processed? Anonymous registration Anonymous registration Anonymous registration Anonymous registration is available to electors whose safety would be at risk if their name or address were listed on the electoral register. Other persons in the same household also qualify to register as anonymous electors and may also apply for anonymous registration if they wish. 1 You should consider which establishments or properties, such as refuges, should receive anonymous registration forms and additional information as part of your duty to maintain the register. Registration application forms could be sent with a note explaining what anonymous registration is and how people can apply. In partnership with Women's Aid we have produced a guide to anonymous registration for professionals working with survivors of domestic violence. Anonymous registration: Supporting survivors of domestic abuse to register to vote - England (PDF) The guide, which may also be useful to you and your staff, explains what anonymous registration is and that an applicant's name and address details will be kept securely and will not be searchable on the electoral register. The guide also outlines how to apply for anonymous registration. There may be circumstances where a returned canvass communication may include a note from a potential elector with a reason that may satisfy the requirements for anonymous registration. An anonymous registration application should then be sent and the person told that others in the household may also be entitled to register anonymously. Combining anonymous registration with other special category elector entitlement Anonymous registration does not affect any other special category elector entitlement and can be combined. For example, a person may be an anonymous elector with a local connection or an anonymous service voter, or an anonymous overseas voter if they meet the qualification for both registrations. 1. Section 9B (10) Representation of the People Act 1983 ■ Back to content at footnote 1 Last updated: 16 January 2023 Book traversal links for Anonymous registration How long are registrations valid for? What must be included in an application for anonymous registration? What must be included in an application for anonymous registration? What must be included in an application for anonymous registration? Applicants for anonymous registration must include the following as part of their application for registration: 1 the applicant's full name the address where the applicant is resident on the date of the application and in respect of which they are applying to be registered any address where the applicant has ceased to reside in the 12 months prior to the date of the application and, where that address is not in the

UK, an indication of whether that person was registered as an overseas elector during this period an indication of whether the applicant is resident at any other address, including any address where the applicant is currently registered and claims to be entitled to remain registered the applicant's date of birth or, if unable to provide this information, the reason why they are unable to do so and a statement as to whether the applicant is under 18 years old or aged 76 or over the applicant's National Insurance number or, if they are not able to provide this, the reason they are not able to do so the applicant's nationality or nationalities or, if they are not able to provide this information, the reason they are not able to do so a declaration that the contents of the application are true the date of the application the fact that the application is accompanied by an application for anonymous registration An application for anonymous registration must be in writing. It must be signed and dated by the applicant and must contain: 2 the applicant's full name and address the reason for their application evidence to support their application (a court document or an attestation as described below) if the applicant is someone who lives in the same household as someone whose safety would be at risk, evidence that the applicant lives in the same household as that person. Evidence could be a utility bill, bank statement, photocard driving licence, etc. if the applicant is someone who lives in the same household as someone whose safety would be at risk, evidence that that person's safety would be at risk a declaration that: the evidence to support their application is genuine so far as the applicant is aware if it is someone who lives in the same household, the person to whom the evidence relates lives in the same household and that, as far as they are aware, the evidence is genuine the other information given is true The application form must also provide space for their most recent previous name (if they have one) 3 and an explanation that providing this information is not mandatory but may help in verifying their identity and that if it is not provided, additional personal information may be required. Applicants must be able to satisfy you that their safety or that of any other person in the same household would be at risk if their details were made public. 4 Documentary evidence or an attestation must be provided in support of the application. 5 You should not involve yourself in the personal circumstances of applicants and your decisions should only rely on the accompanying documents. You should be satisfied that documents provided in support of an application are genuine. Anonymously registered electors are entitled to submit a correspondence address which must be used for future registration correspondence if given. 6 1. Regulation 26(1) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 31G RPR 2001 ■ Back to content at footnote 2 3. Regulation 26(3)(ea) RPR 2001 ■ Back to content at footnote 3 4. Regulation 31H(2)(b) RPR 2001 ■ Back to content at footnote 4 5. Regulation 31H(2)(a) RPR 2001 ■ Back to content at footnote 5 6. Regulation 31G(6) RPR 2001 ■ Back to content at footnote 6 Last updated: 27 July 2020 Book traversal links for What must be included in an application for anonymous registration? Anonymous registration What documents or attestations must be included with an application for anonymous registration? What documents or attestations must be included with an application for anonymous registration? What documents or attestations must be included with an application for anonymous registration? The application must be accompanied by either a court order or an attestation. 1 Any court order or injunction must be for the protection or the benefit of the applicant or another person of the same household. 2 The order must be in force on the day of the application, 3 but need not be for the whole 12 month period of registration. An order ceasing to be in force during the 12 month period of registration does not

reduce or otherwise affect the length of registration. A copy of any relevant court document is acceptable. 4 The eligible court documents are: 5 Eligible court documents An injunction for the purpose of restraining a person from pursuing any conduct which amounts to harassment granted in proceedings under Section 3 of the Protection from Harassment Act 1997 or under article 5 of the Protection from Harassment (Northern Ireland) Order 1997 An injunction granted under Section 3A(2) of the Protection from Harassment Act 1997 A restraining order made under Section 5(1) of the Protection from Harassment Act 1997, or under article 7 of the Protection from Harassment (Northern Ireland) Order 1997 A restraining order on acquittal made under Section 5A(1) of the Protection from Harassment Act 1997, or under article 7A(1) of the Protection from Harassment (Northern Ireland) Order 1997 A non-harassment order, interdict or interim interdict made under Section 8 or 8A of the Protection from Harassment Act 1997 A non-harassment order made under Section 234A(2) of the Criminal Procedure (Scotland) Act 1995 A non-molestation order made under Section 42(2) of the Family Law Act 1996, or under article 20(2) of the Family Homes and Domestic Violence (Northern Ireland) Order 1998 A matrimonial interdict within the meaning of Section 14 of the Matrimonial Homes (Family Protection) (Scotland) Act 1981 A domestic interdict within the meaning of Section 18A of the Matrimonial Homes (Family Protection) (Scotland) Act 1981 A relevant interdict within the meaning of Section 113 of the Civil Partnership Act 2004 An interdict that has been determined to be a domestic abuse interdict within the meaning of Section 3 of the Domestic Abuse (Scotland) Act 2011 Any interdict with an attached power of arrest made under Section 1 of the Protection from Abuse (Scotland) Act 2001 A forced marriage protection order or interim forced marriage protection order made under Part 4A of the Family Law Act 1996, or under Section 2 of, and paragraph 1 of Schedule 1 to, the Forced Marriage (Civil Protection) Act 2007, or under Section 1 or Section 5 of the Forced Marriage etc. (Protection and Jurisdiction) (Scotland) Act 2011 A domestic violence protection order made under Section 28 of the Crime and Security Act 2010 or section 97 of, and paragraph 5 of Schedule 7 to, the Justice Act (Northern Ireland) 2015. A template of a domestic violence protection order is available on our website, though you should be aware that each order will be tailored to the circumstances of the case A female genital mutilation protection order made under Section 5A of, and paragraphs 1 or 18 of Schedule 2 to, the Female Genital Mutilation Act 2003. A template of a female genital mutilation protection order is available on our website, though you should be aware that an Order may vary in appearance A domestic abuse protection order within the meaning of Section 27 of the Domestic Abuse Act 2021 No documents other than these can be used as eligible court documents in support of an application for anonymous registration. If an attestation is used it must certify that if the name or address were on the register the applicant's or another member of the same household's 'safety would be at risk'. 6 Attestations must be in writing and must be signed and dated by a qualifying officer. The period of the attestation begins on the date stated and lasts for a period of between one and five years. The actual length must be stated within the attestation. 7 The anonymous registration application form approved by the Lord President of the Council and made available by the Electoral Commission contains a template attestation that applicants may use. The qualifying officers who may attest are: 8 a police officer of or above the rank of inspector of any police force in the UK the Director General of the Security Service or the National Crime Agency a director of adult social services or children's services in England or a director of social services in Wales any chief social work officer in Scotland any director of social services of a Health and Social Services Board or

executive director of social work of a Health and Social Services Trust in Northern Ireland any medical practitioner who is registered with the General Medical Council any nurse or midwife who is registered with the Nursing and Midwifery Council any person who manages a refuge. A 'refuge' means accommodation together with a planned programme of therapeutic and practical support for victims of, or those at risk of, domestic abuse or violence 9 No person other than those listed may attest an application for anonymous registration. It is not possible for a qualifying officer to delegate their power to attest an application to a different person. The attestation can come from one of the qualifying officers from a different area from which the elector now lives and is registering. This may often be the case where the applicant has moved to a new area to set up home away from the cause of the risk to their safety. For example, an attestation from one local authority director of children's services is valid in every local authority area in Great Britain. You should consider contacting any qualifying officers to alert them to their powers under the anonymous registration process. They may wish to be aware of their attestation powers and any guidance that their representative groups have given on dealing with requests for attestation. In particular, you should proactively contact any refuges, GP surgeries and other medical establishments in your registration area who may not be aware that the types of court order and the attestation requirements have been expanded. For example, you could contact social services, Women's Aid, or other organisations who work with survivors of domestic abuse, and – explaining what are you doing – ask for details of refuges in your registration area. In partnership with Women's Aid we have produced a guide to anonymous registration for professionals working with survivors of domestic violence. Anonymous registration: Supporting survivors of domestic abuse to register to vote - England (PDF) The guide explains what anonymous registration is and that an applicant's name and address details will be kept securely and will not be searchable on the electoral register. The guide also outlines how to apply for anonymous registration and how refuge managers may provide an attestation if they wish to do so. If you consider it necessary, you are able to undertake online checks of certain categories of attestor: The General Medical Council maintains a list of registered medical practitioners available on their website: www.gmc-uk.org The Nursing & Midwifery Council maintains a list of registered nurses and midwives on their website: www.nmc.org.uk If you have concerns about an application for anonymous registration, it should be treated like any other application for registration. As set out in identifying suspicious registration applications , your local police single point of contact (SPOC) will help you ensure that any possible instances of registration fraud are quickly identified and dealt with. If you have reason to believe that an attestation provided as part of an application for anonymous registration is not genuine, you should contact your SPOC as soon as possible. 1. Regulation 31(2) or 31(5) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 31(4) RPR 2001 ■ Back to content at footnote 2 3. Regulation 31(5) RPR 2001 ■ Back to content at footnote 3 4. Regulation 31(2) RPR 2001 ■ Back to content at footnote 4 5. Regulation 31(3) RPR 2001 ■ Back to content at footnote 5 6. Regulation 31J(2)(a) RPR 2001 ■ Back to content at footnote 6 7. Regulation 31J(2)(b), (c) and (3) RPR 2001 ■ Back to content at footnote 7 8. Regulation 31J(4) RPR 2001 ■ Back to content at footnote 8 9. Regulation 31J(5) RPR 2001 ■ Back to content at footnote 9 Last updated: 8 February 2023 Book traversal links for What documents or attestations must be included with an application for anonymous registration? What must be included in an application for anonymous registration? How

should an application for anonymous registration be processed? How should an application for anonymous registration be processed? How should an application for anonymous registration be processed? Acknowledging applications There is no legal requirement for an application to be acknowledged although you do have discretion to send an acknowledgement if you wish. In all cases, you are required to send a confirmation if the application is successful, as set out below. Verifying applications Applications should be processed and the applicant's identity verified as soon as possible after receipt. If you receive an application where the qualifying address falls outside your area it should be forwarded to the relevant ERO without delay. Any applicant who fails the DWP match must provide documentary evidence, or if they cannot provide documentary evidence, an attestation in the same way as people applying to register as an ordinary elector. Anonymous registration application details such as name and address are not added to the lists of applications. Anonymous applications are not available for public inspection at any time. 1 This means that these applications do not have the same type of public scrutiny as other electoral registration applications. You should therefore be particularly proactive in being satisfied that all the requirements for registration are met. When an anonymous application is received, all previous 'ordinary' applications either awaiting determination or determined but not added to the register for that individual are suspended until the anonymous application is determined. If the anonymous application is rejected, then all pending applications for registration must be disregarded. If the anonymous registration application is rejected, they cannot be added as an ordinary elector. Confirming applications and declarations If you determine that an applicant is entitled to be registered anonymously, you must issue a certificate of anonymous registration. 2 You must also send them a notice by post, as soon as is reasonably practicable, to inform them that they must have an Anonymous Elector's Document if they want to vote in person at relevant elections, or sign a signing sheet in person at a recall petition. 3 You should also consider confirming any absent voting arrangements that are in place, or if no arrangements are in place you should make clear what their absent voting options are. If a person already has an entry on the register and an anonymous application is accepted, the ordinary register entry must be removed and the anonymous registration added. However, the existing entry must not be removed until the anonymous application is accepted. If you have rejected an application, you should notify the applicant and inform them of the reasons why. The details of a person who has made an application to register anonymously must not be added to the register if the anonymous part of the application fails. 4 However, you should encourage them to submit an ordinary registration application and invite them to register. If they do not submit an application in response to an invitation, you may require them to submit an application to register, but you should consider the individual's particular circumstances before issuing a 'requirement to register' notice . 1. Regulation 28(2) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 45G(1) RPR 2001 ■ Back to content at footnote 2 3. Reg 25(2) The Voter Identification Regulations 2022 ■ Back to content at footnote 3 4. Section 9B(6) Representation of the People Act 1983 ■ Back to content at footnote 4 Last updated: 8 February 2023 Book traversal links for How should an application for anonymous registration be processed? What documents or attestations must be included with an application for anonymous registration? What are the deadlines for adding anonymously registered electors to the register? What are the deadlines for adding anonymously registered electors to the register? What are the

deadlines for adding anonymously registered electors to the register? The deadlines for anonymous applications are different from ordinary registration applications as there is no five day objections period for anonymous applicants. This is because their applications cannot be objected to. The deadlines for receiving and determining anonymous registration applications are as follows: 1 Action Deadline For being added to a monthly notice of alteration 14 calendar days before the publication of the notice For being added to the final election notice of alteration 6 working days before polling day For being added to the revised register following the canvass The last working day of the month prior to the month when the revised register is published For being added to a revised register published at any other time 14 calendar days before the end of the month preceding the month when the revised register is due to be published 1. Sections 13A(2) and (3), 13B(1), 13(1) and (3) Representation of the People Act 1983 ■ Back to content at footnote 1 Last updated: 11 August 2021 Book traversal links for What are the deadlines for adding anonymously registered electors to the register? How should an application for anonymous registration be processed? How should anonymous electors be listed in the register? How should anonymous electors be listed in the register? How should anonymous electors be listed in the register? Persons registered anonymously must be included at the end of each relevant part of the register under the heading other electors without a name or address. The entry for each anonymously registered elector must consist of their elector number and the letter 'N'. 1 Anonymous entries must not be included in the edited register and all anonymous electors are automatically opted out. 2 You must keep a separate list – the record of anonymous entries. This will contain the elector number, full name, qualifying address, correspondence address (if any) and the date that the registration first took effect. If the person has a postal vote, the delivery address must also be kept on the record. 3 You should ensure that the list is kept secure and prevent any unauthorised access. Only the following persons and organisations are entitled to have access to the record of anonymous entries: 4 Returning Officers and referendum Counting Officers the Jury Service the security services, including Government Communications Headquarters (GCHQ) the police, including the National Crime Agency (at the request of a senior officer, this means an officer a rank senior to that of superintendent, or, in the case of the National Crime Agency, the Director General of that Agency) When a person is entered in the record, you will need to issue a signed 'certificate of anonymous registration'. This must state the local authority area, the elector's name, qualifying address, electoral number and the date on which the registration took effect. It must also state that the registration will end no later than 12 months from that date if a fresh application for anonymous registration is not made. 5 We have produced a template certificate of anonymous registration which you may wish to use. Template certificate of anonymous registration (DOC) Absent voting lists The absent voting lists for anonymous electors and their proxies, must contain only the elector's electoral number and the period for which the absent vote is in effect, but not any name or address. 6 At an election, the copy of the absent voting lists to enable postal vote issuing and marking the return of postal votes contains only the electoral number. 7 The address to which the ballot pack will be sent must not be on that list and all correspondence must be sent in an unidentifiable envelope. 8 1. Regulation 41A Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 93(2A) RPR 2001 ■ Back to content at footnote 2 3. Regulation 45A RPR 2001 ■ Back to content at footnote 3 4. Regulations 45C, 45D, 45E and 45F RPR 2001 ■ Back to content at footnote 4 5.

Regulation 45G(3) RPR 2001 ■ Back to content at footnote 5 6. Schedule 4 Paragraph 5(4) Representation of the People Act (RPA) 2000 ■ Back to content at footnote 6 7. Regulations 77(8)(a), 78(4)(a) and 78A(4)(a) RPR 2001 ■ Back to content at footnote 7 8. Section 9B(8) RPA 1983 ■ Back to content at footnote 8 Last updated: 25 May 2021 Book traversal links for How should anonymous electors be listed in the register? What are the deadlines for adding anonymously registered electors to the register? How long is an anonymous registration valid for? How long is an anonymous registration valid for? How long is an anonymous registration valid for? Registration lasts for 12 months from the day the anonymous entry is first made on the register. 1 Anonymous registrations can be removed earlier in the following circumstances: 2 cancellation by the elector you determine the person is not entitled to be registered you determine the person was registered, or that their entry was altered, as a result of an application made by another person (i.e. not the individual whose details are provided on the application and who has declared that the information provided is true) For guidance on removing an elector from the register, see our guidance on deletions . 1. Section 9C(1)(a) Representation of the People Act (RPA) 1983 ■ Back to content at footnote 1 2. Sections 9C(1)(b) and 10ZE(1) RPA 1983 ■ Back to content at footnote 2 Last updated: 15 October 2020 Book traversal links for How long is an anonymous registration valid for? How should anonymous electors be listed in the register? Renewal process for anonymous registrations Renewal process for an anonymous registration Renewal process for an anonymous registration An anonymous elector is entitled to remain registered, provided the elector continues to satisfy the other conditions for registration during this period, until the end of the 12 month period beginning with the date when their entry first takes effect. You will need to maintain a record showing when reminders are due to be sent. You must send a reminder between 9 and 10 months after the date of the first registration (and each anniversary). The reminder must explain that a fresh application for anonymous registration must be made if the elector wants to remain registered anonymously. 1 Any renewal application must contain the same level of evidence as the original application. Applicants should therefore be advised to keep a copy of attestations or copies of court documents for subsequent applications. You should offer to copy any originals so that they can be returned and the copy kept for reference. If the elector loses their supporting documents, provided you have the appropriate safeguards in place, you could supply a copy of any document or attestation which is still in force to assist with any renewal. Anonymous entries can be subject to the review procedures. Further consideration of the review process is contained in reviews, objections and deletions . The name and address of the person is not entered on the list of persons under review. 1. Regulation 25A Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 15 October 2020 Book traversal links for Renewal process for anonymous registrations How long is an anonymous registration valid for? Donations to registered political parties by anonymously registered electors Donations to registered political parties by anonymously registered electors Donations to registered political parties by anonymously registered electors Anonymously registered individuals can donate to registered political parties but they must provide the party with a copy of their certificate of anonymous registration as proof of eligibility. A registered political party may ask you to confirm the validity of any certificate. The elector details cannot be confirmed but you may wish to confirm the format of their certificate and that the electoral number on that certificate matches the register entry for an anonymous elector. Guidance for Returning Officers on sending poll cards and postal

votes to electors registered anonymously is contained in Part C and D of our guidance for Returning Officers . Last updated: 27 July 2020 Book traversal links for Donations to registered political parties by anonymously registered electors Renewal process for anonymous registrations Resources for Electoral Registration Officers - Special Category Electors Resources for Electoral Registration Officers - Special Category Electors Anonymous registration: Supporting survivors of domestic abuse to register to vote - England (PDF) Template certificate of anonymous registration (DOC) Last updated: 19 July 2023 Book traversal links for Resources for Electoral Registration Officers - Special Category Electors Donations to registered political parties by anonymously registered electors Inviting individuals to register to vote Inviting individuals to register to vote This section contains guidance on who should be invited to register to vote and how the invitation should be made. It also covers the follow up processes to undertake if someone does not respond to an invitation to register, what you can do to require them to register and information on issuing a civil penalty notice. Last updated: 24 June 2020 Book traversal links for Inviting individuals to register to vote Resources for Electoral Registration Officers - Special Category Electors Who should be invited to register to vote? Who should be invited to register to vote? Any potential electors identified, for example by a successful response to a canvass communication, direct contact from individuals or by other local data matching, should be invited to make an application to register to vote. You should do this by sending an invitation to register (ITR) and an application form. The ITR must invite potential electors to make an application to register as soon as reasonably practicable and within 28 calendar days of the date that you identified that they may be entitled to be registered. Where the 28 day period ends on a weekend or bank holiday, the period is extended to the next working day. 1 Your EMS should have a mechanism for keeping a record of the date on which you conclude that an individual may be entitled to be registered, which then starts the 28-day period. You should have a process in place to identify whether an application to register has been made before you give an invitation. You should not issue an ITR to an individual who has made an application to register, or if you identify that they are not eligible to register to vote. Your EMS may be able to automate a process to check for applications received through any allowed channels before you issue an ITR. Some manual checking of applications received against invitations issued may also be required, as the name on an application may not exactly match the name of the individual to whom you have given an invitation. A manual check could be done by cross-checking the details on an application against your list of potential new electors to whom you have sent an ITR. On paper applications, this process could be facilitated by adding a barcode to the paper application form you are including alongside your ITR. Sharing good practice Swale Borough Council have successfully used a postcard-style colour-coded household notification card to encourage people who are not already registered to make an application. Further information on this can be found here. What works – Household notification cards (DOC) 1. Regulation 8, Representation of the People Regulation (England & Wales) 2001 ■ Back to content at footnote 1 Last updated: 5 October 2020 Book traversal links for Who should be invited to register to vote? Inviting individuals to register to vote The content of the invitation to register Content of the invitation to register The content of the ITR is prescribed. 1 Whenever you issue an ITR you must include a paper application form with it. You must use the application form approved by the Minister for the The Department for Levelling Up, Housing and Communities and made available to you by the Commission and must, if practicable, pre-print on the application form the full name

and address of the individual being invited. 2 This does not apply if you give the ITR by electronic means. 3 In that case the prescribed email ITR includes a link to www.gov.uk/register-to-vote . The ITR and application form that you must use are available on our website. The prescribed form includes a data protection statement and the prescribed description of the electoral and open registers. The prescribed email invitation is included in the letters folder , also available on our website. You should always ensure that you are using the latest versions. Our forms and letters guidance sets out how the application form and letter must be used. The forms and letters guidance is available on our website. 1. Regulation 32ZC(3)(b) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 1 2. Regulation 32ZC(3)(c) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 2 3. Regulation 32ZC(3A) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 3 Last updated: 10 March 2022 Book traversal links for The content of the invitation to register Who should be invited to register to vote? How should an invitation to register be issued? How should an invitation to register be issued? An ITR must be given either by delivering it to the individual (including by post) or by leaving it at the individual's address. 1 The ITR may also be given by electronic means, including by email. 2 An ITR cannot be given verbally, such as by telephone, although you can informally prompt applications to register by any suitable means before or after you have given an invitation. When you have decided how to give an ITR, you should ensure that you have processes in place to create an audit trail of the deliveries. Before you can require an individual to make an application to register, you will need to establish that they have received at least one ITR. You may want to ensure that at least one of the ITRs is hand-delivered. This will provide you with assurance that an ITR was delivered. Your public engagement strategy and registration plan should reflect your considerations of the delivery method for ITRs. Envelopes If you are delivering a paper ITR you should address the covering envelope to the named individual at the address you have identified. You must print the following information on the envelope. 3 a direction requesting that the envelope is not re-directed if it is incorrectly addressed a direction requesting that any other individual who receives the envelope and who is resident at the address inform you if the addressee is not resident there your contact details You must also include with the ITR – except for any sent electronically – a pre-addressed, pre-paid reply envelope in which the form can be returned. 4 Suggested content for envelopes, which includes all required information, and accompanying guidance can be found here . 1. Regulation 32ZC(3)(za)(i) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 1 2. Regulation 32ZC(3)(za)(ii) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 2 3. Regulation 32ZC(3)(d) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 3 4. Regulation 32ZC(3)(d) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 4 Last updated: 24 June 2020 Book traversal links for How should an invitation to register be issued? The content of the invitation to register Encouraging applications before giving an invitation to register Encouraging applications before giving an invitation to register You can prompt an individual to make an application after you have given a formal ITR. There may be circumstances, such as immediately before an election, where you should encourage people to register informally and not wait to formally invite them to register. Prompting and encouraging an application to be made, in particular an online application, has the

potential to improve efficiency and reduce your costs because you will not have to start the formal ITR process, which would involve follow up activity if no response is received. You can use contact information provided to you by individuals on canvass communications for any appropriate purpose in connection with that individual's entitlement to be registered, or for the purpose of carrying out your duty to encourage electoral registration. 1 If you do decide to informally prompt applications you should do so as soon as possible after you identify an individual, to allow time for them to make an application before a formal invitation is given. You could prompt applications by: emailing a link to the online application form and providing information about the other available channels for registration if you have an e-mail address encouraging an application to register when following up a canvass communication using telephone canvassing, if you have identified potential new electors providing information about how to register by phone or email to individuals who get in touch with the local authority contact centre about a change of address Any methods used to prompt applications should also enable you to identify and invite to register other potential new electors who may be resident at the same address. You should consider how you will evaluate your approach to prompting applications to understand how effective they are in encouraging registration and reducing the number of electors you formally invite to register. The outcome of any evaluation carried out may identify which approaches are most effective allowing you to tailor your approach to prompting applications across your local area. You do not have to issue an invitation to an individual who, when informally prompted, makes an application before the end of the 28-day period in which an ITR must have been given. If a prompt encouraging an individual to make an application to register does not lead to an application being made, you are still required send an ITR within 28 days of becoming aware of the potential elector. Sharing good practice Information on and examples of how some EROs are utilising their registration stationary and materials to encourages responses, can be found in our resource 'Encouraging responses'. Sharing good practice - Encouraging a response 1. Section 9A, RPA 1983 ■ Back to content at footnote 1 Last updated: 9 August 2023 Book traversal links for Encouraging applications before giving an invitation to register How should an invitation to register be issued? How should I follow up with non-responders to an invitation to register? How should I follow up with non-responders to an invitation to register? After an individual has been given an ITR, you are required to take certain steps to encourage them to make an application to register if they have not yet done so. You should have processes in place to identify whether an application has been made by any available channel before you send a reminder invitation. You may visit the address at which you delivered the first invitation at any time to encourage the individual to make an application. You are not required to carry out the follow up steps if, since sending the first ITR, you are now satisfied that the individual in question is not entitled to be registered at the address where the invitation was given, or that the individual is registered at a different address. 1 1. Regulation 32ZD(5) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 1 Last updated: 24 June 2020 Book traversal links for How should I follow up with non-responders to an invitation to register? Encouraging applications before giving an invitation to register Sending reminder invitations Sending reminder invitations If you have given an ITR and the individual does not make an application to register within a reasonable period of time , you must give them a second invitation. 1 If no application is made within a reasonable period of time following the second invitation you must give a third invitation. 2 There is no

difference in the requirements for the content and delivery of ITRs at the second and third reminder stages. In practice, the second and third invitations are reminders to the individual to make an application to register. You should consider whether the use of a different delivery method for the second or third invitation could be more effective. For example if you have not received a response to an email ITR, you should consider giving the reminder invitations by post or by hand. You are not required to send reminder invitations to special category electors. 1. Regulation 32ZD(1), Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 1 2. Regulation 32ZD(3), Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 2 Last updated: 24 June 2020

Book traversal links for Sending reminder invitations How should I follow up with non-responders to an invitation to register? Making at least one personal visit Making at least one personal visit If you have given a third invitation and no application to register has been made, you are required by law to make at least one visit to the address for the purpose of encouraging an application to be made. 1 You can choose to make a visit at any time in the process, for example, at the same time as delivering any of the invitations. You may, therefore, have met this requirement before the end of the ITR chasing cycle. You must, however, have made a visit specifically for the purpose of encouraging an individual to make an application to register. In our view, this means a visit where you have attempted to make contact personally with the individual you are inviting. What constitutes a personal visit? A visit made only for the purpose of leaving an ITR and application form at the address with no attempt made to contact the individual being invited would not, in our view, satisfy the requirement. The requirement would be fulfilled if the individual making the visit speaks to the individual being invited and encourages them to make an application. As with all stages of this process, you should ensure that you keep records for the purpose of having a clear audit trail of the steps that you have taken as part of the ITR process. This will help to ensure that, if you consider requiring an individual to make an application, you are able to establish that the prerequisites for making such a requirement have been met. You should, in any case, consider making a further visit if this is likely to result in an application being made. If no application is made in response to the third invitation and you have made at least one visit to the address, you can move to the next stage of requiring the individual to make an application to register by giving them notice in writing of the requirement. 2 1. Regulation 32ZD(3), Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 1 2. Section 9E(4) RPA 1983 and Regulation 32ZE(2)(a) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 2 Last updated: 10 August 2021

Book traversal links for Making at least one personal visit Sending reminder invitations When can I require an individual to make an application to register to vote? When can I require an individual to make an application to register to vote? If you have given a third ITR and, after a reasonable period of time, you have not received a response and you have made a personal visit at least once to encourage an application, you may require an individual to submit an application to register by a specified date. This must be done on a written notice. 1 Before you can require an individual to make an application for registration you must establish that the individual: has received at least one ITR 2 - ideally, you should obtain confirmation from the named person, such as written confirmation of receipt or a written statement from a canvasser that they have given an invitation to the individual in person. Confirmation by email or telephone would also be acceptable and, if the telephone call is not recorded, you

should make a written note of the conversation has received a personal visit to encourage an application 3 – an individual must already have received a personal visit as part of the ITR follow-up process has been informed of how to make an application for registration 4 - your ITR will already have informed the individual how they can make an application to register has been informed that you may impose a civil penalty if you require them to make an application and they fail to do so 5 – your ITR will already have included an explanation of the circumstances where a civil penalty may be imposed, and the amount is resident at the address at which the ITRs were given 6 - you should consider if there are any local records you can check or other action that you can take to confirm that the person is resident Your record-keeping and processes for issuing ITRs and carrying out personal visits should be designed to ensure that you can be satisfied that all of those requirements have been established.

1. Regulation 32ZE(1) Representation of the People Regulations (England and Wales) 2001 ■ [Back to content at footnote 1](#)

2. Regulation 32ZE(2)(b)(i) Representation of the People Regulations (England and Wales) 2001 ■ [Back to content at footnote 2](#)

3. Regulation 32ZE(2)(a) Representation of the People Regulations (England and Wales) 2001 ■ [Back to content at footnote 3](#)

4. Regulation 32ZE(2)(b)(ii) Representation of the People Regulations (England and Wales) 2001 ■ [Back to content at footnote 4](#)

5. Regulation 32ZE(2)(b)(iii) Representation of the People Regulations (England and Wales) 2001 ■ [Back to content at footnote 5](#)

6. Regulation 32ZE(2)(c) Representation of the People Regulations (England and Wales) 2001 ■ [Back to content at footnote 6](#)

Last updated: 24 June 2020

[Book traversal links for When can I require an individual to make an application to register to vote?](#)

[Making at least one personal visit](#)

[What information must the requirement to register notice contain?](#)

[What information must the requirement to register notice contain?](#)

The notice requiring an individual to make an application for registration must state:

- 1 the date by which the individual must make an application for registration that, if the individual does not make an application by that date, you may impose a civil penalty the amount of the civil penalty (£80) and the rate of interest payable if the penalty is not paid on time that, if the individual is not entitled to be registered, they must inform you of that fact before the date by which the application must be made and explain why they are not entitled, and that in such a case they are not required to make an application for registration that, if the individual is registered at another address, they must inform you of that fact before the date by which the application must be made and provide you with that address, and that in such a case they are not required to make an application for registration that the individual may make other representations as to why they should not be required to make an application to register by the date by which the application must be made, or why a civil penalty should not be imposed if they do not do so

A template requirement to register notice can be found [here](#). The date by which the named individual must make an application is not prescribed. When deciding on a date by which the individual must make an application, you should allow sufficient time for them to receive the notice, digest the information and submit an application. As with the recommended maximum period that would be considered reasonable in relation to an invitation to register, in most cases, 28 calendar days would provide sufficient time for the person to receive the notice, digest the information and submit an application. You must include an application for registration with the notice and the full name and address of the individual should be pre-printed on the application.

- 2 You should also include a pre-paid and pre-printed return envelope alongside the application, as well as information on how to register online, or by telephone or in person (if you offer

those services). 1. Regulation 32ZE(3) Representation of the People Regulations (England and Wales) 2001 ■ [Back to content at footnote 1](#) 2. Regulation 32ZE(4) Representation of the People Regulations (England and Wales) 2001 ■ [Back to content at footnote 2](#) Last updated: 25 May 2021 Book traversal links for What information must the requirement to register notice contain? When can I require an individual to make an application to register to vote? When can I cancel a requirement to register notice? When can I cancel a requirement to register notice? You must cancel a requirement to register if, as a result of direct communications from the individual or from other information, any of the following apply: 1 you are satisfied that the individual is not entitled to be registered at the address at which you gave the invitations to register you are satisfied that the individual is registered at a different address you discover that any of the requirements for sending a notice requiring an individual to register had not been met You have discretion to cancel a requirement to make an application for registration if you consider it appropriate to do so. 2 For example, you may consider it appropriate to cancel the requirement notice if an individual is ill and, as a result, will be unable to make a declaration of truth for the foreseeable future. However, the discretion to cancel a notice should only be used in very limited and special circumstances, and a decision to cancel should be taken on a case-by-case basis, with each case considered on its merits. You should maintain a clear audit trail of the decision and the reason(s) for it. There may be individual cases where you receive information that an individual who is subject to a requirement to register notice is unable to make an application within the specified timeframes. For example, if they are away from their address for an extended period. This in itself should not trigger a cancellation of the requirement to register process, however in such circumstances, you should instead consider extending the time allowed for the potential elector to submit their application. Whenever you decide to cancel the requirement to register, you must give the individual concerned notice in writing of your decision. 3 1. Regulation 32ZE(5) Representation of the People Regulations (England and Wales) 2001) ■ [Back to content at footnote 1](#) 2. Regulation 32ZE(6) Representation of the People Regulations (England and Wales) 2001 ■ [Back to content at footnote 2](#) 3. Regulation 32ZE(6) Representation of the People Regulations (England and Wales) 2001 ■ [Back to content at footnote 3](#) Last updated: 24 June 2020 Book traversal links for When can I cancel a requirement to register notice? What information must the requirement to register notice contain? What is the civil penalty process if someone fails to make an application to register to vote? What is the civil penalty process if someone fails to make an application to register to vote? You may impose a civil penalty on individuals who were issued a requirement to register but who failed to make an application to register by the date you stated in the requirement to register notice. 1 You should have a process in place for issuing civil penalties. This should include how you will: make the arrangements for collecting any money account for any money collected ensure any that any money collected is returned to the The Department for Levelling Up, Housing and Communities to be paid into the Consolidated Fund You may want to seek advice on carrying out the civil penalty process and collecting penalties from other departments within the council who have experience of undertaking similar processes, including the council's legal department. If you decide to impose a civil penalty on an individual, you must give a civil penalty notice informing them that a penalty has been imposed and specifying the reasons for it. 2 1. Section 9E(7) RPA 1983 ■ [Back to content at footnote 1](#) 2. Regulation 32ZF(2) Representation of the People Regulations (England and Wales) 2001 ■ [Back to content at footnote 2](#) Last updated: 10 March 2022

Book traversal links for What is the civil penalty process if someone fails to make an application to register to vote? When can I cancel a requirement to register notice? What information must the civil penalty notice contain? What information must the civil penalty notice contain? The notice must explain that the individual must: 1 make an application to register within 28 calendar days from the date of the notice, or pay the full amount of the civil penalty within 28 calendar days from the date of the notice, or request a review of the decision to impose the civil penalty within 14 calendar days from the date of the notice The notice must also state: 2 the amount of the civil penalty (£80) 3 how to make payment the rate of interest payable if the penalty is not paid on time (which is the daily rate of interest equivalent to 8% per year from the date that the civil penalty must be paid) that making an application to register by the date stated on the notice will prevent the person being liable to pay the civil penalty 1. Regulation 32ZF(3) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 1 2. Regulation 32ZF(4) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 2 3. Regulation 32ZF(1) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 3 Last updated: 24 June 2020 Book traversal links for What information must the civil penalty notice contain? What is the civil penalty process if someone fails to make an application to register to vote? What if I receive a request for a review of my decision to issue a civil penalty? What if I receive a request for a review of my decision to issue a civil penalty? An individual may ask you to review your decision to impose a civil penalty. There is a 14 calendar day period for you to review your decision which starts on the date of the notice. 1 You should ensure that the civil penalty notice is issued on the day that it is dated. Any request to review your decision to impose a civil penalty must be made in writing (which includes via email). 2 If you receive a request for a review within 14 calendar days of the notice, you must send an acknowledgement notice to the individual within 7 calendar days of receiving the request to tell them that they have up to 14 calendar days from the date of the acknowledgement notice to: 3 make representations explaining why they have not made an application to register or why the civil penalty should be cancelled submit evidence in support of such representations You must also explain in the acknowledgement notice how any representations can be made and how any evidence can be submitted. 4 The acknowledgement notice should be dated and sent on the same day, as the date of the acknowledgement determines the start of the 14 day period for making representations. 1. Regulations 32ZF(3)(c) and 32ZH(2) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 1 2. Regulation 32ZH(2) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 2 3. Regulations 32ZH(3)(a) and (b) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 3 4. Regulation 32ZH(3)(c) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 4 Last updated: 24 June 2020 Book traversal links for What if I receive a request for a review of my decision to issue a civil penalty? What information must the civil penalty notice contain? What is the timeframe for a carrying out the review? What is the timeframe for a carrying out the review? If an individual makes a request for a review within the 14 calendar day time period from the date of the notice, you must carry out a review of your decision to impose a civil penalty. This obligation is irrespective of whether the individual has submitted any representations or evidence to you. Your review must not start before the earlier of: 1 the end of the 14th calendar day after the date of the

acknowledgment notice the receipt of any representations or evidence This means that if you receive any representations or evidence before the end of the 14 day period, you may commence your review then. If not, you must wait until the end of the 14 day period before you can start your review process. Considering representations and evidence If any representations or evidence are submitted, you must consider them. There may be circumstances where you receive representations or evidence after you have already started the review, or indeed after you have completed it but before the penalty has been paid. In those cases, you should still take the representations and evidence into account and review your grounds for issuing the civil penalty notice in light of these. In the absence of any representations or evidence, you should check whether there are any grounds for cancelling the civil penalty notice.

1. Regulation 32ZH(4) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 1 Last updated: 24 June 2020 Book traversal links for What is the timeframe for a carrying out the review? What if I receive a request for a review of my decision to issue a civil penalty? What action do I take when the review is completed? What action do I take when the review is completed? On completion of your review you must either uphold the decision to issue a civil penalty or cancel the civil penalty.

1 You must then inform the individual, in writing, of the outcome of the review.

2 If you uphold the decision to impose a civil penalty, the notice confirming the outcome of the review must state:

3 that they may appeal against that decision to the First-tier Tribunal and how to make such an appeal, and the date by which the civil penalty must be paid

1. Regulation 32ZH(5) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 1

2. Regulation 32ZH(6) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 2

3. Regulation 32ZH(7) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 3 Last updated: 24 June 2020 Book traversal links for What action do I take when the review is completed? What is the timeframe for a carrying out the review? Cancelling a civil penalty notice

Cancelling a civil penalty notice You must cancel a civil penalty notice if the individual makes an application for registration before the time for payment of the civil penalty,

1 or if either as a result of direct communications from the individual or from other information:

2 you are satisfied that the individual is not entitled to be registered at the address at which you gave the invitations to register you are satisfied that the individual is registered at a different address you discover that any of the requirements for sending a notice requiring a individual to register had not been met You have discretion to cancel a civil penalty notice if you consider it appropriate to do so.

3 For example: An individual may have been away for the vast majority of the period between the requirement to register and the civil penalty notice. Depending on the circumstances, it may be appropriate to cancel the civil penalty and set a new deadline for receiving an application. An individual may not have responded to your invitations and requirement to register on the grounds of a disability or an inability to read or write. Again, in these circumstances, you should consider cancelling the civil penalty and offer any assistance which may be necessary to enable the individual to make an application. An individual may not have responded to your ITR because they had concerns that their safety could be compromised by providing you with personal information. In those circumstances, you should assess whether they would qualify for registering as an anonymous elector and, where appropriate, cancel the civil penalty and explain the anonymous registration process to them.

1. Regulation 32ZG(5)(a) Representation of the People Regulations (England and Wales) 2001 ■ Back to content

at footnote 1 2. Regulation 32ZG(5)(b) and (c) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 2 3. Regulation 32ZG(6) Representation of the People Regulations (England and Wales) ■ Back to content at footnote 3 Last updated: 14 October 2020 Book traversal links for Cancelling a civil penalty notice What action do I take when the review is completed? Appeals to the First-tier Tribunal Appeals to the First-tier Tribunal If an individual has made a request for a review of your decision to impose a civil penalty and is unsuccessful, the final course of appeal open to them is to appeal to the First-tier Tribunal. 1 The Tribunal may either uphold your decision to impose a civil penalty or cancel the penalty. 2 During the time the appeal process takes place, the requirement to pay the civil penalty is suspended. 3 Should the individual make an appeal, you will need to prepare information and evidence to help the Tribunal establish whether all the legal requirements leading to the issuing of the civil penalty were met. You should include copies of all the documents that you used (including your invitations and notices), and information and evidence about: why you decided to send an ITR (e.g. which record was checked that led you to believe that there was an individual resident who was eligible for registration, or whether you gained this information through correspondence with the elector themselves or through a third party) when and how you gave the three invitations to register and when you carried out a personal visit, including any responses you received the dates on which you gave the requirement to register and issued the civil penalty notice if the individual requested a review or otherwise made any representations or submitted any evidence to you, the representations, evidence and conclusion of your review The chamber of the First-tier Tribunal responsible for hearing appeals against civil penalty notices is the General Regulatory Chamber: General Regulatory Chamber HM Courts and Tribunals Service PO Box 9300 Leicester, LE1 8DJ Telephone: 0300 123 4504 Email: grc@hmcts.gsi.gov.uk The Commission has produced template notices and letters to use when undertaking the civil penalty process. These are available on our website. 1. Regulation 32ZI(1) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 1 2. Regulation 32ZI(2) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 2 3. Regulation 32ZH(2) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 3 Last updated: 6 October 2020 Book traversal links for Appeals to the First-tier Tribunal Cancelling a civil penalty notice What is the timescale for payment of a civil penalty? What is the timescale for payment of a civil penalty? Where no review has been requested or no appeal has been made to the First-tier Tribunal, payment must be made within 28 calendar days of the date of the civil penalty notice. 1 Where the individual has requested a review or made an appeal to the First-tier Tribunal, the civil penalty must also be paid within 28 calendar days, but the 28-day period ceases to run while the review or appeal is being considered and re-starts if the review or appeal is unsuccessful. 2 When calculating the 28-day period, the day on which any review or appeal is requested is excluded and the day on which the review or appeal concludes is included. You should liaise with your council's legal department regarding the process for any debt recovery should an individual fail to pay the penalty within the required timeframe. Where a payment is overdue, interest is accrued at a daily rate equivalent to 8% per year. 3 In cases where an individual refuses to pay, an application can be made to the county court, for recovering the debt and any accrued interest. 4 1. Regulations 32ZH(7)(b) and 32ZG(1) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 1 2. Regulations 32ZH(7)(b) and 32ZG(2) Representation of the

People Regulations (England and Wales) 2001 ■ Back to content at footnote 2 3. Regulation 32ZG(3) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 3 4. Regulation 32ZG(4) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 4 Last updated: 25 May 2021 Book traversal links for What is the timescale for payment of a civil penalty? Appeals to the First-tier Tribunal Resources for Electoral Registration Officers - Inviting individuals to register to vote Resources for Electoral Registration Officers - Inviting individuals to register to vote Guidance on electoral registration form designs and letters Part 2 (DOC) What works – Household notification cards (DOC) Sharing good practice - Encouraging a response Last updated: 8 November 2021 Book traversal links for Resources for Electoral Registration Officers - Inviting individuals to register to vote What is the timescale for payment of a civil penalty? How can individuals register to vote? How can individuals register to vote? Individuals are able to apply to register to vote in a number of ways: 1 online via the central government website - www.gov.uk/register-to-vote by providing the necessary information in writing (e.g. on a paper form) by telephone to your staff (if you offer the service) in person at your office (if you offer the service) You are obliged to send an invitation to register (ITR) to potential electors within 28 days of becoming aware of them. However if you have an email address for a potential elector you could, in the first instance, use it to encourage them to submit an online application or issue an ITR by electronic means. The register to vote website will not allow a person to submit an application to register to vote online unless they provide all the information necessary or have given a reason as to why this cannot be provided. You may, however, receive applications on paper which do not contain all the information required for processing. In such cases, you will be able to obtain the missing information through various channels, irrespective of how the original application was made. While there is a specific process to follow where someone cannot provide their date of birth, National Insurance number or nationality, you can collect missing information by telephone, in person or via email. For example, it may not be clear from a paper application whether a missing National Insurance number was an oversight by the potential elector or was not included because they cannot provide it. Where you have the telephone number or email address for that elector, you can obtain the missing information through those channels. Promotion of the application channels available You should make sure that your potential electors know how to apply to register. You should ensure that you: provide a link to the online registration form on any relevant pages of your website (and the council's, if that is separate) provide a link to online registration wherever electoral registration may be relevant including, for example, on any online system for setting up new council tax accounts and on the websites of partner organisations set out the alternative registration channels for those who cannot, or do not wish to, apply online liaise with local parties and candidates to share information on how to register online or obtain registration forms liaise with other local partners you work with to promote registration in any materials they may distribute to or use to communicate with residents provide a clear link to the online application form at the end of any process you provide for responding to canvass communications You should make clear the various application channels so that electors can make a choice that best meets their needs and preferences. Promoting the different ways of registering should make the application process as accessible as possible. What can a person do to assist another person to register to vote? We have produced a factsheet for care homes that you can adapt to reflect your particular

circumstances. The factsheet is based on our assisted applications guidance which details what one person can do to support another to register. Information supplied as part of ■an application for a Voter Authority Certificate or Anonymous Elector's Document You cannot use any■ information supplied as part of an application for a Voter Authority Certificate or Anonymous Elector's Document, such as a National Insurance number, for any other purpose than the processing of that application. 2 This means that you cannot use the information provided as part of an application for a Voter Authority Certificate or Anonymous Elector's Document to complete a registration application for the same elector if they are not registered to vote. The registration process is prescribed and requires the elector to provide a declaration that the information on the application is true. 3 Information included on a Voter Authority Certificate or Anonymous Elector's Document also cannot be used to complete registration applications where the registration application is incomplete or the information supplied with the registration application has not matched with DWP records. Further information on potential data sources that can be used for local data matching can be found in our guidance . We would advise, however, that where you have received an application for a Voter Authority Certificate or Anonymous Elector's Document from an elector who is not already on the electoral register, that you may use this information to invite them to register. More information on the potential sources of data to register electors can be found in our guidance . 1. Regulation 26(8) and (9) Representation of the People (England and Wales) 2001 (RPR E&W) ■ Back to content at footnote 1 2. Regulation 14 The Voter Identification Regulations 2022 ■ Back to content at footnote 2 3. Regulation 26 RPR (E&W) 2001 ■ Back to content at footnote 3 Last updated: 4 April 2023 Book traversal links for How can individuals register to vote? Resources for Electoral Registration Officers - Inviting individuals to register to vote Online applications Online applications The online registration form is hosted on the central government website www.gov.uk/register-to-vote , you should provide a link to this from your website and include it in all of your communications and public awareness activity. If you have an email address for an individual you could use it to encourage them to submit an online application. You can also issue an invitation to register by electronic means, including by email. Information from applications to register that are completed online will be sent to your EMS system automatically from the IER Digital Service. Online registration provides a range of opportunities to integrate registering into other services the council provides and to deliver electoral registration more efficiently. Promoting online or other channels may make it simpler and potentially cheaper for you to process applications. There are many benefits for individuals in completing an application online including: improved accessibility for individuals with particular communication needs who may be able to complete the application more easily online, for example those with visual impairments who use electronic screen readers providing assurance that the application they have made is complete as the online system will not allow any incomplete applications to be submitted, for example any applications with obvious inadvertent errors, such as their date of birth being missed or given in the wrong format providing assurance that the application is received the moment it is submitted, which is particularly beneficial close to a registration deadline ahead of an election There are also benefits for you including: reduced need for manual data input fewer errors due to the validation of information entered on the online form no need to decipher handwriting applications will be complete when received, reducing the need to follow-up any missing information verification will be undertaken immediately rather than once you enter the data into your EMS system not

having to receive, open, scan and store a paper form Your own website and social media accounts are also key tools for communicating messages about registration and encouraging applications. You should regularly review and update any general advice or information contained on your website relating to electoral registration so that people have accurate and up-to-date information about how to register. Last updated: 21 August 2020

[Book traversal links for Online applications](#)

How can individuals register to vote?

Paper application forms

Paper application forms There is no requirement for an application to register that is made in writing (on paper) to be made on a particular form. The application must, however, contain all the information required for a valid application. Forms can be sent to you by post, delivered by hand or sent electronically, such as by fax or as a scanned copy sent by e-mail. Where you are making non pre-populated forms available you may supply them in hard copy or electronically, so that they can be printed out, completed, and sent to you. The paper application form that you must include alongside an invitation to register must be the form 1 as approved by the Minister for the The Department for Levelling Up, Housing and Communities and made available by the Commission .

2 The form includes

space for you to add your contact details, local authority information, unique reference, security code and a barcode. If you receive a written application that is not on an application form you should check that it contains all the required information. If incomplete, you should follow the process outlined in our guidance on incomplete applications . Where you receive a written application that is not made on the approved form and which does not include the explanation of the full and open registers using the prescribed short form of words , you should write to the applicant to provide them with the prescribed short form of words. You should set out their existing open register preference including an explanation of how they can change their preference if they wish to do so

1. Regulations 26(6) and (7) 2001 Regulations ■ [Back to content at footnote 1](#)
2. Regulations 32ZC(3)(b) 2001 Regulations ■ [Back to content at footnote 2](#)

Last updated: 11 March 2022

[Book traversal links for Paper application forms](#)

Online applications

Telephone and in-person applications

Telephone and in-person applications Legislation enables applications by phone and in person. For the benefit and convenience of electors, you should offer these services wherever possible. This will also help you meet your duties under the Equalities Act, as people who may have difficulties completing the paper or online form will have the opportunity to apply without the need to provide the information in writing. If you are unable to provide telephone and/or in-person registration for all, you may allow these at your discretion in certain circumstances, and you should do so to assist applicants with disabilities in order to meet equalities obligations. If you decide to allow telephone applications, you may use a central contact centre. This gives staff the opportunity to promote registration to residents who are contacting the authority for another purpose and take an application to register by phone. This could help to maximise the accuracy and completeness of the register and avoid you having to formally invite them to register. Because of the requirement for an application to be made in writing, where a person applies by telephone or in-person, you must transfer the information into an application in writing. In practice this can be achieved by inputting the information into a paper application form or the register to vote website. If you decide to accept applications by telephone and/or in-person it is important that you keep accurate records of the applications or information provided. Before collecting the information required for the application, you should inform the applicant: that the information they provide will be processed in accordance with data protection

legislation (reflecting the wording used in the prescribed voter registration form) what information will appear on the register that it is an offence to knowingly provide false information, and that the maximum penalty is up to six months in prison and/or an unlimited fine Before asking whether the applicant wishes their name and address to be included in the open register you must provide the applicant with an explanation of what the open register is, using the prescribed short form of words. When taking information on the applicant's nationality, you should consider highlighting to the applicant that checks may be carried out in relation to their immigration status against Home Office records. Further guidance on this process and contact details are available by contacting the Home Office: ICESSVECWorkflow@homeoffice.gov.uk. You will be asked to complete a template which will be provided – please complete and return the section below the heading 'Subject 1' to the same email address. The Home Office have requested one template per subject per email, and that 'ER' be added to the subject header for each email to ensure that it goes into the correct folder for a response. The Home Office will respond within five working days unless a file is required, in which case it will respond within ten working days. The fact that you may request checks of a person's immigration status against Government records is included on the registration application form approved by the Minister and made available to you by the Commission. You may ask for an e-mail address and telephone numbers to use for future contact, as well as an indication of whether the applicant wishes to be able to vote by post or by proxy. However, you must make it clear that the applicant is not required to provide this information. Under data protection legislation, an elector can object to the processing of their email or telephone contact details. To demonstrate that you are processing personal data lawfully and transparently you should maintain records to detail any request made under the right to object to processing. Your EMS provider may have the facility to record consent against elector records. Our data protection guidance for EROs and ROs provides further information on lawful processing and the rights of the data subject. You should review all of your existing email templates and ensure that where you communicate by email, you include an unsubscribe option. The email ITR that you must use has been updated to include an unsubscribe option. Applicants must make a declaration of truth. 1 Once you have taken the required information you should read it back to the applicant, giving them an opportunity to review the information provided and satisfy themselves that it is true and accurate. If an applicant does not have all of the information to hand they can call back at a later time. When you collect the missing information, you should go through the same process of giving the elector general information about how their data will be used and alert them to the offence of making a false statement. A declaration of truth must also be made to cover the missing information and you should give the applicant an opportunity to review the information supplied and correct any errors. 1.

Regulation 26(1)(j) 2001 Regulations, RPR ■ Back to content at footnote 1 Last updated: 5 June 2023 Book traversal links for Telephone and in-person applications Paper application forms What information must an application to register to vote contain? What information must an application to register to vote contain? One of the criteria regarding an individual's eligibility to register is that any statutory requirements in relation to the application are met. An ordinary application for registration (excluding special category electors) must contain the following information: 1 the applicant's full name the address where the applicant is resident on the date of the application and in respect of which they are applying to be registered any address where the applicant has ceased to reside in the 12 months

prior to the date of the application and, where that address is not in the UK, an indication of whether that person was registered as an overseas elector during this period an indication of whether the applicant is resident at any other address, including any address where the applicant is currently registered and claims to be entitled to remain registered the applicant's date of birth or, if unable to provide it, the reason why they are not able to do so and a statement as to whether aged under 18 years old or 76 or over the applicant's National Insurance number or, if they are not able to provide it, the reason they are not able to do so the applicant's nationality or nationalities or, if they are not able to provide this, the reason why they are not able to do so an indication of whether the applicant requests their name to be omitted from the edited register a declaration that the contents of the application are true (in practice, on paper, this involves a signature or at least a mark on the form that shows that they have made the declaration) the date of the application If any of the above is not provided, the application is incomplete and cannot be processed. You should follow up on the missing information with the applicant. The application form must provide space for the applicant to provide their most recent previous name (if they have one) 2 and an explanation that providing this information is not mandatory but may help in verifying their identity and if not provided, additional personal information may be required. The register to vote website allows anyone over 16 to submit an application. You may also receive a paper form from those not old enough to be an attainer. If you receive such an application, you should contact the applicant and explain that you cannot process their application at this time, but that you will keep their details on file and invite them to register once they become eligible. Keep a record of their name, address, any other contact information, and the date on which they would become eligible for registration based on their age and put in place a mechanism to alert you to send an invitation to register at the appropriate time.

1. Regulation 26(1) 2001 Regulations ■ Back to content at footnote 1 2. Regulation 26(3)(ea) 2001 Regulations ■ Back to content at footnote 2 Last updated: 21 August 2020 Book traversal links for What information must an application to register to vote contain? Telephone and in-person applications Incomplete applications Incomplete applications If any required part of the application is missing or incomplete, it will not constitute a complete application, and you will need to contact the applicant and request the information that is missing. You can also require additional evidence where you consider it necessary to verify identify, or to determine an applicant's entitlement to register. In some cases, an applicant may not be able to give you their date of birth, National Insurance number or nationality. If they are unable to provide this information they must, as part of the application, provide a statement of the reasons why. 1 Where no statement is included, you cannot assume that the person cannot provide this missing information and should contact the applicant and ask them to supply it. The application will be on hold until the required information has been returned. The missing information does not need to be provided in writing – it can be provided over the phone, via e-mail or in person. You must, however, keep a written record of the missing information that has been provided, and ensure that is transferred to the written application. If unable to state their nationality, you can require the applicant to provide evidence about their nationality and immigration status in order to determine whether they are a qualifying Commonwealth citizen. This includes, if applicable, the applicant's biometric immigration document issued in the UK. The fact that you may require additional evidence of an applicant's nationality, and may request checks of a

person's immigration status against Government records is included on the registration application form. Where the required information has not been provided but the statements of reasons are completed (and their identity could not be verified using local data matching) you can use the exceptions process to verify the applicant's identity. You should keep a record of any incomplete applications or applications where you have requested further information, so that you can follow up with the applicant if they do not respond to your initial request for information. You should give the applicant a date to respond by with the information requested. Where you do not receive a response within a reasonable time (the 28-day maximum, but potentially earlier if there is an election), and you consider that the person is resident and may be eligible to register, you must give them a new invitation to register.

2 1. Regulation 26(1)(f) 2001 Regulations ■ Back to content at footnote 1
2. Section 9E(1) RPA 1983 ■ Back to content at footnote 2 Last updated: 15 October 2020 Book traversal links for Incomplete applications What information must an application to register to vote contain? Listing applications and objections Listing applications and objections You are required to maintain three separate lists for: 1 applications received any objections made prior to the person being added to the register any objections made after the person has been added to the register As soon as any application or objection is received, the appropriate details must be recorded as follows: details of the application (the name and nationality of the applicant, and the address given as their qualifying address) must be entered in the list of applications 2 details of the objection (the name and qualifying address of the objector, plus details of the application (as above) or register entry) must be entered in the relevant list of objections 3 where an objection is received before a person has been entered on the register, the particulars of the objection must be entered in the list of applications 4 Applications to register anonymously are not subject to objections and are therefore not included on any of these lists. The lists of applications and objections are open for inspection until determined, i.e. until you have made the final decision as to whether an entry or alteration to the register is required. 5 These lists are usually produced by software packages or, alternatively, they could be handwritten or typed manually.

1. Regulation 29(2) 2001 Regulations ■ Back to content at footnote 1
2. Regulation 29(2A) 2001 Regulations ■ Back to content at footnote 2
3. Regulation 29(2D) 2001 Regulations ■ Back to content at footnote 3
4. Regulation 29(2C) 2001 Regulations ■ Back to content at footnote 4
5. Regulation 28 2001 Regulations ■ Back to content at footnote 5 Last updated: 21 August 2020 Book traversal links for Listing applications and objections Incomplete applications Retention of documents supplied as part of an application Retention of documents supplied as part of an application You must retain the following documents and information if supplied as part of an application, including any copies taken of original documents, until the application has been determined: 1 the application form itself the information that you receive as a result of an online application the information from an application made by telephone the information from an application made in person any evidence you receive under the documentary exceptions process You may keep these documents or information after your determination of the application.

2 Data protection legislation does not specify maximum periods for retention of personal data, but says that personal data processed for any purpose shall not be kept for longer than is necessary for that purpose. You will therefore need to consider whether it would be appropriate for you to hold on to the information for a specific period to take account of the possibility of a legal challenge and any analysis the police may need to carry out if there are any integrity concerns. It is

important that your document retention policy sets out the period you will retain documents and your reason for doing so. Unless there is a legal challenge or investigation, you should not retain any documents relating to a particular elector for more than 12 months after they have been removed from the register, as this is the usual time limit for any prosecutions. In any case, unless there is a legal challenge, make sure that you do not retain documents for longer than the period specified in your document retention policy and securely destroy them at the appropriate point. This should include ensuring that you have processes in place to manage any scanned images held on your EMS software. The Information Commissioner's Office provides general advice on the retention of personal data. Where you decide to keep any application-related documents beyond the point of determination, you must redact the applicant's National Insurance number from any documentation you have, including the application form, within a period of 13 months from the date the application was determined. 3 You need to ensure that you can carrying out such redactions, which may include using special redaction software. The council's Data Protection Officer should be able to give you advice on redaction of personal information. You also need to keep a record of the day on which you have made your determination on an application, so that you can accurately calculate the 13month period. Your EMS system may facilitate this. National Insurance numbers will only be available on paper applications, or where someone has applied in person or by telephone; for applications made online, you will not receive the National Insurance number. The requirement to redact the applicant's National Insurance number does not apply where this documentation is required for the purpose of any civil or criminal investigations or proceedings. 4 While not a legal requirement, you should consider following a similar approach for redacting dates of birth. Your policies on redaction should also be detailed in your document retention plan. Our data protection guidance for EROs and ROs contains further information the storage of personal data and on document retention, including what should be included in a document retention policy.

1. Regulation 29ZB(2) 2001 Regulations ■ Back to content at footnote 1 2. Regulation 29ZB(3) 2001 Regulations ■ Back to content at footnote 2 3. Regulation 29ZB(3) 2001 Regulations ■ Back to content at footnote 3 4. Regulation 29ZB(4) 2001 Regulations ■ Back to content at footnote 4 Last updated: 5 June 2023 Book traversal links for Retention of documents supplied as part of an application Listing applications and objections Notifying a previous ERO about an application Notifying a previous ERO about an application An application to register must contain any address where the applicant has ceased to reside in the 12 months prior to the date of the application and, where that address is not in the UK, an indication of whether that person was registered as an overseas elector during this period. 1 You have a duty to notify the relevant ERO where you have been given a previous address in the UK. 2 This process is automated through a link between your EMS system and the IER Digital Service and the notification triggered once you have allowed the application. However, a person may be entitled to be registered at more than one address (e.g. students). If on their application they claim that they are entitled to be registered at more than one address, you should contact the elector and the other ERO to establish the details of their residence. Our guidance on residency requirements for registration purposes provides further information on a person's entitlement to be registered at more than one address. 1. Regulation 26(1)(c) 2001 Regulations ■ Back to content at footnote 1 2. Regulation 37 2001 Regulations ■ Back to content at footnote 2 Last updated: 21 August 2020 Book traversal links for Notifying a previous ERO about an application Retention of documents supplied as part of an application Identifying suspicious

registration applications Identifying suspicious registration applications You are uniquely placed to identify incidents and patterns of activity that might indicate electoral fraud in your local area. Applications for registration do not have to be taken at face value – you have the option of taking any application to a hearing . You can also require additional evidence where necessary to verify identity, or to determine an applicant's entitlement to register. Although there are no definitive signs of possible electoral registration fraud, and each specific case will be different, you should ensure that you have mechanisms in place to monitor indicators of possible fraud. These indicators and any trigger points for further action will need to be informed by: the context of your local area whether they are consistent or inconsistent with any other data available to you the specific circumstances surrounding an application or applications The following could, depending on the context, be indicators of possible fraud: any number of registration application forms completed in the same hand large numbers of registration applications submitted in respect of a single property, particularly where the number of forms does not reflect the type or size of the property (e.g. 10 applications for a small flat) applications which do not appear to match the usual pattern of previous or existing registrations at a particular property unusual number of applications failing verification, for example, if all applications from a property or neighbouring properties fail verification large numbers of attestations in any particular area information from the IER Digital Service on: whether the National Insurance number supplied with an application has been given in any other applications in the previous 12 months and in which local authority areas the originating IP address for each online application You should put in place mechanisms that will help you to identify suspicious registration applications including: training for canvassers and office staff on what to look out for review returns data regularly to identify patterns consider how best to share data about patterns of registration applications with local political parties and elected representatives, to improve transparency and confidence, and so that they can help identify any specific register entries which might be suspicious Working with your local police Single Point of Contact (SPOC) Your local police SPOC is a key partner in ensuring that possible instances of registration fraud are quickly identified and dealt with. Prompt action to address possible electoral registration fraud could help avoid costly police investigations or legal challenges to the results of elections. Make sure you know who your SPOC is and how to contact them. If you have any problems establishing contact with your SPOC, please contact your local Commission team . You should have an agreement in place with your SPOC outlining the division of responsibilities, so that there is clarity about each other's roles. Your early discussions should cover: processes for identifying possible fraud and what actions should be taken where any suspicions arise an agreed approach for referring allegations of fraud for further investigation where appropriate establishing a process for handling evidence, so that the police can carry out any forensic analysis Documentation that you would need to provide to the police for their investigation is likely to include: all papers received (including envelopes), sealed in a packet or envelope copies of the internal documents used to conduct internal checks (e.g. council tax records) You should also agree a mechanism for handling evidence, following advice from your SPOC, so that the police can carry out any forensic analysis, where necessary. The police will investigate any allegations of fraudulent electoral registration until, following consultation with the Crown Prosecution Service (CPS) or the Crown Office, either they are satisfied that no further action is necessary or appropriate, or they

forward the case file to the CPS for prosecution. The police should keep you, and where appropriate the RO, informed of the progress of the case. Last updated: 15 October 2020

[Book traversal links for Identifying suspicious registration applications](#)

[Notifying a previous ERO about an application](#)

[Resources for Electoral Registration Officers - How can individuals register to vote?](#)

[Resources for Electoral Registration Officers - How can individuals register to vote?](#)

[Guidance for care staff in England and Wales \(DOC\)](#)

[Guidance on assisted applications in England and Wales \(word\)](#)

Last updated: 5 June 2023

[Book traversal links for Resources for Electoral Registration Officers - How can individuals register to vote?](#)

[Identifying suspicious registration applications](#)

[Processing applications and other amendments to the register throughout the year](#)

[Processing applications and other amendments to the register throughout the year](#)

[Processing applications and other amendments to the register throughout the year](#)

This section contains guidance on the actions you should take as ERO to process applications to register. It includes guidance on verifying applicants' identity, through the IER digital service and local data matching, and how the exceptions and attestation process should be administered. Following the processing of an application, as ERO you must determine the application as soon as possible, and the guidance describes the actions you must take in allowing or rejecting an application. This section also covers amendments to the register during the year, including how you should action changes to an elector's nationality, name or address. The guidance also explains how to undertake reviews of registration, how to deal with objections to applications or entries in the register and how to delete entries from the register. Last updated: 24 August 2020

[Book traversal links for Processing applications and other amendments to the register throughout the year](#)

[Resources for Electoral Registration Officers - How can individuals register to vote?](#)

[Verification of an applicant's identity](#)

[Verification of an applicant's identity](#)

[Verification of an applicant's identity](#)

One of the aspects of entitlement to register is that the application is made by someone who appears to be the person named on the application.

1 Any person making a new application for registration must provide personal identifiers which are used to verify the applicant's identity against DWP records. If the applicant's identity cannot be verified using DWP records, their identifiers may also be matched against local data sources. The results of these checks must be taken into account in determining the application.

2 Regardless of when an application for registration is received, you must send the relevant information for verification matching against DWP data and take the results into account when deciding whether to allow the application. If you are still unable to verify the applicant's identity using local data sources, you should follow the exceptions process.

1. Section 10Z(1)(a) Representation of the People Act 1983 ■

[Back to content at footnote 1](#)

2. Regulation 29ZA Representation of the People (England & Wales) Regulations 2001 ■

[Back to content at footnote 2](#)

Last updated: 24 August 2020

[Book traversal links for Verification of an applicant's identity](#)

[Processing applications and other amendments to the register throughout the year](#)

[Personal identifiers](#)

[Personal identifiers](#)

[Personal identifiers](#)

An applicant's personal identifiers are their full name, National Insurance Number (NINo), and date of birth (DOB). These are used in order to perform the data match with DWP to verify an applicant's identity. This section provides guidance on what NINos look like, and what to do if an applicant does not have or cannot submit a NINo or DOB. Last updated: 24 August 2020

[Book traversal links for Personal identifiers](#)

[Verification of an applicant's identity](#)

[National Insurance numbers](#)

[National Insurance numbers](#)

National Insurance numbers National insurance numbers (NINo) should appear in the

following combination of letters and numbers - two letters, six numbers, one letter. For example: QQ 123456 C. The table below gives some other examples of things that may be submitted in place of the usual NINo with some guidance on sending these applications for verification. Format of National Insurance number Should I send the application for verification? NINo does not contain a final letter Yes – this is a valid submission and should be sent for verification as normal Temporary reference NINo - Two numbers (which can sometimes be found in correspondence from HMRC described as “National Insurance number”) No – you are not required to submit a temporary reference for verification - proceed straight to the exceptions process The letters OO No – you are not required to submit a temporary reference for verification - proceed straight to the exceptions process The letters TN No – you are not required to submit a temporary reference for verification - proceed straight to the exceptions process You are not required to filter applications with temporary NINos manually, if an application is sent for verification as normal, it will fail, and you will proceed to the exceptions process. When completing a paper form, some electors may mistakenly provide numbers other than their NINo. The most common are likely to be: NHS Number - these are 10 digits long, feature numbers only, and are normally laid out in a 3 – 3 – 4 format; and passport number - these are in varying formats, but not the same as either the NHS number or the NINo In cases where the applicant has clearly provided the wrong number you should contact the applicant by any means of communication including email and telephone if you have the contact details, and ask them to provide the correct number. An application which does not contain a correct NINo, is missing the applicant’s NINo, or does not give a reason why a NINo cannot be provided is not a complete application and you cannot determine it for purposes of being included on the electoral register until a NINo or a statement as to why a NINo cannot be provided has been given. Who should have a National Insurance number? Most eligible electors will have a NINo. NINos are ordinarily, but not always, issued to: those who legally work in the UK those who claim benefits in the UK (including those who have had a Student Loan) those who are present in the UK just before their sixteenth birthday and whose parents are claiming child benefit for them Who might not have a National Insurance number? A small number of people may not have a NINo. A number of applicants are Individuals who are eligible to vote in the UK but will not be in possession of a NINo might include (this list is not exhaustive): a European citizen who is studying in the UK and who is financially self-sufficient a European citizen who has been posted to work in the UK but who continues to pay tax in their home country a British young person who was not issued a NINo by HMRC’s automatic issuing process a Commonwealth citizen who lives in the UK and who is financially self-sufficient a European citizen who has never worked or claimed benefits in the UK a British citizen who has never worked Last updated: 24 August 2020 Book traversal links for National Insurance numbers Personal identifiers What if an applicant does not have a National Insurance number or cannot submit one? What if an applicant does not have a National Insurance number or cannot submit one? What if an applicant does not have a National Insurance number or cannot submit one? DWP are not allowed to issue NINos for the purposes of registering to vote, and you must not ask applicants who do not have a NINo to apply for one. Applicants who do not submit a NINo are asked to explain why they are not providing it and you should be satisfied with the reason given for non-provision of a NINo. There is no definitive list of those individuals who should hold NINos. It is therefore not possible to give a definitive list of satisfactory reasons why a NINo cannot be provided. Some reasons you may be provided with are: the applicant was never issued one the applicant refuses to give

it the applicant cannot find their NINO If the applicant makes a statement on their application form that they have never been issued a NINO, and you have no evidence to contradict the claim, you should direct the applicant to the exceptions process . If an applicant makes a statement on the application form that they refuse to provide their NINO, you have the discretion to determine whether to reject the application or to direct the applicant to the exceptions process . The applicant is required 1 to provide their NINO, and can be reminded of this fact. If the applicant makes a statement on the application form that they have lost or forgotten their NINO, you should either ask the applicant to locate their NINO or direct the applicant to the exceptions process . Although most paper communications from HMRC and DWP will feature an applicant's NINO, there is no definitive list of places where an applicant can find it. Below is a list of places the NINO is most likely to be found, depending on the circumstances of the applicant: For people over 16 but not yet working A registration letter from HMRC telling them what their NINO is (their parents may have this) For employed people Pay slips from their employer P60 (end of year statement of pay and tax from their employer) P2 (notice of tax coding from HMRC) P45 (from their employer when they left a job) P11D (from their employer if they get any benefits in kind) P800 (from HMRC if they have over or underpaid tax at the end of the year) Notice to file a Tax Return (SA316) or Tax Return (if they are in Self-Assessment) Self-employed people Notice to file a Tax Return (SA316) or Tax Return Statement of Account Retired people the letter issued each year by DWP in February or March telling you how much your pension will be Other A plastic NINO card (these stopped being issued in 2011) You may be provided with other reasons as to why a NINO cannot be provided. You should assess the validity of the reason given on a case by case basis, bearing in mind this guidance. 1. Regulation 26(1)(f) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 24 August 2020 Book traversal links for What if an applicant does not have a National Insurance number or cannot submit one? National Insurance numbers Dates of birth Dates of birth Dates of birth A small number of people who are eligible to vote cannot provide a date of birth (DoB). Those individuals who have never known their actual DoB will most likely have been given an official DoB over the course of time; this might include a DoB on an adoption certificate, a naturalisation certificate, a passport or a driving licence. These suffice for the purpose of making an application, and they are likely to match the DoB on record with the DWP. Last updated: 24 August 2020 Book traversal links for Dates of birth What if an applicant does not have a National Insurance number or cannot submit one? What if an applicant does not have a date of birth or cannot submit one? What if an applicant does not have a date of birth or cannot submit one? On both the digital and paper application forms, applicants who do not or cannot submit a DoB are asked to explain why they are not providing it. You should be satisfied with the reason given for non-provision of a DoB. Applications without a DoB must also be accompanied by a statement that the applicant is over 18 and whether the applicant is aged 76 or over. Last updated: 24 August 2020 Book traversal links for What if an applicant does not have a date of birth or cannot submit one? Dates of birth How to interpret DWP match results How to interpret DWP match results How to interpret DWP match results Applications to register are matched against the Department of Work and Pensions (DWP) Customer Information System (CIS) database. CIS is an amalgamated data source, containing data received from internal DWP systems, as well as other government sources, such as Her Majesty's Revenue and Customs (HMRC). DWP use the CIS as the main source of customer

information. In order to perform the data match, DWP have developed an algorithm which matches an applicant's personal identifiers sent to them via the IER Digital Service against the CIS database. The DWP matching algorithm works like a filter. The stages are broadly summarised below: The personal identifiers are standardised by DWP to make them more consistent with the DWP dataset (e.g. removal of spaces and hyphens from NINOs) The personal record is then compared to the records in the DWP dataset in the following matching sequence Is there a record in the DWP dataset with a NINO that matches the NINO provided by the applicant? If not, the personal record is flagged as No Match and no further matches are attempted. Does the DWP record identified at step 1 have a DOB that matches the DOB provided? If not, the personal record is flagged as No Match. Do the names on the DWP record identified at step 1 match the names provided? A series of name matches are carried out until the best match is obtained. These are described in Table 1. At the end of the matching process, the match level is sent back to the IER Digital Service. The IER Digital Service assigns a score to the results, showing either a successful match or failed match. The match results plus the score assigned to them are sent back to your EMS where they are displayed to you. At the end you will have a set of match statements in your EMS that describe the levels at which an applicant's record has passed or failed against a number of matching criteria. You will need to assess whether the applicant's identity has been established according to the rating supplied. Where a NINO matches against a DOB at any other levels set out in the table below, a positive match will be assigned to that record. Table 1 - Combinations resulting in positive matches You are not limited to using the match rating to decide whether the identity of the applicant has been established. For example, you may have local data which is different to the DWP match. However, where you make an assessment which does not accord with the match rating (for example local data which contradicts the DWP match) you should record the reasons why you have reached your assessment and the evidence used. Last updated: 24 August 2020

Book traversal links for How to interpret DWP match results

What if an applicant does not have a date of birth or cannot submit one?

Action to take following the return of data from DWP

Action to take following the return of data from DWP

When your matched data is returned from DWP, you will need to assess whether the applicant's identity has been established according to the pass/fail rating supplied.

Pass matches Where a pass rating is returned by DWP for an applicant's identity, you can be confident that the applicant is the person they claim to be on their application. You will also need to establish that the applicant fulfils their other eligibility criteria (age, nationality, residence) before determining the application. You may have already done this before receiving the match results from DWP.

Fail matches If a fail rating is returned by DWP, this indicates that it has not been possible to establish that person's identity and you cannot be satisfied that the applicant is the person that they claim to be on their application at this stage. You may contact the applicant to query the information given on the application using any communication channel that you have contact details for. You should ask the applicant to supply their full application information - name, address, DOB and NINO (which will only be held if the application was made by paper form). These details should be checked against the original application. You should not supply any details of any information given in an application to the applicant. What if an applicant has made an error on their application? If the applicant has made an error on their application, you should: resubmit their personal identifiers to the IER Digital Service for a further check write to the applicant to tell them that based on additional information supplied by

them, a change has been made to their application. You should not include any personal identifier information (NINo and DoB) in the letter. What if an applicant has not made an error on their application? If no error has been made on the application and local data sources cannot be used (or have not been used) to be able to establish the applicant's identity, you should write to the elector to inform them that it has not been possible to verify their identity and request they supply documentary proof of their identity. This is known as the exceptions process. Applicants whose identity can be verified through either the DWP match or local data matching should be added to the register of electors at the next available update, providing the eligibility criteria have been met and the applicant has been positively determined. A confirmation letter should be sent if appropriate. Applicants whose identity cannot be verified by either the DWP check or by local data matching should be directed to the exceptions process. Last updated: 24 August 2020

[Book traversal links for Action to take following the return of data from DWP](#)
[How to interpret DWP match results](#)
[Using local data matching for verification purposes](#)
[Using local data matching for verification purposes](#)
[Using local data matching for verification purposes](#)
[Local data matching can provide you with further information which you can use to make a determination as to whether to allow a new application. You must disclose the details of an application to the IER Digital Service upon receipt, 1 and you should not carry out any local data matching for the purposes of verifying an applicant's identity until you have received and considered DWP match results. You can use local data matching to verify applicants whose personal identifiers fail to be matched against DWP records. You can also use local data to verify an applicant's identity where an applicant has been unable to provide a National Insurance number, provided that the reason given for not providing a National Insurance number is valid. Matching against local data allows you to use data sources available to you 2 to verify that the person making the application is the person they claim to be. If you do not normally carry out local data-matching for verification purposes, this option should only be used if you are satisfied that the data sources available to you can satisfy the requirements of the task.](#)

1. Reg 29ZA (1) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ [Back to content at footnote 1](#)

2. Regulation 35 RPR 2001 ■ [Back to content at footnote 2](#)

Last updated: 24 August 2020

[Book traversal links for Using local data matching for verification purposes](#)
[Action to take following the return of data from DWP](#)
[Deciding whether to use local data for verification](#)
[Deciding whether to use local data for verification](#)
[Deciding whether to use local data for verification](#)
[The use of local data for verification matching is not compulsory. Your decision on whether to use local data matching should be taken after consideration of the benefits that local data matching can have in terms of reducing the burden on the applicant to provide evidence and follow-up costs. You should also consider the suitability of available data sets for this work and evaluate the potential costs and benefits of local data matching. Before using local data to inform the determination of an application, you must ask the following questions:](#)

1 what sources of local data are available to me? is the data record I intend to use accurate? what benefit will I gain from using local data matching for a particular task? what resources will I need to be able to use local data effectively? what are the costs involved in developing/using local data matching capacity? can I achieve beneficial results in sufficient time to meet the needs of the task? You may decide that the local data sets available cannot be used to verify the identity of the applicant or that directing the applicant to the exceptions process would be a more effective way of establishing identity.

1. Regulations 23, 35, and 35A

Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 24 August 2020 Book traversal links for Deciding whether to use local data for verification Using local data matching for verification purposes Potential data sources for local data matching Potential data sources for local data matching Potential data sources for local data matching You can require any person to supply you with information required for the purpose of your duties in maintaining the register of electors. 1 You are therefore entitled to request data sets from organisations where you deem it necessary for the purpose of verifying the identity of an applicant. There are a wide variety of data sources that may be available including, but not limited to: council tax data adult social care data local authority billing and payments data parking permits data school admission data blue badge data customer service records payroll data registrar data on births, deaths and marriages Each data source must be assessed against the criteria found in our guidance on evaluating local data sources before being used for local data matching. Where a data set has limited coverage you may wish to consider using that data set alongside another to provide greater coverage across your registration area. Data sets with limited coverage may have additional value where they match with groups identified by you as part of your engagement strategy. As ERO, you are legally entitled to access local data sets and to inspect and make copies of records kept in whatever form by: 2 the council which appointed you (and where you are an ERO for a district council in a two-tier area, the county council) any registrar of births, deaths and marriages, including any superintendent any person, including a company or organisation, providing services to, or authorised to exercise any function of the council; this includes those providing outsourced services under any finance agreement. For example, a private contractor appointed to collect council tax on behalf of the local authority Where EROs are appointed by a lower tier authority in a two-tier structure request relevant data from their County Council, it is at the discretion of the upper tier authority as to whether to supply this data and EROs should ensure that they have appropriate data sharing agreements in place where this data is supplied. Legislation gives express permission for local authorities which have not directly appointed an ERO, to provide data to this ERO, but requires a written agreement between the ERO and the authority to be in place before any transfer of data occurs. 3 The written agreement should regulate the processing of information including its transfer, storage, destruction, and security. While you have a legal entitlement to your local authority's data, you should conduct any data matching activities in accordance with current data protection legislation, relevant guidance and good practice available on the Information Commissioner's Office website . Information supplied as part of ■an application for a Voter Authority Certificate or Anonymous Elector's Document You may not use any■ information supplied as part of an application for a Voter Authority Certificate or Anonymous Elector's Document, such as a National Insurance number, for any other purpose than the processing of that application. 4 This means that you may not use the information provided with an application for a Voter Authority Certificate or Anonymous Elector's Document to complete a registration application for the same elector where the registration application is incomplete or the information supplied with the registration application has not matched with DWP records. The registration process is prescribed and requires the elector to provide a declaration that the information on the application is true. 5 1. Regulation 23 Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 35 RPR 2001 ■ Back to content at footnote 2 3. Regulation 35A RPR 2001 ■ Back to content at

footnote 3 4. Regulation 14 The Voter Identification Regulations 2022 ■ Back to content at footnote 4 5. Regulation 26 RPR 2001 ■ Back to content at footnote 5 Last updated: 6 March 2023 Book traversal links for Potential data sources for local data matching Deciding whether to use local data for verification Methods of local data matching Methods of local data matching Manual Manual data matching is likely to be the main form of data matching used for verification. It involves visually checking records from a local data source against the electoral register. There may be cost implications for both staff resources and the time it takes to deal with large volumes of data. However, manual data matching allows you to interpret and make a judgement on complex data, for example written notes attached to a council tax record, which may mean you get a more accurate result. Manual data matching would also be suited to dealing with small scale local data sources, such as the lists of recently deceased persons provided by Registrars. Automated Automated data matching is the use of a computer programme or algorithm to match two or more sets of data, for example the local data source and a list of applications, against one another to produce a list of matches and mismatches. This form of matching is suited to matching large volumes of records. It may be useful for verification where a number of applications are to be verified at the same time, for example during the canvass or a pre-election period when a large volume of applications are being received. This form of matching does not require a person to check every record, but you should ensure that matching software and/or algorithms are thoroughly tested before being used. You should examine what capacity for undertaking this kind of work already exists within your local authority, for example, a local authority may be matching benefits data against other data sets to prevent and detect fraud. Automated matching would still require an element of decision making by you to ensure that matching undertaken is to the expected standard and to resolve queries. There are a variety of sources that may be able to provide you with automated data matching capability. Your authority may have the capacity to develop new processes or adapt existing processes to achieve this, and there are also a number of private companies who offer data matching services. If you are considering carrying out automated data matching for verification purposes, you should investigate all possibilities to achieve a cost effective solution. If you choose to outsource any local data matching activities, to either a private company or another part of their local authority, you should ensure that whoever is conducting the data matching, they are fully aware of both data protection legislation and the rules governing supply of the electoral register. Last updated: 24 August 2020 Book traversal links for Methods of local data matching Potential data sources for local data matching Evaluating local data sources for verification purposes Evaluating local data sources for verification purposes Verification matching requires you to establish the identity of the person applying. This means that local data sets which can be used for this purpose will be limited to those where the resident's identity has already been established, such as council tax benefit, or housing benefit. You should assess the data record you are considering using against the following criteria before using it to conduct local data matching as part of the verification process: Criteria Notes Has the applicant provided identity evidence to the data holder? The data source must record that the applicant has provided documentary evidence to prove their identity to the local authority. This could be; a) a passport or similar photo ID; b) a range of trusted government documents and/or financial and social history documents such as, birth certificate, adoptions certificate, financial statements, utility bills etc. Has the applicant's evidence

been confirmed as valid by the data holder? The data source should record that the evidence provided by the applicant has been validated by checking with the issuing authority or against guidance provided by the issuing authority. Has the data holder ensured that the evidence provided belongs to the person applying? The data source should record that the identity of the applicant has been verified by comparison of the applicant to the strongest piece of identity evidence. Does the data holder check that the evidence provided is not fraudulent? The data source should record that the identity of the applicant has been subjected to counter fraud checks and that the document has been confirmed as genuine. Before a data set can be considered suitable for matching, all of the above criteria must be fulfilled.

General considerations for using local data

There is a key difference between data which an organisation has gathered itself, for example its payroll data, and data based on information provided by individuals about themselves. Data controllers are responsible for taking reasonable steps to ensure the accuracy of the data they hold and, in the context of which the data is being processed, ensure that data which is inaccurate or incomplete is erased or rectified without delay. You should consider if the data you are using is reliant on information provided by individuals and assess whether that information is likely to be accurate. For example, applications for library membership may be based entirely on information provided by the service user, with no checks carried out by the local authority on the accuracy of the information. You may conclude that, because of this, their library data is not suitable for local data matching. You should also ask the data controller whether data standards or good practice exist for the data sources you intend to use and then make a decision as to whether the data controller meets these standards or if it follows good practice. For example, the Department for Work and Pensions has set out detailed guidance on good practice for the processing and use of council tax benefit and housing benefit, which includes guidance on the checking of evidence provided to local authorities and how to deal with fraud. If you are an ERO from an authority that delivers its benefits service to these standards you should be confident in using benefits data for local data matching. Information requested under Regulation 35 or 35A of the 2001 Regulations is exempt from any other statutory or other restriction on its disclosure. ¹ This exemption does not extend to data supplied under Regulation 23 of the 2001 Regulations. This means that the provisions of data protection legislation will apply to data gathered in this way. You should seek further guidance from your data protection officer on what you will need to do in order to ensure that any data transactions are compliant with data protection legislation.

Reviewing your local data matching practices

You should undertake evaluation of any existing local data matching practices. You should be conducting ongoing monitoring and evaluation of the costs and benefits of local data matching, and keeping under review the data sets used. Your evaluation should also take into account the other potential uses of local data matching apart from in verification – for example, in identifying potential electors to invite to register, or in sourcing one piece of evidence towards the deletion of an elector who is no longer eligible. ¹ Paragraph 1(5) of Schedule 2 to the Representation of the People Act 1983 ■

Back to content at footnote 1

Last updated: 24 August 2020

Book traversal links for Evaluating local data sources for verification purposes

Methods of local data matching

Using local data matching results

Using local data matching results

Using local data matching results

The purpose of local data matching is to provide you with further information, beyond the DWP data match, with which to make a determination as to whether to allow a new application. There are three principles that you should consider in making a

determination based on local data: You should take into account the results of the data match against the DWP database prior to local data matching, where this takes place, for any determination you make. You should be capable of defending any decision you make in the event of challenge, with a clear audit trail. You should be confident that the local information you use verifies the identity of a new applicant – where you have any doubt you should proceed to the exceptions process. Where local data matching is successful, it is not necessary to resubmit the application for matching against DWP data. In all cases, if you cannot locate the applicant on local data or you cannot be certain that local data verifies the applicant's identity, you must direct the applicant to the exceptions process. When can the applicant be added to the register of electors? Applicants whose identity can be verified through local data matching should be added to the register of electors at the next available update, providing the eligibility criteria have been met and the applicant has been positively determined. A confirmation letter should be sent if appropriate. Applicants whose identity cannot be verified by local data matching should be directed to the exceptions process. . Last updated: 24 August 2020

[Book traversal links for Using local data matching results](#) [Evaluating local data sources for verification purposes](#) [Managing the verification of applications received close to an election registration deadline](#) [Managing the verification of applications received close to an election registration deadline](#) [Managing the verification of applications received close to an election registration deadline](#) [A complete registration application \(i.e. an application containing all the information required for an application\) must be made by midnight, 12 working days before the poll](#) [1 to be valid for an election. Even when an application for registration is received near to the application deadline for inclusion on the register for an election, you must still send the relevant information for verification matching against DWP records and take account of the result when determining the application. You can expect to receive the results of the verification matching from the IER Digital Service within 24 hours. However, if an applicant cannot be verified, you will have limited time to undertake the additional steps required to get them verified before the determination deadline. These steps include carrying out local data matching and advising the applicant to provide documentary evidence under the exceptions process if necessary. In the run up to an election, you may choose to take steps to minimise length of time required before being able to determine an application. For example, you could choose to proceed with local data matching before the results of the DWP match have been returned. If the identity of the applicant can be verified using local data, and then a negative match result is then returned by the IER Digital Service, you can use the local data match in order to determine the application without any further input from the elector. If local data matching does not verify the applicant's identity and you have still not received the results of verification from the IER Digital Service, you could advise the applicant that it might be beneficial to their application for them to voluntarily supply the necessary evidence for the documentary exceptions process at that stage, in advance of the verification result being received. If the applicant does voluntarily choose to provide the evidence at this point, in the event that the IER Digital Service returns a negative match result, you can use the documentary evidence to determine the application. You must have processes in place to securely record and store any documentary evidence that you receive. You are only permitted to continue to hold the documentary evidence that has been provided in these circumstances if it is used to determine an application in the event of a negative match result, 2 if the IER Digital Service returns a positive match, the documentary](#)

evidence is unnecessary and must be destroyed. You will therefore also need to have processes in place to securely destroy documents where necessary. If the results of the applicant's identity verification are not returned by the IER Digital Service by midnight on the day before the election determination deadline (by midnight, seven working days before the poll), then you should refer to the contingency guidance . You will need to consider the benefits and risks of requesting evidence in these circumstances. You will need to take into account the potential for voter confusion balanced against doing what you can to ensure that everyone who has applied by the registration deadline can be registered in time to be able to vote in the election. In no circumstances should you ask for documentary evidence to be submitted with a registration application - this may discourage applications from being made, and could cause confusion about the registration process.

1. Section 13B(1) – (3) Representation of the People Act 1983 and Regulation 29(4) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1

2. Regulation 29ZB(3) RPR 2001 ■ Back to content at footnote 2

Last updated: 24 August 2020

Book traversal links for Managing the verification of applications received close to an election registration deadline

Using local data matching results

Dealing with processing errors

Dealing with processing errors

Dealing with processing errors

In some cases, you may make a processing error which results in an applicant who has properly submitted an application not having their identity verified before the determination deadline for publication of the register for an election. For example, a paper application form may be received but misplaced and not properly dealt with, or an online application may be incorrectly processed, resulting in you not requesting documentary evidence for an application made without identifiers. On discovering this type of processing error, before you can add the applicant to the register, you must still:

- be satisfied that the application is made by someone who appears to be the person named on the application
- be satisfied that the application was submitted before the deadline (for example, it was time- and date-stamped upon receipt)

send the applicant's personal identifiers to be verified

Depending on the point at which a processing error is identified, it may be the case that the results of the DWP matching process may not be returned in time to be able to be used to verify the identity of the applicant so that they can be added to the register in time to vote, or in the event that the DWP match cannot verify the applicant's identity, there will be insufficient time for local data matching and/or the documentary exceptions process to take place. In these circumstances you may also proceed to local data matching and/or the documentary exceptions process before you receive the result of the DWP match. If you use the documentary exceptions process and an applicant provides you with evidence, you are only permitted to retain this if it ends up needing to be kept as evidence used to determine an application which eventually returned a negative match result.

1 Where the IER Digital Service returns a positive match, the documentary evidence is unnecessary and must be destroyed. You will therefore also need to have processes in place to securely destroy documents where necessary. Our data protection guidance for EROs and ROs contains more information on document retention.

1. Regulation 29ZB(3) Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 1

Last updated: 5 June 2023

Book traversal links for Dealing with processing errors

Managing the verification of applications received close to an election registration deadline

The exceptions process

The exceptions process

The exceptions process

The exceptions process

There will be some applicants who cannot supply the required personal identifiers or cannot be matched against DWP records or against local data sources. Applicants who cannot supply some

or all of the required personal identifiers and cannot be matched must be asked to provide documentary evidence to prove their identity, this is known as the exceptions process. The exceptions process must be followed where applicants cannot supply some or all of the required personal identifiers and cannot be matched, or if an applicant cannot be matched against local data or the ERO chooses not to use this option. Last updated: 24 August 2020 Book traversal links for The exceptions process Dealing with processing errors How to use the exceptions process How to use the exceptions process How to use the exceptions process Where you require an applicant to provide documentary evidence, you should write to the applicant informing them that it has not been possible to establish their identity as required by law and asking them to supply documentary evidence to prove their identity in order to register. 1 You should be mindful of the impact of this on the applicant, for example, the elderly or vulnerable or those for whom is not their first language. The letter should list the types and quantity of evidence that must be provided. It may also set a deadline date for the applicant to respond. A deadline will be helpful when deciding to reject an application because no response has been received. The time given to respond is at your discretion; however, it should allow the applicant reasonable time to locate and provide the documents required. 1. Regulation 26B Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 24 August 2020 Book traversal links for How to use the exceptions process The exceptions process Should applicants submit copies or original documents? Should applicants submit copies or original documents? Should applicants submit copies or original documents? In the first instance, you should request that the applicant provide photocopies of the evidence. Any copies of documents provided by applicants or taken by you of original documents should be stored securely in the same way as application forms. Applicants may bring either copies or original documents to your office in person if they don't want to send them through the post. You must be satisfied that the documents or copies provided to you appear to be genuine. Where you have a doubt as to whether a copy is genuine or where the copy is of such poor quality that you cannot make an assessment of the document, you may ask the applicant to present the original document(s) in person at your office or to send original documents to you to be copied and returned. You should be aware that you would become responsible for the secure transit of the document in the latter case. Where you have doubt as to whether an original document is genuine, you may ask the applicant to provide alternative documentary evidence in the first instance. Where alternative documentary evidence is not available, you should direct the applicant to the attestation process or reject the application. Where documentary evidence does not appear to be genuine, you should advise the applicant of the penalties for supplying false information and inform your police Single Point of Contact (SPOC) that false information may have been supplied. Last updated: 24 August 2020 Book traversal links for Should applicants submit copies or original documents? How to use the exceptions process Acceptable document types for the exceptions process Acceptable document types for the exceptions process Acceptable document types for the exceptions process In all cases the documents required to successfully establish an applicant's identity should refer to the applicant by name. The types and quantities of documents required to successfully establish an applicant's identity are as follows: any one document from table 1 one document from table 2 and two additional documents from either table 2 or table 3 four documents from table 3 Table 1: Primary identification documents Document Notes Passport Any current passport Biometric residence permit UK issued only EEA Identity Card Must still be valid Photo card part of a current driving licence UK/Isle of

Man/Channel Islands (full or provisional) Northern Ireland Electoral ID card Table 2: Trusted Government Documents Document Notes Old style paper version of a current driving licence UK only Current photo driving licence Any other than UK and Crown Dependencies Birth certificate UK and Crown Dependencies only Marriage/Civil Partnership certificate UK and Crown Dependencies only Adoption Certificate UK and Crown Dependencies only Firearms Licence UK and Crown Dependencies only Police Bail Sheet UK and Crown Dependencies only Table 3: Financial and Social History Documents Document Notes Issue Date and Validity Mortgage Statement UK, Crown Dependencies or EEA Issued in the last 12 months Bank or Building Society Statement UK, Crown Dependencies or EEA Issued in the last 3 months Bank or Building Society account opening confirmation letter UK and Crown Dependencies Issued in the last 3 months Credit card statement UK, Crown Dependencies or EEA Issued in the last 3 months Financial statement, e.g. pension or endowment UK, Crown Dependencies or EEA Issued in the last 12 months Council Tax statement UK and Crown Dependencies Issued in the last 12 months Utility Bill – not mobile phone bill UK and Crown Dependencies Issued in the last 3 months P45 or P60 statement UK and Crown Dependencies Issued in the last 12 months Benefit statement e.g. Child Benefit, Pension UK and Crown Dependencies Issued in the last 3 months Central or local government, government agency, or local council document giving entitlement, e.g. from DWP, Job Centre Plus, HMRC UK and Crown Dependencies Issued in the last 3 months For information on the document retention period for documents received as part of an application, including under the exceptions process and for what should be reflected in your document retention policy see our guidance on document retention . We have produced template notices and letters which you may use when undertaking the exceptions process. Last updated: 5 June 2023 Book traversal links for Acceptable document types for the exceptions process Should applicants submit copies or original documents? Document authenticity checks Document authenticity checks Document authenticity checks The purpose of documents being provided in support of an application is to allow you to satisfy yourself as to the identity of the person making the application and that they are the person named in the application. You will therefore need to be satisfied that a document provided to you for this purpose is genuine. The Home Office has produced guidance on examining identity documents. It covers: the security features in identity documents how identity documents are forged how to detect basic forgeries General tips on what to look for when determining if a document is genuine can be found on the website of the Centre for the Protection of National Infrastructure. The following table provides information on where guidance for checking particular documents that may be used for the verification of an applicant's identity can be found. It only covers the documents for which guidance is available: Table 1: Primary identification documents Document Resources Any current passport Images and security features of all EU passports can be found on: <https://www.consilium.europa.eu/prado/en/prado-start-page.html> Images of passports issued by the majority of countries are available on the following website: <http://www.edisontd.net/> Biometric residence permit (UK issued only) Images and security features are included in the following guide: <https://www.gov.uk/government/publications/biometric-residence-permits-applicant-and-sponsor-information> EEA identity card Images and security features can be found on: <https://www.consilium.europa.eu/prado/en/prado-start-page.html> Current driving licence – photo card with counterpart; full or provisional (UK/Isle of Man/Channel Islands) A guide to the photo card part of the licence can be found at: <https://www.gov.uk/guidance/changes-to-the-driving-licence-and-categories#your->

licence-explained Table 2: Trusted Government Documents Document Resources Current photo driving licence (Any other than UK and Crown Dependencies) Images and security features for EU licences can be found on:

<https://www.consilium.europa.eu/prado/en/prado-start-page.html> Birth certificate (UK and Crown Dependencies only) A guidance document on UK birth certificates is available at: <https://www.gov.uk/government/publications/birth-certificates-and-the-full-birth-certificate-policy/birth-certificates-and-the-full-birth-certificate-policy> Adoption certificate (UK and Crown Dependencies only) Examples are included in the HM Passport Office Adoption Order Note for Parents Firearms licence (UK and Crown Dependencies only) The format of firearms certificates can be found in The Firearm Rules 1998 Police bail sheet (UK and Crown Dependencies only) There is no standard police bail sheet. If you have doubts as to the authenticity of the document, you can contact the issuing police force. You could also contact the local police force(s) for your area to obtain sample bail sheets. Last updated: 24 August 2020 Book traversal links for Document authenticity checks Acceptable document types for the exceptions process Determining applications made through the exceptions process Determining applications made through the exceptions process Determining applications made through the exceptions process An application cannot be determined until a complete application has been made. An application using the exceptions process is not complete until the applicant has provided satisfactory documentary evidence to you. Once satisfactory documentary evidence has been provided you should determine the application, provided they have satisfied the other eligibility criteria for registration. If an applicant does not respond to your request to supply documentary evidence, you may reject the application and inform the applicant of this in writing. An applicant who has established their identity to the ERO through the use of documentary evidence according to the framework set out in this guidance should, provided they have satisfied the other eligibility criteria for registration, have their application positively determined. You have the discretion to reject applications where the application is obviously false (e.g. the applicant has given an address which has clearly been fabricated or does not exist). In these cases you do not need to undertake the exceptions process. Where an applicant provides documentary evidence that appears to be false, you may either ask the applicant to provide an attestation in support of their application or reject the application. If an applicant cannot provide the quantity and types of documentary evidence set out in this guidance, they should be asked to provide an attestation in support of their application. Last updated: 24 August 2020 Book traversal links for Determining applications made through the exceptions process Document authenticity checks The attestation process The attestation process The attestation process Where an applicant cannot prove their identity by providing documentary evidence to the type and quantity required by the exceptions process, you should write to them informing them of this and asking them to provide an attestation in support of their application. Attestation is the final option in the verification of identity process. Applicants can only use attestation to establish their identity once all the other verification stages of DWP matching, local data matching (where appropriate) and the exceptions process have been undertaken and it has not been possible to verify their identity. 1 1. Regulation 26B(5) Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 24 August 2020 Book traversal links for The attestation process Determining applications made through the exceptions process How to use the attestation process How to use the attestation process How to use the attestation process You must communicate the legislative

requirements for an attestation to the applicant. 1 You could either design a form containing the necessary legal statements and requirements for an attestation or set the detail out in the letter to the applicant. You should also provide examples of a person of good standing to help the applicant to identify a suitable attester. You should advise the applicant that an attester is not permitted to charge for providing an attestation. If an applicant submits an attestation which contains all of the required information for an attestation you should accept it as valid. You may wish to consider setting a deadline date for the applicant to respond. This will help you if you decide to reject an application because no response has been received. The period of time given to applicants to respond is at your discretion. However, you should allow a reasonable amount of time for the applicant to source and return their attestation. You should not determine an application until a complete application has been made. An application requiring the use of the attestation process is not considered complete until the applicant provides a satisfactory attestation establishing their identity. An attestation may be delivered to your office by hand or by post. Delivery by electronic means, such as email is not acceptable. Where an applicant is not physically able to deliver their attestation to you, you may choose send a member of staff to the applicant's registered address to collect the attestation in person. The attester is required to supply their electoral number as part of their attestation. 2 You should be aware that you may receive requests from potential attestors to supply this information. 1. Regulation 26B(6) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 26B(6)(d) RPR 2001 ■ Back to content at footnote 2 Last updated: 2 September 2020 Book traversal links for How to use the attestation process The attestation process The requirements of the attestation process The requirements of the attestation process The requirements of the attestation process When you receive an attestation, you should ask the following questions to assess whether the attestation meets the requirements of legislation: Question – Has the attester: Notes Answer stated the applicant is the person named in the application? this would be confirmed by written statement and attester signing the attestation Yes/No confirmed they are aware of the penalty for providing false information? this would be confirmed by written statement and attester signing the attestation Yes/No confirmed they are not the spouse, civil partner, parent, grandparent, brother, sister, child or grandchild of the applicant? this would be confirmed by written statement and attester signing the attestation Yes/No given their full name? this should be written or printed on the attestation Yes/No given their date of birth? this should be written or printed on the attestation Yes/No given their electoral number? this should be written or printed on the attestation Yes/No given their occupation? this should be written or printed on the attestation Yes/No dated the attestation? this should be written or printed on the attestation Yes/No signed the attestation? this should be written on the attestation Yes/No If the answer to all of these questions is yes then the applicant has provided a complete attestation. If one or more of the questions are answered with a no, then the attestation is not complete and the applicant must be directed to ask the attester to supply the missing information. If an attester cannot supply the missing information, the applicant should be told that they must seek an attestation from another source, otherwise their application will be rejected. You may wish to set a deadline date for this. Last updated: 11 August 2021 Book traversal links for The requirements of the attestation process How to use the attestation process Is the attestation valid? Is the attestation valid? Is the attestation valid? When a complete attestation is received, you must assess whether

the attestation is valid. To do this, you should ask the following questions. Is the attester a 'person of good standing in the community'? Is the attester registered to vote in a local authority area in England or Wales? Has the attester signed fewer than two attestations since, whichever is the most recent, either the last publication of the annual register, or the attester was first added to the register?

Good standing There is no precise definition of good standing; however, for purposes of an attestation, you should consider it to mean someone who has credentials that can be checked and would suffer professional or reputational damage if they were to provide a false attestation. The list in the table below is not definitive but is intended to illustrate which professions could be described as of good standing:

Examples of professions which could be described as of good standing
 accountant
 airline pilot
 articulated clerk of a limited company
 assurance agent of recognised company
 bank/building society official
 barrister
 chairman/director of limited company
 chiropodist
 commissioner of oaths
 civil servant (permanent)
 dentist
 director/manager of a VAT-registered charity
 director/manager/personnel officer of a VAT-registered company
 engineer (with professional qualifications)
 financial services intermediary (e.g. a stockbroker or insurance broker)
 fire service official
 funeral director
 insurance agent (full time) of a recognised company
 journalist
 Justice of the Peace
 legal secretary (fellow or associate member of the Institute of Legal Secretaries and PAs)
 licensee of public house
 local government officer
 manager/personnel officer (of a limited company)
 medical professional
 member, associate or fellow of a professional body
 Merchant Navy officer
 minister of a recognised religion (including Christian Science)
 nurse (RGN and RMN)
 officer of the armed services
 optician
 paralegal (certified paralegal, qualified paralegal or associate member of the Institute of Paralegals)
 person with honours (an OBE or MBE, for example)
 pharmacist
 photographer (professional)
 police officer
 Post Office official
 publically elected representative (MP, Councillor, MEP, etc)
 president/secretary of a recognised organisation
 Salvation Army officer
 social worker
 solicitor
 surveyor
 teacher, lecturer
 trade union officer
 travel agent (qualified)
 valuer or auctioneer (fellows and associate members of the incorporated society)
 Warrant Officers and Chief Petty Officers

It is important to note that an unemployed/retired person who is of good standing in the community is not precluded from attesting an application. You must judge each attestation on its individual merits rather than apply a blanket policy. You must assess whether the attestation satisfies the relevant requirements, by answering two further questions:

Is the attester registered to vote in a local authority area in England or Wales? If the applicant's address is situated in a local authority in England or Wales, the attester must be registered to vote in a local authority area in England or Wales. 1

If the attester's address is in the same local authority area as the applicant, you should check your electoral register and your electoral management software to check that the attester satisfies this condition. If the attester's address is not in the same local authority area as the applicant, you should contact the attester's ERO to check if the attester fulfils these conditions.

Has the attester signed fewer than two attestations since either the last publication of the register or since the attester was added to it, whichever is the most recent? Attestors are limited to signing no more than two attestations in any one electoral year (normally from 1 December to 30 November), or since their entry was added to the register in that local authority area, whichever is the shortest period. This allows the attester's ERO to confidently supply the required information without being required to account for attestations made whilst the attester was registered elsewhere. Election management software should record each time an elector has signed an attestation.

Where the limit has been reached, you should reject the attestation for this reason. This does not prevent the applicant from seeking another attestation from a different elector. You should process attestations in the order they are received. This means that if the attester fulfils all the conditions, the attestation will be accepted, and so the attester's ERO will be able to record this against the elector's record. This will then count towards this elector's total allowable attestations, in case they sign another attestation in the future. 1. Regulation 26B (6)(c)(ii) Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 11 August 2021 Book traversal links for Is the attestation valid? The requirements of the attestation process Determining an application made through the attestation process Determining an application made through the attestation process Determining an application made through the attestation process If you have answered yes to all three of the conditions for an attestation to be valid and therefore successfully established the identity of the applicant, you should determine the application provided they have satisfied the other eligibility criteria for registration. If the answer is no to one or more of the questions, then the application is not valid and the applicant cannot be registered. The applicant should be told that they must seek an attestation from another source, otherwise their application will be rejected. You may wish to set a deadline date for this. For information on the document retention period for documents received as part of an application, including under the attestation process, and for more information on document retention policies see our guidance on document retention . We have produced template notices and letters which you may use when undertaking the attestation process. Last updated: 23 June 2023 Book traversal links for Determining an application made through the attestation process Is the attestation valid? What happens if the IER Digital Service is unavailable? What happens if the IER Digital Service is unavailable? What happens if the IER Digital Service is unavailable? The ERO must, where it is possible to do so, use the IER Digital Service to verify an applicant's identity. However there may be times where the system fails, or some other scenario prevents the ERO from accessing this service either to send or receive information. You need to be able to receive and process applications made online in the event of a service outage. You should have a contingency plan in place and this should be incorporated into your existing business continuity plans and your organisational disaster recovery plans. Both your business continuity plan and your organisational disaster recovery plans should include the requirement to maintain contact with the IER Digital Service as appropriate and should be reviewed and updated on a regular basis. The most appropriate course of action will be to wait until the service becomes available again. However, where you need to make an urgent determination of applications, for example immediately prior to a registration deadline and you have made reasonable efforts to access the IER Digital Service and not been successful you should contact the IER Support Centre who will advise on the available options for accessing application data. Following advice from the IER Support Centre, you should consider whether or not to undertake local contingency actions. Last updated: 24 August 2020 Book traversal links for What happens if the IER Digital Service is unavailable? Determining an application made through the attestation process Actions to take if you cannot access the IER Digital Service Actions to take if you cannot access the IER Digital Service Actions to take if you cannot access the IER Digital Service Determine the source of the outage You should contact your organisation's IT department in the first instance. If the issue does not appear to be a local one, you should contact the IER Digital Service to access

information on the status of the IER Digital Service. Assess the problem You should determine if the service outage will have a critical impact on voter registration. Factors to consider include: the proximity of any registration deadlines the volume of outstanding applications to be processed the projected resolution time of the service outage what resources are available to them to carry out the registration process in a timely fashion For example, an outage during the ordinary rolling registration monthly cycle where an election deadline is not imminent may not be deemed to have a critical impact, therefore applications could be determined after the service has been resumed. Report the problem You should report local issues to your organisation's IT department or your EMS supplier if the problem appears to be EMS based. You should check for any communications from the IER Support Centre and, if no information on your issue, report it to the IER Support Centre. The Support Centre will discuss with you the potential solutions and will have measures in place to resolve many of the most likely issues around local connectivity to the IER service. Decide whether to deploy contingencies You should use the information you have gathered under the previous steps to decide whether to invoke your contingency plans. Record your actions You should make a record of any issue, whether you implemented contingency plans, what actions you took, and what the outcomes were. This information may prove useful in the event of any challenge to your decisions. Last updated: 24 August 2020 Book traversal links for Actions to take if you cannot access the IER Digital Service What happens if the IER Digital Service is unavailable? Contingency planning for verifying identity Contingency planning for verifying identity Contingency planning for verifying identity If you cannot access the IER Digital Service in time to determine applications before a deadline, you will need to use a local method of verification these are: matching applicants against local data the exceptions process the attestation process (only where an applicant cannot prove their identity by providing documentary evidence required by the exceptions process) You should decide which approach is most appropriate in the individual circumstances. Whichever approach is taken, you must be satisfied as to the applicant's identity before they can allow an application. You should establish in advance which contingency method(s) you intend to employ and what resources they require to enable them. This should be documented in your contingency plans. Resource and IT requirements should be logged as critical requirements in your organisation's disaster recovery plans and you should make provision for the necessary resources to implement them. You should continue to check the progress and resolution time for the problems which initiated the contingency process, in order that you can revert back to the IER Digital Service as soon as these are resolved. Last updated: 24 August 2020 Book traversal links for Contingency planning for verifying identity Actions to take if you cannot access the IER Digital Service Contingency plans for receiving online applications Contingency plans for receiving online applications Contingency plans for receiving online applications If you experience difficulty with retrieving or viewing online applications, you should notify your EMS supplier and if necessary, the IER Support Centre . You should inform the IER Support Centre of any registration deadlines that are imminent. They will make an assessment of the potential impact and will make every effort to provide you with alternative means of accessing application data. The nature of this assistance will be dependent on circumstances and the Support Centre will provide full advice on the implementation of the proposed solution. You should be aware that circumstances may mean that it is not possible for online applications to be verified against DWP data in the event of a service outage and you should ensure that your contingency plans are also capable of being used for

the receipt of online applications from the IER Support Centre as, for example, there may be the need to use the exceptions process to check the identity of online applications. Last updated: 24 August 2020 [Book traversal links for Contingency plans for receiving online applications](#) [Contingency planning for verifying identity](#) [Determining applications to register](#) [Determining applications to register](#) [Determining applications to register](#) When you receive an application, you must make a decision on whether the applicant is entitled to be registered on the relevant date . This is called determining an application. Your decision on an applicant's entitlement to register must be based on the following: Are you satisfied that: the application has been made by the person named on the application? the application includes all of the statutory requirements? 1 the applicant meets the eligibility criteria for registration and is not disqualified? You should make a decision on an applicant's entitlement to be registered as soon as you can after the application is received. More information on the statutory requirements can be found in our guidance on how individuals can register to vote , and special category electors . 1. Regulation 26 Representation of the People (England & Wales) Regulations 2001 ■ [Back to content at footnote 1](#) Last updated: 6 October 2020 [Book traversal links for Determining applications to register](#) [Contingency plans for receiving online applications](#) When is an application deemed to be made? When is an application deemed to be made? When is an application deemed to be made? You must determine applications for registration based on whether an applicant meets the requirements for registration and whether or not they are disqualified from registration on the relevant date. 1 The relevant date varies depending on the way the application is made. For an application on a paper form it is the day the application is made, 2 i.e. when the form including all the required information is completed by the applicant. For online applications it is the date the IER Digital Service records the application as being made, the electronic date stamp will be included on the information sent to you. For telephone and in-person applications, which are allowed at your discretion, it is the time that all the information required for the application has been recorded and the applicant has declared the truth of the information. Regardless of the relevant date on a paper form, you must have received the application to register by the appropriate deadline for it to be included in the next update to the register. 1. Section 10ZC(1) Representation of the People Act 1983 ■ [Back to content at footnote 1](#) 2. Section 4(6) RPA 1983 ■ [Back to content at footnote 2](#) Last updated: 6 October 2020 [Book traversal links for When is an application deemed to be made?](#) [Determining applications to register](#) What action can I take if I am unsure about the information in an application? What action can I take if I am unsure about the information in an application? What action can I take if I am unsure about the information in an application? You may have reason to doubt the authenticity of the information provided in the application or of any documentary evidence supplied in support of the application. You do not have to take an application at face value. You can: ask the applicant for additional evidence if you consider it necessary to verify their identity or make a decision on an applicant's entitlement to register 1 take an application to a hearing Asking an applicant for additional evidence Types of evidence you could request include: to verify identity: 2 documents such as a passport, identity card, photocard driving licence further examples are included in our guidance on verification, exceptions and attestation processes to verify age and nationality: 3 birth certificate certificate of naturalisation citizenship certificate statutory declaration to verify residence: 4 evidence to satisfy you that the applicant is resident at the qualifying address on the relevant date If you doubt

whether an applicant or elector is legally resident, you should request checks of a person's immigration status against Home Office records. The fact that you may request checks of a person's immigration status against government records is included on the registration application form. Further guidance on this process and contact details are available by contacting the Home Office: ICESSVECWorkflow@homeoffice.gov.uk . You will be asked to complete a template which will be provided – please complete and return the section below the heading 'Subject 1' to the same email address. The Home Office have requested one template per subject per email, and that ER be added to the subject header for each email to ensure that it goes into the correct folder for a response. The Home Office will respond within five working days unless a file is required, in which case it will respond within ten working days. Special categories of data Applicants must provide their nationality or nationalities, or, if they are not able to, the reason they are not able to do so. Under data protection legislation, nationality data is classed as a special category of personal data because it may reveal an individual's racial or ethnic origin. In order to process nationality data, you must have in place a policy document to allow you as data controller to process special categories of personal data. This document will need to reflect your local processing procedures for complying with data protection principals and your policies for the retention and erasure of personal data. This must be kept until six months after processing ceases. This policy document should be reviewed and updated at appropriate times and be made available to the ICO on request. Our data protection guidance for EROs and ROs contains further information on special categories of data and the need for a policy document. Taking an application to a hearing If you are unable to resolve these doubts through the process of verifying the identity of the applicant or any further correspondence with the potential elector, including through the supply of any evidence obtained under your power to require evidence of age and nationality, you should proceed to a hearing. Hearings may also be required by a person who objects to an application or by an applicant who receives notice that their application is to be disallowed. 5 Further information on the process can be found in our guidance on hearings . 1. Regulation 26B(1) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 26B (2) RPR 2001 ■ Back to content at footnote 2 3. Regulation 24 RPR 2001 ■ Back to content at footnote 3 4. Regulation 26B(1) RPR 2001 ■ Back to content at footnote 4 5. Regulations 29(5C) and (7) RPR 2001 ■ Back to content at footnote 5 Last updated: 23 June 2023 Book traversal links for What action can I take if I am unsure about the information in an application? When is an application deemed to be made? When can entitlement to be registered be determined? When can entitlement to be registered be determined? When can entitlement to be registered be determined? You should determine entitlement as soon as is practicable. If possible, you should make your decision by the relevant deadline for the next register update. This will either be a notice of alteration or the publication of the revised register. Making a decision quickly will ensure that your register is kept as up-to-date as possible. If you decide that a person is entitled to be registered, the application must be listed and made available for objections for five working days. Further information can be found in our guidance on the objections process . You must not list any applications accompanied by an application for anonymous registration . This is because an anonymous registration application cannot be objected to. 1 You can therefore allow an anonymous registration application as soon as you have made a decision that the application meets all of the requirements for registration. What happens after the five day objection period?

After five clear working days have passed from the day the application was listed, and if no objections have been received, you can determine/allow the application without a hearing. If an objection has been made you must consider it before determining/allowing the application. If you decide an objection to be without merit you can determine/allow the application. 2 If you decide that the objector is not entitled to object, you can disallow the objection. You must inform the objector that you have not allowed their objection. 3 If not, the determination of the application will be made alongside the determination of the objection. Further information on the process can be found in our guidance on objections . Do applications to register to vote have to be acknowledged? There is no legal requirement for an application to be acknowledged. However, you do have discretion to send an acknowledgement. In all cases, you are required to send a confirmation if the application is successful. 1. Regulation 29(4A) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 29(5A) RPR 2001 ■ Back to content at footnote 2 3. Regulation 29(5) RPR 2001 ■ Back to content at footnote 3 Last updated: 6 October 2020 Book traversal links for When can entitlement to be registered be determined? What action can I take if I am unsure about the information in an application? Allowing applications for registration Allowing applications for registration Where a successful application is made in response to an ITR Where you determine that a person is entitled to be registered, you must add the person to the register at the next opportunity. This will either be a notice of alteration or the publication of the revised register. You must send them a written confirmation letter which includes: the date that they will be added to the register confirmation that they will be removed from the register at any previous address they have lived at, if that address was included on the application You must use the prescribed letter 'Confirmation of a successful application (made in response to an ITR)' approved by the Minister for the The Department for Levelling Up, Housing and Communities and made available by the Commission. The letter must not be amended. 1 The letter templates are available on our registration forms and letters webpage. You must send the confirmation letter before the applicant is added to the register (for example, before publication of the next notice of alteration or before publication of the revised register, whichever applies). 2 You can deliver the confirmation letter to the applicant: by hand by post, or by e-mail 3 Where an unsolicited application is successful (not in response to an ITR) You must add the person to the register at the next opportunity. This will either be a notice of alteration or the publication of the revised register. You must send them a written confirmation letter which includes: the date that they will be added to the register confirmation that they will be removed from the register at any previous address they have lived at, if they included that address on the application the contact details of the ERO and a request that the ERO is told if the person named as the applicant is not resident at the address You must use the prescribed letter 'Confirmation of a successful application (unsolicited)' approved by the Minister for the The Department for Levelling Up, Housing and Communities and made available by the Commission. The letter must not be amended. 4 The letter templates are available on our registration forms and letters webpage. You must send the confirmation letter before the applicant is added to the register (i.e. before publication of the next notice of alteration or before publication of the revised register, whichever is appropriate). 5 You can deliver the confirmation letter to the applicant: by hand, or by post 6 This letter cannot be delivered electronically. For further information on the deadlines for inclusion in a notice of alteration or the revised register see our

guidance on maintaining the register throughout the year. 1. Regulation 29(2BF) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 29(2BA) RPR 2001 ■ Back to content at footnote 2 3. Regulation 29(2BB) RPR 2001 ■ Back to content at footnote 3 4. Regulation 29(2BF) RPR 2001 ■ Back to content at footnote 4 5. Regulation 29(2BA) RPR 2001 ■ Back to content at footnote 5 6. Regulation 29(2BC)(a) RPR 2001 ■ Back to content at footnote 6 Last updated: 10 March 2022 Book traversal links for Allowing applications for registration When can entitlement to be registered be determined? Disallowing applications for registration Disallowing applications for registration Disallowing applications for registration You must disallow an application where: it contains information meaning that it cannot be successful – for example, the applicant does not qualify, or there is insufficient information in the application to allow it after you have taken all the necessary steps to obtain it – for example, the application is incomplete or there is information missing, or the applicant's identity could not be verified If you make a decision that an application for registration cannot be allowed, you must send a notice to the applicant stating that, in your opinion, the application cannot be allowed because: 1 the particulars of the application are such that they do not entitle the applicant to succeed, or the matter has been concluded by a court decision If you have not allowed an application, you must also give the applicant the opportunity to ask for a hearing. You must inform the applicant that unless notice is received from them within three working days requesting a hearing, the application may be disallowed. If you receive no request for a hearing, you may disallow the application and no further action is required. 2 If you do receive a request, a hearing must be held. Further information on the process can be found in our guidance on hearings . 1. Regulation 29(6) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 29(7) RPR 2001 ■ Back to content at footnote 2 Last updated: 6 October 2020 Book traversal links for Disallowing applications for registration Allowing applications for registration Resources for Electoral Registration Officers - Processing applications and other amendments throughout the year Resources for Electoral Registration Officers - Processing applications and other amendments throughout the year Table 1 - Combinations resulting in positive matches Last updated: 23 June 2023 Book traversal links for Resources for Electoral Registration Officers - Processing applications and other amendments throughout the year Disallowing applications for registration Managing amendments, reviews, objections and deletions throughout the year Managing amendments, reviews, objections and deletions throughout the year You are required to maintain the register throughout the year. A proactive approach is required to ensure that the register is accurate and complete, all eligible persons are on the register and that ineligible people are removed. This section of the guidance covers how you should deal with amendments to entries in the register, reviews of registration, objections to registrations, the hearings process and deleting entries from the register. Any elector's circumstances may change after they have been added to the register. For example, they may gain or lose a nationality that affects their entitlement to vote in certain polls, or they may change their name. This section will explain how to process these changes and how to proactively identify when these changes occur. Last updated: 14 October 2020 Book traversal links for Managing amendments, reviews, objections and deletions throughout the year Resources for Electoral Registration Officers - Processing applications and other amendments throughout the year Processing a change to an elector's edited (open) register preference Processing a change to an elector's edited (open) register

preference An elector can change their opt-out preference at any time by making a request to you. The request must contain their full name, address and an indication of whether they wish to be included in or omitted from the edited register. 1 The request can be made verbally or in writing. Where the information is provided verbally, you should make a written note of this for your records. If a request is made in person or by telephone, you can confirm the change verbally. However, if the request is made in writing, you can choose to write back to the elector confirming that the change has been made but you are not required to do so. If you decide to confirm a change to an elector's preference in writing, you should also tell the elector when a revised version of the edited register reflecting the change will be published, and how to contact you if the information in the notice is not correct. 2 A request to change an edited register preference can be made at any time, but it must be received 14 calendar days before publication to be included in the next update. 3 What is an Article 21 request? If you receive an Article 21 request you should treat it as a request to opt out of the edited register on a permanent basis (or until further notice). Article 21 of the General Data Protection Regulation (GDPR) gives individuals a right to object to processing for direct marketing purposes and you are under a legal duty to comply with a valid request. The request has to be made by the elector themselves. A request should not be treated as valid if you receive it from a third party, such as a friend, family member or company alleging to be acting on the elector's behalf, unless you are satisfied that the elector has authorised the third party to make an Article 21 request on their behalf. If you are not satisfied, you should contact the third party and ask them to provide evidence that they have authorisation from the elector to make a request under Article 21 on their behalf. If this is not provided, you should make enquiries to the elector in question and should obtain the elector's confirmation of authorisation. Only once you are satisfied that the elector themselves has authorised the third party to send the Article 21 notice can you treat the request as valid. 1. Regulation 93A(2) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 1 2. Regulation 93A(4) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 2 3. Regulation 93(3B)(a) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 3 Last updated: 10 March 2021 Book traversal links for Processing a change to an elector's edited (open) register preference Managing amendments, reviews, objections and deletions throughout the year Processing a change to an elector's nationality Processing a change to an elector's nationality Where an elector indicates that their nationality has changed, you should check whether this affects their entitlement to vote. If the change does impact on their entitlement, they would need to make a fresh application to register. For example, if an elector who becomes a British citizen, a citizen of the Republic of Ireland or a citizen of another Commonwealth country was previously registered only in the register of local government electors, they must make a new application in order to be added to the register of UK Parliamentary electors. As this constitutes a new application, the elector's details will need to go through the whole application, verification and determination process again. If you are informed of such a change in response to a canvass communication, you should invite the person to make a fresh application to register, as a person cannot be registered through a canvass communication. If you are not satisfied as to any applicant or elector's nationality, you have the power to require the applicant or elector to provide documentary evidence confirming their nationality. 1 In the circumstance set out above, where a change in nationality

positively affects an elector's entitlement to vote, you should request documentary evidence of the change of nationality. Citizenship ceremonies You should regularly inspect lists held by the registrar for information on who has become a British citizen through citizenship ceremonies, as part of your power to check local records. You are entitled to inspect and make copies of these records, and could use them, for example, to identify potential new electors and issue them with an invitation to register. Information on applying to register to vote could also be given to the registrar to include in the pack they make available to those receiving British citizenship. In order to demonstrate that all information obtained complies with the principles of processing personal data, ensuring that it is processed lawfully, fairly and in a transparent manner, you should maintain records of the local records you have inspected and the action you have taken on the basis of the information you have received. We have produced guidance on inspecting records, including what details should be recorded to help you demonstrate that you are complying with your obligations under data protection legislation. Under data protection legislation, nationality data is classed as a special category of personal data because it may reveal an individual's racial or ethnic origin. Data protection legislation prohibits the processing of special categories of personal data unless an additional lawful basis, beyond those for the main purposes of processing data, is met. The appropriate lawful basis for processing special categories of personal data for electoral purposes would be that it is necessary for reasons of substantial public interest and with a basis in UK law. The Data Protection Act 2018 requires that, in order to process nationality data, you must have in place a policy document which, amongst other things, must explain your local processing procedures and your policies for the retention and erasure of personal data. This policy document must be reviewed and updated at appropriate times, kept until six months after the processing ceases, and made available to the ICO on request.

1. Regulation 24(1) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 1 Last updated: 23 June 2023 Book traversal links for Processing a change to an elector's nationality Processing a change to an elector's edited (open) register preference Processing a change to an elector's name Processing a change to an elector's name An existing elector can apply to change their name on the register in two ways, either by submitting a change of name request 1 or by making a new application to register. If the elector submits a change of name request they must do so using the form approved by the Minister for the The Department for Levelling Up, Housing and Communities and made available by the Commission. This is available on our registration forms and letters webpage . The request must be in writing and include:

2 the applicant's full name the full name under which they are currently registered the date of the change of name the registration address a declaration by the applicant that the information provided in the application is true the date of the application documentary evidence in support of the change If a person is unable to provide suitable documentary evidence they must provide their date of birth and National Insurance number as part of their application. If they are not able to provide their date of birth or National Insurance number, they must provide the reason why they are not able to do so. 3 1. Regulation 26A Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 1 2. Regulation 26A(1) and (4) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 2 3. Regulation 26A(5) Representation of the People Regulations (England and Wales) 2001 ■ Back to content at footnote 3 Last updated: 10 March 2022 Book traversal links for Processing a change to an elector's

name Processing a change to an elector's nationality Documentary evidence to support a change of name Documentary evidence to support a change of name Documentary evidence provided by an elector should show a clear link between the name under which an applicant is currently registered and the name to which they wish to change the entry. Acceptable documents may include: marriage or civil partnership certificate overseas marriage or civil partnership certificate enrolled deed poll unenrolled deed poll or change of name deed statutory declaration or affidavit baptismal or confirmation certificate (for first names only) birth certificate certificate of naturalisation or registration adoption order/certificate This list is not exhaustive and it is for you to decide whether a document constitutes satisfactory proof of the change of name of the elector. Other documents that may be considered include: an amended birth certificate, this may occur if the holder had their forename changed within the first twelve months of their birth, or under some other circumstances an amended certificate of naturalisation, this may occur if the holder subsequently changed their name registration, or an adoption order/certificate if the document has been amended and includes both the former name and the newer altered name You should request copies of the evidence either by post or by electronic means. The applicant may attend your offices in person with either copies or original documents if they do not wish to send copies. Copies of documents provided by applicants, or taken by you of the original documents, must be stored securely in the same way as application forms. You must be satisfied that the documents or copies provided appear to be genuine. If you have any doubts, or if the copy is of such poor quality that you cannot make an assessment, you may ask the applicant to present the original document(s) to you in person or to send original documents to be copied and returned. However you should be aware that you would become responsible for the secure transit of the document. Where there has been more than one change of name, the applicant should provide sufficient documentary evidence to show a clear link between their name as currently shown on the register and the name to which they wish to change the entry. The following are examples of decisions that an ERO might take in determining a change of name application: An elector registered as John Smith would like to change his name on the register to John Smith-Brown. He provides a copy of a marriage certificate recording the marriage of John Smith and Alice Brown. The ERO considers this sufficient evidence, as the link can clearly be made between John Smith and John Smith-Brown from the surname of his wife. An elector registered as Lucy Jones would like to change her name on the register to Lucy Lewis. She provides a marriage certificate recording the marriage of Lucy Jones and Mike Green, and a deed poll proving Lucy Green's change of name to Lucy Lewis. The ERO considers this sufficient evidence, as while there is no direct link between Lucy Jones and Lucy Lewis, the link between each of these and Lucy Green has been made. An elector registered as Jane Grey would like to change her name on the register to Jane Walsh. She provides a marriage certificate recording the marriage of Jane Walsh and Thomas Grey. The ERO considers this sufficient evidence, as the link can clearly be made between Jane Grey and Jane Walsh from her maiden name. An elector registered as James Osborne would like to change his name on the register to James Smith. He provides a passport in the name of James Smith. The ERO does not consider this sufficient evidence, as it does not demonstrate the link between the two names. An elector registered as Michael Giggs would like to change his name on the register to Arthur Lucas. He provides a deed poll affirming the change of name of Michael Giggs to Arthur Lucas. The ERO considers this sufficient evidence, as the link between the two names is demonstrated. Last updated: 14 October 2020 Book traversal links for Documentary

evidence to support a change of name Processing a change to an elector's name
Processing an elector's change of address Processing an elector's change of address
To change the address at which they are registered, an elector needs to make a new application to register. What if the elector has moved within my registration area?
If you are notified directly by an elector of a change of address within your registration area you should provide them – and any other electors who have moved with them – with information about how to make a new application to register. You should also make enquiries to establish whether there are other new residents, or whether any previous residents have moved out. Once you have identified the name and address of a person who is not registered and you have reason to believe that they may be eligible, the invitation to register requirements apply. 1 If you are notified on an application to register that the applicant has ceased to reside at another address in the same registration area, and the application at the new address is successful, you should remove them from the register at their previous address. The confirmation letter you are required to send in response to a successful application to register must, in all cases where a previous address at which the applicant no longer resides has been given, confirm that their register entry relating to that address will be removed. 2 What should I do if the elector has moved into another registration area? If an elector has made an application for registration in another area, and has indicated that they no longer reside at an address in your area, you will receive a notification from the IER Digital Service when the new ERO has allowed the application. You can then follow the deletions process . Once you have identified the name and address of a person who is not registered and you have reason to believe that they may be eligible, the invitation to register requirements apply. 3 1. Regulation 31J(2)(a), Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 1 2. Regulation 29(2BD)(b)(i), Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 2 3. Section 9E(1) RPA 1983 ■ Back to content at footnote 3 Last updated: 16 November 2020 Book traversal links for Processing an elector's change of address Documentary evidence to support a change of name Deleting an elector from the register Deleting an elector from the register A person who is registered stays registered unless the ERO determines that: 1 the person was not entitled to be registered in respect of the address the person has ceased to be resident at the address or has otherwise ceased to satisfy the conditions for registration the person was registered as the result of an application for registration made by someone else (i.e. not the individual whose details are provided and who has declared that the information on the application is true) or the person's entry has been altered as the result of an application for a change of name made by someone else If you become aware of information that causes you to suspect that one of the conditions in the list above may be met, or if you receive a valid objection to a person's registration, 2 you must consider whether to remove a person's entry on the register. Where you have determined that someone is no longer entitled to be registered, they must be deleted from the register. 3 You should not retain any documents relating to a particular elector for more than 12 months after they have been removed from the register unless there is a legal challenge or investigation, as this is the usual time limit for any prosecutions. Special provisions apply to special category electors 1. Section 10ZE(1) RPA 1983 ■ Back to content at footnote 1 2. Section 10ZE(5) RPA 1983 ■ Back to content at footnote 2 3. Section 10ZE(2) RPA 1983 ■ Back to content at footnote 3 Last updated: 14 October 2020 Book traversal links for Deleting an elector from the register Processing an elector's change of address Making deletions from the register without

a review Making deletions from the register without a review In order to remove a person's entry from the register you must make a determination that they are no longer entitled to be registered. You may proceed to make this determination without any further evidence or review only in one or more of the following circumstances. 1 you receive notification via the IER Digital Service that a person registered in your area has made an application for registration elsewhere and has indicated that they have ceased to reside at the address in your area, and the new ERO has allowed the application you receive notification from another ERO that a person registered in your area has made an application for registration elsewhere and has indicated that they have ceased to reside at the address in your area, and the new ERO has allowed the application you have information from at least two sources that supports a determination that a person is no longer entitled to be registered at the address you have been given a death certificate in respect of the elector the registrar of births and deaths has notified you that the elector has died you are satisfied the elector is deceased after receiving information: as a result of the canvass (for example, a returned canvass communication with an elector marked as deceased) from a close relative (spouse, civil partner, parent, grandparent, brother, sister, child or grandchild of the elector). This can be provided in person, by telephone or in writing but must include: the full name and address of the elector who has died; the full name and address of the person providing the information; their relationship to the deceased; and a statement that the person providing the information is aware of the penalty for providing false information 2 from a care home manager of a registered care home. 3 This can be provided in person, by telephone or in writing but must include: the full name and address of the elector who has died; the full name and address of the person providing the information; and, a statement that the person providing the information is aware of the penalty for providing information 4 from the records of the council that appointed you (and, if you are an ERO for a district council in a two-tier authority, the records of the relevant county council) from a person or organisation providing services to the council that appointed you (including, if you are an ERO for the district council in a two-tier authority, the relevant county council). you are notified on an application that an elector has ceased to reside at another address in the same registration area, and the application at the new address is successful, you must amend the elector's entry to remove them from the register at their previous address. 5 Where information is provided in person or by telephone, you must record the information in writing or in data form. In all other circumstances you must carry out a review before deleting a person's entry on the register. 6 1. Regulation 31C, Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 1 2. Section 13D, RPA 1983 ■ Back to content at footnote 2 3. Under Part 2 of the Care Standards Act 2000 in England and Wales ■ Back to content at footnote 3 4. Section 13D, RPA 1983 ■ Back to content at footnote 4 5. Section 10ZE(1)(a) and (2) RPA 1983 ■ Back to content at footnote 5 6. Regulation 31D(1), Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 6 Last updated: 27 March 2023 Book traversal links for Making deletions from the register without a review Deleting an elector from the register Deletions supported by information from at least two sources that an elector is no longer resident or eligible Deletions supported by information from at least two sources that an elector is no longer resident or eligible You may make a determination that a person's entitlement to be registered has ceased without carrying out a review where if you receive information which supports this from at least two sources. 1 However, even where you are in receipt of

two sources of information which are consistent, you should nevertheless still be satisfied that a person is not entitled to be registered before you make a determination. If you are in doubt as to whether a person's entitlement to remain registered has ceased, you still have the option of obtaining additional information, or carrying out a review, before making your determination. The sources of information that you use should be robust and you should maintain a clear audit trail of the steps taken as part of the deletions process. Acceptable sources could include: a response to a canvass communication information from another resident at the address, notifying you that the elector is no longer resident information from someone else connected with the address, such as a landlord, notifying you that the elector is no longer resident an invitation to register being returned as undeliverable/return to sender/not at this address Such information would count as one source of information. If this is supported by local data, such as the individual being removed from the council tax account at that address, then that would be information from a second source which could support a determination that the elector is no longer resident. If you have been provided with information from a source other than the elector themselves you can attempt to contact the elector directly including by phone, email or post to make enquiries. A lack of response to an attempt to make contact with the elector, such as a letter that is returned as undeliverable or indicating that the elector is no longer resident could be such a source of information. The information on which a decision to delete an entry without a review is based must be from different sources. For example, two pieces of mail returned as undeliverable are unlikely to be information from two sources. In this case information from a different source would also be required before a determination could be made. Information arising from the canvass could include a name crossed off/marked as no longer resident in a response to a canvass communication where the elector is not marked as deceased, or a canvass communication sent by post being returned as undeliverable/return to sender/not at this address. In these cases, you would have evidence from one source and information from a second source would also be required before a determination to delete the elector could be made. You should take steps to establish whether there is information from other sources which could support a deletion. This could include checking local data such as council tax records, or attempting to make contact with the elector. Further information on the records which you can inspect can be found in our planning for registration guidance . 1. Regulation 31C(2)(b)(i) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 15 October 2020 Book traversal links for Deletions supported by information from at least two sources that an elector is no longer resident or eligible Making deletions from the register without a review Deletions supported by evidence that an elector has died Deletions supported by evidence that an elector has died You may delete an elector's entry from the register without a review if you have: 1 been given a death certificate in respect of the elector been notified by the registrar of births and deaths that an elector has died received information: as a result of the canvass (for example, a returned canvass communication with an elector marked as deceased) from the records of the council that appointed you (and, if you are an ERO for a district council in a two-tier authority, the records of the relevant county council) from a person or organisation providing services to the council that appointed you (including, if you are an ERO for a district council in a two-tier authority, the relevant county council). from a close relative (spouse, civil partner, parent, grandparent, brother, sister, child or grandchild of the elector). from a care home manager of a registered

care home 2 Where the information is provided by a close relative it must include: the full name and address of the elector who has died the full name and address of the person providing the information their relationship to the deceased a statement that the person providing the information is aware of the penalty for providing false information 3 Where the information is provided by a care home manager of a registered care home it must include: the full name and address of the elector who has died the full name and address of the person providing the information a statement that the person providing the information is aware of the penalty for providing false information 4 Information provided by a close relative or care home manager can be provided in writing, in person or by telephone. Where information is provided in person or by telephone, you must record the information in writing or in data form. Where you delete an elector's entry from the register because they have died, you should maintain an audit trail of the reasons for your actions. In relation to notifications from the registrar of births and deaths, you should bear in mind that a death must only be notified to the registrar responsible for the area in which the death occurred, and if an elector registered in your area dies elsewhere you are unlikely to receive formal notification. If you are informed that a person has died in any circumstance other than those listed, you will need to obtain a second source of information before you can remove the elector. For example, you could contact the registrar to obtain formal notification of the death, which would allow you to delete the entry without further information or a review. For further information see our guidance on the records which you can inspect. 1. Regulation 31C(2)(b)(ii) and (iii) Representation of the People (England and Wales) Regulations 2001 ■ [Back to content at footnote 1](#) 2. Part 2 of the Care Standards Act 2000 in England and Wales ■ [Back to content at footnote 2](#) 3. Section 13D, RPA 1983 ■ [Back to content at footnote 3](#) 4. Section 13D, RPA 1983 ■ [Back to content at footnote 4](#) Last updated: 14 October 2020

Book traversal links for Deletions supported by evidence that an elector has died

Deletions supported by information from at least two sources that an elector is no longer resident or eligible

When will deletions from the register take effect? When will deletions from the register take effect? Once you have determined that a person is no longer entitled to remain registered at the address in question, you must remove their entry from the register and give effect to this on publication of the next notice of alteration or on publication of the revised register, whichever is first. When deletions take effect will depend on when you have made your determination:

Type of register update Date for determining alterations

Monthly notice of alteration 14 calendar days before publication

1 Election notices of alteration the day before publication

2 Revised register following the canvass the last working day of the month prior to the month when the revised register is published

3 Revised register between canvasses 14 calendar days before the end of the month preceding the month when the revised register is due to be published

4 Once you have given effect to a deletion, you do not need to send written confirmation of your determination to the elector where the deletion is made as a result of:

5 information from two different sources information from an acceptable source that an elector is deceased a notification through the IER Digital Service or another ERO that the person registered in your area has made an application for registration elsewhere and has indicated that they have ceased to reside at the address in your area, and the new ERO has allowed the application You may still choose to confirm the deletion if you think it might be helpful to do so, which could be done by email if you hold their email address. You should consider whether to send a canvass communication to the property to enable you to identify any potential new electors who may be resident

at that address. 1. Section 13A(2)(a) RPA 1983 ■ Back to content at footnote 1 2. Section 13B(1) RPA 1983 ■ Back to content at footnote 2 3. Section 13A(2) and (3) RPA 1983 ■ Back to content at footnote 3 4. Section 13A(2) and (3) RPA 1983 ■ Back to content at footnote 4 5. Regulation 31C Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 5 Last updated: 11 August 2021 Book traversal links for When will deletions from the register take effect? Deletions supported by evidence that an elector has died How can an elector who has been deleted from the register appeal? How can an elector who has been deleted from the register appeal? Where someone has been removed from the register, they have 14 calendar days beginning from the date of the decision to remove them from the register to appeal the decision. 1 The notice of appeal must be submitted to you and any other relevant party, together with the grounds of appeal. 2 You must then forward the notice to the county court which should be accompanied by: 3 a statement of the material facts which, in your opinion, have been established in the case your decision on the whole case and on any point specified as a ground of appeal Should you consider that any appeals are based on similar grounds, you must inform the appropriate county court of this to enable the court to consolidate the cases or select one as a test case. 4 1. Sections 56 and 57 RPA 1983 ■ Back to content at footnote 1 2. Regulation 32(2) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 2 3. Regulation 32(3) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 3 4. Regulation 32(4) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 4 Last updated: 25 May 2021 Book traversal links for How can an elector who has been deleted from the register appeal? When will deletions from the register take effect? Registration reviews Registration reviews There are some circumstances where you can remove someone from the register without the need for a review. For more information see our guidance on deletions without a review. However, you have a duty to undertake a review if circumstances do not allow you to remove someone from the register without conducting a review of the entry. 1 Registration reviews help to ensure the register is as accurate as possible. You should monitor any local records you use to help identify where electors are no longer resident at an address. You have a duty to ensure that, far as is reasonably practicable, persons who are not entitled to be registered are not registered. 2 This includes any ordinary, anonymous or other special category electors. You can also undertake a review at any other time if you have reason to believe someone may not be entitled to be registered. Our guidance on inspecting other records sets out the records you are entitled to inspect – including data protection considerations – and these records may give you an indication whether someone is no longer resident at an address. For information on, and examples of, how some EROs are using existing data sources to help ensure that registers are as accurate and complete as possible, see our resource on Effective use of available data. Sharing good practice - Effective use of available data 1. Regulation 31D(1) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 1 2. Section 10ZE(5)(b) RPA 1983 ■ Back to content at footnote 2 Last updated: 14 October 2020 Book traversal links for Registration reviews How can an elector who has been deleted from the register appeal? The different types of registration review The different types of registration review There are three types of review. Type A review Type B review Type C review The choice of which option to use is at your discretion and will depend on the particular situation. In all cases, you must send a notice to the elector, containing the relevant information for the review type as set out in the guidance

for each type of review. For each type of review, the form of the notice to be given is not prescribed but the content is. Irrespective of which type of review you are undertaking, you must inform the elector of the grounds on which you are reviewing their registration.

1. Regulation 31D(4) Representation of People (England and Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 14 October 2020

Book traversal links for The different types of registration review

Registration reviews

Type A review

Type A review

Type A reviews should be undertaken when you are of the opinion that the elector either: is not, or was not, entitled to be registered, or has an entry in the register which results from, or was altered as a result of, an application made by another person (i.e. not the individual whose details are provided and who has declared that the information provided on the application is true). For example, if you receive information that a person is no longer resident at a particular address, and you have not been able to obtain a second source of evidence to support a deletion, you could undertake a type A review. The notice to the elector must state that: in your opinion the person is or was not entitled to be registered or has an entry in the register which results from or was altered as a result of an application made by another person, and give the reasons for your opinion

1. If the elector does not request a hearing within 14 calendar days beginning with the date of the notice, you may make a determination and remove them from the register if they have not requested a hearing within the 14 calendar day period they will have no right of appeal against any decision to remove them from the register after the 14 calendar day period, they may contact you to find out if they have been removed from the register

The 14 calendar day period runs from the date of the notice, so you should date the notice on the date it is sent. If within 14 calendar days the elector does not ask for a hearing, you must determine the review using the information you have and any submitted by the elector or any other party.

2. If you determine the elector is or was not entitled to be registered, or has an entry in the register which results from or was altered as a result of an application made by another person, you must remove the entry.

3. Notification of the outcome of a type A review

If the elector did not request a hearing or make representations, you are not required to notify them of the outcome of the review, but may do so if you consider it appropriate. If you do notify the elector, you must state that there is no right of appeal. If the elector has made representations or requested a hearing you must notify them of the outcome of the review and state whether there is a right of appeal, including:

4. the time within which notice of appeal must be given any other information about the appeal that you consider appropriate

1. Regulation 31D(4)(a) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 1

2. Regulation 31D(5) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 2

3. Section 10ZE(1) and (2) RPA 1983 ■ Back to content at footnote 3

4. Regulation 31FZA Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 4

Last updated: 25 May 2021

Book traversal links for Type A review

The different types of registration review

Type B review

Type B review

You should conduct a type B review when you have doubts as to whether the person meets one or more of the eligibility criteria but you are not able to substantiate these by, for example, using other council records, and the elector has not responded to any previous request for information. Type B reviews enable you to require the elector to provide evidence of the following: age nationality information on any other aspect in connection with the requirements for registration

The notice to the elector must state 1 : that you are not satisfied that the elector is entitled to be registered your reason for the

review a requirement for them to provide evidence of age or nationality as appropriate. The notice should state that the elector has 28 calendar days from the date of the notice to supply the required evidence and that if they do not, their entry in the register may be deleted. You should highlight that it is an offence to provide false information to you. If the elector has not submitted satisfactory evidence or information within 28 days, you should proceed to a Type A review. 2 If the elector has submitted evidence or information within 28 days, you must notify the elector of the outcome of the review and state whether there is a right of appeal, including: 3 the time within which notice of appeal must be given any other information about the appeal that you consider appropriate 1. Regulation 31D(4)(b) and (6) Representation of the People (England and Wales) Regulations 2001 ■ [Back to content at footnote 1](#) 2. Regulation 31D(7) and (8) Representation of the People (England and Wales) Regulations 2001 ■ [Back to content at footnote 2](#) 3. Regulation 31FZA Representation of the People (England and Wales) Regulations 2001 ■ [Back to content at footnote 3](#) Last updated: 14 October 2020 [Book traversal links for Type B review](#) [Type A review](#) [Type C review](#) [Type C review](#) [Type C reviews enable you to go directly to a hearing if your position and that of the elector or any other person is clear, and a hearing to decide the matter is more practicable than a type A or type B review by correspondence. Type C reviews can be completed in a shorter timescale than types A and B and so may be particularly appropriate close to a determination deadline, for example, ahead of an election. The notice to the elector must state all of the following: 1 your intention to hold a hearing the reasons for the review the time and place of the hearing Following the hearing, you must notify the elector of the outcome of the review and state whether there is a right of appeal, including: 2 the time within which notice of appeal must be given any other information about the appeal that you consider appropriate We have published a resource which summarises the review process. Summary sheet: deletions \(DOC\) 1. Regulations 31D\(4\)\(c\), 31F\(1\) and \(2\) Representation of the People \(England and Wales\) Regulations 2001 ■ \[Back to content at footnote 1\]\(#\) 2. Regulation 31FZA Representation of the People \(England and Wales\) Regulations 2001 ■ \[Back to content at footnote 2\]\(#\) Last updated: 14 October 2020 \[Book traversal links for Type C review\]\(#\) \[Type B review\]\(#\) What information must I keep about registration reviews? What information must I keep about registration reviews? You must keep a list of reviews. 1 The list must contain the following information for each review, unless the review relates to an anonymous entry on the register. 2 the full name, qualifying address and elector number of the subject of the review the reason for the review The list must be available for inspection at your office. 3 You may keep the list electronically, such as on your EMS, and produce a paper copy for inspection on demand. You should maintain a clear audit trail of the reviews you have undertaken and the processes you have followed, including records of information taken into consideration in your decision-making. 1. Regulation 31E\(1\) Representation of the People \(England and Wales\) Regulations 2001 ■ \[Back to content at footnote 1\]\(#\) 2. Regulation 31E\(2\) and \(4\) Representation of the People \(England and Wales\) Regulations 2001 ■ \[Back to content at footnote 2\]\(#\) 3. Regulation 31E\(3\) Representation of the People \(England and Wales\) Regulations 2001 ■ \[Back to content at footnote 3\]\(#\) Last updated: 14 October 2020 \[Book traversal links for What information must I keep about registration reviews?\]\(#\) \[Type C review\]\(#\) \[Objections to a registration application or entry on the register\]\(#\) \[Objections to a registration application or entry on the register\]\(#\) An elector registered in your area may make an objection at any time to a person's registration, either before or after you have added that person to the register. Objections can be made to both applications for registration and to entries](#)

already on the register. The grounds for objection are either: that the person does not meet one or all of the requirements for registration, namely the age, nationality and residence qualifications that the person has a legal disqualification to registering. Some electors may not wish to make a formal objection because they wish to keep their details anonymous. However, this does not prevent you from carrying out a review of entitlement to registration. Objections must:

- 1 be made in writing be signed and dated by the elector making the objection ('the objector') – the signature cannot be an electronic one include the name, address and electoral number of the objector – the address should be as it appears on the register if shown, if no such address appears or the objector wishes correspondence be sent to a different address, the correspondence address should be given give the name, qualifying address and electoral number of the elector who is objected to or, if not yet registered, their name and address as in the application give the reason for the objection You are entitled to ask for further information about the particulars of any objection. For example, if an objector has not given the qualifying address of the person they are objecting to, you should write to the objector to ask for this before taking any further action. Once satisfied you have all the details, you can continue with the objection process. Objections are open for inspection until determined.
- 2 You must maintain two separate lists of objections:
- 3 a list of objections to applications for registration before the person has been added to the register a list of objections to entries already in the register Anonymous applications and those registered anonymously cannot be subject to an objection.
- 4

1. Regulation 27(1) and (2) Representation of the People (England and Wales) Regulations 2001 ■ [Back to content at footnote 1](#)

2. Regulation 28(1) Representation of the People (England and Wales) Regulations 2001 ■ [Back to content at footnote 2](#)

3. Regulation 29(2)(b) and (c) Representation of the People (England and Wales) Regulations 2001 ■ [Back to content at footnote 3](#)

4. Regulations 28(2) and 29(4A) Representation of the People (England and Wales) Regulations 2001 ■ [Back to content at footnote 4](#)

Last updated: 14 October 2020

[Book traversal links for Objections to a registration application or entry on the register](#)

What information must I keep about registration reviews? Determining the outcome of an objection Determining the outcome of an objection You can disallow an objection without the need for a hearing, where:

- 1 the objector was not entitled to object, for example, they were not a registered elector in your area the objection was clearly without merit the matter has already been settled by a court the particulars given in the objection do not entitle it to succeed Examples of objections that are clearly without merit or where the particulars given will not succeed are: objections based on the nationality of a person where it is an eligible nationality where the objector believes that the elector does not own the property they live in and should therefore not be registered If you reject an objection, you must inform the objector of this, setting out your reasons. The objector may require a hearing within three days of your decision to reject it.
- 2 The objector must be a registered elector in the local authority area, but does not need to be in the same ward.
- 3 If an objection is disallowed because the objector was not entitled to object you must inform the objector.

1. Regulations 29(5), (5A) and (6) Representation of the People (England and Wales) Regulations 2001 ■ [Back to content at footnote 1](#)

2. Regulations 29(5), (5A), (5B), (5C), (6) and (7) Representation of the People (England and Wales) Regulations 2001 ■ [Back to content at footnote 2](#)

3. Sections 10ZC(2), 10ZD(2) and 10ZE(6)(a) RPA 1983 ■ [Back to content at footnote 3](#)

Last updated: 14 October 2020

[Book traversal links for Determining the outcome of an objection](#)

[Objections to a registration application or entry on the register](#)

Objections received within five working days of listing an application

Objections received within five working days of listing an application If you receive an objection to an application to register within five working days of listing it, you must suspend the application until you determine the objection. The only exception to this is if you are of the opinion that the objection is clearly without merit – in this case, you should continue to process the application. In making your determination you could:

- Decide that the objection is clearly without merit. In such a case you must write to the objector and inform them of your decision. The application is not suspended and can be determined. The objector may still request a hearing.
- If a hearing is requested, you should still determine the application and add the applicant to the register if appropriate, but must also conduct the objection hearing.
- Inform the objector that they are not entitled to object. In such a case you must inform the objector of your decision. At that point, the objection is dismissed and you can determine the application.
- Conclude that a decision of a court specifically covers the matters raised by the objection. In such a case the objection cannot be allowed and you must write to the objector and inform them of your decision. At that point, the objection is dismissed and you can determine the application.
- Decide that the objection has or may have merit. In such a case the application is suspended and you must hold a hearing . You must determine the objection and the application based on the result of the hearing.

1. Regulation 29(5C) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 1
2. Regulation 29(5D) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 2
3. Regulation 29(5) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 3
4. Regulation 29(6)(a) and (7) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 4

Last updated: 14 October 2020

Book traversal links for Objections received within five working days of listing an application

Determining the outcome of an objection

Objections received after the five-day period

Objections received after the five-day period

Objections made after the five-day period do not suspend the application for registration.

- 1 If you are unable to determine an objection to an application received after the five-day period in time for the next register update, the application continues as normal and you can determine it. If you publish a notice of alteration and add an applicant subject to an objection, you should move the details from the objections to applications list onto the objections to registration list.
- 2 If you are able to determine the objection before the next register update and determine that the objection is allowed, then you must not add the applicant to your register.
- 3 If you receive an objection to an entry already on the electoral register, you must retain the elector on the register until you determine the objection. If you disallow an objection, then you should send a notice of your decision and your reasons for disallowing it to the objector in order to allow them the opportunity to request a hearing .
- 4 The notice to the objector must state the grounds on which the objection has been disallowed and inform them that, unless they give you notice within three working days that they require a hearing, you will disallow the objection.
- 5 The only time you are required to inform an elector who is subject to an objection that their application or registration has been objected to is where there is a hearing as a result of the objection.

- 6 1. Regulation 29(4) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 1
2. Regulation 31A(3) and (4) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 2
3. Regulation 31A(2) Representation of the People (England and Wales)

Regulations 2001 ■ Back to content at footnote 3 4. Regulations 29(5), (5B), (5C), (6) and (7) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 4 5. Regulations 29(5B), (5C), (6) and (7) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 5 6. Regulation 30(1)(b) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 6 Last updated: 14 October 2020 Book traversal links for Objections received after the five-day period Objections received within five working days of listing an application Types of hearings Types of hearings There are 3 different types of hearing: Application hearings Objection hearings Review hearings Hearings are quasi-judicial proceedings and should only be undertaken by you as ERO or by an appointed Deputy ERO . You may organise a hearing before determining any application or objection. You may also hold a hearing when you have put an existing elector under review. Last updated: 14 October 2020 Book traversal links for Types of hearings Objections received after the five-day period Application hearings Application hearings Applications for registration do not have to be taken at face value and you can take any application to a hearing. This process should be undertaken if you have any reason to doubt any application received based on any knowledge that you may have. If an application has been disallowed without a hearing, one may be required by the applicant. 1 This requirement must be made within three working days from the date of the notice. 2 Due to the timescales, you should accept notification of the requirement to hold a hearing by written note, email, fax, or orally. Once you have made a decision to reject an application, the notice to be sent to the applicant should be dated and sent on that same day. Where a hearing is to take place, a notice of hearing must be sent to the applicant stating the following: 3 the time and place of the hearing the grounds for the hearing 1. Regulation 29(7), Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 1 2. Regulation 29(7) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 2 3. Regulation 30(1)(a) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 3 Last updated: 14 October 2020 Book traversal links for Application hearings Types of hearings Objection hearings Objection hearings You must hold a hearing to determine an objection, unless you disallow an objection on one of the following grounds: 1 the objector is not entitled to object the objection is clearly without merit the matter has been concluded by a court the reasons for the objection are not valid reasons for an objection Additionally, if you disallow an objection without a hearing, a hearing may be required by the objector. This requirement must be made within three working days from the date of the notice informing the objector of your decision. 2 Due to the timescales, you should accept notification of the requirement to hold a hearing by written note, email, or orally. You should ensure that once a decision is made to reject an objection, the notice to be sent to the objector is dated and sent on that same day. Where a hearing is to take place, a notice of hearing must be sent to both the objector and the applicant or elector subject to an objection. The notice must state the following: 3 the time and place of the hearing the name and address of the objector the grounds for the objection The objector's details will be made available to the applicant or elector. 4 1. Regulation 29(5), (5A), (6) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 1 2. Regulation 29(5), (5A), (6) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 2 3. Regulation 30(1)(b) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 3 4. Regulation 30(1)(b)(ii)

Representation of the People (England and Wales) Regulations 2001 ■ [Back to content at footnote 4](#) Last updated: 14 October 2020 [Book traversal links for Objection hearings](#) [Application hearings](#) [Arrangements for an application or objection hearing](#) [Arrangements for an application or objection hearing](#) You must set the date of a hearing to take place no earlier than three working days and no later than seven working days after the date of the notice of the hearing.

1 The applicant, or, in the case of an objection, the objector and the applicant or elector subject to an objection, are entitled to attend the hearing, as is anyone who appears to you to be interested.

2 Any person entitled to attend may do so in person, or make a written representation or have someone else attend on their behalf.

3 You should ensure that as many relevant parties as possible have the opportunity to attend, in particular the applicant or, in the case of an objection, the objector and the applicant or elector subject to an objection. You may require that evidence be given on oath, because one of the people entitled to appear requests it, or because you think it is desirable.

4 While you may administer the oath yourself, you should seek advice from your legal team to ensure that the oath is in the correct form and that the appropriate religious and non-religious options are available. If the persons who are entitled to attend tell you they cannot attend a hearing on the date you have specified, you should attempt to rearrange the hearing if possible within the period allowed. You may still continue to have the hearing and determine the application/objection at the hearing even if the objector, the applicant or the elector subject to an objection fail to attend. You must consider any written evidence, such as a letter or form, supplied by the applicant, elector or objector in their absence.

1. Regulation 30(2) Representation of the People (England and Wales) Regulations 2001 ■ [Back to content at footnote 1](#)

2. Regulation 31(1) Representation of the People (England and Wales) Regulations 2001 ■ [Back to content at footnote 2](#)

3. Regulations 31(2) and (3) Representation of the People (England and Wales) Regulations 2001 ■ [Back to content at footnote 3](#)

4. Regulation 31(4) Representation of the People (England and Wales) Regulations 2001 ■ [Back to content at footnote 4](#)

Last updated: 25 May 2021 [Book traversal links for Arrangements for an application or objection hearing](#) [Objection hearings](#) [Review hearings](#) [Review hearings](#) Unlike the hearing of an application or objection, which must not be held earlier than the third working day or later than the seventh working day after the issue of the notice of hearing, there is no upper time limit on the conduct of a review hearing. The only requirement is that at least three working days need to elapse from the issue of the notice of hearing before it can be held.

1 Any person entitled to attend may do so in person, or make a written representation or have someone else attend on their behalf.

2 You may require that evidence be given on oath, because a person entitled to appear requests it, or because you think it is desirable. While you may administer the oath yourself, you should seek advice from your legal team to ensure that the oath is in the correct form and that the appropriate religious and non-religious options are available. If the person tells you they cannot attend a hearing on the date you have specified, you should attempt to rearrange the hearing if possible within the period allowed. If the subject of a hearing fails to appear, you may still determine that the subject of the review was not entitled or has ceased to be entitled to be registered. In making a determination, you must take into account any written representations from the subject of the review and other interested parties.

3 Once you have made a determination, you must notify the elector of the outcome of the review and state whether there is a right of appeal, including:

4 the time within which notice of appeal must be given any other information about the appeal that you

consider appropriate 1. Regulation 31F(3) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 1 2. Regulations 31(2) and (3) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 2 3. Regulation 31F(7) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 3 4. Regulation 31FZA Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 4

Last updated: 10 August 2021 Book traversal links for Review hearings Arrangements for an application or objection hearing The appeals process following a hearing The appeals process following a hearing Where you make a determination at any hearing, the applicant, objector or elector has the right to submit a notice of appeal within 14 calendar days beginning from the date of the decision. 1 The process for making an appeal should be made clear to anyone attending a hearing. Where the applicant, elector or objector has failed to attend the hearing, you should write to inform them of the outcome and include details of their right of appeal. The notice of appeal must be submitted to you and any other relevant party, together with the grounds of appeal. You must then forward the notice to the county court which should be accompanied by: 2 a statement of the material facts which, in your opinion, have been established in the case your decision on the whole case and on any point specified as a ground of appeal You must inform the appropriate county court of any appeals you consider are based on similar grounds to enable the court to consolidate the cases or select one as a test case. 3 Anonymous registration appeals, which can only arise from reviews or the original application, will need to be heard in private unless the court decides otherwise. 1. Regulation 32(2)(a) Representation of the People (England and Wales) 2001 ■ Back to content at footnote 1 2. Regulations 32(2) and (3) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 2 3. Regulation 32(4) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 3 Last updated: 14 October 2020 Book traversal links for The appeals process following a hearing Review hearings Resources for Electoral Registration Officers - Managing amendments, reviews, objections and deletions throughout the year Resources for Electoral Registration Officers - Managing amendments, reviews, objections and deletions throughout the year Sharing good practice - Effective use of available data Summary sheet: deletions (DOC) Last updated: 23 June 2023 Book traversal links for Resources for Electoral Registration Officers - Managing amendments, reviews, objections and deletions throughout the year The appeals process following a hearing Maintaining the register throughout the year Maintaining the register throughout the year Maintaining the register throughout the year This section contains guidance on the actions you should take as ERO to fulfil your responsibility to maintain the register throughout the year. It includes guidance on what registration activity you will need to undertake and when you can publish updates to the electoral register. A proactive approach is required throughout the year and not just during the canvass period in order to maintain accurate and complete registers . Last updated: 26 August 2020 Book traversal links for Maintaining the register throughout the year Resources for Electoral Registration Officers - Managing amendments, reviews, objections and deletions throughout the year What electoral registration activity should continue throughout the year following the annual canvass? What electoral registration activity should continue throughout the year following the annual canvass? What electoral registration activity should continue throughout the year following the annual canvass? Maintaining the accuracy and completeness of the register throughout the year A year-round focus on registration is key to ensuring that you have confidence in, and continue to

maintain, the completeness and accuracy of the register . You should review your existing public engagement strategy and registration plans following the annual canvass to reflect any plans for the following year, such as household notification letters, obtaining regular data updates for attainments and care homes and any plans to tie local activity in with national events such as National Democracy Week. You can find more information in our guidance - Your public engagement strategy and registration plan . Non-responding Route 2 and Route 3 properties You will need to decide what, if any, action you will take in respect of properties that have not responded to canvass communications where a response was required and all follow-up and reminder stages of the canvass have been carried out. You are able to consider non-response to a canvass communication where a response was required as one piece of evidence for the purpose of reviewing an elector's entitlement to remain registered . You should consider if you will make any further checks of local data for a second piece of evidence that an elector is no longer resident, to enable you to remove them from the register or if you will undertake any reviews of elector's entitlement to remain registered. You should also consider using your powers to access other local records and to request information to identify potential new electors at these non-responding properties. Outstanding queries, documentary evidence and attestation processes You should continue to follow up any outstanding requests for documentary evidence or attestations that are needed to complete the application process and you should keep your plans for the follow up of non-responders to ITRs throughout the year under review. You will need to keep an audit trail to demonstrate what actions you take. Last updated: 14 October 2020 Book traversal links for What electoral registration activity should continue throughout the year following the annual canvass? Maintaining the register throughout the year Publishing a revised register at any time during the year Publishing a revised register at any time during the year Publishing a revised register at any time during the year Other than the requirement to publish a revised register following the annual canvass you may revise the register at any time you consider it necessary. For example, you will need to publish a revised register following a review of local government boundaries or in order to implement a review of polling districts and places made by the local authority. If you decide to revise your register you must publish a notice 14 calendar days before the publication date. 1 Your revised register must incorporate all additions and requests for amendments to the register as a result of successful applications which have met the deadline for inclusion. Names of individuals from any other data sources or responses to canvass communications must not be included on the register unless an application for registration is successfully made and determined by you before the determination deadline for that register. You should also give effect to any deletions that you have determined in time to be reflected in the revised register since the publication of the last notice of alteration . 2 1. Regulation 36(1)(a) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 1 2. Section 13(2) Representation of the People Act 1983 ■ Back to content at footnote 2 Last updated: 17 August 2021 Book traversal links for Publishing a revised register at any time during the year What electoral registration activity should continue throughout the year following the annual canvass? What are the deadlines for inclusion on a revised register when published between canvasses? What are the deadlines for inclusion on a revised register when published between canvasses? What are the deadlines for inclusion on a revised register when published between canvasses? This table sets out the timetable for applications and determinations to be made in time for inclusion on a revised register published

between canvasses. 1 Timetable Publication date Chosen by you (provided you have given 14 calendar days notice of your intention to publish) Determination deadline; deletions deadline; deadline for receipt and determination of anonymous registration applications 14 calendar days before the end of the month preceding the month when the revised register is due to be published Deadline for receipt of applications (new applications and amendments to existing entries) 6 working days before the determination deadline For more information on the application and determination deadlines that apply to the publication of the revised register see our guidance – When should I publish the revised register following the annual canvass? 1. Section 13(3) Representation of the People Act 1983 and Regulation 36(1)(a) Representation of the people (England and Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 11 August 2021 Book traversal links for What are the deadlines for inclusion on a revised register when published between canvasses? Publishing a revised register at any time during the year Notifying anonymous electors with Anonymous Elector's Documents about a replacement document Notifying anonymous electors with Anonymous Elector's Documents about a replacement document The elector number of an anonymous elector may change when you republish an electoral register during the year. If an anonymous elector's electoral number has changed and they have an Anonymous Elector's Document, you must notify them that their electoral number has changed, that their Anonymous Elector's Document is no longer valid and that you will issue them with a new Anonymous Elector's Document. For more information see our guidance on Replacement of an Anonymous Elector's Document where the elector number has changed. Last updated: 8 February 2023 Book traversal links for Notifying anonymous electors with Anonymous Elector's Documents about a replacement document What are the deadlines for inclusion on a revised register when published between canvasses? Monthly notices of alteration Monthly notices of alteration Monthly notices of alteration You must publish monthly notices of alteration on the first working day of each month, however you are not required to issue a monthly notice of alteration in the month you are publishing the revised register or in the two months before that day, but may do so if you wish. 1 If the register is published in November this means you are not required to publish a monthly notice of alteration in September, October and November. If it is published in December, you are not required to publish a monthly notice of alteration in October, November and December. We have published a document showing when monthly updates must be published, and, based on those dates, when applications must be made and when they must be determined by you for inclusion in a particular monthly update, or in an election notice of alteration. Rolling registration dates 2023 (PDF) 1. Sections 13A(2) and (3) Representation of People Act 1983 ■ Back to content at footnote 1 Last updated: 16 November 2020 Book traversal links for Monthly notices of alteration Notifying anonymous electors with Anonymous Elector's Documents about a replacement document Election notices of alteration Election notices of alteration Election notices of alteration Interim election notices of alteration apply only to the specific register(s) for an election. These interim election notices add or remove entries on the electoral register for addresses in the electoral area affected by an election. For example, for a local government election taking place in only part of a registration area, the notices will only give effect to determinations made by the required deadlines for the election in that area, and will only apply those changes to, in this case, the local government register. Determinations relating to the parliamentary register, or those outside the area affected by the election, will only take effect on the next monthly notice of alteration or on a publication of the revised register, whichever is

sooner. There is a requirement to publish three interim election notices of alteration when an election takes place: 1 the first interim election notice on the last day on which nomination papers may be delivered to the Returning Officer the second interim election notice on a date determined by you, this must be after the publication of the first notice and before the publication of the final election notice the final interim election notice of alteration on the fifth working day before the day of the poll 2 The deadline for anyone to make an application in time to appear on the final interim election notice of alteration is midnight, 12 working days before the poll. 3 The only exceptions to this are anonymous registration applications, which can be received up to six working days before the poll, as they are not subject to the five-day objection period. You will need to have arrangements in place so that you know whether or not an application has arrived by the deadline. The following table sets out the timetable for applications and determinations to be made in time for inclusion on the final election notice of alteration: 4

Timetable for applications and determinations	Determination deadline; deletions deadline; deadline for receipt and determination of anonymous registration applications
The working day before publication	Deadline for receipt of applications (new applications and amendments to existing entries)
Six working days before the determination deadline	Publication date of final notice of alteration
Fifth working day before the poll	You must provide updates to those who are entitled by law to receive them.

5 This includes candidates and agents who will require them as quickly as possible, so you should ensure these are provided promptly. For more information on access to and supply see our guidance on supplying copies of the full register . 1. Section 13AB(5) and (6) Representation of the People Act 1983 ■ Back to content at footnote 1 2. Section 13B(3) Representation of the People Act 1983 ■ Back to content at footnote 2 3. Section 13B(1) – (3) Representation of the People Act 1983 and Regulation 29(4) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 3 4. Section 13AB(1) – (3) Representation of the People Act 1983, Regulation 29(4) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 4 5. Regulation 7(5)(b) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 5 Last updated: 11 August 2021

Book traversal links for Election notices of alteration

Monthly notices of alteration

Clerical errors on the electoral register

Clerical errors on the electoral register

A clerical error is a mistake found on the electoral register that has occurred as a result of an error made by you or your staff, for example, an error when transcribing information from an application or where you have failed to add a successful applicant to the register due to a clerical processing error. 1 You may determine that the electoral register contains a clerical error at any time and 2 any clerical errors should be rectified as soon as they have come to your attention and reflected in the next register update. If a clerical error has been identified after the publication of the last notice of alteration before an election, you can make the determination to correct the error up until 9pm on polling day for it to take effect in time for an election. 3 The details must be transmitted to the Presiding Officer for the appropriate polling station and you should agree a process for doing so in advance with the Returning Officer. 4 For more information on clerical errors see our guidance for Returning Officers . 1. Section 13A(1)(d) and (2) Representation of the People Act 1983 ■ Back to content at footnote 1 2. Section 13A(1)(d) and (2) Representation of the People Act 1983 ■ Back to content at footnote 2 3. Section 13B(3C), (3D), (3E) RPA 1983, Regulation 36(3) Representation of the People (England and Wales)

Regulations 2001 ■ Back to content at footnote 3 4. Regulation 36A(1) 2001 Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 4 Last updated: 7 May 2021 Book traversal links for Clerical errors on the electoral register Election notices of alteration Maintaining the property database throughout the year Maintaining the property database throughout the year Maintaining the property database throughout the year You should maintain a comprehensive property database in order to effectively undertake your registration duties, and take steps to maintain it throughout the year. You should inspect other local authority records to help identify: new residential properties properties that have undergone a change of use empty properties properties which no longer exist properties that are yet to be built You may also use canvass staff and poll card delivery staff, where poll cards are hand delivered, to seek out properties not on the current database, and correct any errors identified. Where you use staff for this purpose, ensure they receive clear instructions about recording and reporting issues they identify. Last updated: 26 August 2020 Book traversal links for Maintaining the property database throughout the year Clerical errors on the electoral register What records can be inspected to assist with maintaining the property database? What records can be inspected to assist with maintaining the property database? What records can be inspected to assist with maintaining the property database? You should inspect other local authority records to assist with identifying new residential properties and those that have undergone a change of use, as well as those that are empty, non-existent or are yet to be built. It is essential that all properties are placed in the correct polling district in order to avoid electors being included in the wrong electoral area. Particular care will need to be taken in this regard in respect of new properties and where there have been any boundary changes. Inspection of other local authority records, such as information held by other departments or mapping systems, can be used to help to ensure the correct placement of all properties within the property database. You should be satisfied that the local authority record is the one not containing any errors before you amend the property database. Liaising with the following departments may also be of assistance: Council tax - the Valuation Office will supply the council tax office with details of changes to rateable values for properties, for example when properties are newly converted, built or demolished. You should request a copy of this information. Register of households in multiple occupation (HMOs) - HMOs may cause particular issues when ensuring the residents are correctly registered. For example, post addressed to The Occupier may not be completed by any of the residents simply because the form is addressed to The Occupier of the building and not to any room or flat in particular. It is important that you have HMOs correctly coded in your property database, as you may choose to approach these differently during canvass. The Housing Act 2004 provides for compulsory licensing of certain HMOs. As part of the licensing scheme, landlords of certain HMOs are required to provide the licensing council with information including: the name and address of the landlord and the managing agent (if there is one) the number of separate letting units the number of households in the HMO the number of people occupying the HMO In addition, a local housing authority will maintain a public register of the licences it has granted, which must contain, amongst other things, the number of rooms in the HMO providing sleeping and living accommodation (and, in the case of an HMO comprising flats, the number of flats). You should arrange to inspect these records when reviewing your property database in order to ensure that all residents within HMOs receive separate registration activity. Planning and building control - The development control section should be

able to supply regular lists of planning consents. You should hold outline planning consents on record for information, until such time as full consent is granted. A developer might not start a development for many years and details of a consent may be changed prior to the development taking place. Information such as non-residential or listed building consents, may be irrelevant, and care should be taken not to add this information to the property database. Inspection of building control records and liaising with builders can also give an indication of the state of progress of new developments and whether they are ready for residential occupation. Instead of liaising with planning and building control directly, you may be able to gain the necessary information from the Valuation Office. Local land and property gazetteers (LLPGs) - you should work closely with the gazetteer custodian to ensure quick, accurate updates to your property database and to ensure that UPRNs are attached to each property in your area, as this may facilitate matching with other official records. While a comprehensive and up-to-date gazetteer should be able to provide information on all units of accommodation, including rooms and flats within buildings, you may still discover changes to properties, which you may feed back to the LLPG. Geographical information systems (GIS) - this tool can be very useful in locating properties and maintaining boundaries of canvass areas, polling districts and other electoral boundaries. Maps should be provided to staff undertaking house-to-house enquires to help them locate properties and to track progress of any new developments. GIS used alongside properly referenced property data can be particularly useful in analysing variations in returns, so can inform your planning for how to fulfil your duties to maintain the register. Street naming - street naming and numbering orders will give information about properties, new developments and any changes to road names and numbering schemes within a street. If such information is not already supplied you should ask for it. Social services - social services will be able to provide current lists of residential and care homes. Land Registry - can be used to find information on property ownership and sales of property, which can provide a useful source of information on changes, particularly as the name of the buyer is given allowing you to send personalised correspondence. If making changes to your property database based on information given in other local authority records you should be satisfied that the record you have inspected is correct. External sources of information may also prove valuable: Royal Mail - can provide information on postcodes. Postcode updates are published on an annual basis. You may also obtain postcodes for particular addresses, or vice versa at www.royalmail.com. Commercial and industrial premises - many have residential dwellings attached to them that might not be obvious. For example, flats situated above retail premises referred to as composite properties on the valuation list. Their use as residential may vary from year to year so making contact with shop owners and employees may help to identify residential dwellings. Last updated: 26 August 2020

Book traversal links for What records can be inspected to assist with maintaining the property database? Maintaining the property database throughout the year What if an address isn't listed on the IER Digital service? What if an address isn't listed on the IER Digital service? What if an address isn't listed on the IER Digital service? The UK government Register to Vote website uses the Ordnance Survey addressing service. Users input their postcode and select their address from the list provided. However, occasionally a user's postcode or address does not appear in the Ordnance Survey database, for example, if an address is a new build. Where the postcode is recognised but the required address does not appear, users will be able to manually add their address. If the postcode is not recognised, the user will also

be able to select the local authority responsible for the area they live in from a drop down list. Last updated: 26 August 2020 Book traversal links for What if an address isn't listed on the IER Digital service? What records can be inspected to assist with maintaining the property database? Household notification letters Household notification letters Household notification letters It is important that you take steps to maximise the number of people included on the electoral registers. The period leading up to the next scheduled polls provides an opportunity to: encourage those people missing from the register to apply check that there are no inaccurate entries in your register Sending a letter to all households showing who is registered to vote at that particular address has a number of clear benefits, all of which can contribute to helping you to ensure that your registers are as accurate and complete as possible ahead of the next scheduled polls: it will be a useful tool for prompting those who have not registered yet to do so it will help to pick up those who have recently moved within or into the registration area it will give residents an opportunity to check their details on the register are accurate Your household notification letter should ask those who live at the address to register to vote if their name is not included on the letter, emphasising the ability to register online, and to notify you if any information on the letter is incorrect. You may be able to maximise the impact of your household notification letter by: linking it to any national public awareness campaign that the Commission may undertake in advance of scheduled polls undertaking local awareness work to make people aware of the letter liaising with university accommodation officers and managers/landlords of houses of multiple occupation (HMOs) on how best to carry out the activity in student halls and HMOs working with any other partners identified in your public engagement strategy to help promote the letters To limit the risk of potential confusion and electors becoming overwhelmed with communications, you will need to think how the activity will fit in with other communications to be sent to electors (e.g. the absent vote signature refresh), as well as how it will interact with any known by-elections. You will also need to liaise with your printers to establish the timescales for signing off proofs, sending data and getting the letters and envelopes printed and collated. Last updated: 26 August 2020 Book traversal links for Household notification letters What if an address isn't listed on the IER Digital service? What should be included in a household notification letter? What should be included in a household notification letter? What should be included in a household notification letter? Neither the design nor the content of the household notification letter is prescribed, but you should ensure that the letter is easy to understand, with a clear explanation of what action, if any, householders need to take. The household notification letter falls outside the statutory framework; no response is required to be provided, there is no penalty for not responding and you are not legally required to carry out any follow-up processes. We have produced a template letter that you can use. Household notification letter template and FAQs - E The template has been kept simple to ensure that the key messages are communicated clearly. If you decide to produce your own letter, it should include: information on why the letter is being sent the names of all electors registered at the address what the recipient should do if any information on the letter is incorrect or if someone who lives at the address is not registered Your vote matters – don't lose it branding frequently asked questions data protection messaging Where sending household notification letters, you should also consider how to prompt registration applications to be made, reducing the need to give formal invitations to register. You should emphasise the option to apply to register online, by telephone or in-person (if you offer these services), as well

as giving information on how paper application forms are obtained. In some instances it may be appropriate to include paper application forms with your household notification letter – for example, ahead of a registration deadline. The simpler the letter, the clearer the call to action, and the more likely it is that you will get a response. In general terms, there is a risk that additional information may confuse electors and dealing with their questions may draw resources away from registering new electors ahead of the scheduled polls. In deciding whether to add additional information to the letter, you should consider the risks and how you would mitigate these. You will also need to check that your software is capable of enabling you to include any additional data on the letter. Additional information also means potentially having to tailor the letter to particular audiences, which creates its own series of risks and challenges. Additional information – and some of the risks which would need to be managed – could include:

- Franchise - this makes clear to the elector which elections they are entitled to vote at. For example, a UK Parliamentary election and/or any local (or other) elections happening on that day. However, this may be a difficult message to convey in a simple way, especially in households where the individuals have different franchises. Information on registration deadlines for upcoming elections - our experience from user testing messages suggests that this type of information is most effective when the call to action is closely linked to the message, for example, where the deadline is close to the request to register. Where the deadline is a few weeks or months away there is a risk that those who receive the letter will not take action. Reference to registration deadlines could also confuse those who are already registered resulting in duplicate applications.
- Open register preference - open register information is not directly relevant to an upcoming election. The questions this could generate may divert resources away from registering electors.

Envelopes Our experience of user testing registration materials has shown that people are more likely to open an envelope if it looks official and is brown in colour. You can increase your chances of the envelope being opened by including text that emphasises the importance of the communication: e.g. 'IMPORTANT INFORMATION ENCLOSED'. Commission public awareness campaigns will use the 'Your vote matters – don't lose it' branding. Reflecting this on the envelope will increase recognition and tie in any national registration message with your local one.

Last updated: 26 August 2020

Book traversal links for What should be included in a household notification letter?

Household notification letters

What resources are needed to manage household notification letter activity?

What resources are needed to manage household notification letter activity?

What resources are needed to manage household notification letter activity?

You will need the resource to: process any new registrations resulting from the write-out conduct registration reviews or seek a second piece of evidence where required to delete electors who are no longer resident at a particular address deal with any enquiries from electors as a consequence of the letter

You will also need to decide on the practical arrangements for carrying out the activity and what the cost and additional resource implications will be. For example, will you print the letters in-house or use an external supplier? Will you use canvassers to deliver the letters, or use a postal service?

Last updated: 26 August 2020

Book traversal links for What resources are needed to manage household notification letter activity?

What should be included in a household notification letter?

Data protection considerations when using contractors to produce your household notification letters

Data protection considerations when using contractors to produce your household notification letters

Data protection considerations when using contractors to produce your household notification letters

If you are sending

data from the electoral register to a contractor or supplier to produce your household notification letters, or to provide an automated response service, you are using a processor to process personal data on your behalf. Data protection legislation requires that you only appoint a processor that can provide sufficient guarantees that the requirements of data protection legislation will be met. This means that data protection needs to be integral in any tender exercise, and you should document your decision-making process to ensure you have an audit trail. Whenever you use a processor, data protection legislation imposes a legal obligation to formalise the working relationship in a written agreement or contract which includes: the subject matter, nature and purpose of the processing the obligations and rights of the data controller the duration of the processing the types of personal data and categories of data subjects In addition, data protection legislation requires that the contract must set out specific obligations on the processor, including that they: comply with your instructions are subject to a duty of confidentiality keep personal data secure and notify you of any breach maintain written records of the processing activities they carry out for you only use a sub-processor with your consent submit to audits and inspections and provide you with whatever information you need to ensure compliance with data protection requirements delete or return all personal data to you as requested at the end of the contract As the data controller, you remain ultimately responsible for ensuring that personal data is processed in accordance with data protection legislation. However, if a processor fails to meet any of its obligations, or acts against your instructions, then it may also be liable to pay damages or be subject to fines or other penalties or corrective measures. The ICO has provided guidance on Contracts and liabilities between controllers and processors which you should consider in relation to your contracts with data processors. You should ensure that when using a contractor you have robust proof-checking processes in place, including ensuring that you only provide the data required for each specific process. This could help detect any errors and avoid data breaches before they occur. We have produced a proof checking factsheet which you can use to help quality assure your processes. Proof checking fact sheet (DOC) We also have produced a contract development and management checklist to support you in your work with suppliers/contractors. Contract development and management checklist (PDF) Last updated: 26 August 2020 Book traversal links for Data protection considerations when using contractors to produce your household notification letters What resources are needed to manage household notification letter activity? Communicating with households outside the canvass Communicating with households outside the canvass Communicating with individuals and households outside of the canvass As part of your year-round activity to maintain an accurate and complete register throughout the year, you may wish to make enquiries with particular households outside of the canvass period■ to confirm if there have been changes in occupancy, and to ascertain the names of any new potential electors. You will also find out about potential changes in occupancy at addresses through your year-round activity to identify new potential electors and electors who should be removed. You may discover potential changes in occupancy by: inspecting other local records , such as Council Tax, Housing, and Registrars being notified of a change of occupancy by electors, for example where they have moved and registered elsewhere being notified of a change of occupancy by a third party being notified of new properties and inspecting records of other local authority departments being aware of properties which tend to have lots of changes throughout the year, such as HMOs – see our guidance on maintaining contact with responsible persons Where you have been

provided with the name and address of potential electors, you must invite them to register . You may also encourage them to register before sending a formal invitation to register. Where you do not have sufficient information to invite individuals to register (such as the names of new residents) but are aware that changes in occupancy may have taken place you could use a discretionary communication to ascertain the names of new potential electors before inviting or encouraging them to register. A response to a discretionary communication could also serve as a second source of information for deleting electors. Last updated: 27 May 2021 [Book traversal links for Communicating with households outside the canvass](#) Data protection considerations when using contractors to produce your household notification letters Discretionary communications Discretionary communications Discretionary communications The canvass communications designed by the Commission are specifically for use during the canvass and there is no legislative provision for their use outside the canvass period. However, you can still make contact with households throughout the year to help maintain your electoral register, especially when you have evidence that there may have been changes that need to be captured. We have produced template forms for contacting households outside of the canvass, which you may wish to use. These are available on our [Registration forms and letters](#) webpage. You may also design your own form for use throughout the year, but if you do so it should not be referred to as a Canvass Form, and should not contain information that is only applicable to the canvass. Any discretionary communication for use outside of the canvass does not need to be pre-printed with existing elector details, but can be if you wish. You may decide that a household notification letter is more appropriate for contacting certain households outside of the canvass as part of your work to maintain the register. The household notification letter has been designed to prompt unregistered individuals to register. Last updated: 1 July 2021 [Book traversal links for Discretionary communications](#) [Communicating with households outside the canvass](#) [Resources for Electoral Registration Officers - Maintaining the register throughout the year](#) [Resources for Electoral Registration Officers - Maintaining the register throughout the year](#) [Contract development and management checklist \(PDF\)](#) [Household notification letter template and FAQs - E Proof checking fact sheet \(DOC\)](#) [Rolling registration dates 2023 \(PDF\)](#) Last updated: 19 July 2023 [Book traversal links for Resources for Electoral Registration Officers - Maintaining the register throughout the year](#) Discretionary communications Petition notices of alteration Petition notices of alteration Where a Speaker's notice in respect of a recall petition has been given for a UK Parliamentary constituency, the Petition Officer (PO) is required to publish a petition register on the third working day before the signing period begins. Any elector for the relevant constituency who applies on or before the day the Speaker's notice is given, and whose application will be determined before the publication of the petition register (the cut-off day), will be entitled to sign the petition. 1 You are required to publish a petition notice of alteration on the cut-off day, detailing in-time additions, amendments and deletions, as well as any alterations due to court orders or clerical errors. Determinations relating to other constituencies, or the local government register only, will only take effect on the next monthly notice of alteration or on publication of the revised register, whichever is sooner. You will need to have arrangements in place so that you know whether or not an application has arrived by the deadline. Where you are not the PO, you will need to agree with them how you will supply the relevant notices for the constituency or the part of the constituency that you are responsible for. This includes any notices issued as a result of court orders or clerical errors up to the end of the signing period. The

following table sets out the timetable for applications and determinations to be made in time for inclusion on the petition notice of alteration: Petition Register Process

Deadline	Deadline for receipt of applications (new applications and amendments to existing entries)	The date the Speaker's notice is given	Determination deadline;	deletions deadline;	deadline for receipt and determination of anonymous registration applications
On the day of publication of the petition notice of alteration	Publication of the petition notice of alteration and supply to the PO	3 working days before the signing period begins	Deadline to make further alterations as a consequence of court orders or clerical errors	Before the prescribed time on the last day of the signing period (i.e. 1 hour before the end of the signing period on the last day of signing).	Further guidance on supply of the register to the PO is available in our resource for EROs in England, Scotland and Wales.

1. Section 10, Recall of MPs Act 2015, and Section 13BC(2) and (3) RPA 1983 (inserted by Schedule 2, Recall of MPs Act 2015) ■ Back to content at footnote 1 Last updated: 13 September 2023

Book traversal links for Petition notices of alteration

Resources for Electoral Registration Officers - Maintaining the register throughout the year

Access and supply of the electoral register

Access and supply of the electoral register

Access and supply of the electoral register

Access to and supply of the full electoral register, any notices of alteration and the list of overseas electors is prescribed in legislation. You have a duty to supply free copies of the register of electors to various organisations and individuals, and legislation imposes restrictions on how this is done. In some cases, registers have to be supplied on publication and in others the register is only supplied on request. There are different provisions that apply in respect of the edited register and the marked register. The timing of receipt of the register is particularly important to some recipients. For example, political parties need the electoral register to fulfil their statutory obligations in relation to the checking of donations, in addition to using it for campaigning purposes. It is important that the register is supplied promptly and you should, therefore, supply the register to anyone who is entitled to receive it on publication as soon as possible and in any case, within 5 working days. You should ensure that every person/organisation that receives the register, whether on publication, by sale, or on request, is aware that: they must only use the register for the permitted purpose(s) specified in the Regulations once the purpose for which the register has been supplied has expired, they must securely destroy the register they understand the penalty for misuse of the register You should not provide any advice in response to questions about whether a recipient's proposed usage of register data is in accordance with the law. It is for the recipient of the register to be satisfied that their use of the register is in accordance with what the law sets out. If they are not certain they should speak to the Information Commissioner's Office (ICO) or seek their own legal advice. There are different provisions that apply in respect of the edited register and the marked register. To demonstrate that you are complying with the principles of processing personal data, ensuring that it is processed lawfully, fairly and in a transparent manner, you should maintain records of every person and organisation you supply with the register. Last updated: 12 October 2020

Book traversal links for Access and supply of the electoral register

Petition notices of alteration

Public inspection of the full register

Public inspection of the full register

Public inspection of the full register

You must make the full register available for public inspection.

1 You must ensure that:

2 any inspection takes place under supervision, either by you or someone else

there is provision for inspection at your office and, additionally, at your discretion, you may enable inspection of the

register at one or more places elsewhere in your area if there are reasonable facilities for this. The legislation does not prescribe the level and nature of supervision of those who inspect the register. You should, however, be satisfied that the supervision is sufficient to prevent, as far as possible, unauthorised copying or theft of all or any part of the register. You should provide training or guidance notes to those staff who will be supervising the inspection of the register.

Handwritten notes may be made by those inspecting the full register. Any other copying or recording is not permitted, and is a criminal offence. 3 Registers may be made available for inspection in paper and/or electronic form. If you make the register available for inspection electronically you must take steps to ensure the security of the register; in particular, you will need to ensure that any person inspecting the register is prevented from downloading, transmitting electronically or printing this information or copying it by any other means. Any search facility must be by address only and not by name, as this is specifically prohibited. 4 Whether paper or electronic records are provided, any photographing or similar recording of the register, including by mobile phone, is also prohibited. A person inspecting the register is not permitted to use the information for direct marketing. 5 You could ask those inspecting the register to give their name and address and to sign a disclaimer stating that they understand that breaching the legal restrictions would be an offence. If a person subsequently breaches those restrictions, you will have an audit trail demonstrating that the inspection was undertaken in accordance with electoral law. You may allow library or other council staff to provide inspection facilities, provided that you are confident that they can offer an appropriate level of supervision. You may want to support other staff in providing the appropriate level of supervision by, for example, sending a copy of the legislation and any relevant guidance to the responsible person and obtaining a signed letter or email stating that the requirements will be followed. You may consider updating the signed undertaking annually. You should make regular checks to ensure that the supervision continues to be sufficient. If you have any concerns that steps are not being taken to avoid a breach of the regulations, you may wish to take legal advice. You should remove the copies of the register from any place where you are not satisfied that the supervision arrangements are sufficient. We have produced a cover sheet for the inspection of the register which sets out how it may be used and the penalty for misuse. Cover sheet for copies of full register for inspection (DOC) 1. Regulation 43 Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 43(1)(a) RPR 2001 ■ Back to content at footnote 2 3. Regulation 7(3) and (4) RPR 2001 ■ Back to content at footnote 3 4. Regulation 43(1A) RPR 2001 ■ Back to content at footnote 4 5. Regulation 96 RPR 2001 ■ Back to content at footnote 5 Last updated: 12 October 2020 Book traversal links for Public inspection of the full register Access and supply of the electoral register Supplying copies of the full register and associated documents to specified individuals and organisations Supplying copies of the full register and associated documents to specified individuals and organisations Supplying copies of the full register and associated documents to specified individuals and organisations The supply of copies of the full register, any notices of alteration and the list of overseas electors is limited to those individuals and organisations prescribed in the legislation. 1 Some of those are entitled: to free copies without application to free copies upon application to copies on payment of a prescribed fee In all cases, before supplying the register you need to be satisfied that the individual or organisation making the request is entitled to receive it. We have published a list, for reference, of those

entitled to receive the register and associated documents. This includes who is entitled to receive these documents, on what basis and in what format. It also includes contact details where relevant. List of people entitled to be supplied with the electoral register (PDF) Outside of those specifically listed in legislation, only a body or organisation which is allowed by an enactment to access the electoral register may be supplied with a copy upon request. You should consider the enactment quoted by the applicant and, if you are satisfied that the enactment gives them access to the full register, you should supply it. An example of an enactment could be the Council Tax (Administration and Enforcement) Regulations 1992, Regulation 4 of which allows a billing authority to obtain name and address (including past address) information from an ERO. 1. Regulation 94(3) Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 12 October 2020

Book traversal links for Supplying copies of the full register and associated documents to specified individuals and organisations Public inspection of the full register Free supply of the full register Free supply of the full register Free supply of the full register Free supply without application You must automatically send a copy of the revised published full register, and any associated documents, to certain individuals and organisations entitled to be supplied with the register on publication. 1 This also applies when you publish a revised register at any time during the year . Free supply upon application Legislation provides for certain persons or organisations, which include a councillor, party or candidate, to request by application that the ERO supply to them a free copy of the relevant parts of the full register, any notice setting out an alteration to the register and a list of overseas electors. 2 Any application must be made in writing and must specify: 3 the document that is requested whether the request is made for current documents only or whether it includes a request for the supply of any subsequent documents, such as notices of alteration (although the option of receiving subsequent documents does not apply to candidates requesting the documents for electoral purposes, so they will not need to include this); 4 and whether a printed copy of any of the documents is requested instead of the version in data form The relevant part of the full register, including the list of overseas electors if requested, must be supplied on receipt of a valid request. 5 There is no limit on the numbers of requests that can be made. This means that the right to request the register could potentially be exercised more than once, with each request being a valid request that the ERO must comply with. For example, a councillor, party or candidate who has already been supplied with the register, may make a further request for the ERO to supply a further copy of the revised register and any subsequent notices of alteration. Access to the full register by third parties There is no distinction in law between political parties and third parties when it comes to accessing the full register and the purpose for which the information can be used. A third party, registered by the Commission, is entitled to request a copy of the following; the full register any notice setting out an alteration to the register a list of overseas electors the current absent voters list the final absent voters list for a particular election This information can only be used for prescribed purposes. 6 If a valid request is made for any of this information it must be supplied unless the ERO has reason to believe that the person requesting the information is not asking for it on behalf of the registered third party. You can find the full list of third parties registered with us on our PEF Online website . A request for a copy of the full register by a third party must be made in writing to the ERO. It must state whether the request is for the current version of the full register or whether it includes requests for the supply of any

subsequent notices of alteration. Where a printed copy is required, the requester must specify this too. 7 Where it is not clear from the written request whether the request is for the current version of the register or if it includes any updates, the ERO should contact the requester and ask for clarification. Similarly, if there are any questions about whether the request has actually come from the registered third party (for example, if the third party name used in the request does not exactly match the name that appears on PEF Online), you should not supply the register until you have asked the requester for clarification and are satisfied that they are requesting the register on behalf of the third party. There are strict legal restrictions on the use of the register and it can only be used by registered third parties for electoral purposes and the control of donations. 8 As with anyone requesting a copy of the register, you should point out to them the restrictions on the use of the information contained in it, as well as the potential penalties for misuse. Any person found breaching the restrictions on the use of the electoral register could face an unlimited fine. 9 We have produced a cover sheet for the supply of the electoral register on request which sets out how the register may be used, the penalty for misuse, and that the data should be securely destroyed once the purpose for which it has been supplied has finished. Cover sheet for copies of full register supplied free of charge on request (DOC) 1. Regulations 97 – 101 Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 103-109 RPR 2001 ■ Back to content at footnote 2 3. Regulation 102(2) RPR 2001 ■ Back to content at footnote 3 4. Regulation 102(5) RPR 2001 ■ Back to content at footnote 4 5. Regulation 102(4) RPR 2001 ■ Back to content at footnote 5 6. Regulation 106 RPR 2001 ■ Back to content at footnote 6 7. Regulation 102(2) RPR 2001 ■ Back to content at footnote 7 8. Regulation 106(4)(a) RPR 2001 ■ Back to content at footnote 8 9. Regulation 115 RPR 2001 ■ Back to content at footnote 9 Last updated: 28 September 2022 Book traversal links for Free supply of the full register Supplying copies of the full register and associated documents to specified individuals and organisations Supply of the full register by sale Supply of the full register by sale Supply of the full register by sale Specified organisations are entitled to a copy of the full register, any notice of alteration, and the list of overseas of electors, on payment of the relevant prescribed fee (unless that organisation is entitled to a copy free of charge). 1 Fees The relevant prescribed fees are: 2 For sale of the full register and the notices of alteration: in data format, £20 plus £1.50 for each 1,000 entries (or remaining part of 1,000 entries) in it in printed format, £10 plus £5 for each 1,000 entries (or remaining part of 1,000 entries) in it For sale of the list of overseas electors: in data format, £20 plus £1.50 for each 100 entries (or remaining part of 100 entries) in it in printed format, £10 plus £5 for each 100 entries (or remaining part of 100 entries) in it The £20 charge for a data copy or the £10 charge for a paper copy applies to the whole of each register that the ERO maintains and the legislation does not permit EROs to calculate the fees separately in relation to polling districts covered by the register. So, for example, if you maintain the registers for two parliamentary constituencies, the £20 charge applies separately to the register for each constituency. The legislation does not permit the charging of any other administration or additional fees. The register must be supplied on receipt of a valid request, providing that the ERO is satisfied that the applicant is entitled to receive the register. Failure to supply the electoral register when required may have an impact on individual electors as the information is used by credit reference agencies for vetting applications for credit. Charges for monthly notices of

alteration The same principle applies to each notice of alteration. If a request is received to buy a full register and any notices of alteration which have been published before the request is received, the register and notices are treated as the same document for the purposes of the fee calculation. This means that the £20 fee covers the full register and all the requested notices of alteration that have already been published. Where a request is received which includes any notices of alteration that are due to be published after the request is received, the £20 fee will be applied each time a subsequent notice of alteration is produced, as per the request.

Recording sales of the register You should keep a record of the transactions of sales of the register so that the revenue gained, alongside the number of registers sold, can be made available for public scrutiny if so required. You should redact any personal information when the record is made available for public scrutiny.

Use of 'Z' markers All copies of the full register that have been sold must have the letter 'Z' placed against the name of any person whose name is not included in the edited version of the register that is published at that time.

3 We have produced a cover sheet for the sale of the electoral register which sets out how the register may be used, the penalty for misuse, and that the data should be securely destroyed once the purpose for which it has been supplied has finished.

Cover sheet for copies of full register for sale (DOC) 1. Regulation 111(1) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 111(5) and (6) RPR 2001 ■ Back to content at footnote 2 3. Regulation 111(7) RPR 2001 ■ Back to content at footnote 3

Last updated: 12 October 2020

Book traversal links for Supply of the full register by sale

Free supply of the full register

Restrictions on the use of the full register

Restrictions on the use of the full register

There are restrictions on the use of the information contained in the full register. This table demonstrates how the register may be used by different individuals or organisations.

Individual / organisation	Permitted use of the register
Councillor, or employee of the council (excluding a parish council) who has a copy of the full register	may supply a copy of it, or disclose or make use of information contained in it for:
1	the discharge of a statutory function of the council or any other local authority relating to security, law enforcement and crime prevention statistical purposes (without disclosing the name and address of any elector, whether that elector appears in the edited register or not)
2	the purposes of a local poll under s116 of the Local Government Act 2003
Parish councillor, or a person employed or otherwise assisting a parish who has a copy of the full register	may supply a copy of it, or disclose or make use of information contained in it for:
2	the purpose of establishing whether a person is entitled to attend or participate in a meeting of the parish council
3	the purpose of establishing whether a person is entitled to take action on behalf of the parish
4	the purposes of a local poll under s116 of the Local Government Act 2003
Elected representatives	are also entitled to be supplied with the electoral register:
3	for electoral purposes, for the area that they represent
Government departments	are restricted in the way that they may use the register. They may not supply or sell a copy unless the recipient could obtain a free copy under the regulations.
Government departments	may only use the register for:
4	the prevention and detection of crime and the enforcement of the criminal law (whether in England or elsewhere)
5	the vetting of employees and applicants for employment where such vetting is required pursuant to any enactment
6	the vetting of any person where such vetting is for the purpose of safeguarding national security, or supply and disclosure as defined by the regulations
Credit reference agencies	must only use the register for:
5	vetting

applications for credit or applications that can result in the giving of credit or the giving of any guarantee, indemnity or assurance in relation to the giving of credit meeting any obligations contained in the Money Laundering Regulations 2007 or any rules made pursuant to Section 137A of the Financial Services and Markets Act 2000, and statistical analysis of credit risk assessment in a case where no person whose details are included in the full register is referred to by name or necessary implication

1. Regulation 107(4) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1

2. Regulation 107(8) RPR 2001 ■ Back to content at footnote 2

3. Regulation 103 RPR 2001 ■ Back to content at footnote 3

4. Regulation 113(2) RPR 2001 ■ Back to content at footnote 4

5. Regulation 114(3) RPR 2001 ■ Back to content at footnote 5

Last updated: 12 October 2020

Book traversal links for Restrictions on the use of the full register

Supply of the full register by sale

Access to and supply of the edited register

Access to and supply of the edited register

Access to and supply of the edited register

Public inspection of the edited register

The edited register must be made available for public inspection. Unlike inspection of the full register, no supervision is required. The copy must be made available at your office, and in addition by any other means as you see fit.

1 Supply of the edited register by sale

The edited register can be sold to anyone requesting it on payment of the prescribed fee. The fees for sale of the edited register are:

2 in data format, £20 plus £1.50 for each 1,000 entries (or remaining part of 1,000 entries) in it

in printed format, £10 plus £5 for each 1,000 entries (or remaining part of 1,000 entries) in it

1. Regulation 93(6) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1

2. Regulation 110 (2) RPR 2001 ■ Back to content at footnote 2

Last updated: 12 October 2020

Book traversal links for Access to and supply of the edited register

Restrictions on the use of the full register

Inspection of marked registers, marked absent voter lists and other election documentation

Inspection of marked registers, marked absent voter lists and other election documentation

Inspection of marked registers, marked absent voter lists and other election documentation

Any person may inspect the marked register and any notices amending it, plus the marked copies of the list of postal voters, the list of proxies, and the list of proxy postal voters and such other documents relating to an election as you are required to retain, except ballot papers, completed corresponding number lists, certificates as to employment on the day of the election, and the list of ballot papers rejected under the verification procedure.

1 Any person wanting to inspect the marked register or absent voters list must apply in writing and must state:

2 which register or document they wish to inspect

whether they wish to inspect a printed or data copy (where appropriate)

the purposes for which any information will be used

where the request concerns the marked register or lists, why inspection of the full register or unmarked lists would not be sufficient to achieve the purpose

who will be inspecting the documents, and the date on which they wish to make the inspection

You may refuse to allow inspection of these documents if you are satisfied that the purposes of the requestor can be met by inspection of the full register, in which case you must inform the requestor of this decision and provide information concerning the availability of the full register for inspection.

3 Otherwise, the documents must be made available within 10 days of receipt of the application. You must arrange for them to be inspected under supervision.

4 Inspection can take place anywhere you choose. Those inspecting the documents can make copies of the registers and lists using handwritten notes only.

5 The same safeguards apply regarding the supervision and protection of the information as apply with the inspection of the

full register . The Security Service, Government Communications Headquarters, and Secret Intelligence Service are entitled to a free copy of any of the above documents on request. The police (including the National Crime Agency) are entitled to free copies of any of these documents on request if they have inspected them. 6 Use of voter ID data on and after polling day We have produced a guidance note for ROs and EROs which outlines the legal requirements for the collation and sharing of data collected in polling stations relating to the operation of the new voter ID requirements. Some of this data may only be shared with the UK Government and Electoral Commission because of specific legislative restrictions, but some may be shared more widely. This note aims to support ROs and EROs to make decisions on how and when to share data locally. Publication of data from polling stations Further guidance on the ballot paper refusal lists and voter identification evaluation forms can also be found below. Ballot paper refusal lists (BPRLs) The ERO has responsibility for retaining the BPRLs once received from the Returning Officer. You may only disclose information from the BPRL to the elector, whose ballot paper was refused, or in the case of a proxy being refused a ballot paper, the person acting as proxy or the elector on whose behalf they were acting as a proxy. 7 Voter identification evaluation forms (VIDEF) After taking receipt of the polling station VIDEFs, you must, as soon as practicable, anonymise the data contained on them (for example, by destroying any related VIDEF notes sheets, or by removing any elector details recorded on the VIDEF for the purpose of capturing any of the required data). You must also collate the data from the VIDEFs into two separate groups: 8 one group providing total figures for all polling stations where voters were given an explanation of the photographic ID requirement before they applied for a ballot paper (e.g. where staff were appointed to greet voters and explain the requirements as they entered the polling station) one group providing total figures for all polling stations where voters were not given an explanation of the photographic ID requirement You must submit the data to the Secretary of State and the Electoral Commission (if requested to do so). 9 The anonymised, collated data from the polling station VIDEFs is not open for inspection, and you must not disclose this information to anyone apart from the statutory duty to share information with the Secretary of State and the Electoral Commission (if requested to do so). 10 The polling station VIDEFs must be retained for 10 years, in an anonymised format. 11 To achieve this, you must ensure that any related VIDEF notes sheets are destroyed, or that you have removed any elector details recorded on the VIDEF for the purpose of capturing any of the required data. Data will be collected using the VIDEF and VIDEF notes sheets for the first two parliamentary general elections. Additionally, it will be collected for the first ordinary election of councillors for local government in England after the provisions come into force. If the first ordinary election of councillors is combined with a parliamentary general election, the data will be required to be collected for the subsequent ordinary election of councillors. 12 Following a scheduled election we will update you on the process for providing the required anonymised and collated information to the Electoral Commission through our Bulletin . 1. Regulation 118(1) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 118(2) RPR 2001 ■ Back to content at footnote 2 3. Regulation 118(4) RPR 2001 ■ Back to content at footnote 3 4. Regulation 118(3) RPR 2001 ■ Back to content at footnote 4 5. Regulation 118(7) RPR 2001 ■ Back to content at footnote 5 6. Regulation 118(8) RPR 2001 ■ Back to content at footnote 6 7. Regulation 32 The Voter Identification Regulations 2022 ■ Back to content at footnote 7 8. Reg 35(2) VID Regs 2022 ■ Back to content at footnote 8 9. Rule 40B(5)

and (6) Schedule 1 Representation of the People Act 1983 (RPA 1983) ■ [Back to content at footnote 9 10. Rule 40B\(7\) Sch 1 RPA 1983](#) ■ [Back to content at footnote 10 11. Rule 40B\(8\) Sch 1 RPA 1983](#) ■ [Back to content at footnote 11 12. S.59A RPA 1983](#) ■ [Back to content at footnote 12](#) Last updated: 19 April 2023 [Book traversal links for](#) Inspection of marked registers, marked absent voter lists and other election documentation Access to and supply of the edited register Supply of the marked register and marked absent voting lists Supply of the marked register and marked absent voting lists Supply of the marked register and marked absent voting lists If requested, relevant parts of the marked copy of the register of electors and any notices amending it, plus the marked copies of the list of postal voters, the list of proxies, and the list of proxy postal voters, must be supplied to specified persons on payment of a prescribed fee. 1 The request must be made in writing and must specify: 2 which of the marked register or lists (or relevant parts of them) are requested; whether printed or data copies are requested; and the purpose for which the data will be used and why the supply of the full data would not be sufficient to achieve that purpose The cost of a marked document is prescribed. The charge for data copies is £10 plus £1 per 1,000 entries or part thereof, and for printed copies it is £10 plus £2 per 1,000 entries or part thereof. 3 You must supply the requested copies provided the relevant fee is paid and you are satisfied that the requestor needs to see the marks on the marked register or lists in order to achieve the purpose for which it is requested. 4 When you supply the marked register, you should remind the recipient that the data should be securely destroyed once the purpose for which it has been supplied has finished. 1. Regulation 117(1) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ [Back to content at footnote 1 2. Regulation 117\(3\) RPR 2001](#) ■ [Back to content at footnote 2 3. Regulation 120\(2\) RPR 2001](#) ■ [Back to content at footnote 3 4. Regulation 117\(4\) RPR 2001](#) ■ [Back to content at footnote 4](#) Last updated: 12 October 2020 [Book traversal links for](#) Supply of the marked register and marked absent voting lists Inspection of marked registers, marked absent voter lists and other election documentation Inspection of registration applications, objections and absent vote applications Inspection of registration applications, objections and absent vote applications Inspection of registration applications, objections and absent vote applications Applications for registration (other than anonymous registration applications) and any objections to applications are available for public inspection from the point at which they are made until they are determined. 1 After that point, such documents may not be inspected. Applications for absent votes may not be inspected at any time. 1. Regulation 28 Representation of the People (England & Wales) Regulations 2001 ■ [Back to content at footnote 1](#) Last updated: 12 October 2020 [Book traversal links for](#) Inspection of registration applications, objections and absent vote applications Supply of the marked register and marked absent voting lists Requests to supply other data Requests to supply other data Requests to supply other data You may receive other requests for data you hold, which is not covered by any particular duty to disclose or to withhold. For example, it could be information sought by police or other investigating or prosecuting authorities in connection with any criminal investigations, or the appointing local authority may request copies of canvass forms and registration application forms in connection with fraud investigations. Although there is no right or duty of disclosure, you may supply such data if you feel that it is appropriate and are satisfied that to do so is in compliance with data protection legislation. Where you are not satisfied, any such body would need to obtain a court order for its supply. Last updated: 12 October 2020 [Book traversal links for](#) Requests to supply other data

Inspection of registration applications, objections and absent vote applications
Subject access requests Subject access requests Subject access requests Data protection legislation provides that a person may make a subject access request to see personal information that is held about them. No charge can be made for fulfilling a subject access request unless the request can be deemed excessive or repetitive. Subsequent copies may be charged for, but the charge must be reasonable and based on administrative costs. There is no requirement for the request to be made in writing. You must, however, be satisfied of the requester's identity before complying with the request. Information requested by data subjects must be provided without delay and in any event within one month (although it can be extended to two months in certain conditions). Where an elector requests a letter confirming their residency, known as a certificate of registration, this should be treated as a subject access request. In the majority of instances, providing confirmation of a data subject's entry on the register via a certificate of registration would not be considered excessive or repetitive, and therefore no charge should be made. Our guidance on data protection for EROs and ROs provides additional information on subject access requests. Last updated: 23 June 2023 [Book traversal links for Subject access requests](#) Requests to supply other data Access requests for crime prevention Access requests for crime prevention Access requests for crime prevention Schedule 2 of the DPA 2018 provides an exemption to data processing rules for the purposes of the prevention or detection of crime, and the apprehension or prosecution of offenders. Therefore, where you receive a request for information that you hold you will need to consider: the person or organisation making the request, the purpose of the request, and the enactment quoted requesting access If satisfied that the request meets the purpose detailed in Schedule 2 of the DPA 2018 then you should supply the data. It should be noted that Regulation 107 of the RPR 2001 provides for the ERO to supply the full register to the council that appointed them. An employee or councillor of that council may disclose or make use of information contained in it where necessary for the discharge of a statutory function of the council, or in any other local authority relating to security, law enforcement and crime prevention. If the request relates to the council's copy of the register, you should direct this to your council's Monitoring Officer. Last updated: 12 October 2020 [Book traversal links for Access requests for crime prevention](#) Subject access requests Requests for information under the Freedom of Information Act Requests for information under the Freedom of Information Act Requests for information under the Freedom of Information Act EROs are not a public authority under the Freedom of Information (FOI) Act 2000 and, as such, are exempt from the disclosure requirements imposed by it. However, where possible, EROs should disclose the requested information, provided this information is already in the public domain, or if the information requested does not include personal data. An example of non-personal data would be statistical data providing the total number of electors registered in your area. Last updated: 12 October 2020 [Book traversal links for Requests for information under the Freedom of Information Act](#) Access requests for crime prevention Inspection of old copies of the full register Inspection of old copies of the full register Inspection of old copies of the full register You should keep old copies of the full register and the overseas list for 15 years in case checks are needed, particularly in the context of checking overseas voter applications. You should not, however, allow access to a register or other documents other than the current versions. Local authority libraries and archives services, the British Library and the Statistics Board holding copies of the full register (and the other associated information) may allow inspection and supply

of older versions. 1 You could therefore refer inquiries for older versions to any of these bodies. 1. Regulations 97(5), 97A(7), 99(6) and 109A(9) Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 12 October 2020 Book traversal links for Inspection of old copies of the full register Requests for information under the Freedom of Information Act Security of data in transit Security of data in transit Security of data in transit Given that the register contains personal data, you should take measures to ensure that proper caution is exercised when sending this data to any of the entitled recipients. While you should seek your own advice regarding the most appropriate and secure method of supplying the register to recipients, general security precautions should include as a minimum: saving electronic copies of the register, either sent by email or saved to disk, in a password-protected or encrypted format with the relevant password or encryption key being sent in a separate communication using secure delivery options provided by Royal Mail and other mail delivery service providers maintaining records of what has been sent, the recipient's details, and how it was sent The Information Commissioner's Office provides advice on encryption, available at <https://ico.org.uk> Where you have used data encryption, you will need to ensure that any recipient can access the data. Further information on data protection considerations for the ERO is covered in our guidance what are the data protection considerations for an Electoral Registration Officer? Last updated: 12 October 2020 Book traversal links for Security of data in transit Inspection of old copies of the full register Resources for Electoral Registration Officers - Access and supply of the electoral register Resources for Electoral Registration Officers - Access and supply of the electoral register Cover sheet for copies of full register for sale (DOC) Cover sheet for copies of full register supplied free of charge on request (DOC) Cover sheet for copies of full register for inspection (DOC) Guidance notes for staff supervising the inspection of the full register List of people entitled to be supplied with the electoral register (PDF) Publication of data from polling stations Last updated: 19 July 2023 Book traversal links for Resources for Electoral Registration Officers - Access and supply of the electoral register Security of data in transit Absent voting (Pre-commencement of Elections Act measures) Absent voting (Pre-commencement of Elections Act measures) Absent voting (Pre-commencement of Elections Act measures) This section contains guidance on absent voting. It covers the range of absent vote options for electors, eligibility and application requirements for absent voting and guidance on how an elector can cancel or amend their absent voting arrangements. It also includes guidance on processing absent vote applications, storage of forms, and ongoing requirements to maintain the lists of absent voters. Last updated: 5 September 2023 Book traversal links for Absent voting (Pre-commencement of Elections Act measures) Resources for Electoral Registration Officers - Access and supply of the electoral register Postal voting (Pre-commencement) Postal voting Postal voting (Pre-commencement of Elections Act measures) Eligibility to vote by post You should ensure that electors are made aware that they have the option to vote by post, proxy or in person. This will allow them to make an informed choice about the option that is most appropriate to their circumstances. Electors who are or will be registered are entitled to apply for a postal vote for one of the following: an indefinite period a definite period a particular election For someone to meet the 'will be registered' criteria, the five day objection period must have passed and you must have positively determined their registration application, which means they will be added to the register on publication of the next notice of alteration or on publication of the revised register, whichever is first. 1 There is no requirement

for an elector to provide a reason why they want to vote by post. 1. Sections 9(2), 10ZC(1), 13 and 13A Representation of the People Act (RPA) 1983, Schedule 4 Paragraph 3(1) and 4(1) RPA 2000 ■ Back to content at footnote 1 Last updated: 5 September 2023

Book traversal links for Postal voting (Pre-commencement) Absent voting (Pre-commencement of Elections Act measures) How to apply to vote by post (Pre-commencement) How to apply to vote by post How to apply to vote by post (Pre-commencement of Elections Act measures) There is no prescribed postal vote application form and so an application can be made on any form, although there are requirements for the signature and date of birth to be presented in a specific format . A postal vote application must be made in writing and be dated, 1 but can be in any format: a letter, a fax, an email with a scanned signature or an application form are acceptable, as long as the personal identifier information is clear and provided in the prescribed format . Applications sent by fax must be legible and the personal identifiers need to be set out in the prescribed manner . Applications submitted as a scanned attachment to an email should also be accepted, although there must be a legible scanned image of the signature on the application attached. Unlike applications to register, postal vote applications cannot be made online or by telephone. Where a registration application is made online and the applicant indicates that they wish to vote by post and provides their email address, the IER Digital Service will automatically email them a postal vote application form to print off and complete and return to their ERO. Where the applicant does not provide their email address but indicates that they wish to vote by post, you will be notified by the IER Digital Service and need to send them a paper copy of the application form. There are a number of pieces of information that must be included on a postal vote application including: 2 the full name of the elector the address where the elector is (or has applied to be) registered to vote the elector's signature (or a request for a signature waiver) the elector's date of birth whether the application is for a particular election (and if so, identify which one), a particular period (and if so, specify that period) or an indefinite period whether it is for parliamentary elections, local government elections or both the address where the postal ballot pack should be sent and, if this is not the registered address, a reason for the redirection 1. Regulation 51(3) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Schedule 4 Paragraphs 3(1)(b) and 4(1)(b) Representation of the People Act 2000, and Regulation 51(2) RPR 2001 ■ Back to content at footnote 2 Last updated: 5 September 2023

Book traversal links for How to apply to vote by post (Pre-commencement) Postal voting (Pre-commencement) What are the prescribed requirements for personal identifiers? (Pre-commencement) What are the prescribed requirements for personal identifiers? What are the prescribed requirements for personal identifiers? (Pre-commencement of Elections Act measures) Although there is no prescribed form for applying for a postal vote, the regulations require that the personal identifiers (i.e. the signature and date of birth) are set out in a manner that is sufficiently clear as to allow electronic scanning into your records, by setting out the information as follows: 1 the signature shall appear against a background of white unlined paper of at least 5 cm long and 2 cm high, and the applicant's date of birth shall be configured numerically in the sequence of day, month and year, i.e. DD MM YYYY You cannot impose any other conditions on the way the information is presented even if to do so would make it easier to scan the identifiers: for example, you cannot require a certain thickness or colour of paper for an application. As long as the identifier fields feature the required contrast and the application meets all other legislative requirements, the

form must be accepted. The location of the signature and date of birth on an application is not prescribed. If the signature and date of birth fields are set out so as to meet the size, format and contrast requirements outlined above, they must be accepted. Your software system must be able to accept any applications where the provisions are fulfilled, applications should not be rejected on the grounds that they are not made on a particular form. If you are producing postal vote application forms you should ensure that these meet accepted good practice in terms of accessibility and usability, and that you lay out the form clearly to help ensure that it is completed accurately. For example, you could position the date of birth box before the signature box, followed by the space for date of completion, to reduce the risk that applicants will give the date of completion first by mistake. 1.

Regulation 51(3A) Representation of the People (England & Wales) Regulations 2001 ■
Back to content at footnote 1 Last updated: 5 September 2023 Book traversal links for What are the prescribed requirements for personal identifiers? (Pre-commencement) How to apply to vote by post (Pre-commencement) Signature waivers for postal vote applications (Pre-commencement) Signature waivers for postal vote applications (Pre-commencement of Elections Act measures) If an applicant is unable to provide a signature or a consistent signature due to any disability or inability to read or write, they can request that the requirement for a signature on the postal vote application (and postal voting statement) is waived. 1 The applicant must provide with their application the reason for the request and the name and address of any person who has assisted them with completing the application. 2 The proof or evidence needed in order to be satisfied that the applicant is unable to provide a signature, or a consistent signature, due to a disability or an inability to read or write is for you to decide, although you have no power to investigate or to make judgements on the nature or extent of an elector's disability. You should, however, be satisfied that the request is genuine and not being used as an attempt to avoid the postal vote security measures. You should take a consistent approach to considering requests for signature waivers that balances both the accessibility and integrity of the postal voting process. If making further enquiries you should bear in mind that the person requesting the waiver may not be able to respond themselves. However, you can ask the person who has assisted the applicant for clarification or further information. You could, for example, ask this person to complete a signed declaration that to the best of their knowledge and belief the elector in question is unable to provide a signature or a consistent signature due to any disability or inability to read or write. You should make clear to anyone from whom you request information or a declaration that it is an offence to provide false information in connection with an application for an absent vote, and that this carries (on summary conviction) a maximum penalty of six months' imprisonment and/or an unlimited fine. If, having made any appropriate enquiries, you are not satisfied as to the authenticity of the request, you should refuse it. If refused, you must reject the absent vote application and notify the applicant in writing of the reasons for your decision. You should remain vigilant as to any trends which may be revealed through the receipt of waiver requests and the following should raise suspicion: large numbers of applications assisted or signed by one person with no plausible explanation (for example, while it may be plausible for nursing or care home staff to assist a number of electors to complete their waiver requests, it is less plausible that ordinary members of the public who do not have a connection with such establishments, would need to assist a large number of applicants) large numbers of applications from one street or area with no plausible explanation (for example,

while it may be plausible that a larger than usual number of waivers are requested by residents in a nursing or care home, it is less plausible that a high number of residents in an ordinary HMO would need a waiver) If you are satisfied as to the waiver request and the accompanying absent vote application, you should give confirmation in writing to the elector that you have accepted the application and the waiver. 1. Schedule 4 Paragraphs 3(8 and 4(5) Representation of the People Act 2000 ■ Back to content at footnote 1 2. Regulation 51(2)(f) Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 2 Last updated: 5 September 2023 Book traversal links for Signature waivers for postal vote applications (Pre-commencement) What are the prescribed requirements for personal identifiers? (Pre-commencement) Availability of postal vote application forms (Pre-commencement) Availability of postal vote application forms Availability of postal vote application forms (Pre-commencement of Elections Act measures) You should ensure that electors are made aware that they have the option to vote by proxy, post, or in person. This will allow them to make an informed choice about the option that is most appropriate to their circumstances. You must supply, free of charge, a reasonable quantity of absent vote application forms to people who wish to use them in connection with an election, which includes political parties. 1 Postal vote application forms can also be sent to individuals by email via the IER Digital Service. Application forms should also be made available at all public offices of the local authority and at other premises frequented by electors, such as: post offices libraries doctors' surgeries Citizens Advice Bureaux A number of organisations, including the Electoral Commission and political parties, also provide postal vote application forms. You should also make the forms available to download from your local authority's website. or include a link to the forms that are available from our website . You should consider publicising the closing date for the return of applications, including the deadlines for making changes to existing arrangements, wherever forms are available. Liaise with the Returning Officer (if you are not also the Returning Officer) to ensure that the information you provide about the dispatch of postal votes is accurate. You should liaise with local political parties and any local organisations or groups who produce postal application forms to make them aware of the requirements for postal applications and to provide advice on the content and format of their forms. This should help avoid unnecessary delays in processing applications and help to avoid electors having to re-submit an application that has not been made correctly. This is particularly important at election time when any delay could result in the elector missing the deadline. You should ensure that local political parties, candidates and agents at elections are aware of their responsibilities in relation to handling postal applications. If they are given a completed application form, they should forward it directly and without delay to the elections office. The Commission has developed a Code of conduct for campaigners at elections and referendums. You should liaise with the Returning Officer (if you are not also the Returning Officer) at any elections that are taking place to ensure that all candidates and agents are provided with copies of the Code of conduct for campaigners at elections and referendums, and know how to obtain additional copies if required. Code of conduct for campaigners - reserved elections in GB from January 2023 The code provides a guide as to what is, and is not, considered acceptable behaviour at polling stations and in the community during the lead-up to polling day, including in relation to absent vote applications. Any concerns that the code has been breached should be raised first with the candidate, agent, political party or campaigner in question. If you have any further concerns or wish to report a breach

of the code you should first contact your local Commission team . This code has been agreed by the political parties represented on the House of Commons Parliamentary Parties Panel and the panels for the Scottish Parliament and the Senedd, and is endorsed by the members of the Electoral Commission's UK Electoral Coordination and Advisory Board of senior Returning and Electoral Registration Officers and by the Electoral Integrity Roundtable.

1. Regulation 4(1) Representation of the People (England & Wales) Regulations ■ Back to content at footnote 1 Last updated: 5 September 2023 Book traversal links for Availability of postal vote application forms (Pre-commencement) Signature waivers for postal vote applications (Pre-commencement) Applying name changes to postal votes (Pre-commencement) Applying name changes to postal votes (Pre-commencement) Applying name changes to postal votes (Pre-commencement of Elections Act measures) An elector can apply to change their name on the register by submitting a completed change of name form with supporting evidence.

1 The change of name will need to be reflected in the absent voting record. When an elector with a postal vote changes their name, you should send them a new postal vote application in order to collect their new signature.

1. Regulation 26A Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 5 September 2023 Book traversal links for Applying name changes to postal votes (Pre-commencement) Availability of postal vote application forms (Pre-commencement) Applying for a postal vote to be sent to a different address (Pre-commencement) Applying for a postal vote to be sent to a different address Applying for a postal vote to be sent to a different address (Pre-commencement of Elections Act measures) As part of an application for a postal vote, a person may ask for their postal ballot papers to be sent to a different address from their qualifying address. Existing postal voters may also request a redirection . Any request to have postal ballot papers redirected must (unless they are an anonymously registered elector) set out why they require their ballot paper to be sent to that address. There are many circumstances that may lead a person to request a postal vote redirection: they may be on holiday, be in hospital, have work commitments elsewhere, etc. If a person has indicated that they wish their postal vote to be redirected but has failed to include any reasons, you should write to the elector and ask them to provide an explanation. They cannot simply say because I prefer it that way. This does not set out their circumstances and, therefore, is not a valid reason. In this case, you should put the application on hold and request further information from the elector. If they do not respond setting out their circumstances, you can reject the application on the grounds that it does not meet the prescribed requirements. Where an explanation of the circumstances has been provided, you cannot reject a postal vote application or redirection request on the grounds that you are not satisfied with the explanation given. If the reason causes suspicion, or you have concerns because of other circumstances linking the redirection request to others in the area, or to a particular address, this should be reported to your police Single Point of Contact (SPOC), even though you may have no grounds on which to reject the application or redirection request. Levels of postal vote redirections should be monitored. It is important to be vigilant for emerging patterns of redirections. In particular, you should agree with your police SPOC a threshold number of applications being directed to any one address, and consider notifying them if this threshold is reached. Where you grant a redirection request, you must confirm this to the elector, which you can do at the same time as confirming whether their postal vote application has been successful. Last updated: 5 September 2023 Book traversal links for Applying for a postal vote to be sent to a different address (Pre-commencement) Applying name

changes to postal votes (Pre-commencement) Postal vote application deadlines (Pre-commencement) Postal vote application deadlines Postal vote application deadlines (Pre-commencement of Elections Act measures) Applications can be made at any time, and you should process all applications as soon as possible. There are, however, deadlines in legislation by which postal vote applications must have been received in order to apply at a particular election. Deadline for new postal and postal proxy applications 5pm – 11 working days before the date of the poll 1 Deadline for changes (including cancellations) to existing absent voting arrangements 5pm – 11 working days before the date of the poll 2 Except in the case where a postal ballot paper has been issued before then and has been returned (but not under the lost / spoilt / not received provisions) - in that case, no changes may be made after the ballot paper has been returned. 3 Deadlines for absent vote applications at elections are statutory. There can be no extension to the deadlines for any reason. Applications received after the deadline for a particular election cannot be accepted. Where applications for a particular election miss the application deadline, applicants should be notified that their application was not received by the statutory deadline and so cannot be allowed in respect of that election. If the deadline to vote by proxy has not also passed you should highlight the option and include the relevant form. You should also include another postal vote application form and mention the option electors have to apply for a definite or indefinite period, in case they wish to have a postal vote for future elections. Applications for a definite or indefinite period received after the deadline for an election, must still be processed and determined but will apply for subsequent elections only. You should notify the applicants that they missed the deadline to be issued a postal vote for that particular election, but that the postal vote will be in place for future elections. If the deadline to vote by proxy has not also passed you should highlight this option for the particular election as an option and include the relevant form. However, you should also note that should the elector choose a proxy for that particular election the postal vote application processed for future elections will be cancelled and a new postal vote application will need to be made. Recall Petitions A person is entitled to sign a petition by post if they have been granted an application for a definite or indefinite period at parliamentary elections before 5pm on the cut-off day (3 working days before the first day of the signing period). Where a person has been granted an application to vote by post for a definite period and that period expires during the signing period of a particular petition, that definite period is deemed to continue until the end of the signing period. Unless they apply to cancel their postal vote before 5pm on the eleventh day before the last day of the signing period. ■ 4 Calculating deadlines Deadlines are calculated in working days by excluding Saturdays, Sundays and bank holidays. 5 Bank holidays that apply when calculating absent voting deadlines are ones that apply anywhere across the area in which the election as a whole takes place. So, at a UK Parliamentary general election, a bank holiday in Scotland will also apply in England and Wales. The only exception to this is where the proceedings at a UK Parliamentary general election in a particular constituency are commenced afresh because a candidate has died. In this case, only the bank holidays that apply in the affected area will be included in the calculation of the absent voting deadlines. However, at UK Parliamentary by-elections and local government elections, only the bank holidays that apply in the area that has the election must be taken into account. 6 1. Regulation 56(1) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 56(1) RPR 2001 ■ Back to content at footnote 2 3. Regulation 56(5A) RPR

2001 ■ Back to content at footnote 3 4. Regulation 50 Recall of MPs Act 2015 (Recall Petition) Regulations 2016 ■ Back to content at footnote 4 5. Regulation 56(6) RPR 2001 ■ Back to content at footnote 5 6. Regulation 56(7)(b) RPR 2001 ■ Back to content at footnote 6 Last updated: 13 September 2023 Book traversal links for Postal vote application deadlines (Pre-commencement) Applying for a postal vote to be sent to a different address (Pre-commencement) Processing postal vote applications (Pre-commencement) Processing postal vote applications (Pre-commencement) Processing postal vote applications (Pre-commencement of Elections Act measures) All applications should be date-stamped upon receipt. This is particularly important in the lead-up to an election. On deadline day for applications, it is advisable to record the time of receipt, so that you have an audit trail of which applications were received before and after the deadline. Electors may deliver application forms to other local authority buildings. You should decide where you will accept absent vote applications and whether to appoint staff at these locations for the purposes of receiving application forms. If you do, you should ensure that they are aware of the absent voting deadlines and emphasise the importance of transmitting absent vote applications they receive to you in a timely fashion. You should also ensure that all in-trays, post boxes and desks of registration staff are checked regularly to ensure that no forms are missed. Occasionally, electors will send their applications to the wrong ERO. You should have in place arrangements for the rapid, onward transmission of such forms. It may be necessary to fax or scan and email the application to the correct ERO if the application is received close to the deadline for an election. At certain times - for example, in an election period - you may deal with a large volume of applications. You should plan the arrangements you will put in place to allow you to process a large number of applications. If using temporary staff, you should ensure that training and instructions are provided. Last updated: 5 September 2023 Book traversal links for Processing postal vote applications (Pre-commencement) Postal vote application deadlines (Pre-commencement) Determining postal vote applications (Pre-commencement) Determining postal vote applications Determining postal vote applications (Pre-commencement of Elections Act measures) Step 1 Is the applicant registered, or will they be? Only electors who are, or will be registered, can apply for a postal vote. You will therefore need to check that the applicant is or will be registered before granting a postal vote application. For someone to meet the will be registered criteria, the five day objection period must have passed and you must have positively determined their registration application, which means they will be added to the register on publication of the next notice of alteration or on publication of the revised register, whichever is first. 1 Step 2 Check the application meets the prescribed requirements Once the application has passed the registration check, it must be scrutinised to ensure that it satisfies the prescribed requirements . Where it does, you must confirm to the elector the outcome of the application. If applications are incomplete you should, where possible, make enquiries to obtain the missing information. If the missing information is not submitted, the application must not be allowed. Where it appears that the elector has made a mistake when completing their postal vote application (for example, where they have transposed their date of birth figures), you should contact the elector and ask them to resubmit an application form. Where you have any integrity concerns, you should contact your SPOC for advice and handle the application form in accordance with any instructions provided by them on evidence handling. It is for you to determine how much checking you undertake to satisfy yourself as to the authenticity of a date of birth or signature, taking into account available resources and access

to this information. 1. Sections 9(2), 10ZC(1), 13 and 13A Representation of the People Act 1983 ■ [Back to content at footnote 1](#) Last updated: 5 September 2023 Book traversal links for Determining postal vote applications (Pre-commencement) Processing postal vote applications (Pre-commencement) Confirming the outcome of a postal vote application (Pre-commencement) Confirming the outcome of a postal vote application (Pre-commencement of Elections Act measures) You must write to applicants to let them know whether their application has been accepted or rejected. 1 If an application is rejected, you must give the reason(s) why. 2 There is an appeal procedure for applications for an absent vote which have been disallowed. Confirmations are an opportunity to safeguard against potential fraud, or misunderstanding, on the part of the elector. You may, additionally, decide to acknowledge receipt of applications. If an elector receives an acknowledgement for a postal vote that they have not requested, receipt of the acknowledgement would give the elector an opportunity to get in touch with you. All responses, along with any confirmation notices or acknowledgements returned as undelivered/not known at this address, should be monitored and, if you have concerns, you should contact your SPOC for advice. For further information, see our guidance on identifying suspicious absent vote applications. 1. Regulation 57 Representation of the People (England & Wales) Regulations (RPR) 2001 ■ [Back to content at footnote 1](#) 2. Regulation 57(4) RPR 2001 ■ [Back to content at footnote 2](#) Last updated: 5 September 2023 Book traversal links for Confirming the outcome of a postal vote application (Pre-commencement) Determining postal vote applications (Pre-commencement) Changing or cancelling a postal vote at an election (Pre-commencement) Changing or cancelling a postal vote at an election Changing or cancelling a postal vote at an election (Pre-commencement of Elections Act measures) What happens if the postal vote has already been returned? As postal ballot papers may be issued to electors from the deadline for withdrawals, but the deadline for changes to absent voting arrangements is not until 5pm, 11 working days before the poll, there are provisions to allow the Returning Officer to cancel an already issued ballot paper. To allow the Returning Officer to cancel the relevant ballot paper, you must notify them whenever you have granted: 1 cancellation of postal vote arrangements change from postal to proxy application for a postal ballot paper to be sent to a different address If a person returns a postal ballot paper that has been or is to be cancelled, the ballot paper, together with any other ballot papers returned, the postal voting statement or covering envelopes must be forwarded to the Returning Officer. 2 However, you must disregard any application to change the electors method of voting for the election for which the postal ballot paper has been issued if, before you have determined the new application, the elector returns their postal ballot paper (unless they have spoilt it or claim it has been lost or not received). If you are not the Returning Officer at the election you will need to closely liaise with them to check the list of returned postal ballot papers before processing any requests for changes after postal ballot packs have been issued. 3 Postal voters for a definite or indefinite period may cancel their postal vote at any time up until 5pm, 11 working days before an election to be effective at that election. 4 The exception to this is where the completed postal ballot paper has already been returned by the elector for the election. This is also the case for an elector voting by proxy, where their proxy has a postal vote and has already voted on behalf of the elector by returning their completed postal proxy vote. 5 It is the return of the ballot paper that is relevant in determining whether or not an elector can make changes to their postal voting arrangements to take effect at that election.

Returning Officers will therefore need to have in place a system that will allow them to identify promptly whether or not a postal ballot paper has been returned. There are no provisions for those electors with a postal vote at a particular election to cancel their postal vote. However, they may change their voting method by submitting a fresh proxy application by 5pm, 11 working days before the election, which would supersede the earlier application for a postal vote.

1. Regulation 78A(1) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ [Back to content at footnote 1](#)

2. Regulation 78A(2)(a) RPR 2001 ■ [Back to content at footnote 2](#)

3. Regulation 56(5A) RPR 2001 ■ [Back to content at footnote 3](#)

4. Regulation 56(5) RPR 2001 ■ [Back to content at footnote 4](#)

5. Regulation 56(5A) RPR 2001 ■ [Back to content at footnote 5](#)

Last updated: 5 September 2023

[Book traversal links for Changing or cancelling a postal vote at an election \(Pre-commencement\)](#)

[Confirming the outcome of a postal vote application \(Pre-commencement\)](#)

[Cancelling a postal vote \(Pre-commencement\)](#)

[Cancelling a postal vote \(Pre-commencement of Elections Act measures\)](#)

Postal voters who have a postal vote for a definite or indefinite period may cancel their postal vote at any time and up until 5pm, 11 working days before an election to be effective at that election.

1 However, since postal ballot papers may be issued to electors as soon as practicable, an elector who has received their postal ballot and has returned their completed postal ballot paper for the election will not be allowed to cancel or make any changes to their absent voting arrangements so that they take effect at the election (except if the ballot paper has been returned as spoilt or lost).

2 This is also the case for an elector voting by proxy, where their proxy has a postal vote and has already voted on behalf of the elector by returning their completed postal proxy vote.

3

1. Regulation 56(5) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ [Back to content at footnote 1](#)

2. Regulation 56(5A) RPR 2001 ■ [Back to content at footnote 2](#)

3. Regulation 56(5A) RPR 2001 ■ [Back to content at footnote 3](#)

Last updated: 5 September 2023

[Book traversal links for Cancelling a postal vote \(Pre-commencement\)](#)

[Changing or cancelling a postal vote at an election \(Pre-commencement\)](#)

[Changes from postal to proxy \(Pre-commencement\)](#)

[Changes from postal to proxy \(Pre-commencement of Elections Act measures\)](#)

Postal voters who have a postal vote for a definite or indefinite period may change their voting method from postal to proxy at any time up until 5pm, 11 working days before an election to be effective at that election.

1 The exception to this is where the completed postal ballot paper has already been returned by the elector for the election . Applications to change the voting method must be made in writing and may be hand-delivered, faxed or emailed to you and must contain:

2 the elector's full name and registered address the proxy's name and address the reason why the elector cannot vote in person on polling day the date of application the family relationship to the proxy (if any) a statement that they have consulted the proxy and that the person is capable of being and willing to be appointed as their proxy

1. Regulation 56(1) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ [Back to content at footnote 1](#)

2. Regulations 51(1), (2) and 52 RPR 2001 ■ [Back to content at footnote 2](#)

Last updated: 5 September 2023

[Book traversal links for Changes from postal to proxy \(Pre-commencement\)](#)

[Cancelling a postal vote \(Pre-commencement\)](#)

[Redirection requests for existing postal voters \(Pre-commencement\)](#)

[Redirection requests for existing postal voters \(Pre-commencement of Elections Act measures\)](#)

Existing postal voters with a postal vote for a definite or indefinite period may ask for their postal vote to be redirected at any time up until 5pm, 11 working days before an election to be effective at that election.

1 The exception to this is where the

completed postal ballot paper has already been returned by the elector for the election . The request must be made in writing and may be hand-delivered, faxed or emailed to you and must contain: 2 the elector's full name and registered address the redirection address the circumstances that require, or will require, the redirection the date of the request Where a request for redirection has been granted, you must confirm this to the elector. 3 Those electors with a postal vote for a particular election may not alter their postal vote delivery details, but may submit a fresh application with a new address for the postal vote to be sent to. 1. Regulation 56(1) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulations 51 and 51B RPR 2001 ■ Back to content at footnote 2 3. Regulation 57(4A) RPR 2001 ■ Back to content at footnote 3 Last updated: 5 September 2023 Book traversal links for Redirection requests for existing postal voters (Pre-commencement) Changes from postal to proxy (Pre-commencement) Proxy voting (Pre-commencement) Proxy voting Proxy voting (Pre-commencement of Elections Act measures) Eligibility to vote by proxy You should ensure that electors are made aware that they have the option to vote by post, proxy or in person. This will allow them to make an informed choice about the option that is most appropriate to their circumstances. Electors who are or will be registered are entitled to apply for a proxy vote for one of the following: 1 an indefinite period a definite period a particular election For someone to meet the will be registered criteria, the five day objection period must have passed and you must have positively determined their registration application, which means they will be added to the register on publication of the next notice of alteration or on publication of the revised register, whichever is first. 2 Voting by proxy for a definite or indefinite period While everyone is entitled to a proxy vote at a particular election, applications for a definite or indefinite period require a specific reason. These reasons are: 3 blindness other disability (the disability must be specified) occupation/employment/service/attendance on a course (details must be provided) registered as a service voter or overseas voter registered as an anonymous elector journey necessary by sea or air to get from the registered address to their polling station In some cases, an attestation in support of the application is also required. More information can be found in our guidance on attestations . Voting by proxy at a particular election Applications for a proxy vote for a particular election only require the applicant to give a reason for voting by proxy. 4 The decision as to whether a reason given is satisfactory is made at your discretion, taking each case on its own merits. There are many reasons why a person may decide to vote by proxy at a particular election. If no explanation of the relevant reason is given on the application it will be incomplete and you should write to the elector to ask them to provide an explanation. If no explanation is provided, you can decide to reject the application on the grounds that it does not meet the prescribed requirements. You cannot, however, reject a proxy vote application solely on the grounds that you are not satisfied with the explanation. You should accept applications at face value. If the reason does cause suspicion, or if you have concerns because of other circumstances linking the application to others in the area, or to a particular address, this should be reported to your police Single Point of Contact (SPOC) even though you may have no grounds on which to reject the application. 1. Schedule 4 Paragraphs 3(2) and 4(2) Representation of the People Act (RPA) 2000 ■ Back to content at footnote 1 2. Sections 9(2), 10ZC(1), 13 and 13A RPA 1983 ■ Back to content at footnote 2 3. Schedule 4 Paragraph 3(3) RPA 2000 ■ Back to content at footnote 3 4. Regulation 55(1) RPR 2001 ■ Back to content at footnote 4 Last updated:

5 September 2023 Book traversal links for Proxy voting (Pre-commencement) Redirection requests for existing postal voters (Pre-commencement) The qualifications for acting as a proxy (Pre-commencement) The qualifications for acting as a proxy The qualifications for acting as a proxy (Pre-commencement of Elections Act measures) Any person can be appointed as proxy for another as long as you are satisfied that the person appointed as proxy is an elector who is, or will be, registered and are entitled to vote in the type of poll they are appointed for. 1 Where the proxy is resident in your local authority area, you will be able to check your own register. However, where the proxy is registered in another local authority area you will need to confirm these details with the ERO for that local authority area. You can require another ERO to provide information as soon as reasonably practicable 2 and should let the ERO know if you require an urgent response due to an imminent election. You should draw their attention to the urgency of any required response, for example, by using a clear subject heading in your email, such as ERO registration status check for proxy application. You need to have in place a mechanism for monitoring and following up on any non-responses. Equally, you should ensure you provide this information as quickly as possible to any other ERO. If the nominated person is not and will not be registered, you should contact the applicant to explain the qualification criteria and ask them to nominate someone else who is or will be registered as their proxy, or suggest they ask their proxy to register (and explain how to do so) then notify you if the registration application is successful. If the proxy application is made close to a registration deadline you should attempt to contact the applicant quickly, such as by phone or email if you have their contact details. A person is not entitled to vote as proxy in any electoral area on behalf of more than two electors, except where they are the spouse, civil partner, parent, grandparent, brother, sister, child or grandchild of the electors. 3 There is no limit to the number of close relatives that a proxy may vote on behalf of. It is not an offence to be appointed as proxy by more than two people, but it is an offence to vote for more than two people who are not close relatives. 1. Schedule 4 Paragraph 6(1), (3) and (3A) Representation of the People Act (RPA) 2000 ■ Back to content at footnote 1 2. Regulation 2(1), Representation of the People (Provision of information regarding proxies) Regulations 2013 ■ Back to content at footnote 2 3. Schedule 4 Paragraph 6(6) RPA 2000 ■ Back to content at footnote 3 Last updated: 5 September 2023 Book traversal links for The qualifications for acting as a proxy (Pre-commencement) Proxy voting (Pre-commencement) How to apply to vote by proxy (Pre-commencement) How to apply to vote by proxy How to apply to vote by proxy (Pre-commencement of Elections Act measures) There is no prescribed proxy vote application form and so an application can be made on any form, although there are requirements for the signature and date of birth to be presented in a specific format . A proxy vote application must be made in writing and be dated, 1 but can be in any format: 2 a letter, a fax, an email with a scanned signature or an application form are acceptable, as long as the personal identifier information is clear and is provided in the prescribed format . Applications sent by fax must be legible and the personal identifiers need to be set out in the prescribed manner . Applications submitted as a scanned attachment to an email should also be accepted, although there must be a legible scanned image of the signature on the application attached. Unlike applications to register, proxy vote applications cannot be made online or by telephone. When electors apply to register online, the online form makes this clear. The applicant will be asked whether they want to apply to vote by post or by proxy. Where the elector wishes to vote by proxy you will need to send them a proxy vote

application form. There are a number of pieces of information that must be included on a proxy application including: 3 the full name of the elector the address where the elector is (or has applied to be) registered to vote the elector's signature (or a request for a signature waiver) the elector's date of birth the grounds on which the elector claims to be entitled to vote by proxy the full name and address of the proxy the family relationship between the elector and proxy (if any) whether the application is for a particular election, a particular period or an indefinite period, and if it is for a particular period it should specify that period whether it is for parliamentary elections, local elections or both the date of the application The requirement for applicants to specify why they cannot reasonably be expected to vote in person does not apply to: overseas electors service voters crown servants anonymous electors The applicant must also either: 4 where only they have signed the form, include a statement stating that they have consulted the proxy and that that person is able and willing to be appointed as a proxy, or where the proxy has also signed the form, include a statement by the proxy stating that they are able and willing to be appointed as the applicant's proxy 1. Regulation 51(3) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 51(3) RPR 2001 ■ Back to content at footnote 2 3. Schedule 4 Paragraphs 3(2)(c) and 4(2)(c) Representation of the People Act 2000, Regulation 51(1), (2), (4) and (5) RPR 2001 ■ Back to content at footnote 3 4. Regulation 52 RPR 2001 ■ Back to content at footnote 4 Last updated: 5 September 2023 Book traversal links for How to apply to vote by proxy (Pre-commencement) The qualifications for acting as a proxy (Pre-commencement) What are the prescribed requirements for personal identifiers? (Pre-commencement) What are the prescribed requirements for personal identifiers? What are the prescribed requirements for personal identifiers? (Pre-commencement of Elections Act measures) Although there is no prescribed form for applying for a proxy vote, the regulations require that the personal identifiers (i.e. the signature and date of birth) are set out in a manner that is sufficiently clear as to allow electronic scanning into your records, by setting out the information as follows: 1 the signature shall appear against a background of white unlined paper of at least 5 cm long and 2 cm high, and the applicant's date of birth shall be configured numerically in the sequence of day, month and year, i.e. DD MM YYYY You cannot impose any other conditions on the way the information is presented, even if to do so would make it easier to scan the identifiers: for example, you cannot require a certain thickness or colour of paper for an application. As long as the identifier fields feature the required contrast and the application meets all other legislative requirements, the form must be accepted. The location of the signature and date of birth on an application is not prescribed. If the signature and date of birth fields are set out so as to meet the size, format and contrast requirements outlined above, they must be accepted. You must accept any application that arrives in the prescribed format – i.e. with the date of birth and signature fields as prescribed. Your software system must be able to accept any applications where the provisions are fulfilled, applications should not be rejected on the grounds that they are not made on a particular form. 1. Regulation 51(3A) Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 5 September 2023 Book traversal links for What are the prescribed requirements for personal identifiers? (Pre-commencement) How to apply to vote by proxy (Pre-commencement) Signature waivers for proxy applications (Pre-commencement) Signature waivers for proxy applications Signature waivers for proxy applications (Pre-commencement of Elections Act measures) If an applicant is

unable to provide a signature or a consistent signature due to any disability or inability to read or write, they can request that the requirement for a signature on the application is waived. The applicant must provide the reason for the request and the name and address of any person who has assisted them with completing the application. 1 The proof or evidence needed in order to be satisfied that the applicant is unable to provide a signature, or a consistent signature, due to a disability or an inability to read or write is for you to decide, although you have no power to investigate or to make judgements on the nature or extent of an elector's disability. You should, however, be satisfied that the request is genuine and not being used as an attempt to avoid security measures. You should take a consistent approach to considering requests for signature waivers that balances both the accessibility and integrity of the proxy voting process. If making further enquiries you should bear in mind that the person requesting the waiver may not be able to respond themselves. However, you can ask the person who has assisted the applicant for clarification or further information. You could, for example, ask this person to complete a signed declaration that to the best of their knowledge and belief the elector in question is unable to provide a signature or a consistent signature due to any disability or inability to read or write. You should make clear to anyone you request information or a declaration from that it is an offence to provide false information in connection with an application for an absent vote, and that this carries (on summary conviction) a maximum penalty of six months' imprisonment and/or an unlimited fine. If, having made enquiries, you are not satisfied as to the authenticity of the request, you should refuse it. If refused, you must reject the absent vote application and notify the applicant in writing of the reasons for your decision. You should remain vigilant as to any trends which may be revealed through the receipt of waiver requests and the following should raise suspicion: large numbers of applications assisted or signed by one person with no plausible explanation (for example, while it may be plausible for nursing or care home staff to assist a number of electors to complete their waiver requests, it is less plausible that ordinary members of the public who do not have a connection with such establishments, would need to assist a large number of applicants) large numbers of applications from one street or area with no plausible explanation (for example, while it may be plausible that a larger than usual number of waivers are requested by residents in a nursing or care home, it is less plausible that a high number of residents in an ordinary HMO would need a waiver) If you are satisfied as to the waiver request and the accompanying absent vote application, you should give confirmation in writing to the elector that you have accepted the application and the waiver. 1. Regulation 51(2)(f) Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 5 September 2023 Book traversal links for Signature waivers for proxy applications (Pre-commencement) What are the prescribed requirements for personal identifiers? (Pre-commencement) Availability of proxy vote application forms (Pre-commencement) Availability of proxy vote application forms (Pre-commencement of Elections Act measures) You should ensure that electors are made aware that they have the option to vote by proxy, post, or in person. This will allow them to make an informed choice about the option that is most appropriate to their circumstances. You must supply, free of charge, a reasonable quantity of absent vote application forms to people who wish to use them in connection with an election, which includes political parties. 1 It is not currently possible for proxy vote application forms to be sent via the IER Digital Service. Application forms should also be made available

at all public offices of the local authority and at other premises frequented by electors, such as: post offices libraries doctors' surgeries Citizens Advice Bureaux A number of organisations, including the Electoral Commission and political parties, also provide proxy vote application forms. You should also make the forms available to download from your local authority's website. or include a link to the forms that are available from our website . You should consider publicising the closing date for the return of applications, including the deadlines for making changes to existing arrangements, wherever forms are available. Liaise with the Returning Officer (if you are not also the Returning Officer) to ensure that the information you provide about the dispatch of postal proxy votes is accurate. You should liaise with local political parties and any local organisations or groups who produce proxy application forms to make them aware of the requirements for proxy applications and to provide advice on the content and format of their forms. This should help avoid unnecessary delays in processing applications and help to avoid electors having to re-submit an application that has not been made correctly. This is particularly important at election time when any delay could result in the elector missing the deadline. You should ensure that local political parties, candidates and agents at elections are aware of their responsibilities in relation to handling proxy applications. If they are given a completed application form, they should forward it directly and without delay to the elections office. The Commission has developed a Code of conduct for campaigners at elections and referendums. You should liaise with the Returning Officer (if you are not also the Returning Officer) at any elections that are taking place to ensure that all candidates and agents are provided with copies of the Code of conduct for campaigners at elections and referendums, and know how to obtain additional copies if required. Code of conduct for campaigners - reserved elections in GB from January 2023 The code provides a guide as to what is, and is not, considered acceptable behaviour at polling stations and in the community during the lead-up to polling day, including in relation to absent vote applications. Any concerns that the code has been breached should be raised first with the candidate, agent, political party or campaigner in question. If you have any further concerns or wish to report a breach of the code you should first contact your local Commission team . This code has been agreed by the political parties represented on the House of Commons Parliamentary Parties Panel and the panels for the Scottish Parliament and the Senedd, and is endorsed by the members of the Electoral Commission's UK Electoral Coordination and Advisory Board of senior Returning and Electoral Registration Officers and by the Electoral Integrity Roundtable. 1. Regulation 4(1) Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 5 September 2023 Book traversal links for Availability of proxy vote application forms (Pre-commencement) Signature waivers for proxy applications (Pre-commencement) Proxy applications requiring an attestation (Pre-commencement) Proxy applications requiring an attestation Proxy applications requiring an attestation (Pre-commencement of Elections Act measures) Proxy applications for a definite or indefinite period require specific reasons and, in some cases, an attestation in support of the application is also required. 1 These include: applications for reasons of blindness or other disability (excluding those who are registered blind or severely sight impaired by the local authority or who are in receipt of the higher rate of the mobility component of the Personal Independence Payment) applications due to occupation, employment, service or attendance on a course The National Health Service (General Medical Services Contracts) Regulations provide that an attestation from a medical professional in support of an application

to vote by proxy due to disability must be provided free of charge. 2 Those having to make a journey by sea or air to get to their polling station do not require their application to be attested. You will be able to verify whether a journey by sea or air is required to get from the qualifying address to the relevant polling station from your own local knowledge. This provision only covers journeys from the qualifying address to the polling station, and not any such journeys required due to being temporarily absent from the qualifying address, such as being on holiday. 1. Regulations 53 and 54 Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 1 2. Regulation 22 and Schedule 2, The National Health Service (General Medical Services Contracts) Regulations 2015 ■ Back to content at footnote 2 Last updated: 5 September 2023 Book traversal links for Proxy applications requiring an attestation (Pre-commencement) Availability of proxy vote application forms (Pre-commencement) Who can attest a proxy application on the grounds of disability or blindness? (Pre-commencement) Who can attest a proxy application on the grounds of disability or blindness? Who can attest a proxy application on the grounds of disability or blindness? (Pre-commencement of Elections Act measures) Application forms for the appointment of a proxy on the grounds of disability of blindness must be attested by: 1 a registered medical practitioner or registered nurse treating the applicant for their disability or from whom the applicant is receiving care in respect of that disability a person registered as a member of a profession to which the Health Professions Order 2001 applies (i.e. arts therapists, chiropodists, clinical scientists, dieticians, medical laboratory technicians, occupational therapists, orthoptists, paramedics, physiotherapists, prosthetists and orthotists, radiographers, and speech and language therapists) treating the applicant for their condition or from whom the applicant is receiving care in respect of that disability a registered dentist, dispensing optician, optometrist, pharmaceutical chemist, osteopath or chiropractor treating the applicant for their disability or from whom the applicant is receiving care in respect of that disability the manager of a care home service registered under Part 2 of the Care Standards Act 2000 the warden of residential premises provided for persons of pensionable age or disabled persons, where the applicant states that they reside in such an establishment the manager (or their authorised representative) of a hospital registered in accordance with Section 145 of the Mental Health Act 1983 a registered social worker who has arranged care or assistance for the applicant a registered chartered psychologist who is treating the applicant for their condition or from whom the applicant is receiving care in respect of that disability In most circumstances, the person attesting the form must provide their name and address. 2 The only exception is where an application is made by an elector detained in a hospital under Section 145 of the Mental Health Act 1983. 3 In this case, there is no need for the attestor to provide their address. In all cases, the attestor must state: 4 the post or office that qualifies them to attest the application that to the best of their knowledge and belief the applicant cannot reasonably be expected to go to the polling station or to vote there unaided by reason of their disability that the medical condition or disability is likely to continue either indefinitely or for a period specified by the attestor Where an application is made by an elector detained in a hospital under Section 145 of the Mental Health Act 1983, the person attesting the application must also state the statutory provision under which the applicant is liable to be detained. 5 1. Regulation 53(2) and (3) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 53(4) RPR 2001 ■ Back to content at footnote 2 3. Regulation 53(5A) RPR 2001 ■ Back to content at footnote 3

4. Regulation 53(4) and (5A) RPR 2001 ■ [Back to content at footnote 4](#) 5. Regulation 54(5A)(iv) RPR 2001 ■ [Back to content at footnote 5](#) Last updated: 5 September 2023 [Book traversal links for Who can attest a proxy application on the grounds of disability or blindness? \(Pre-commencement\)](#) [Proxy applications requiring an attestation \(Pre-commencement\)](#) [Who can attest a proxy application on the grounds of occupation, employment, service or attendance on a course? \(Pre-commencement\)](#) [Who can attest a proxy application on the grounds of occupation, employment, service or attendance on a course? \(Pre-commencement of Elections Act measures\)](#) Application forms for the appointment of a proxy on the grounds of occupation, employment, service or attendance on a course must be attested: 1 by the applicant's employer or an employee delegated to do so on the employer's behalf if the applicant is self-employed, by a person aged 18 years or over who knows the person but is not related to them, or if the applicant is attending a course, by the tutor of a course or the principal of the educational institution where a course is taking place, or an employee delegated to do so on the principal's behalf 1. Regulation 54(2) Representation of the People (England & Wales) Regulations 2001 ■ [Back to content at footnote 1](#) Last updated: 5 September 2023 [Book traversal links for Who can attest a proxy application on the grounds of occupation, employment, service or attendance on a course? \(Pre-commencement\)](#) [Who can attest a proxy application on the grounds of disability or blindness? \(Pre-commencement\)](#) [Voting by post as proxy \(Pre-commencement\)](#) [Voting by post as proxy](#) [Voting by post as proxy \(Pre-commencement of Elections Act measures\)](#) Those appointed as a proxy can choose to apply to vote by post . You should consider sending application forms for this purpose when notifying the proxy of their appointment. The application made by the proxy to vote by post must meet the same prescribed requirements as for any application to vote by post, including the requirement to provide personal identifiers. Last updated: 5 September 2023 [Book traversal links for Voting by post as proxy \(Pre-commencement\)](#) [Who can attest a proxy application on the grounds of occupation, employment, service or attendance on a course? \(Pre-commencement\)](#) [Emergency proxies \(Pre-commencement\)](#) [Emergency proxies \(Pre-commencement of Elections Act measures\)](#) An elector may appoint an emergency proxy at an election up to 5pm on polling day in the following circumstances: 1 in the case of a medical condition, illness or disability arising after the deadline for ordinary proxy applications if they are a mental health patient detained under civil powers if their occupation, service or employment means they cannot go to the polling station in person and they became aware of this after the deadline for ordinary proxy applications if they meet any of the conditions relating to emergency proxies on the grounds of voter identification after the deadline to apply for a Voter Authority Certificate or Anonymous Elector's Document (at local government elections, Police and Crime Commissioner elections and UK parliamentary by-elections) [Emergency proxies on the grounds of voter identification](#)2 The grounds on which an elector can appoint an emergency proxy relating to voter identification are covered in our guidance on [emergency proxy on grounds relating to voter identification](#). Any application under this provision must state that it is made on the grounds of voter identification and include which of the acceptable conditions apply to the applicant. An application made on the grounds of voter identification does not require an attestation. 1. Regulation 56(3A) Representation of the People (England & Wales) Regulations 2001 ■ [Back to content at footnote 1](#) 2. Regs. 55B and 56A RPR (E&W) 2001 (as amended) ■ [Back to content at footnote 2](#) a b 3. 56A(2)(b) RPR (E&W) 2001 (as amended) ■ [Back to](#)

content at footnote 3 4. Representation of the People Act 2000, Schedule 4 para 6(11)(b) ■ Back to content at footnote 4 Last updated: 6 September 2023 Book traversal links for Emergency proxies (Pre-commencement) Voting by post as proxy (Pre-commencement) Attestations for emergency proxies (Pre-commencement) Attestations for emergency proxies (Pre-commencement of Elections Act measures) Emergency proxy application forms must be attested except: where the elector is registered anonymously 1 where the application is made on grounds relating to voter identification 2 Where the application is due to a medical condition, illness or disability, the attestor must be one of the individuals included in the list of people who may attest proxy applications made on the grounds of disability or illness. The attestation must include the day on which, to the best of the knowledge and belief of the person attesting, the applicant became ill or disabled, which must be after 5pm on the sixth working day before polling day if the application is to be accepted. 3 Where a person applies for an emergency proxy because they have been called away as a result of their occupation, service or employment, the application must include the date on which they became aware of the circumstances which will not allow them to vote in person. 4 Applications on the grounds of occupation, service or employment must be attested by either: 5 the applicant's employer or an employee delegated to do so on the employer's behalf if the applicant is self-employed, by a person aged 18 years or over who knows the person but is not related to them A person is related to another in this context if they are their spouse, civil partner, parent, grandparent, brother, sister, child or grandchild. 6 1. Regulation 55(1) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 55B RPR (E&W) 2001 (as amended) ■ Back to content at footnote 2 3. Regulations 53, 55(2), (3), (4) and (5) RPR 2001 ■ Back to content at footnote 3 4. Regulation 55A(2) RPR 2001 ■ Back to content at footnote 4 5. Regulation 55A(4) RPR 2001 ■ Back to content at footnote 5 6. Regulation 55A(7) RPR 2001 ■ Back to content at footnote 6 Last updated: 5 September 2023 Book traversal links for Attestations for emergency proxies (Pre-commencement) Emergency proxies (Pre-commencement) Communicating emergency proxy appointments to polling station staff (Pre-commencement) Communicating emergency proxy appointments to polling station staff (Pre-commencement of Elections Act measures) If the application is made after the list of proxies has been dispatched to the polling station, the Presiding Officer at the polling station where the proxy will be voting will need to be made aware, as they will not be on the list of proxies originally supplied. Every effort should be made to contact the Presiding Officer directly to notify them that an emergency proxy has been appointed, particularly as there is no requirement in law that a proxy must provide any documentation in order to be permitted to vote on behalf of an elector. Where possible, it is recommended that a supplementary list of proxies be issued to the polling station, which should then be added to the list originally supplied. Local arrangements between you and the Returning Officer will be required in order to determine how any emergency proxy appointments will be notified to the Presiding Officer. For example, you could give the proxy of any voter whose application has been accepted a letter authorising them to act as a proxy, which would also include details of the person for whom they are voting. The proxy could then be instructed to take that authorisation with them when they go to vote and hand it to the Presiding Officer. The letter should then be retained with the list of proxies as a record that the proxy has been issued with a ballot paper. Last updated: 5 September 2023 Book traversal links for Communicating emergency proxy appointments to polling station

staff (Pre-commencement) Attestations for emergency proxies (Pre-commencement) Proxy vote application deadlines (Pre-commencement) Proxy vote application deadlines Proxy vote application deadlines (Pre-commencement of Elections Act measures) Applications can be made at any time, and you should process all applications as soon as possible. There are, however, deadlines in legislation by which proxy vote applications must have been received in order to apply at a particular election. Deadline for changes to existing proxy and postal proxy arrangements (including cancellations) 5pm – 11 working days before the date of the poll 1 Deadline for new proxy applications (excluding emergency proxies) and new proxy appointments 5pm – 6 working days before the date of the poll 2 Deadline for emergency proxy applications 5pm – polling day 3 Recall Petitions A person is entitled to sign a petition by proxy if they have been granted an application to vote by proxy for a definite or indefinite period at parliamentary elections before 5pm on the cut-off day (3 working days before the first day of the signing period). Where a person has been granted an application to vote by proxy for a definite period and that period expires during the signing period of a particular petition, that entitlement to vote by proxy is deemed to end at the expiry of that definite period. 4 Calculating deadlines Bank holidays that apply when calculating absent voting deadlines are ones that apply anywhere across the area in which the election as a whole takes place. So, at a UK Parliamentary general election, a bank holiday in Scotland will also apply in England and Wales. However, at UK Parliamentary by-elections and local government elections, only the bank holidays that apply in the area that has the election must be taken into account. 5 Deadlines for absent vote applications at elections are statutory. There can be no extension to the deadlines for any reason. Applications received after the deadline for a particular election must be disallowed for that election, and the elector notified of the fact. 6 If, however, it is an application for a definite or indefinite period going beyond the election, and the application meets all the prescribed requirements, the elector should be advised they missed the deadline to be given a proxy vote for that election but that their proxy vote will be in place for future elections. If the application is refused, you must notify the applicant of the decision and the reason for it. 7 Deadlines are calculated in working days by excluding Saturdays, Sundays and bank holidays. 1. Regulation 56(1) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 56(2) and (3) RPR 2001 ■ Back to content at footnote 2 3. Regulation 56(3A) RPR 2001 ■ Back to content at footnote 3 4. Regulation 50 Recall of MPs Act 2015 (Recall Petition) Regulations 2016 ■ Back to content at footnote 4 5. Regulation 56(7) RPR 2001 ■ Back to content at footnote 5 6. Regulations 56(1) – (4) and 57(5) RPR 2001 ■ Back to content at footnote 6 7. Regulation 57(1) RPR 2001 ■ Back to content at footnote 7 Last updated: 13 September 2023 Book traversal links for Proxy vote application deadlines (Pre-commencement) Communicating emergency proxy appointments to polling station staff (Pre-commencement) Processing proxy vote applications (Pre-commencement) Processing proxy vote applications Processing proxy vote applications (Pre-commencement of Elections Act measures) All applications should be date-stamped upon receipt. This is particularly important in the lead-up to an election. On deadline day for applications ahead of a particular election, it is advisable to record the time of receipt, so that you have an audit trail of which applications were received before and after the deadline. Electors may deliver application forms to other local authority buildings. You should decide where you will accept absent vote applications and whether to appoint staff at these locations for the purposes of receiving application forms. If you do, you should ensure that

they are aware of the absent voting deadlines and emphasise the importance of transmitting absent vote applications they receive to you in a timely fashion. You should also ensure that all in-trays, post boxes and desks of registration staff are checked regularly to ensure that no forms are missed. Occasionally, electors will send their applications to the wrong ERO. You should have in place arrangements for the rapid, onward transmission of such forms. It may be necessary to fax or scan and email the application to the correct ERO if the application is received close to the deadline for an election. At certain times - for example, an election period, you may deal with a large volume of applications. You should plan the arrangements you will put in place to allow you to process a large number of applications. If using temporary staff, you should ensure that training and instructions are provided. Last updated: 5 September 2023

[Book traversal links for Processing proxy vote applications \(Pre-commencement\)](#) [Proxy vote application deadlines \(Pre-commencement\)](#) [Determining proxy vote applications \(Pre-commencement\)](#) [Determining proxy vote applications \(Pre-commencement of Elections Act measures\)](#)

Step 1 Is the applicant registered, or will they be? Only electors who are, or will be registered, can apply for a proxy vote. 1 You will therefore first need to check that the applicant is or will be registered before granting a proxy vote application. For someone to meet the will be registered criteria, the five day objection period must have passed and you must have positively determined their registration application, which means they will be added to the register on publication of the next notice of alteration or on publication of the revised register, whichever is first. 2

Step 2 Check the application meets the prescribed requirements Once the application has passed the registration check, it must be scrutinised to ensure that it satisfies the prescribed requirements . Where it does, you must confirm to the elector and their proxy the outcome of the application. If applications are incomplete you should, where possible, make enquiries to obtain the missing information. If the missing information is not submitted, the application must not be allowed. Where it appears that the elector has made a mistake when completing their application (for example, where they have transposed their date of birth figures), you should contact the elector and ask them to resubmit an application form. Where you have any integrity concerns, you should contact your SPOC for advice and handle the application form in accordance with any instructions provided by them on evidence handling. It is for you to determine how much checking you undertake to satisfy yourself as to the authenticity of a date of birth or signature, taking into account available resources and access to this information. 1. Schedule 4 Paragraph 3(2) and 4(2) Representation of the People Act (RPA) 2000 ■ [Back to content at footnote 1](#) 2. Sections 9(2), 10ZC(1), 13 and 13A RPA 1983 ■ [Back to content at footnote 2](#)

Last updated: 5 September 2023

[Book traversal links for Determining proxy vote applications \(Pre-commencement\)](#) [Processing proxy vote applications \(Pre-commencement\)](#) [Confirming the outcome of a proxy vote application \(Pre-commencement\)](#) [Confirming the outcome of a proxy vote application \(Pre-commencement of Elections Act measures\)](#)

You must write to applicants to let them know whether their application has been accepted or rejected. If an application is rejected, you must give the reason(s) why. 1 There is an appeal procedure for applications for an absent vote which have been disallowed. When you grant an application, you must confirm that the proxy has been appointed, the name and address of the proxy and the duration of their appointment. 2 The proxy must also be notified of their appointment. 3 The form of the proxy paper for confirming the proxy of their appointment is prescribed. 4 Confirmations are an opportunity to safeguard against

potential fraud, or misunderstanding, on the part of the elector or the proxy. You may, additionally, decide to acknowledge receipt of applications. If an elector receives an acknowledgement for a proxy vote that they have not requested, receipt of the acknowledgement would give the elector an opportunity to get in touch with you. All responses, along with any confirmation notices or acknowledgements returned to you as undelivered/not known at this address, should be monitored and, if you have concerns, you should contact your SPOC for advice. For further information, see our guidance on identifying suspicious absent vote applications . 1. Regulation 57(1) and (4) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 57(2) RPR 2001 ■ Back to content at footnote 2 3. Schedule 4 Paragraph 6(9) Representation of the People Act 2000 ■ Back to content at footnote 3 4. Regulation 57(3) RPR 2001 ■ Back to content at footnote 4 Last updated: 5 September 2023 Book traversal links for Confirming the outcome of a proxy vote application (Pre-commencement) Determining proxy vote applications (Pre-commencement) Changing or cancelling a proxy vote (Pre-commencement) Changing or cancelling a proxy vote (Pre-commencement of Elections Act measures) Changing an appointed proxy Proxy voters who have a proxy vote for a definite or indefinite period may change their appointed proxy at any time up until 5pm, 11 working days before an election to be effective at that election. 1 Alternatively, they may submit a fresh application to vote by proxy for a definite or indefinite period, by 5pm six working days before the poll, which would supersede the earlier one. There are no provisions for those electors with a proxy vote at a particular election to change their proxy appointment. However, they may submit a fresh application to vote by proxy, by 5pm six working days before the poll, which would supersede the earlier one. Emergency change of proxy on grounds relating to voter identification2 A proxy voter can make an application to change an appointed proxy made on grounds relating to voter identification. The application must include a statement that to the best of the proxy voter's knowledge and belief their appointed proxy meets one of the conditions provided for . An application made under these provisions must reach the ERO by 5pm on the day of poll. Changing from a proxy vote to a postal vote Proxy voters who have a proxy vote for a definite or indefinite period may change their voting option from proxy to postal at any time and up until 5pm, 11 working days before an election to be effective at that election.4

Applications to change the method of voting from proxy to postal must be made by submitting an application to vote by post. If the postal vote application meets the prescribed requirements , you must amend the record accordingly. Cancelling a proxy vote Proxy voters who have a proxy vote for a definite or indefinite period may cancel their proxy vote at any time up until 5pm, 11 working days before an election to be effective at that election.5 There are no provisions for electors with a proxy vote at a particular election to cancel their proxy vote. However, they may change their voting method by submitting a postal application by 5pm, 11 working days before the election, which would supersede the earlier application for a proxy vote. An elector who has appointed a proxy may still vote in person, provided they do so before their appointed proxy and that the appointed proxy has not elected to vote by post. Changing or cancelling a proxy vote where a postal proxy exists If a postal proxy returns their postal ballot paper (unless they have spoilt it or claim it has been lost or not received) before you have determined an application from the elector to change or cancel their proxy, or from the proxy to change their method of voting from postal to voting in person, you must disregard the application for the election for which the postal ballot paper has been issued.6

Please see our guidance on the cancellation of postal votes , which also applies in the case of a postal proxy. Name changes An elector can apply to change their name on the register by submitting a completed change of name form with supporting evidence.⁷

The change of name will need to be reflected in the absent voting record.

Requirement to notify the Returning Officer at an election of changes to proxy voting arrangements You must notify the Returning Officer whenever you have granted:

8
cancellation of proxy vote or postal proxy vote arrangements change from proxy to postal appointment of proxy application for a proxy postal ballot paper to be sent to a different address 1. Regulation 56(1) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Reg 52 RPR (E&W) 2001 ■ Back to content at footnote 2 a b 3. Regulation 52(1A) and (1B) RPR (E&W) 2001 (as amended) ■ Back to content at footnote 3 a b c 4. Regulation 56(1) RPR 2001 ■ Back to content at footnote 4 a b 5. Schedule 4 Paragraph 6(10) Representation of the People Act (RPA) 2000 and Regulation 56(5) RPR 2001 ■ Back to content at footnote 5 a b 6. Regulation 56(5A) RPR 2001 ■ Back to content at footnote 6 a b 7. Section 10ZD(1) RPA 1983 and Regulation 26A RPR 2001 ■ Back to content at footnote 7 a b 8. Regulation 78A(1) RPR 2001 ■ Back to content at footnote 8 Last updated: 7 September 2023 Book traversal links for Changing or cancelling a proxy vote (Pre-commencement) Confirming the outcome of a proxy vote application (Pre-commencement) Establishing continued eligibility for a proxy vote (Pre-commencement) Establishing continued eligibility for a proxy vote (Pre-commencement of Elections Act measures) You must make enquiries of all proxy vote applications granted on the specific grounds of occupation, service, employment or attendance on an educational course within three years of granting the application, or of the last such enquiry. 1 The purpose is to establish whether there has been a material change in circumstances that would mean that the person is no longer entitled to their proxy vote. You may make additional enquiries at any time. You will need to put arrangements in place to schedule and track the progress of any such enquiries. You could, for example, include this in your monthly procedures for publishing a notice of alteration. The format and content of these enquiries is not prescribed. You may contact the elector via email, phone or letter. Where you make an enquiry by phone, you should keep a written note for your records. Your communications should clearly state any deadline period of one month for replying and the consequences of not responding. If an elector fails to respond within one month, you are entitled to cancel the absent vote. 2 Cancellation in these circumstances is discretionary and you may wish to send the elector further reminders before cancelling. If the cancellation would fall immediately before an election, you should consider not exercising the discretion until after the election to avoid the elector potentially being disenfranchised. Whatever approach you take, you should ensure that it is applied consistently. 1. Regulation 60(3) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 60(3) RPR 2001 ■ Back to content at footnote 2 Last updated: 5 September 2023 Book traversal links for Establishing continued eligibility for a proxy vote (Pre-commencement) Changing or cancelling a proxy vote (Pre-commencement) Appeals procedure for disallowed absent vote applications (Pre-commencement) Appeals procedure for disallowed absent vote applications Appeals procedure for disallowed absent vote applications (Pre-commencement of Elections Act measures) There is an appeal procedure for applications for an absent vote which have been disallowed (in the case of proxy applications, this applies to applications to appoint a proxy for a definite or indefinite period only). Any appeal must be made to you within 14 days of

Book traversal links for Changing or cancelling a proxy vote (Pre-commencement) Confirming the outcome of a proxy vote application (Pre-commencement) Establishing continued eligibility for a proxy vote (Pre-commencement) Establishing continued eligibility for a proxy vote (Pre-commencement of Elections Act measures) You must make enquiries of all proxy vote applications granted on the specific grounds of occupation, service, employment or attendance on an educational course within three years of granting the application, or of the last such enquiry. 1 The purpose is to establish whether there has been a material change in circumstances that would mean that the person is no longer entitled to their proxy vote. You may make additional enquiries at any time. You will need to put arrangements in place to schedule and track the progress of any such enquiries. You could, for example, include this in your monthly procedures for publishing a notice of alteration. The format and content of these enquiries is not prescribed. You may contact the elector via email, phone or letter. Where you make an enquiry by phone, you should keep a written note for your records. Your communications should clearly state any deadline period of one month for replying and the consequences of not responding. If an elector fails to respond within one month, you are entitled to cancel the absent vote. 2 Cancellation in these circumstances is discretionary and you may wish to send the elector further reminders before cancelling. If the cancellation would fall immediately before an election, you should consider not exercising the discretion until after the election to avoid the elector potentially being disenfranchised. Whatever approach you take, you should ensure that it is applied consistently. 1. Regulation 60(3) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 60(3) RPR 2001 ■ Back to content at footnote 2 Last updated: 5 September 2023 Book traversal links for Establishing continued eligibility for a proxy vote (Pre-commencement) Changing or cancelling a proxy vote (Pre-commencement) Appeals procedure for disallowed absent vote applications (Pre-commencement) Appeals procedure for disallowed absent vote applications Appeals procedure for disallowed absent vote applications (Pre-commencement of Elections Act measures) There is an appeal procedure for applications for an absent vote which have been disallowed (in the case of proxy applications, this applies to applications to appoint a proxy for a definite or indefinite period only). Any appeal must be made to you within 14 days of

the date of the decision on the application and must specify the grounds of appeal. You must immediately forward the notice to the county court together with a statement containing: 1 the material facts which have, in your opinion, been established in the case your decision upon the whole case any point which may be specified as grounds of appeal If there are several appeals, all made on the same or similar grounds you must inform the court of this to enable the appeals to be consolidated, if appropriate, or a test case to be selected. 2 Legislation does not specify the procedure that should be followed should the court allow the appeal, but you should be prepared to add the electors to the record and, if appropriate, to the list for an election. 1.

Regulation 58(2) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 58(3) RPR 2001 ■ Back to content at footnote 2

Last updated: 5 September 2023 Book traversal links for Appeals procedure for disallowed absent vote applications (Pre-commencement) Establishing continued eligibility for a proxy vote (Pre-commencement) Identifying suspicious absent vote applications (Pre-commencement) Identifying suspicious absent vote applications Identifying suspicious absent vote applications (Pre-commencement of Elections Act measures) You are uniquely placed to identify incidents and patterns of activity that might indicate electoral fraud in your area. There are no definitive signs of absent vote application fraud, and each specific case will be different. The following could, depending on the context of the local area and the specific circumstances surrounding any application or applications, be indicators of possible fraud: a number of application forms completed in the same hand unusually large numbers of absent vote applications in any particular area unusually large numbers of postal and postal proxy redirections to one particular property or properties unusually large numbers of proxy attestations unusually large numbers of signature waiver requests. For example: large numbers of applications assisted or signed by one person with no plausible explanation large numbers of applications from one street or area with no plausible explanation signature and date of birth provided on the application form is inconsistent with data that you already hold acknowledgements or confirmation notices returned as undelivered You should put in place mechanisms that will help to identify suspicious absent vote applications including: training for office staff on what to look out for regular data reviews to identify patterns considering how to share data about patterns of applications with local political parties and elected representatives to improve transparency and confidence, so that they can help identify any applications which might be suspicious Our guidance on identifying suspicious registration applications has more information on liaising with your local police Single Point Of Contact (SPOC). Last updated: 5 September 2023 Book traversal links for Identifying suspicious absent vote applications (Pre-commencement) Appeals procedure for disallowed absent vote applications (Pre-commencement) Storage of absent vote application forms (Pre-commencement) Storage of absent vote application forms Storage of absent vote application forms (Pre-commencement of Elections Act measures) Forms containing personal identifiers of postal or proxy voters must be stored securely. Forms may be scanned and stored electronically, or you may keep the originals in paper form. Data protection legislation does not set out any specific maximum periods for retention of personal data, but it says that personal data processed for any purpose shall not be kept for longer than is necessary for that purpose. You will therefore need to consider whether it would be appropriate for you to hold on to the information after your determination of an absent vote application. Documents could be retained for a specific period (for example, one elections cycle) to take account of the possibility

of a legal challenge and any analysis the police may need to carry out if there were integrity concerns. It is important you have a document retention policy which should set out the following for all documents you receive and hold: your retention period your rationale for the retention period (which might relate to a requirement in electoral law) whether the document contains personal data the lawful basis on which any personal data was collected Unless there is a legal challenge or investigation, you should not retain any documents for more than 12 months after a postal vote has been cancelled, as 12 months is the usual time limit for any prosecutions. You should ensure that you do not retain documents for longer than the period specified in your document retention policy and you need to ensure that you have processes in place to retrieve data and securely destroy it at the appropriate time, in accordance with your policy. There are no specific requirements in the General Data Protection Regulations (GDPR) concerning the storage of data that amend previous data protection protocols. The principle remains to protect against unauthorised or unlawful processing and against accidental loss. Article 32 requires that appropriate technical and organisational measures are in place to ensure a level of security, appropriate to the risk. Your council will have corporate standards and processes for data handling and security. You should review your processes with advice from your data protection officer and information management/IT departments. They will help you to identify any risks to the security of the data you hold, whether on paper or stored electronically. The Information Commissioner's Office provides general advice on the retention of personal data . Our guidance on data protection for EROs and ROs contains more detailed advice on storing personal data securely and maintaining your document retention policy, including what it should contain. Absent voters' signatures are refreshed every five years, see our guidance on refreshing absent vote signatures . Where the signature has been refreshed, you should consider whether it would be appropriate to keep the original or an electronic copy of the refresh notice. Last updated: 5 September 2023

[Book traversal links for Storage of absent vote application forms \(Pre-commencement\)](#) [Identifying suspicious absent vote applications \(Pre-commencement\)](#) [Absent voting records, lists and registers \(Pre-commencement\)](#) [Absent voting records, lists and registers \(Pre-commencement of Elections Act measures\)](#)

As Electoral Registration Officer (ERO) you are responsible for maintaining records of absent vote applications including applicants' personal identifiers, and producing lists of absent voters. These records should be kept up to date and accurate. What absent voting records and lists am I required to keep? You are required to keep records of absent vote applications that have been granted. Three separate records are required, as follows:

- 1 Postal voters The record must indicate the elector's full name (unless the elector is registered anonymously) and the address to which the ballot paper is to be sent. It should also include the elector number.
- Proxy voters The record must indicate the elector's full name (unless the elector is registered anonymously) and the full name and address of the proxy. It should also include the elector number.
- Postal proxy voters The record must indicate the elector's full name (unless the elector is registered anonymously) and the full name of the proxy and the address to which the ballot paper is to be sent. It should also include the elector number.

Absent vote lists For any particular election, you must produce a postal voters list, a list of proxies and a postal proxy list based on the information contained in these records and supply these to the Returning Officer for the election, 2 provided you are not also the Returning Officer, and those entitled to receive the list. 3 If an elector is registered anonymously only the elector number and period of anonymous registration is included on the lists. 4 You

should ensure that the records and lists are accurate, and should take steps to ensure that electors who are deleted from the register are also removed from the absent voting records and lists. Personal identifiers You are required to maintain a personal identifiers record. 5 This record must include the names, signatures and dates of birth of all absent voters (where a waiver has been granted the record will not include a signature). You must keep the personal identifiers of an elector who has been granted an absent vote (whether for a definite or indefinite period) until the expiry of twelve months from the date on which the elector is removed from the records of applications. In the case of the identifiers belonging to an elector who has been granted an absent vote for a particular election, you must keep the record until the expiry of twelve months from the date of the poll for the purposes of which the absent vote was applicable. You must require absent voters to provide a fresh signature when the signature on their record is more than five years old and update the signatures on the personal identifiers record accordingly. 6 For more information on this exercise, see our guidance on the absent vote identifier refresh . 1.

Schedule 4 Paragraph 5 and 7(8) RPA 2000 ■ [Back to content at footnote 1](#) 2.

Regulation 61(6)(b) and (6A) 2001 Regulations (RPR) ■ [Back to content at footnote 2](#)

3. Regulation 61 and 61A 2001 Regulations (RPR) ■ [Back to content at footnote 3](#) 4.

Schedule 4 paragraph 5(4) and 7(8A) RPA 2000 ■ [Back to content at footnote 4](#) 5.

Regulation 61B 2001 Regulations (RPR) ■ [Back to content at footnote 5](#) 6. Regulation

60A 2001 Regulations (RPR) ■ [Back to content at footnote 6](#) Last updated: 8 September

2023 Book traversal links for Absent voting records, lists and registers (Pre-commencement) Storage of absent vote application forms (Pre-commencement) Supply and inspection of the absent voting lists (Pre-commencement) Supply and inspection of the absent voting lists (Pre-commencement of Elections Act measures) Absent voting lists and information contained on the absent voting record which would be used to generate the lists in case of an election are available for public inspection. Copies of the relevant part may be supplied, free of charge, to: 1 elected representatives local constituency parties political parties candidates The relevant part is the same part that is specified in the regulations for the supply of the electoral register.

Details can be found in our resource: List of people entitled to be supplied with the electoral register (PDF) A record should be kept of every person or organisation who has been supplied with absent voting lists. This will help to show that you are complying with data protection legislation and the principles of processing personal data, ensuring that it is processed lawfully, fairly and in a transparent manner.

Before an election Ahead of an election, you should explain to candidates and parties that the absent voting lists are available and set out how a request can be made. If you receive a request for the absent voting lists, you should action it promptly.

Sharing absent voting lists with candidates and parties in a timely manner will help promote confidence in the administration of the election and help candidates and parties to campaign. A request must be made in writing and specify: 2 the information being requested whether the request is for the current lists only, or whether it includes a request for the final list whether the information is required in printed or data form Updates you need to make to the lists to include the details of those who have made successful emergency proxy applications must also be shared with those who have requested a copy of the final lists. 3 Ahead of an election, you must make the absent voting lists available for public inspection as soon as practicable after 5pm on the sixth working day before the poll. 4 For more information about making lists available for inspection see our guidance on access and supply . Personal Identifiers Personal identifier records are not open to public inspection and are not

available for supply. You must provide a copy or allow access to these records to the Returning Officer for the purposes of carrying out the personal identifier checks on returned postal voting statements. 5 Candidates and agents are not entitled to inspect the application form of an absent voter, unless it is their own. However, the RO is permitted to show the relevant entry in the personal identifiers record (i.e. the name, signature (unless a waiver has been granted) and date of birth of the relevant absent voter) to agents when personal identifiers are being verified. 6 Additionally a data subject is entitled to see personal information held about them. Information requested by data subjects must be provided without delay and in any event within one month (although it can be extended to two months in certain conditions). Under data protection legislation, information must be provided free of charge. Subsequent copies may be charged for, but the charge must be reasonable and based on administrative costs. There is no requirement for the request to be made in writing, you must, however, be satisfied of the requesters' identity before fulfilling the request. Our data protection guidance for EROs and ROs contains further information on subject access requests. A postal voter who has received a postal vote identifier rejection notice for example may request to see their postal voting statement. Such a request should be treated as a subject access request and, as a data subject is entitled to see personal information that is held about them, they should be permitted to see their postal voting statement. Further information about postal vote identifier rejection notices can be found in our resource: FAQs for postal vote rejection notices (DOC) 1. Regulation 61 2001 Regulations (RPR) ■ Back to content at footnote 1 2. Regulation 61(2) 2001 Regulations (RPR) ■ Back to content at footnote 2 3. Regulation 61(7) 2001 Regulations (RPR) ■ Back to content at footnote 3 4. Regulation 61(6) 2001 Regulations (RPR) ■ Back to content at footnote 4 5. Schedule 4 Paragraph 7C RPA 2000 ■ Back to content at footnote 5 6. Regulation 85(a) 2001 Regulations (RPR) ■ Back to content at footnote 6 Last updated: 8 September 2023 Book traversal links for Supply and inspection of the absent voting lists (Pre-commencement) Absent voting records, lists and registers (Pre-commencement) Supply and inspection of absent voting lists at a recall petition (pre-commencement) Supply and inspection of the absent voting lists at a recall petition (pre-commencement) You must, on request, supply free of charge a copy of the absent signers and proxy postal signers list to: 1 a registered political party the MP to whom a petition relates the Electoral Commission the Security Service, Government Communications Headquarters and the Secret Intelligence Service any police force in Great Britain, the National Crime Agency and any body of constables established under an Act of Parliament an accredited campaigner As soon as practicable after 5pm on the cut-off day (3 working days before the first day of the signing period) you must: publish the absent signers, proxies 2 and postal proxies 3 lists send to the petition Petition officer Officer a copy of those lists Inspection of the lists Where inspection takes place by providing a copy of the information on a computer screen or in another data form, you must ensure that no person is permitted to: search it by electronic means by reference to the name of any person copy or transmit any part of that copy by electronic or any other means A person who inspects a copy of the information whether in printed or data form may not: make copies of any part of it or record any particulars in it otherwise by means of hand-written notes 1. Regulation 80 Recall of MPs Act 2015 (Recall Petition) Regulations 2016 ■ Back to content at footnote 1 2. Regulation 55 Recall of MPs Act 2015 (Recall Petition) Regulations 2016 ■ Back to content at footnote 2 3. Regulation 58 Recall of MPs Act 2015 (Recall Petition) Regulations 2016 ■ Back to content at footnote 3 Last updated: 13 September 2023 Book

traversal links for Supply and inspection of absent voting lists at a recall petition (pre-commencement) Supply and inspection of the absent voting lists (Pre-commencement) Absent voting register markers (Pre-commencement) Absent voting register markers (Pre-commencement of Elections Act measures) After all absent vote applications have been processed ahead of an election, and the sixth day before the poll has passed, you will need to prepare the electoral registers which are to be used in the polling stations. Electors allowed to vote by post and electors whose proxies have been allowed to vote by post must have the letter 'A' marked alongside their names in the polling station register. 1 Your EMS system should have the facility to print registers for use in the polling station at an election. There is no prescribed way of marking proxy voters on polling station registers, although in many cases, they will be prefixed with the letter 'P'. 1. Regulation 62 2001 Regulations (RPR) ■ Back to content at footnote 1 Last updated: 8 September 2023 Book traversal links for Absent voting register markers (Pre-commencement) Supply and inspection of absent voting lists at a recall petition (pre-commencement) Refreshing absent vote signatures (Pre-commencement) Refreshing absent vote signatures (Pre-commencement of Elections Act measures) By 31 January each year, you must send a notice in writing 1 to every absent voter (postal, proxy and postal proxy voters) whose signature on the personal identifiers record is more than five years old. This is known as the absent vote refresh exercise and it takes place in January each year for those absent voters whose signatures on the personal identifiers record became more than five years old in the 12 months since the last refresh. For example, the refresh exercise in January 2020 covered those absent voters whose signatures on the personal identifiers record became more than five years old between 31 January 2019 and 30 January 2020. Absent voters who have been granted a waiver are not affected by the refresh provisions, as they do not have a signature on the personal identifiers record. You can only require an absent voter to refresh their signatures during the formal refresh exercise. The only exception is where you have sent a rejection notice to a postal voter after an election because the signature provided on the returned PVS did not match the personal identifier record. You can find out more about that in our guidance on sending a postal vote identifier rejection notice . There may be occasions where an elector may ask you to update their signature, e.g. as a result of a name change. Where this is the case, you should send them a new postal vote application in order to collect their new signature. 1. Regulation 60A(1) 2001 Regulations, RPR ■ Back to content at footnote 1 Last updated: 8 September 2023 Book traversal links for Refreshing absent vote signatures (Pre-commencement) Absent voting register markers (Pre-commencement) Identifying the size of the absent vote refresh (Pre-commencement) Identifying the size of the absent vote refresh (Pre-commencement of Elections Act measures) You should review the personal identifiers record to check the numbers of signatures that will be subject to the refresh process and consider what resources will be required to carry out the exercise, including whether any additional staff will be required. You should check you have the necessary technology in place to support the process and confirm with your EMS supplier that your system is able to identify the relevant absent voters. You should determine the age of each signature based on: the date of the signature the voter originally provided if the signature is undated, the date that the ERO received the original signature if the signature is undated and the ERO does not have a record of the date on which the signature was received, the date the signature was scanned into the electoral management system in order to be added to the personal identifier record If an absent voter has submitted a new signature to replace an existing

signature at any point, the age of the signature is calculated based on the latest signature provided. You should also ensure that you have the appropriate notices in place to send to electors to obtain refreshed signatures, and to notify any electors whose absent vote you have cancelled because they did not provide a fresh signature .

Last updated: 8 September 2023 [Book traversal links for Identifying the size of the absent vote refresh \(Pre-commencement\)](#) [Refreshing absent vote signatures \(Pre-commencement\)](#) [Calculating deadlines for the absent vote refresh \(Pre-commencement\)](#) [Calculating deadlines for the absent vote refresh \(Pre-commencement of Elections Act measures\)](#) Absent voters will lose their entitlement to vote by post or proxy if no response is received within six weeks of the original notice being sent. 1 This means that absent voters have just under six weeks to return the notice – the entitlement would be lost on the last day of the six-week period. The six-week period is calculated from the date the notice is sent to absent voters. You should therefore date the notice on the day you expect to send it. Where the end of the six-week period falls on a non-working day, the deadline is extended to the next working day. After three weeks of the date of the original notice, if no reply is received, a reminder notice needs to be sent to the absent voter. 2 In this instance, the three weeks are inclusive, i.e. absent voters have a full three weeks to complete the notice and for it to arrive back at the ERO's office before a reminder should be sent. 1. Regulation 60A(1)(b) 2001 Regulations (RPR) ■ [Back to content at footnote 1](#) 2. Regulation 60A(3) 2001 Regulations (RPR) ■ [Back to content at footnote 2](#) Last updated: 8 September 2023 [Book traversal links for Calculating deadlines for the absent vote refresh \(Pre-commencement\)](#) [Identifying the size of the absent vote refresh \(Pre-commencement\)](#) [Contents of the absent vote refresh notice \(Pre-commencement\)](#) [Contents of the absent vote refresh notice \(Pre-commencement of Elections Act measures\)](#) The notice should be dated on the day that it is being sent. You should keep a record of the name of each person you have sent a notice to, the address to which you sent it, and the date of the notice, so that you can calculate the point at which the absent voter will lose their entitlement if they have not provided a fresh signature. The initial notice must: require the absent voter to supply a specimen of their signature explain that if this is not received within six weeks of the date of the notice, their absent voting facility will be cancelled 1 inform them of the date on which they would no longer be entitled to vote by post or by proxy You should also include information to explain the following: how the required personal identifiers are used and how the personal identifiers assist in deterring misuse of the entitlement to vote by post/proxy the details of the absent vote currently in place for that person and the types of elections at which the person would no longer be able to vote by post/proxy if they do not provide the required signature that cancellation of the absent vote for failure or refusal to supply a new sample signature does not prevent the elector from re-applying for an absent vote the circumstances in which the signature requirement may be waived the deadline for the ERO to receive the signature (i.e. before six weeks from the date of the notice) What is not included on absent voter refresh notices? There is no provision in law for the elector's date of birth to be pre-printed on the refresh notice. Existing absent voters do not need to provide their date of birth again in order for their absent vote to continue. As you will be required to send postal vote identifier rejection notices after an election to absent voters whose date of birth was not included on the postal voting statement or did not match the one on your records, you should not use the signature refresh exercise for confirming an elector's date of birth. Where should the absent vote refresh notice be sent? You

must send the notice to the current or last known address of the absent voter. 2 You must enclose a pre-addressed pre-paid postage reply envelope with every notice sent to a UK-based absent voter. 3 Notices sent to absent voters with non-UK addresses must also enclose a pre-addressed reply envelope but this is not required to have pre-paid postage. 4 Reminder notices You will need to scan in or otherwise record which notices are returned to allow you to produce an accurate list of those who need a reminder notice. If, within three weeks of the original notice date, an absent voter has not responded and the absent vote has not in the meantime been cancelled by the absent voter, you must send a reminder notice as soon as is practicable. 5 The reminder notice is a copy of the contents of the original notice. Templates We have produced a template postal voter identifier request letter and a template proxy vote identifier request letter which you may find helpful. Postal vote identifier request letter (DOC) Proxy vote identifier request letter (DOC) 1. Regulation 60A(1) 2001 Regulations (RPR) ■ [Back to content at footnote 1](#) 2. Regulation 60A(2) 2001 Regulations (RPR) ■ [Back to content at footnote 2](#) 3. Regulation 60A(5) 2001 Regulations (RPR) ■ [Back to content at footnote 3](#) 4. Regulation 60A(5) 2001 Regulations (RPR) ■ [Back to content at footnote 4](#) 5. Regulation 60A(3) 2001 Regulations (RPR) ■ [Back to content at footnote 5](#) Last updated: 8 September 2023 Book traversal links for Contents of the absent vote refresh notice (Pre-commencement) Calculating deadlines for the absent vote refresh (Pre-commencement) Notices returned without a signature or where the signature is not in the prescribed format (Pre-commencement) Notices returned without a signature or where the signature is not in the prescribed format (Pre-commencement of Elections Act measures) A returned signature must meet the prescribed requirements of an absent vote application, i.e. it must appear against a background of white unlined paper of at least five centimetres long and two centimetres high. 1 If you receive a notice that does not include a signature or where the signature does not meet the prescribed requirements, you should send another notice to request a new signature. You should include an explanation as to why the notice originally returned could not be accepted, provided there is time left for the absent voter to complete and return it before the deadline. If there is not enough time left for the absent voter to complete and return it before the deadline, you should treat the absent voter as having failed to return the notice. 1. Regulation 51(3A)(a) 2001 Regulations (RPR) ■ [Back to content at footnote 1](#) Last updated: 8 September 2023 Book traversal links for Notices returned without a signature or where the signature is not in the prescribed format (Pre-commencement) Contents of the absent vote refresh notice (Pre-commencement) Return of the notice or reminder notice after the deadline (Pre-commencement) Return of the notice or reminder notice after the deadline (Pre-commencement of Elections Act measures) You cannot accept a notice or reminder containing a fresh signature after the deadline. You should send the person a letter explaining that the notice cannot be accepted and that if they wish to continue to have an absent vote they must re-apply and provide their identifiers on the new application. You should include a new application form with the letter. There is no provision for you to pre-print the date of birth you already hold on the new application form. Last updated: 8 September 2023 Book traversal links for Return of the notice or reminder notice after the deadline (Pre-commencement) Notices returned without a signature or where the signature is not in the prescribed format (Pre-commencement) Removing an absent voter from the absent voting records and lists (Pre-commencement) Removing an absent voter from the absent voting records and lists (Pre-commencement of Elections Act measures) If you have not received a fresh signature before six weeks of the date of the

original notice you must immediately remove the absent vote entry from the absent voting records and relevant list (postal voters list, list of proxies or proxy postal voters list). 1 You must also remove that person's entry from the relevant record of granted absent vote applications. The records and lists should be updated on the day after the deadline. You must, however, keep the elector's signature and date of birth previously provided on the record of personal identifiers for a period of twelve months from the date on which the elector is removed from the record of granted applications. 2 You must notify the elector in writing that their absent vote has been removed. The notice must: 3 explain that the person's absent vote has been removed because of a failure to provide a fresh signature, and if they wish to vote they can now only do so at a polling station inform them of their polling station remind them that they may make a fresh absent vote application, which must include their identifiers You should include a new absent vote application form with the removal notice. There is no provision to pre-print the date of birth that you already hold for the elector on the new application form. Where a postal proxy is removed from the record and list of postal proxies, you must also write to the elector who appointed the proxy and explain that while the proxy appointment remains in place (provided the elector has not also lost their entitlement to vote by proxy), their proxy must now attend the elector's polling station to vote on their behalf, or re-apply for a postal vote. 4 You should also write to any proxy or postal proxy where the elector has failed to respond to the request notices to inform them that their proxy or postal proxy appointment has been cancelled. We have produced a template cancellation letter due to a failure to supply a fresh signature which you may find helpful. Cancellation letter (due to failure to provide a fresh signature (DOC) 1.

Regulation 60A(7) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 61B(1)(b) RPR 2001 ■ Back to content at footnote 2 3. Regulation 60A(8) and (9) RPR 2001 ■ Back to content at footnote 3 4. Regulation 60A(8)(c) RPR 2001 ■ Back to content at footnote 4 Last updated: 11 September 2023 Book traversal links for Removing an absent voter from the absent voting records and lists (Pre-commencement) Return of the notice or reminder notice after the deadline (Pre-commencement) Postal vote identifier rejection notices (Pre-commencement) Postal vote identifier rejection notices (Pre-commencement of Elections Act measures) Postal vote identifier rejection notices (Pre-commencement of Elections Act measures) After a poll, where an absent voter appears on the list of rejected postal ballot papers you must tell the elector or postal proxy that the ballot paper was rejected because the Returning Officer was not satisfied that the postal voting statement was duly completed. 1 When must I send a postal vote identifier rejection notice? Where a postal vote statement was rejected, you must within three months of the date of the poll send the elector a rejection notice informing them of the rejection. You do not need to send a rejection notice if: 2 the person is no longer shown in your records as an absent voter at the time you send out the rejection notice, or the Returning Officer suspects that an offence may have been committed in relation to the postal ballot paper, postal voting statement or the absent voter's registration as an elector If you are not also the Returning Officer for the election you should: arrange for the Returning Officer to send you the list of rejected postal voting statements liaise with them after the election, so you do not send a rejection notice to a postal voter where fraud is suspected What information must a rejection notice include? The rejection notice must include the reason the postal vote was rejected, 3 i.e. whether: the signature provided on the postal voting statement did not match the example held by you; and, or the date of

birth provided alongside the postal voting statement did not match the one held by you; and, or no signature was provided on the postal voting statement; and, or no date of birth was provided on the postal voting statement The notice may also include any other information that you consider appropriate, but must not include the date of birth or signature. 4 1. Regulation 61C(1) 2001 Regulations ■ Back to content at footnote 1 2. Regulation 61C(2) 2001 Regulations ■ Back to content at footnote 2 3. Regulation 61C(1)(c) 2001 Regulations ■ Back to content at footnote 3 4. Regulation 61C(3) 2001 Regulations ■ Back to content at footnote 4 Last updated: 5 September 2023 Book traversal links for Postal vote identifier rejection notices (Pre-commencement) Removing an absent voter from the absent voting records and lists (Pre-commencement) Requirement to provide a fresh signature (Pre-commencement) Requirement to provide a fresh signature (Pre-commencement of Elections Act measures) If you have sent a rejection on the grounds that the signature provided on the returned postal voting statement does not match the example held on the personal identifiers record (and the person continues to be shown on your records as an absent voter) you may require the absent voter to provide a fresh signature for the personal identifiers record. This could be done at the same time as you send them the rejection notice. 1 Where you do require the absent voter to provide you with a fresh signature, you must inform them of the date (six weeks from the date of the notice) on which they would cease to be entitled to vote by post in the event of a failure or refusal to provide a fresh signature. 2 If the absent voter has not responded to the notice within three weeks from the date on which the notice was sent, you must send a reminder notice that is a copy of the contents of the original notice. 3 The notice and any reminder notice must be sent to the current or last known address of the absent voter and must be accompanied by a pre-addressed reply envelope with (for any address in the United Kingdom) prepaid return postage. 4 It is important for you to establish a clear audit trail for this process as the date specified on the notice sent to the absent voter determines whether the absent voter has failed or refused to provide a fresh signature within the specified time frame. If they have not responded by the deadline you must: 5 remove that person's entry from the postal voters list or postal proxy voters list, as appropriate, and where a person has been removed from the postal proxy list, you must also notify the elector 1. Regulation 60B(1) 2001 Regulations (RPR) ■ Back to content at footnote 1 2. Regulation 60B(2) 2001 Regulations (RPR) ■ Back to content at footnote 2 3. Regulation 60B(3) 2001 Regulations (RPR) ■ Back to content at footnote 3 4. Regulation 60B(4) and (5) 2001 Regulations (RPR) ■ Back to content at footnote 4 5. Regulation 60B(8)(and (9)(c) 2001 Regulations (RPR) ■ Back to content at footnote 5 Last updated: 8 September 2023 Book traversal links for Requirement to provide a fresh signature (Pre-commencement) Postal vote identifier rejection notices (Pre-commencement) Notification of removal of an absent vote (Pre-commencement) Notification of removal of an absent vote (Pre-commencement of Elections Act measures) You must notify the person in writing that their absent vote has been removed. The notice must: 1 explain that their absent vote has been removed because of a failure to provide a fresh signature explain that if they wish to vote they can only do so at a polling station and inform them of the location of their polling station explain that they can make a fresh absent vote application, which must include their identifiers The notice must also set out that they have a right to appeal your decision and set out how an appeal may be made. A postal voter who has received a postal vote identifier rejection notice may request to see their postal voting statement. Such a request should be treated as a subject access request and, as a data subject is entitled to see personal information that is

held about them, the postal voter should be permitted to see the information held on their postal voting statement. Our data protection guidance for EROs and EROs contains further information on subject access requests. For more information see our resource: FAQs for postal vote rejection notices. FAQs for postal vote rejection notices (DOC) We have also produced template postal vote rejection notices which you may find helpful. Template postal vote rejection notices (DOC) 1. Regulation 60B(9)(a) and (b) RPR 2001 ■ Back to content at footnote 1 Last updated: 8 September 2023 Book traversal links for Notification of removal of an absent vote (Pre-commencement) Requirement to provide a fresh signature (Pre-commencement) Appeals against the removal of an absent vote following a postal vote identifier rejection notice (Pre-commencement) Appeals against the removal of an absent vote following a postal vote identifier rejection notice (Pre-commencement of Elections Act measures) Any person wishing to appeal must give notice to you within 14 days of the date of your decision to remove their postal vote and must specify the grounds of appeal. 1 The date on the rejection notice is deemed to be your decision date. You must immediately forward the appeal notice to the county court together with a statement: 2 of the material facts which have, in your opinion, been established in the case of your decision upon the whole case, and upon any point which may be specified as grounds of appeal If there are several appeals, all made on the same or similar grounds you must inform the court of this, to enable the appeals to be consolidated, if appropriate, or alternatively a test case to be selected. If the appeal is successful you must add the person's details to the relevant records and lists. 3 1. Regulation 58(1) 2001 Regulations (RPR) ■ Back to content at footnote 1 2. Regulation 58(2) 2001 Regulations (RPR) ■ Back to content at footnote 2 3. Section 56(4) and 57 RPA 1983 ■ Back to content at footnote 3 Last updated: 8 September 2023 Book traversal links for Appeals against the removal of an absent vote following a postal vote identifier rejection notice (Pre-commencement) Notification of removal of an absent vote (Pre-commencement) Resources for Electoral Registration Officers - Absent voting (Pre-commencement) Resources for Electoral Registration Officers - Absent voting (Pre-commencement of Elections Act measures) Cancellation letter (due to failure to provide a fresh signature (DOC) Code of conduct for campaigners - reserved elections in GB from January 2023 FAQs for postal vote rejection notices (DOC) List of people entitled to be supplied with the electoral register (PDF) Postal vote identifier request letter (DOC) Proxy vote identifier request letter (DOC) Template postal vote rejection notices (DOC) Last updated: 8 September 2023 Book traversal links for Resources for Electoral Registration Officers - Absent voting (Pre-commencement) Appeals against the removal of an absent vote following a postal vote identifier rejection notice (Pre-commencement) Absent voting (Post commencement of Elections Act measures) Absent voting Absent voting (Post commencement of Elections Act measures) This section contains guidance on absent voting. It covers the range of absent vote options for electors, eligibility and application requirements for absent voting and guidance on how an elector can cancel or amend their absent voting arrangements. The guidance covers the differences in absent voting arrangements for domestic and overseas electors. A domestic elector is an elector who is neither a service elector nor an overseas elector. It also includes guidance on processing absent vote applications, storage of forms, and ongoing requirements to maintain the lists of absent voters. Last updated: 4 September 2023 Book traversal links for Absent voting (Post commencement of Elections Act measures) Resources for Electoral Registration Officers - Absent voting (Pre-commencement) Postal voting (Post commencement) Postal voting (Post commencement of Elections Act measures) This

section contains guidance on postal voting. It covers the range of postal vote options for electors, eligibility and application requirements for postal voting and guidance on how an elector can cancel or amend their postal voting arrangements. It also includes guidance on processing postal vote applications, storage of forms, and ongoing requirements to maintain the lists of postal voters. Last updated: 4 September 2023

[Book traversal links for Postal voting \(Post commencement\)](#) [Absent voting \(Post commencement of Elections Act measures\)](#) [Transitional arrangements \(Post commencement\)](#) [Transitional arrangements \(Post commencement of Elections Act measures\)](#) [The commencement of The Representation of the People \(Postal and Proxy Voting etc.\) \(Amendment\) Regulations 2023](#)

will take place from 31 October 2023. New applications received on or after the 31 October 2023 commencement

All postal and postal proxy vote applications received on or after the commencement must satisfy the new requirements including information for the verification of personal identifiers. 1

Where an application does not contain the required information, you should, where possible, make enquiries to obtain the missing information. If the missing information is not submitted, the application cannot be accepted. You should write to the elector, explain why the application has not been accepted and how to make a fresh application.

New applications received but not determined by the 31 October 2023 commencement

Any postal or postal proxy applications that have been received but not determined by the 31 October 2023 commencement date can be accepted. However, if the application is made for an indefinite arrangement, you can only grant it for the maximum period. You should write to the elector to explain why the application has only been granted for the maximum period and not the indefinite period specified in the application.

Notifying existing postal and postal proxy voters of the requirement to reapply

Existing long term domestic postal and postal proxy voters will continue to be able to vote by post without reapplying until the 31 January 2026. You will need to notify these existing long term domestic postal and postal proxy voters of the need to re-apply before the expiry of their existing arrangement. The notification must include the date on which their existing postal vote entitlement is to end and inform them about how to make a fresh application before that date if they want to continue to vote by post. 2

Transitional arrangements for overseas electors with postal votes

The postal vote arrangements of overseas electors that are in place at commencement of the new overseas electors' provisions will expire at the same time as their existing overseas elector declaration, which will be within 12 months of commencement. You will need to contact the elector before their overseas elector declaration expires to advise them that they will need to reapply for their postal vote. This can be combined with any renewal request relating to the need to reapply to remain registered as an overseas elector. Once the new overseas electors' provisions come into force, the maximum period for a postal vote arrangement will be the period up until the end of the declaration renewal period. This will be calculated from the original date of the overseas elector's addition and will cease on the third 1 November calculated from the date of their addition to or renewal on the register. Our guidance on overseas electors is being updated to reflect changes as a result of the Elections Act 2022. A link will be provided here once this guidance has been published.

Applications for a postal vote from attainers made and determined before commencement on 31 October 2023

If an applicant who is registered as an attainer makes an application for a postal vote and it is determined before 31 October 2023, the arrangement will come into effect once they turn 18. 1. Regulation 51(2) (aa) Representation of the People (England and Wales) Regulations 2001 (RPR 2001) (as amended), Para 11(1) (aa) Schedule 2 Police and Crime Commissioner

Elections Order 2012 (PCCEO 2012) (as amended) ■ Back to content at footnote 1 2. Reg 60ZA(2) RPR 2001 (as amended) ■ Back to content at footnote 2 Last updated: 4 September 2023 Book traversal links for Transitional arrangements (Post commencement) Postal voting (Post commencement) Eligibility to vote by post (Post commencement) Eligibility to vote by post (Post commencement of Elections Act measures) You should ensure that electors are made aware that they have the option to vote by post, proxy or in person. This will allow them to make an informed choice about the option that is most appropriate to their circumstances. Electors who are or will be registered are entitled to apply for a postal vote. For someone to meet the will be registered criteria, the five day objection period must have passed and you must have positively determined their registration application, which means they will be added to the register on publication of the next notice of alteration or on publication of the revised register, whichever is first. 1 There is no requirement for an elector to provide a reason why they want to vote by post. A postal vote arrangement can be in place for one of the following: a particular poll a definite period a maximum period of up to 3 years A particular poll means a poll held on a specific date. A definite period cannot exceed 3 years and has a start and end date - for example: From: DD/MM/YY until DD/MM/YY For domestic electors the maximum period cannot exceed 3 years and will cease on the third 31 January calculated from the date the application is granted. As such, you must contact affected electors and invite them to reapply before this date. 2 For more information on this see our guidance on the re-application process . If a domestic elector applies for a postal vote for a definite period which exceeds the maximum period, you should grant the application for the maximum period possible. Their confirmation letter should confirm the date that the postal vote arrangement will expire. EROs may also decide to get in contact with the applicant to clarify the period that they are intending to apply for if there is uncertainty on this. Postal voting arrangements for overseas electors If an overseas elector applies or renews after the 16 January 2024 any postal voting arrangement made is then directly linked to their electoral registration and will cease on the third 1 November calculated from the date of their addition to or renewal on the register. For example: Date O/E added or renewed on the electoral register Date of expiry of postal vote arrangement Addition/renewal made after 16 January 2024 1 November 2026 Addition/renewal made after 1 November 2024 1 November 2027 Addition/renewal made after 1 November 2025 1 November 2028 Any postal vote arrangement for an overseas elector will expire when their electoral registration expires, regardless of the date the postal vote application was made. For more information see our guidance on managing the renewal of overseas elector registration . If, during the renewal period, a new postal vote application is received separately from a renewal declaration from an overseas elector, you should check to see if the elector has made a new overseas elector application. If they have not, you should contact the overseas elector to confirm if they want to renew their declaration. If they do, wait to receive it, and process it in advance of the postal vote application. If you cannot get confirmation from the elector, you should process the postal vote application without the renewal and clarify to the elector that it will only be applicable until the end of the declaration period (i.e. up to the relevant 1 November). If a declaration is subsequently received the overseas elector would be required to reapply for their postal vote if they wish their arrangement to continue to be in place after that date. 1. Sections 9(2), 10ZC (1), 13 and 13A Representation of the People Act (RPA) 1983, Schedule 4 Paragraph 3(1) and 4(1) Representation of the People Act (RPA) 2000 ■ Back to content at footnote 1 2. Reg 60ZA (2)

Representation of the People (England and Wales) Regulations 2001 (as amended) ■ [Back to content at footnote 2](#) Last updated: 4 September 2023 [Book traversal links for Eligibility to vote by post \(Post commencement\)](#) [Transitional arrangements \(Post commencement\)](#) [Applications for postal votes \(Post commencement\)](#) [Applications for postal votes \(Post commencement of Elections Act measures\)](#) Electors can apply for a postal vote in a number of ways: online on GOV.UK in writing (e.g., on a paper application form) in person at your office (if you decide to offer the service)

Online applications Electors can apply for a postal vote online using the postal vote application service, which is hosted on GOV.UK. However, it is not possible for a nominated proxy wishing to vote by post to apply for a postal vote online. Paper applications Postal vote applications forms are not prescribed; however, an application must contain all the required information and the applicant's signature and date of birth must be presented in a specific format . 1 When you receive a request for a paper application form, before providing one you should check that the applicant is registered to vote or has made an application to be registered to vote. If they have not, you should explain that the applicant needs to be registered to vote and should offer them the opportunity to apply to register online or send a voter registration form with the postal vote application. We produce printable postal vote application forms which you can use. These printable postal vote application forms are published on our website and GOV.UK. A paper postal vote application can be in any format: a letter, an email with a scanned attachment or a paper application form are acceptable, as long as the signature and date of birth are clear and provided in the prescribed format . If you receive a written application that is not on an application form, you should check that it contains all the required information. If incomplete, you should follow the process outlined in our guidance on incomplete applications .

In-person applications People may have difficulties completing a postal vote application. For the benefit and convenience of your electors and to help you to meet your duties under the Equalities Act 2010, you should offer in-person application services so that individuals have the opportunity to apply without the need to provide application information in writing. If you are unable to provide in-person applications for postal votes for everybody, you should still provide this at your discretion in certain circumstances. When dealing with in-person applications before proceeding you should check that an applicant is registered to vote or has made an application to be registered to vote. If they have not, you should explain that an applicant needs to be registered to vote before they can be issued with a postal vote and should offer them the opportunity to apply to register. You should check whether the applicant has all the required information for you to complete an application in full on their behalf. This includes their National Insurance number (NINo) or a reason why this cannot be provided, date of birth and their ability to provide a written ink signature on a paper form or a photograph of their ink signature for uploading to the online postal vote application service. You can assist the applicant with taking a photo of their signature and uploading it if necessary. Where a person is unable to provide a written signature, they can request a waiver . Applications made using the online postal vote application service cannot be partially completed and returned to at a later time, so if an applicant cannot provide all of the information, you will need to ensure that their application is captured on a paper form to allow you to add any missing information later. Once you have taken the required information you should read it back to the applicant, giving them the opportunity to review the information provided and to satisfy themselves that it is true and accurate. If you accept applications in person, it is important

that you keep accurate records of the information provided by applicants. 2 Before collecting any information, you should make the applicant aware of your privacy notice, give general information about how their data will be used and alert them to the offence of making a false statement. 1. Reg 51 Representation of the People (England and Wales) Regulations 2001 (as amended), Paragraph 11 Schedule 2 Police and Crime Commissioner Elections Order 2012 ■ Back to content at footnote 1 2. Paragraph 3, Schedule 4, Representation of the People Act (RPA) 2000 ■ Back to content at footnote 2 Last updated: 4 September 2023 Book traversal links for Applications for postal votes (Post commencement) Eligibility to vote by post (Post commencement) Availability of paper postal vote application forms (Post commencement) Availability of paper postal vote application forms Availability of paper postal vote application forms (Post commencement of Elections Act measures) You should ensure that you have an adequate supply of paper postal vote application forms available in case an elector is unable to print forms off themselves and is not able to use the postal vote application service. You must supply, free of charge, a reasonable quantity of absent vote application forms to people who wish to use them in connection with a poll, which includes political parties. Paper postal vote application forms should also be made available at all public offices of the local authority and at other premises frequented by electors. A number of organisations, including the Electoral Commission and political parties, also provide postal vote application forms. You should liaise with local political parties and any local organisations or groups who produce postal application forms to make them aware of the requirements for postal applications and to provide advice on the content and format of their forms. This should help avoid unnecessary delays in processing applications and help to avoid electors having to re-submit an application that has not been made correctly. This is particularly important at election time when any delay could result in the elector missing the deadline. You should ensure that local political parties, candidates and agents at elections are aware of their responsibilities in relation to handling postal applications. If they are given completed paper postal application forms, they should forward them directly and without delay to the elections office. The Commission has developed a Code of conduct for campaigners at elections and referendums. You should liaise with the Returning Officer (if you are not also the Returning Officer) at any elections that are taking place to ensure that all candidates and agents are provided with copies of the code and know how to obtain additional copies if required. Code of conduct for campaigners - reserved elections in GB from January 2023 The code provides a guide as to what is, and is not, considered acceptable behaviour at polling stations and in the community during the lead-up to polling day, including in relation to postal vote applications. Any concerns that the code has been breached should be raised first with the candidate, agent, political party or campaigner in question. If you have any further concerns or wish to report a breach of the code, you should first contact your local Commission team. This code has been agreed by the political parties represented on the House of Commons Parliamentary Parties Panel and the panels for the Scottish Parliament and the Senedd and is endorsed by the members of the Electoral Commission's UK Electoral Coordination and Advisory Board of senior Returning and Electoral Registration Officers and by the Electoral Integrity Roundtable. Last updated: 4 September 2023 Book traversal links for Availability of paper postal vote application forms (Post commencement) Applications for postal votes (Post commencement) What information must a postal vote application contain? (Post commencement) What information must be included in a postal vote application? (Post commencement of Elections Act measures)

An application for a postal vote must include the following information: 1 the full name of the elector the address where the elector is (or has applied to be) registered to vote the elector's date of birth the elector's National Insurance number (NINo) or, if they are not able to provide that information, the reason why they are not able to do so the elector's signature (or a request for a signature waiver) whether the application is for a poll on a particular date (and if so, confirmation of which one), a particular period (and if so, the date range of the period) or for the maximum period allowed an indication of which polls the application applies to the address where the postal ballot pack should be sent and, if this is not the registered address, a reason for the redirection. The applicant's full name, National Insurance number (NINo), and date of birth (DOB) are also known as their personal identifiers and these pieces of information are used to perform the data match with DWP to verify an applicant's identity. Our guidance for Electoral Registration Officers on National Insurance numbers and Dates of birth covers more information on personal identifiers. If an applicant is unable to provide a NINo they may provide with their application a copy of the documents listed in acceptable documents for the exceptions process . 2 If provided, these documents can be used to verify an applicant's identity. This may be particularly useful close to the deadline for a poll to ensure that an application can be processed without delay. An application may also contain the applicant's previous name, email address and telephone number, but they are not a requirement. 1. Reg 51 Representation of the People (England and Wales) Regulations 2001 (RPR) (as amended), Paragraph 11 Schedule 2 Police and Crime Commissioner Elections Order 2012 ■ Back to content at footnote 1 2. Reg 51(9) RPR 2001 ■ Back to content at footnote 2 Last updated: 4 September 2023

Book traversal links for What information must a postal vote application contain? (Post commencement) Availability of paper postal vote application forms (Post commencement) Incomplete postal vote applications (Post commencement) Incomplete postal vote applications (Post commencement of Elections Act measures) Online applications An applicant will not be able to submit an incomplete postal vote application online. The only exceptions are: where an applicant is unable to provide their NINo and they provide a statement of the reasons why as part of the application where an applicant is unable to provide their signature and they indicate that they will require a waiver Where an applicant is unable to provide their NINo and they provide a statement of the reasons why, you should try to verify the applicant's identity using the exceptions process. 1 Paper applications You may receive paper postal vote applications which do not contain all the required information. You are not able to determine a postal vote application if any of the required information is missing or incomplete. If the applicant has not been able to provide their NINo, they must provide a statement of the reasons why as part of the application. Where an applicant is unable to provide their NINo and they provide a statement of the reasons why, the application is not rejected as incomplete and you should verify the identity of the applicant using the exceptions process. 2 If no explanations are provided as to why the required information is missing from a paper application you should, where possible, make enquiries to obtain the missing information. If the missing information is not submitted, you must reject the application. You should contact the applicant, explain why the application has been rejected and how to make a fresh application. If the application is made in the run up to a poll, you should also explain that a new application must be received by 5pm, 11 working days before the poll for it to be able to be processed in time for that poll. Where an applicant is unable to provide their signature, they should indicate that they will require a

waiver and you should send out a signature waiver application for completion. 1. Regulation 56C Representation of the People (England and Wales) Regulations 2001 (RPR) (as amended) ■ Back to content at footnote 1 2. Reg 56C RPR 2001 (as amended) ■ Back to content at footnote 2 Last updated: 4 September 2023 Book traversal links for Incomplete postal vote applications (Post commencement) What information must a postal vote application contain? (Post commencement) Required format for signature and date of birth included on a postal vote application (Post commencement) Required format for signature and date of birth on a postal vote application (Post commencement of Elections Act measures) Although there is no prescribed form for applying for a postal vote, the regulations require that the applicant's signature and date of birth are set out as follows: 1 the signature shall appear against a background of white unlined paper of at least 5 cm long and 2 cm high, and the applicant's date of birth shall be configured numerically in the sequence of day, month and year, i.e. DD MM YYYY The location of the signature and date of birth on a paper postal vote application is not prescribed. You cannot impose any other conditions on the way the information is presented. As long as the signature and date of birth meet the legislative requirements, the application must be accepted. If you are producing paper postal vote application forms you should ensure that these meet accepted good practice in terms of accessibility and usability, and that you lay out the form clearly to help ensure that it is completed accurately. For example, you could position the date of birth box before the signature box, followed by the space for date of completion, to reduce the risk that applicants will give the date of completion first by mistake. If the application is made online, the photograph of the applicant's signature must meet the requirements set out above and be sufficiently clear and unambiguous. 2 1. Reg 51 (3A) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 1 2. Reg 51(3A) RPR 2001 (as amended) ■ Back to content at footnote 2 Last updated: 4 September 2023 Book traversal links for Required format for signature and date of birth included on a postal vote application (Post commencement) Incomplete postal vote applications (Post commencement) Signature waivers for postal voters (Post commencement) Signature waiver requests for postal voters (Post commencement of Elections Act measures) If an applicant is unable to provide a signature or a consistent signature due to any disability or inability to read or write, the requirement for a signature on the postal vote application and postal voting statement can be waived. An elector can request a signature waiver application form from you at any time. The request may be made by any means including as part of an online postal vote application. The applicant must provide with their waiver application the reason for the request and the name and address of any person who has assisted them with completing the application. You should be satisfied that the request is genuine and not being used as an attempt to avoid the postal vote security measures. It is for you to decide the proof or evidence needed in order to be satisfied that the applicant is unable to provide a signature, or a consistent signature, due to a disability or an inability to read or write. You have no power to investigate or to make judgements on the nature or extent of an elector's disability. You should take a consistent approach to considering requests for signature waivers that balances both the accessibility and integrity of the postal voting process. If making further enquiries, you should bear in mind that the person requesting the waiver may not be able to respond themselves. However, you can ask any person who has, or is assisting the applicant for clarification or further information. You could, for example, ask this person to complete a signed declaration that to the best of their knowledge and belief the

elector in question is unable to provide a signature or a consistent signature due to any disability or inability to read or write. You should make clear to anyone from whom you request information or a declaration that it is an offence to provide false information in connection with an application for a postal vote and make clear the maximum relevant penalty. If, having made any appropriate enquiries, you are not satisfied as to the authenticity of the request, you should refuse it. If refused, you must reject the postal vote application and notify the applicant in writing of the reasons for your decision. 1 You should remain vigilant as to any trends which may be revealed through the receipt of waiver requests and the following should raise suspicion: large numbers of applications assisted or signed by one person with no plausible explanation (for example, while it may be plausible for nursing or care home staff to assist a number of electors to complete their waiver requests, it is less plausible that ordinary members of the public who do not have a connection with such establishments, would need to assist a large number of applicants) large numbers of applications from one street or area with no plausible explanation (for example, while it may be plausible that a larger than usual number of waivers are requested by residents in a nursing or care home, it is less plausible that a high number of residents in an ordinary HMO would need a waiver) If you are satisfied as to the waiver request and the accompanying postal vote application, you should give confirmation in writing to the elector that you have accepted the application and the waiver. 1. Reg 57(4) Representation of the People (England and Wales) Regulations 2001 ■ [Back to content at footnote 1](#) Last updated: 4 September 2023 [Book traversal links for Signature waivers for postal voters \(Post commencement\)](#) Required format for signature and date of birth included on a postal vote application (Post commencement) Name or signature changes by postal voters (Post commencement) Name or signature changes by postal voters (Post commencement of Elections Act measures) An elector can apply to change their name on the register by submitting a completed change of name form with supporting evidence. 1 When an elector with a postal vote changes their name, you should contact them to tell them that although their existing postal vote arrangement will remain in place they will need to make a new application if they are now using a new signature. 1. Reg 26A Representation of the People (England and Wales) Regulations 2001 ■ [Back to content at footnote 1](#) Last updated: 4 September 2023 [Book traversal links for Name or signature changes by postal voters \(Post commencement\)](#) Signature waivers for postal voters (Post commencement) Applying for a postal vote to be sent to a different address (Post commencement) Applying for a postal vote to be sent to a different address (Post commencement of Elections Act measures) As part of an application for a postal vote, a person may ask for their postal ballot papers to be sent to a different address from their qualifying address. Existing postal voters may also request a redirection . Any request to have postal ballot papers redirected must (unless they are an anonymously registered elector) set out why they require their ballot paper to be sent to that address. 1 There are many circumstances that may lead a person to request a postal vote redirection: they may be on holiday, be in hospital, have work commitments elsewhere, etc. If a person has indicated that they wish their postal vote to be redirected but has failed to include any reasons, you should write to the elector and ask them to provide an explanation. They cannot simply say because I prefer it that way. This does not set out their circumstances and, therefore, is not a valid reason. In this case, you should put the application on hold and request further information from the elector. If they do not respond setting out their circumstances, you can reject the application on the grounds that it does not meet the prescribed requirements. Where an explanation of

the circumstances has been provided, you cannot reject a postal vote application or redirection request on the grounds that you are not satisfied with the explanation given. If the reason causes suspicion, or you have concerns because of other circumstances linking the redirection request to others in the area, or to a particular address, this should be reported to your police Single Point of Contact (SPOC). Levels of postal vote redirections should be monitored. It is important to be vigilant for emerging patterns of redirections. In particular, you should agree with your police SPOC a threshold number of applications being directed to any one address and consider notifying them if this threshold is reached. Where you grant a postal vote application for an elector and it includes a redirection request, you must confirm the re-direction to the elector in writing at their registered address and confirm the date that the postal vote arrangement will expire or if it is for a particular election only. 2 You can include this in the notification you send confirming whether their postal vote application has been successful. Where you grant a redirection request for an existing postal voter the notification you send confirming the redirection must be sent in writing to the address where the elector is registered to vote. 3 1. Reg 51AA Representation of the People (England and Wales) Regulations 2001 (RPR) ■ Back to content at footnote 1 2. Reg 57(1A) RPR 2001 (as amended) ■ Back to content at footnote 2 3. Reg 57(10)(b) RPR 2001 (as amended) ■ Back to content at footnote 3 Last updated: 4 September 2023 Book traversal links for Applying for a postal vote to be sent to a different address (Post commencement) Name or signature changes by postal voters (Post commencement) Postal vote application deadlines (Post commencement) Postal vote application deadlines (Post commencement of Elections Act measures) Applications can be made at any time, and you should process all applications as soon as possible. There are, however, deadlines in legislation by which postal vote applications must have been received in order to apply at a particular poll. Deadline for new postal and postal proxy applications 5pm - 11 working days before the date of the poll 1 Deadline for changes (including cancellations) to existing absent voting arrangements 5pm – 11 working days before the date of the poll 2 Except in the case where a postal ballot paper has been issued before then and has been returned (but not under the lost / spoilt / not received provisions) - in that case, no changes may be made after the ballot paper has been returned. 3 Deadlines for the receipt of postal vote applications at polls are statutory. There can be no extension to the deadlines for any reason. Postal vote applications received after the deadline for a particular poll cannot be accepted. Where postal vote applications for a particular poll miss the application deadline, applicants should be notified that their application was not received by the statutory deadline and so cannot be allowed in respect of that poll. If the deadline to vote by proxy has not also passed you should highlight the option and include the relevant information about how an application for a proxy vote can be made. You should also provide them with information about how to make another postal vote application for future polls. Applications for a longer term postal vote arrangement received after the deadline for a poll, must still be processed and determined but will apply for subsequent polls only. 4 You should notify the applicants that they missed the deadline to be issued a postal vote for that particular poll, but that the postal vote will be in place for future polls. If the deadline to vote by proxy has not also passed you should highlight this option for the particular poll and include the relevant form. However, you should also note that should the elector choose a proxy for that particular poll the postal vote application processed for future polls will be cancelled and a new postal vote application will need to be made. Recall

Petitions A person is entitled to sign a petition by post if they have been granted an application for a definite or indefinite period at parliamentary elections before 5pm on the cut-off day (3 working days before the first day of the signing period). Where a person has been granted an application to vote by post for a definite period and that period expires during the signing period of a particular petition, that definite period is deemed to continue until the end of the signing period. Unless they apply to cancel their postal vote before 5pm on the eleventh day before the last day of the signing period.

5 Calculating deadlines Deadlines are calculated in working days by excluding Saturdays, Sundays and bank holidays.

6 Bank holidays that apply when calculating postal voting deadlines are ones that apply anywhere across the area in which the poll as a whole takes place. So, at a UK Parliamentary general election, a bank holiday in Scotland will also apply in England and Wales. The only exception to this is where the proceedings at a UK Parliamentary general election in a particular constituency are commenced afresh because a candidate has died. In this case, only the bank holidays that apply in the affected area will be included in the calculation of the postal voting deadlines. However, at UK Parliamentary by-elections and local government elections, only the bank holidays that apply in the area that has the election must be taken into account.

7 1. Reg 56(1) Representation of the People (England and Wales) Regulations 2001 (RPR) ■ Back to content at footnote 1 2. Reg 56(1) RPR 2001 ■ Back to content at footnote 2 3. Reg 56(5A) RPR 2001 ■ Back to content at footnote 3 4. Reg 57 RPR 2001 ■ Back to content at footnote 4 5. Regulation 50 Recall of MPs Act 2015 (Recall Petition) Regulations 2016 ■ Back to content at footnote 5 6. Reg 56(6) RPR 2001 ■ Back to content at footnote 6 7. Reg 56(7)(b) RPR 2001 ■ Back to content at footnote 7

Last updated: 13 September 2023

[Book traversal links for Postal vote application deadlines \(Post commencement\)](#)

[Applying for a postal vote to be sent to a different address \(Post commencement\)](#)

[Processing postal vote applications \(Post commencement\)](#)

[Processing postal vote applications \(Post commencement of Elections Act measures\)](#)

Postal vote applications made online will be electronically dated and time-stamped when received into the ERO Portal (EROP). You should date stamp paper applications upon receipt. On deadline day for applications in advance of a particular poll, it is advisable to also record the time applications are received so that you have an audit trail of which applications were received before and after the deadline. This will enable you to tell which postal vote applications were made by the relevant legal deadline and are eligible to be processed for an upcoming poll. Last updated: 4 September 2023

[Book traversal links for Processing postal vote applications \(Post commencement\)](#)

[Postal vote application deadlines \(Post commencement\)](#)

[Verification of an applicant's identity \(Post commencement\)](#)

[Verification of an applicant's identity \(Post commencement of Elections Act measures\)](#)

Any person making a new application for a postal vote must provide personal identifiers which are used to verify the applicant's identity against DWP records.

1 The results of these checks, which will appear in the ERO Portal, must be taken into account in determining the application.

2 If an applicant's identity cannot be verified using DWP records, you should follow the exceptions process, or failing that the attestation process.

3 Unlike applications for electoral registration and Voter Authority Certificates, you cannot use local data to verify postal vote applications.

1. Reg 56B Representation of the People (England and Wales) Regulations 2001 (as amended) (RPR), Paragraph 16B Schedule 2 Police and Crime Commissioner Elections Order 2012 (as amended) (PCCEO) ■ Back to content at footnote 1 2. Reg 56B(9) RPR 2001 (as amended), Para 16B(9) Sch 2 PCCEO 2012 (as amended) ■ Back to content at footnote 2 3. Reg 56C RPR 2001 (as amended), Para 16C Sch 2 PCCEO

2012 (as amended) ■ Back to content at footnote 3 Last updated: 5 September 2023 Book traversal links for Verification of an applicant's identity (Post commencement) Processing postal vote applications (Post commencement) How to interpret DWP match results for postal vote applications (Post commencement) How to interpret DWP match results for postal vote applications (Post commencement of Elections Act measures) The Department for Work and Pensions (DWP) Customer Information System (CIS) is an amalgamated data source, containing data received from internal DWP systems, as well as other government sources, such as His Majesty's Revenue and Customs (HMRC). A match level is sent to the Electoral Registration Online Portal (EROP) which shows either a match or a no match result against each application. You will need to assess whether the applicant's identity has been established. Match If DWP returns a match result for an applicant's identity, you can be confident that the applicant is the person they claim to be on their application. No match If a no match result is returned by DWP, this indicates that it has not been possible to establish that person's identity and you should not be satisfied that the applicant is the person that they claim to be on their application at this stage. You may contact the applicant to query the information given on the application using any communication channel that you have contact details for. You should ask the applicant to supply their full application information - name, address, DOB and NINo. These details should be checked against the original application. You should not supply any details of any information given in an application to the applicant. If the information provided by the applicant confirms they have made an error on their application, you can correct the application and should resubmit their personal identifiers for a further check. If you make a change to an applicant's application based on additional information supplied by them, you should tell them that in their confirmation letter. You should not include any personal identifier information (NINo and DOB) in the letter. If no error has been made on the application, you should write to the elector to inform them that it has not been possible to verify their identity and request they supply documentary proof of their identity; this is known as the exceptions process . Last updated: 4 September 2023 Book traversal links for How to interpret DWP match results for postal vote applications (Post commencement) Verification of an applicant's identity (Post commencement) Processing errors when inputting information for ID verification for postal vote applications (Post commencement) Processing errors when inputting information for ID verification for postal vote applications (Post commencement of Elections Act measures) Processing errors may occur when inputting personal identifier information for ID verification. This may result in an applicant who has properly submitted an application not having their identity verified in time for you to issue a postal vote in time to vote at a poll. For example, a paper application form that contains personal identifier information may be received but misplaced and not properly dealt with, or an online application may be incorrectly processed, resulting in the application not being sent to DWP. You can correct the error, determine an application for a postal vote and issue the postal vote at any time before the close of poll. However, if the postal vote is needed for a forthcoming poll you should liaise with the RO (where you are not already the RO) to establish the latest practicable point for the determination of postal vote applications for that poll. Our guidance on determining applications close to the deadline provides more information on this. On discovering this type of processing error, before you determine the application, you must still: be satisfied that the application was submitted before the deadline (for example, it was time and date-stamped upon receipt) send the applicant's personal identifiers to be verified When

processing errors are identified close to the close of poll, and you are concerned that the results of the DWP matching process may not be returned in time, you may in these circumstances, proceed straight to the documentary exceptions process before you receive the result of the DWP matching process to mitigate the impact of the processing error. Last updated: 4 September 2023 Book traversal links for Processing errors when inputting information for ID verification for postal vote applications (Post commencement) How to interpret DWP match results for postal vote applications (Post commencement) Determining postal vote applications (Post commencement) Determining postal vote applications (Post commencement of Elections Act measures) Only electors who are, or will be, registered can apply for a postal vote. A check of the relevant electoral register held in your electoral management system will be conducted. The result of this check will appear in the EROP to confirm whether a person who has applied for a postal vote is a registered elector or not. Where an applicant is found to be a registered elector, the EROP will indicate that the information matches a register entry, and you will be able to consider the rest of the application details. Where an applicant is found to have an entry waiting to be added to the register, you can determine the application for a postal vote once the five day objection period has passed. You will need to ensure that you return to the EROP to process the applications of those waiting to be added following the objection period. If the results show an applicant is not included on a relevant electoral register or has not applied to be included on a relevant electoral register, you should decide whether to reject the application at this point, wait and check again at a later date, or make such other manual check as may be helpful. This could be to see if the applicant has made an application to register at the same time as they made an application for a postal vote and the data check from the registration process has not yet been returned or may be to establish if the reason a match cannot be found is due to a minor difference. For example, an elector's name may have been misspelt or may have legally changed since they applied to register. You should contact the elector to make any enquires necessary so that you can be satisfied that the entry on the register is the same person who has made the application for a postal vote. Once the application has passed the registration check, it must be scrutinised to ensure that it satisfies the prescribed requirements. Where it does, you must confirm to the elector the outcome of the application. Where it appears that the elector has made a mistake when completing their postal vote application (for example, where they have transposed their date of birth figures), you should contact the elector and ask them to resupply the information. You should take extra steps to contact the elector where possible by email or by phone, if it is close to the postal voting deadline before a poll. Where you have any integrity concerns, you should contact your SPOC for advice and handle the application form in accordance with any instructions provided by them on evidence handling. Guidance on how to access and use the EROP will be provided by DLUHC. Last updated: 4 September 2023 Book traversal links for Determining postal vote applications (Post commencement) Processing errors when inputting information for ID verification for postal vote applications (Post commencement) The exceptions and attestation processes for postal vote applications (Post commencement) The exceptions and attestation processes for postal vote applications (Post commencement of Elections Act measures) You should require applicants to provide additional evidence where you consider it is necessary to verify the applicant's identity. 1 This may be because either: they are unable to provide their NINO the personal identifiers cannot be matched against DWP records This additional evidence may be in the form of supporting documents verifying that

they are who they say they are, known as the exceptions process , or failing that, by providing a statement from another individual confirming the applicant's identity, known as the attestation process . The types and quantities of documents and the content of attestations that are acceptable to establish an applicant's identity vary depending on the category of elector the applicant is registered as. 1. Reg 56C Representation of the People (England and Wales) Regulations 2001 (as amended), Paragraph 16C Schedule 2 Police and Crime Commissioner Elections Order 2012 (as amended) ■ Back to content at footnote 1 Last updated: 4 September 2023 Book traversal links for The exceptions and attestation processes for postal vote applications (Post commencement) Determining postal vote applications (Post commencement) The exceptions process for postal vote applications (Post commencement) The exceptions process for postal vote applications (Post commencement of Elections Act measures) To support the verification of personal identifiers (NINo and DOB) for domestic electors you may require additional documentary evidence in respect of their application. You must inform them of the following: the deadline for submitting the additional documentary evidence that their application may be rejected if they fail or refuse to provide the additional evidence If the postal vote is needed for a forthcoming poll you should liaise with the RO (where you are not already the RO) to establish the latest practicable point for the determination of postal vote applications for that poll. Our guidance on determining applications close to the deadline provides more information on this. If an applicant for a postal vote is a special category elector and you require additional evidence to verify their identity, our guidance on documentary evidence that can be required in connection with postal vote applications made by special category electors provides more information on this. Last updated: 5 September 2023 Book traversal links for The exceptions process for postal vote applications (Post commencement) The exceptions and attestation processes for postal vote applications (Post commencement) Document types for the exceptions process for postal vote applications (Post commencement of Elections Act measures) Postal vote applications which fail to match with DWP should be referred to the exception process. The documents required to successfully establish an applicant's identity should refer to the applicant by name and the types and quantities that must be supplied for domestic electors are as follows: any one document from list 1 one document from list 2 and two additional documents from either list 2 or list 3 List 1 the applicant's passport the applicant's identity card issued in the European Economic Area the applicant's biometric immigration document issued in the United Kingdom in accordance with regulations made under section 5 of the Borders Act 2007 the applicant's electoral identity card issued in Northern Ireland the applicant's photocard driving licence granted in the United Kingdom or driving licence granted by a Crown Dependency, which bears a photograph of the applicant List 2 (the following documents must have been issued in the United Kingdom or Crown Dependencies, except for the final document in this list) 1 the applicant's birth certificate the applicant's marriage or civil partnership certificate the applicant's adoption certificate the applicant's firearms certificate granted under the Firearms Act 1968 the record of a decision on bail made in respect of the applicant in accordance with section 5(1) of the Bail Act 1976 the applicant's driving licence, which is not in the form of a photocard the applicant's driving licence, granted other than in the United Kingdom or Crown Dependencies, which bears a photograph of the applicant, and which must be valid for at least 12 months from the date the applicant entered the United Kingdom List 3 (any of the

following kinds of evidence must bear the applicant's full name as stated on their application) 2 a financial statement, including but not limited to— a mortgage statement a bank or building society statement or a letter from a bank or building society confirming that the applicant has opened an account with that bank or building society a credit card statement a pension statement a council tax demand letter or statement a utility bill a Form P45 or Form P60 issued to the applicant by their employer or former employer a statement of benefits or entitlement to benefits, such as a statement of child benefit, within the meaning of section 141 of the Social Security Contributions and Benefits Act 1992, or a letter confirming that the applicant is entitled to housing benefit, within the meaning of section 130 of that Act If a domestic elector applying for a postal vote cannot provide the quantity and types of documentary evidence set out in this guidance, they should be asked to provide an attestation in support of their application. Exceptions process for postal vote applications from overseas electors The types of documents that can be provided to successfully establish an applicant's identity for a postal vote where they are registered as an overseas elector are the same as detailed in our guidance above but with the exception that: electors can alternatively provide a photocard driving licence issued other than in the UK or a Crown Dependency and there is no requirement relating to the timing of that document's validity the documents in list 3 must have been issued in the United Kingdom or a Crown Dependency If an overseas elector who has applied for a postal vote cannot provide the quantity and types of documentary evidence set out in this guidance, they should be asked to provide an attestation in support of their application. Exceptions process for applicants registered via a service declaration on the grounds that they are the spouse or civil partner of a member of the forces, a Crown Servant or the spouse or civil partner of a Crown Servant If an applicant for a postal vote is registered via a service declaration on the grounds that they are the spouse or civil partner of a member of the forces, a Crown Servant or the spouse or civil partner of a Crown Servant and you require additional evidence to verify their identity, you should write to them and ask them to provide one of the following documents 3 : the applicant's passport the applicant's identity card issued in the European Economic Area. The document must be certified by a Crown servant or British Council employee or an officer of the forces who is not the applicant's spouse or civil partner 4 . There is no exceptions process for applicants who are registered by a service declaration as member of the armed forces. For more information on the attestation process for these electors see the attestation process for postal vote applications . 1. Reg 56C(3)(a) Representation of the People (England and Wales) Regulations 2001 (RPR), Paragraph 16C(3)(a) Schedule 2 Police and Crime Commissioner Elections Order 2012 (PCCEO) ■ Back to content at footnote 1 2. Reg 56C(4) RPR 2001, Para 16C(4) Sch 2 PCCEO 2012 ■ Back to content at footnote 2 3. Reg 26B(8) RPR 2001 & Reg 26B(8) ■ Back to content at footnote 3 4. Reg 26B(8) RPR 2001, para 16(C)9 PCCEO 2012 ■ Back to content at footnote 4 Last updated: 4 September 2023 Book traversal links for Document types for the exceptions process for postal vote applications (Post commencement) The exceptions process for postal vote applications (Post commencement) Should applicants submit copies or original documents? (Post commencement) Should applicants submit copies or original documents? (Post commencement of Elections Act measures) Where postal vote applications require verification of personal identifiers, and an applicant has been asked to provide documentary evidence, you should request that the applicant provide copies of the evidence. Documentary evidence may be provided as part of an online application or delivered to your office by hand or by post or as an attachment to an email. If an

applicant provides an original document, you must make a copy of that document and return the original document to the applicant. 1 Any copies of documents provided by applicants or taken by you of original documents should be stored securely in the same way as application forms. Please see guidance on the retention of information submitted with applications for more information on this. You should be satisfied that the documents or copies provided to you appear to be genuine. Where you have a doubt as to whether a copy is genuine or where the copy is of such poor quality that you cannot assess the document, you may ask the applicant to present the original document(s) in person at your office or to send original documents to you to be copied and returned. You should be aware that you would become responsible for the secure transit of the document in the latter case. Where you have doubt as to whether an original document is genuine, you may ask the applicant to provide alternative documentary evidence in the first instance. Where alternative documentary evidence is not available, you should direct the applicant to the attestation process or reject the application. Where documentary evidence does not appear to be genuine, you should advise the applicant of the penalties for supplying false information and inform your police Single Point of Contact (SPOC) where you suspect that false information may have been supplied. For more information, see our ERO guidance on document authenticity checks . 1. Reg 56D(1 Representation of the People (England and Wales) Regulations 2001 (as amended), Paragraph 16D(1) Schedule 2 Police and Crime Commissioner Elections Order 2012 ■ Back to content at footnote 1 Last updated: 4 September 2023 Book traversal links for Should applicants submit copies or original documents? (Post commencement) Document types for the exceptions process for postal vote applications (Post commencement) The attestation process for postal vote applications (Post commencement) The attestation process for postal vote applications (Post commencement of Elections Act measures) Where postal vote applications require the verification of personal identifiers, and an applicant has been unable to provide documentary evidence to the type and quantity required by the exceptions process to prove their identity, you should write to them and ask them to provide an attestation in support of their application. For applications made by domestic electors, you should inform the applicant of the following: the deadline for submitting the attestation that their application may be rejected if they fail or refuse to provide it The attestation must: 1 confirm that the applicant is the person named in the application be in writing and signed by the qualified attester state the qualifying attester's full name, date of birth, occupation, residential address and (if different) the address at which they are registered as an elector state the qualifying attester's electoral number (where not registered as an overseas elector) or their digital registration number if the qualifying attester is registered at an address in Northern Ireland if the qualifying attester is registered as an overseas elector, the attester's British passport number together with its date and place of issue include an explanation that the qualifying attester is able to confirm the applicant is the person named in the application, their connection to the applicant, including (but not limited to) the length of time that the connection has existed include an indication that the qualifying attester is aware that it is an offence to provide false information to the registration officer include a declaration by the qualifying attester that all information provided in the attestation is true state the date on which it is made You could either design a form containing the necessary legal statements and requirements for an attestation or set the required detail out in your communication with the applicant. You should also provide examples of a person of good standing to help the applicant to identify a suitable attester. You

should advise the applicant that an attester is not permitted to charge for providing an attestation. Our guidance for EROs provides information on how to decide if an attestation is valid . If the postal vote is needed for a forthcoming poll, you should encourage the applicant to supply the attestation to you as soon as possible. You should liaise with the RO (where you are not already the RO) to establish the latest practicable point for determination of postal vote applications for that poll. Our guidance on determining application close to the deadline provides more information on this. An attestation may be delivered to your office by hand, by post or by electronic means, such as email. If the attestation is sent electronically, the signature of an attester must be a photograph of a handwritten wet signature attached to an email. The attester is required to supply their electoral number as part of their attestation. 2 You should be aware that you may receive requests from potential attestors to supply this information and be prepared for how you will manage such requests in practice. Applicant is registered via a service declaration as a member of the armed forces There is no exceptions process for applicants who are registered by a service declaration as a member of the armed forces. If an applicant for a postal vote is registered via a service declaration as a member of the armed forces and you require additional evidence to verify their identity you should write to them and ask them to provide an attestation in support of their application. The attestation must 3 : Confirm that the applicant is the person named in the application, Be in writing and signed by an officer of the forces (within the meaning of section 59(1) of the 1983 Act) who is not the spouse, civil partner, parent, grandparent, brother, sister, child or grandchild of the applicant, state the full name, address and rank of the person signing the attestation and the service (whether naval, military or air forces) in which they serve; and state the date on which it is made. 1. Reg 56C(6) Representation of the People (England and Wales) Regulations 2001 (as amended)(RPR), Paragraph 16C(5) Schedule 2 Police and Crime Commissioner Elections Order 2012 (PCCEO) ■ Back to content at footnote 1 2. Reg 56C (6)(d) RPR 2001 ■ Back to content at footnote 2 3. Reg 16C (10) RPR 2001 ■ Back to content at footnote 3 Last updated: 4 September 2023 Book traversal links for The attestation process for postal vote applications (Post commencement) Should applicants submit copies or original documents? (Post commencement) Is the attestation complete? (Post commencement) Is the attestation complete? (Post commencement of Elections Act measures) When you receive an attestation, you should ask the following questions to assess whether the attestation is complete: Question – Has the attester: Notes Answer confirmed the applicant is the person named in the application? this would be confirmed by written statement and attester signing the attestation Yes/No confirmed they are aware of the penalty for providing false information? this would be confirmed by written statement and attester signing the attestation Yes/No confirmed their connection to the applicant including (but not limited to) the length of time that connection has existed? this would be confirmed by written statement and attester signing the attestation Yes/No given their full name? this should be written or printed on the attestation Yes/No given their date of birth? this should be written or printed on the attestation Yes/No given their registered address (and residential address if different) this should be written or printed on the attestation Yes/No given their electoral number or if they are an overseas elector, their British passport number? this should be written or printed on the attestation Yes/No given their occupation? this should be written or printed on the attestation Yes/No dated the attestation? this should be written or printed on the attestation Yes/No signed the attestation? this should be written on the attestation Yes/No If

the answer to all of these questions is yes, then the applicant has provided a complete attestation. If one or more of the questions are answered with a no, then the attestation is not complete, and the applicant must be directed to ask the attestor to supply the missing information. If an attestor cannot supply the missing information, the applicant should be told that they must seek an attestation from another source, otherwise their application will be rejected. Last updated: 4 September 2023

[Book traversal links for Is the attestation complete? \(Post commencement\)](#) [The attestation process for postal vote applications \(Post commencement\)](#) [Is the attestation valid? \(Post commencement\)](#) [Is the attestation valid? \(Post commencement of Elections Act measures\)](#)

When a complete attestation is received, you must assess whether the attestation has been made by a qualifying attestor and is valid. Some of the criteria differs depending on whether an attestor is registered as a domestic or overseas elector.

1 All qualifying attestors must:

- confirm they are not the spouse, civil partner, parent, grandparent, brother, sister, child or grandchild of the applicant
- not have already signed identity attestations for two other applicants since either the last publication of the annual register or when the attestor was first added to the register, whichever is the most recent

Where an attestor is a domestic elector they must be:

- registered as an elector to vote in a local authority area in England or Wales
- a person of good standing in the community

Where an attestor is registered as an overseas elector they must be:

- registered to vote
- aged 18 or over
- Good standing

There is no precise definition of good standing; however, for the purposes of an attestation, you should consider it to mean someone who has credentials that can be checked and would suffer professional or reputational damage if they were to provide a false attestation. The list in the table below is not definitive but is intended to illustrate which professions could be described as of good standing:

Examples of professions which could be described as of good standing

accountant	airline pilot	articled clerk of a limited company	assurance agent of recognised company	bank/building society official	barrister	chairman/director of limited company	chiroprapist	commissioner of oaths	civil servant (permanent)	dentist	director/manager of a VAT-registered charity	director/manager/personnel officer of a VAT-registered company	engineer (with professional qualifications)	financial services intermediary (e.g. a stockbroker or insurance broker)	fire service official	funeral director	insurance agent (full time) of a recognised company	journalist	Justice of the Peace	legal secretary (fellow or associate member of the Institute of Legal Secretaries and PAs)	licensee of public house	local government officer	manager/personnel officer (of a limited company)	medical professional	member, associate or fellow of a professional body	Merchant Navy officer	minister of a recognised religion (including Christian Science)	nurse (RGN and RMN)	officer of the armed services	optician	paralegal (certified paralegal, qualified paralegal or associate member of the Institute of Paralegals)	person with honours (an OBE or MBE, for example)	pharmacist	photographer (professional)	police officer	Post Office official	publicly elected representative (MP, Councillor etc)	president/secretary of a recognised organisation	Salvation Army officer	social worker	solicitor	surveyor	teacher, lecturer	trade union officer	travel agent (qualified)	valuer or auctioneer (fellows and associate members of the incorporated society)	Warrant Officers and Chief Petty Officers
------------	---------------	-------------------------------------	---------------------------------------	--------------------------------	-----------	--------------------------------------	--------------	-----------------------	---------------------------	---------	--	--	---	--	-----------------------	------------------	---	------------	----------------------	--	--------------------------	--------------------------	--	----------------------	--	-----------------------	---	---------------------	-------------------------------	----------	---	--	------------	-----------------------------	----------------	----------------------	--	--	------------------------	---------------	-----------	----------	-------------------	---------------------	--------------------------	--	---

It is important to note that an unemployed/retired person who is of good standing in the community is not precluded from attesting an application. You must judge each attestation on its individual merits rather than apply a blanket policy. You must assess whether the attestation satisfies the relevant requirements, by answering two further questions: Is the qualifying attestor registered as either a

domestic elector to vote in a local authority area in England or Wales or as an overseas elector? The qualifying attester must be registered to vote either an overseas elector or in a local authority area in England or Wales. 2 If the qualifying attester's address is in the same local authority area as the applicant, you should check your electoral register and your electoral management software to check that the qualifying attester satisfies this condition. If the qualifying attester's address is not in the same local authority area as the applicant, you should contact the attester's ERO to check if the qualifying attester fulfils these conditions. Has the qualifying attester signed no more than two identity attestations since either the last publication of the register or since the attester was added to it, whichever is the most recent? Qualifying attestors are limited to signing identity attestations for no more than two applicants in any one electoral year (normally from 1 December to 30 November), or since their entry was added to the register in that local authority area, whichever is the shortest period. This allows the attester's ERO to confidently supply the required information without being required to account for attestations made whilst the attester was registered elsewhere. Electoral management software should record each time an elector has signed an attestation. Where the limit has been reached, you should reject the attestation for this reason. This does not prevent the applicant from seeking another attestation from a different elector. You should process attestations in the order they are received. If the attester fulfils all the conditions, the attestation will be accepted, and the attester's ERO will be able to record this against the elector's record. This will then count towards this elector's total allowable attestations. 1.

Reg 56C (6) and (7) Representation of the People (England and Wales) Regulations 2001 (as amended) (RPR) ■ Back to content at footnote 1 2. Reg 56C(7) RPR 2001 (as amended), Para 16C(6) Sch 2 Police and Crime Commissioner Elections Order 2012 (as amended) ■ Back to content at footnote 2 Last updated: 4 September 2023 Book traversal links for Is the attestation valid? (Post commencement) Is the attestation complete? (Post commencement) Determining applications for postal votes following the exceptions or attestation process (Post commencement) Determining applications for postal votes following the exceptions or attestation process (Post commencement of Elections Act measures) Where postal vote applications require verification of personal identifiers and the postal vote is needed for a forthcoming poll, you should liaise with the RO (where you are not already the RO) to establish the latest practicable point for determination of postal vote applications for that poll. Our guidance on determining application close to the deadline provides more information on this. Determining an application where additional documentary evidence has been provided Where you are satisfied that an applicant's identity has been verified as a result of providing additional documentary evidence, you should determine the application as approved. Where you are not satisfied with the documentary evidence provided you may request further additional evidence, an attestation or refuse the application. Determining an application where an attestation has been provided If you have been able to determine an attestation as valid and therefore successfully established the identity of the applicant, you should determine the application for a postal vote as approved. If you are not satisfied that the attestation is valid you may request another attestation, ask for additional evidence or refuse the application. If an applicant refuses or does not respond to your request on or before the deadline to provide additional documentary evidence or an attestation If an applicant refuses or does not respond to your request on or before the deadline to provide additional evidence or an attestation, you may refuse the application for a

postal vote. Whatever determination decision you make, you must write to the elector to notify them. 1 Our guidance on confirming the outcome of postal vote applications contains more information . 1. Reg 57 Representation of the People (England and Wales) Regulations 2001 (as amended) Para 17 Sch 2 Police and Crime Commissioner Elections Order 2012 (as amended) ■ Back to content at footnote 1 Last updated: 4 September 2023 Book traversal links for Determining applications for postal votes following the exceptions or attestation process (Post commencement) Is the attestation valid? (Post commencement) Determining postal vote applications close to a poll (Post commencement) Determining postal vote applications close to a poll (Post commencement of Elections Act measures) If an elector applying for a postal vote close to the deadline for a poll fails the DWP check, their application can be determined using the exceptions or attestation process up to and including polling day. Whilst the processing of applications is the responsibility of the ERO, the RO is responsible for the issuing of postal ballot packs. You should liaise with the RO (where you are not also the RO) to establish the latest practicable point for the issue of overseas and domestic postal votes including applications determined close to the deadline. Our guidance on planning for tranche 2 of the Elections Act changes has more information on this: Key considerations for the implementation of Tranche 2 of the Elections Act 2022 (PDF) Whatever determination decision you make, you must write to the elector to notify them. 1 Our guidance on confirming the outcome of postal vote applications contains more information . 1. Reg 57 Representation of the People (England and Wales) Regulations 2001 (as amended), Para 17 Sch 2 Police and Crime Commissioner Elections Order 2012 (as amended) ■ Back to content at footnote 1 Last updated: 4 September 2023 Book traversal links for Determining postal vote applications close to a poll (Post commencement) Determining applications for postal votes following the exceptions or attestation process (Post commencement) Confirming the outcome of a postal vote application (Post commencement) Confirming the outcome of a postal vote application (Post commencement of Elections Act measures) You must write to applicants to let them know whether their application has been accepted 1 or rejected. 2 If an application is rejected, you must give the reason(s) why. 3 There is an appeal procedure for applications for an absent vote which have been disallowed. Where you are confirming a postal voting arrangement for a particular poll, definite period or the maximum period, the notification must specify when the arrangement will expire. 4 Where an application will not be determined in a timeframe that will allow the elector to receive and return their postal vote for a particular poll, you should notify the applicant that the determination will not be made in time to be issued a postal vote for that particular poll, but that the postal vote will be in place for future polls. You should try to contact such electors by email or by phone to explain the alternative arrangements that could be put in place for polling day. If the deadline to vote by proxy has not also passed you should highlight this option for the particular poll and include the relevant form. However, you should also note that should the elector choose to vote by proxy for that particular poll, the postal vote application processed for future polls will be cancelled and a new postal vote application will need to be made. Confirmations are an opportunity to safeguard against potential fraud or misunderstanding on the part of the elector. You may, additionally, decide to acknowledge receipt of applications. If an elector receives an acknowledgement for a postal vote that they have not requested, receipt of the acknowledgement would give them an opportunity to get in touch with you. All responses, along with any confirmation notices or acknowledgements returned as undelivered/not known at this address, should be monitored and, if you have concerns,

you should contact your SPOC for advice. For further information, see our guidance on identifying suspicious absent vote applications . 1. Reg 57(1A) Representation of the People (England and Wales) Regulation 2001 (as amended) (RPR), Para 17(1) Sch 2 Police and Crime Commissioner Elections Order 2012 (as amended) (PCCEO) ■ Back to content at footnote 1 2. Reg 57 (4) RPR 2001, Para 17(3) Sch 2 PCCEO 2012 (as amended) ■ Back to content at footnote 2 3. Reg 57(4) RPR 2001, Para 17(3) Sch 2 PCCEO 2012 (as amended) ■ Back to content at footnote 3 4. Reg 57(1A) RPR 2001; Reg (17) (1) Sch 2 PCCEO 2012 ■ Back to content at footnote 4 Last updated: 4 September 2023 Book traversal links for Confirming the outcome of a postal vote application (Post commencement) Determining postal vote applications close to a poll (Post commencement) Changing or cancelling a postal vote at a poll (Post commencement) Changing or cancelling a postal vote at a poll (Post commencement of Elections Act measures) What happens if the postal vote has already been returned? As postal ballot papers may be issued to electors from the deadline for withdrawals, but the deadline for changes to absent voting arrangements is not until 5pm, 11 working days before the poll, there are provisions to allow the Returning Officer to cancel an already issued ballot paper. To allow the Returning Officer to cancel the relevant ballot paper, you must notify them whenever you have granted: 1 cancellation of postal vote arrangements change from postal to proxy application for a postal ballot paper to be sent to a different address If a person returns a postal ballot paper that has been or is to be cancelled, the ballot paper, together with any other ballot papers returned, the postal voting statement or covering envelopes must be forwarded to the Returning Officer. 2 However, you must disregard any application to change the elector's method of voting for the poll for which the postal ballot paper has been issued if, before you have determined the new application, the elector returns their postal ballot paper (unless they have spoilt it or claim it has been lost or not received). If you are not the Returning Officer at the poll you will need to closely liaise with them to check the list of returned postal ballot papers before processing any requests for changes after postal ballot packs have been issued. 3 There are no provisions for those electors with a postal vote at a particular poll to cancel their postal vote. However, they may change their voting method by submitting a fresh proxy application by 5pm, 11 working days before the poll, which would supersede the earlier application for a postal vote. Postal voters with a longer-term postal vote arrangement may cancel their postal vote at any time up until 5pm, 11 working days before a poll to be effective at that poll. 4 The exception to this is where the completed postal ballot paper has already been returned by the elector for the poll. This is also the case for an elector voting by proxy, where their proxy has a postal vote and has already voted on behalf of the elector by returning their completed postal proxy vote. 5 It is the return of the ballot paper that is relevant in determining whether or not an elector can make changes to their postal voting arrangements to take effect at that poll. Returning Officers will therefore need to have in place a system that will allow them to identify promptly whether or not a postal ballot paper has been returned. 1. Reg 78A (1) Representation of the People (England and Wales) Regulations 2001 (RPR) ■ Back to content at footnote 1 2. Reg 78A(2)(a) RPR 2001 ■ Back to content at footnote 2 3. Reg 56(5A) RPR 2001 ■ Back to content at footnote 3 4. Reg 56(5) RPR 2001 ■ Back to content at footnote 4 5. Reg 56(5A) RPR 2001 ■ Back to content at footnote 5 Last updated: 4 September 2023 Book traversal links for Changing or cancelling a postal vote at a poll (Post commencement) Confirming the outcome of a postal vote application (Post commencement) Cancelling a postal vote (Post commencement) Cancelling a postal vote (Post

commencement of Elections Act measures) There are no provisions for those electors with a postal vote at a particular poll to cancel their postal vote. However, they may change their voting method by submitting a fresh proxy application by 5pm, 11 working days before the poll, which would supersede the earlier application for a postal vote. Postal voters with a longer term postal vote arrangement may cancel their postal vote at any time and up until 5pm, 11 working days before a poll to be effective at that poll. 1 However, since postal ballot papers may be issued to electors as soon as practicable, an elector who has received their postal ballot and has returned their completed postal ballot paper for the poll will not be allowed to cancel or make any changes to their absent voting arrangements so that they take effect at the poll (except if the ballot paper has been returned as spoilt or lost).

2 This is also the case for an elector voting by proxy, where their proxy has a postal vote and has already voted on behalf of the elector by returning their completed postal proxy vote. 3 1. Reg 56(5) Representation of the People (England and Wales) Regulations 2001 (RPR) ■ Back to content at footnote 1 2. Reg 56(5A) RPR 2001 ■ Back to content at footnote 2 3. Reg 56(5A) RPR 2001 ■ Back to content at footnote 3

Last updated: 4 September 2023 Book traversal links for Cancelling a postal vote (Post commencement) Changing or cancelling a postal vote at a poll (Post commencement) Changes from postal to proxy (Post commencement) Changes from postal to proxy (Post commencement of Elections Act measures) Electors with a postal vote arrangement in place for a particular poll who decide they want a proxy vote arrangement instead may change their voting method by submitting a fresh proxy application by 5pm, 11 working days before the poll. This proxy arrangement would replace the earlier postal vote arrangement. Postal voters with a longer term postal vote arrangement may change their voting method from postal to proxy at any time up until 5pm, 11 working days before a poll to be effective at that poll. 1 The exception to the ability to change a postal vote arrangement to a proxy arrangement is where the completed postal ballot paper has already been returned by the elector for the poll. Our guidance on applying to vote by proxy has more information on the contents of a proxy application. 1. Reg 56(1) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 4 September 2023 Book traversal links for Changes from postal to proxy (Post commencement) Cancelling a postal vote (Post commencement) Redirection requests for existing postal voters (Post commencement) Redirection requests for existing postal voters (Post commencement of Elections Act measures) Electors with a postal vote for a particular poll may not alter their postal vote delivery details but may submit a fresh application with a new address for the postal vote to be sent to. Existing postal voters with a longer-term postal vote arrangement may ask for their postal vote to be redirected at any time up until 5pm, 11 working days before a poll to be effective at that poll. 1 The exception to this is where the completed postal ballot paper has already been returned by the elector for the poll. The request must be made in writing and may be posted, hand-delivered or emailed to you and must contain: 2 the elector's full name and registered address the redirection address the circumstances that require, or will require, the redirection the date of the request Where a request for redirection has been granted, you must confirm this to the elector in writing at their registered address. 3 1. Reg 56(1) Representation of the People (England and Wales) Regulation 2001 ■ Back to content at footnote 1 2. Reg 51 and 51B RPR 2001 ■ Back to content at footnote 2 3. Reg 57(4A) RPR 2001 ■ Back to content at footnote 3 Last updated: 4 September 2023 Book traversal links for Redirection requests for existing postal voters (Post commencement) Changes from postal to proxy

(Post commencement) Proxy voting (Post commencement) Proxy voting (Post commencement of Elections Act measures) This section contains guidance on proxy voting. It covers the range of proxy vote options for electors, and eligibility and application requirements for proxy voting, including the attestation process in support of an application where required. It also includes guidance on processing proxy vote applications, including the exceptions and attestation processes used to verify an elector's ID if required, information about how an elector can cancel or amend their proxy voting arrangements, and the ongoing requirements to maintain the lists of proxy voters. Last updated: 4 September 2023 Book traversal links for Proxy voting (Post commencement) Redirection requests for existing postal voters (Post commencement) Transitional arrangements for proxy vote applications (Post commencement) Transitional arrangements (Post commencement of Elections Act measures) The commencement of The Representation of the People (Postal and Proxy Voting etc.) (Amendment) Regulations 2023 will take place from 31 October 2023. New applications received on or after the 31 October 2023 commencement All proxy vote applications received on or after commencement must satisfy the new requirements including information for the verification of personal identifiers 1 . Where an application does not contain the required information, you should, where possible, make enquiries to obtain the missing information. If the missing information is not submitted, the application cannot be accepted. You should write to the elector, explain why the application has not been accepted and how to make a fresh application. New applications received but not determined by 31 October 2023 commencement Any applications that have been received but have not been determined by 31 October 2023 commencement must be rejected. You must write to the elector, explain why the application has been rejected and how to make a fresh application. Notifying existing proxy voters of the requirement to reapply You must send a notice to every domestic elector with an existing proxy vote arrangement from 31 October 2023 when the new provisions commence and tell them that: their proxy vote entitlement is to end on 31 January 2024 they will need to re-apply if they want to continue to vote by proxy and how to make a fresh application 2 . Transitional arrangements for overseas electors with proxy votes Proxy arrangements will end on 31 January 2024 for overseas electors who, before the commencement of The Representation of the People (Postal and Proxy Voting etc.) (Amendment) Regulations 2023, applied for a new proxy voting arrangement or have an existing proxy voting arrangement, unless they make a new application. 3 Proxy vote applications made after the commencement of The Representation of the People (Postal and Proxy Voting etc.) (Amendment) Regulations 2023 on 31 October 2023 will require the signature to be refreshed at the point the existing overseas declaration expires. If the proxy vote application is made before the commencement of the overseas elector regulations on 16 January 2024, or after commencement and the overseas elector is not yet on a 3 year renewal cycle, the overseas elector will be required to provide a fresh signature when their current overseas registration expires, which will not exceed 12 months. However, an automatic signature extension will be applied where: the new proxy vote application is made post-commencement of The Representation of the People (Postal and Proxy Voting etc.) (Amendment) Regulations 2023 the elector's overseas registration has not yet moved from the 12 month renewal process to the new 3 year renewal process the proxy application was made less than 3 months before the existing overseas elector declaration is due to be renewed If the elector does renew their declaration, the effect of that extension will be that the elector will not be required to provide a signature until their declaration is next due for renewal. Our guidance on overseas electors is being

updated to reflect changes as a result of the Elections Act 2022. A link will be provided here once this guidance has been published. Applications for a proxy vote from attainers made and determined before commencement on 31 October 2023 If an applicant who is registered as an attainer makes an application for a proxy vote and it is determined before 31 October 2023, the arrangement will come into effect once they turn 18. 1. Regulation 51(2) (aa) Representation of the People (England and Wales) Regulations 2001 (RPR 2001) (as amended); Para 11(1)(a) and (aa) Schedule 2 Police and Crime Commissioner Elections Order 2012 (PCCEO 2012) (as amended) ■ Back to content at footnote 1 2. Section 8(3), Sch4, Elections Act 2022; Section 24 (2), Part 6, The Representation of the People (Postal and Proxy Voting etc.) (Amendment) Regulations 2023 ■ Back to content at footnote 2 3. Section 8(3), Sch4, Elections Act 2022; Section 24 (2), Part 6, The Representation of the People (Postal and Proxy Voting etc.) (Amendment) Regulations 2023 ■ Back to content at footnote 3 Last updated: 4 September 2023 Book traversal links for Transitional arrangements for proxy vote applications (Post commencement) Proxy voting (Post commencement) Eligibility to vote by proxy (Post commencement) Eligibility to vote by proxy (Post commencement of Elections Act measures) You should ensure that electors are made aware that they have the option to vote by post, proxy or in person. This will allow them to make an informed choice about the option that is most appropriate to their circumstances. Electors who are or will be registered are entitled to apply for a proxy vote. For someone to meet the 'will be registered' criteria, the five day objection period must have passed and you must have positively determined their registration application, which means they will be added to the register on publication of the next notice of alteration or on publication of the revised register, whichever is first. 1 A proxy vote arrangement can be in place for one of the following: 2 an indefinite period a definite period a particular poll Reasons for making an application to vote by proxy for a definite or indefinite period While everyone is entitled to a proxy vote at a particular poll, applications for a definite or indefinite period require a specific reason. These reasons are: 3 blindness other disability (the disability must be specified) occupation/employment/service/attendance on a course (details must be provided) registered as a service voter or overseas voter registered as an anonymous elector journey necessary by sea or air to get from the registered address to their polling station In some cases, an attestation in support of the application is also required. More information can be found in our guidance on attestations . Voting by proxy at a particular poll Applications for a proxy vote for a particular poll only require the applicant to give a reason for voting by proxy. 4 There are many reasons why a person may decide to vote by proxy at a particular poll. If no explanation of the reason is given on the application it will be incomplete and you should write to the elector to ask them to provide an explanation. If no explanation is provided, you should reject the application on the grounds that it does not meet the prescribed requirements. The decision as to whether a reason given is satisfactory is made at your discretion. However, you cannot reject a proxy vote application solely on the grounds that you are not satisfied with the explanation. You should accept applications at face value. If the reason does cause suspicion, or if you have concerns because of other circumstances linking the application to others in the area, or to a particular address, this should be reported to your police Single Point of Contact (SPOC). 1. Sections 9(2), 10ZC (1), 13 and 13A Representation of the People Act (RPA) 1983 ■ Back to content at footnote 1 2. Schedule 4 Paragraphs 3(2) and 4(2) RPA 2000 ■ Back to content at footnote 2 3. Schedule 4 Paragraph 3(3) RPA 2000 ■ Back to content at

footnote 3 4. Regulation 55(1) Representation of the People (England and Wales) Regulation 2001 (RPR 2001) (as amended) ■ Back to content at footnote 4 Last updated: 4 September 2023 Book traversal links for Eligibility to vote by proxy (Post commencement) Transitional arrangements for proxy vote applications (Post commencement) Reasons a proxy application may require a supporting attestation (Post commencement) Reasons a proxy application may require a supporting attestation (Post commencement of Elections Act measures) Proxy applications for a definite or indefinite period require specific reasons and, in some cases, an attestation in support of the application is also required. 1 These include: applications for reasons of blindness or other disability (excluding those who are registered blind or severely sight impaired by the local authority or who are in receipt of the higher rate of the mobility component of the Personal Independence Payment) applications due to occupation, employment, service or attendance on a course The National Health Service (General Medical Services Contracts) Regulations provide that an attestation from a medical professional in support of an application to vote by proxy due to disability must be provided free of charge. 2 Those having to make a journey by sea or air to get to their polling station do not require their application to be attested. You will be able to verify whether a journey by sea or air is required to get from the qualifying address to the relevant polling station from your own local knowledge. This provision only covers journeys from the qualifying address to the polling station, and not any such journeys required due to being temporarily absent from the qualifying address, such as being on holiday. 1. Regulations 53 and 54 Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 1 2. Regulation 22 and Schedule 2, The National Health Service (General Medical Services Contracts) Regulations 2015 ■ Back to content at footnote 2 Last updated: 4 September 2023 Book traversal links for Reasons a proxy application may require a supporting attestation (Post commencement) Eligibility to vote by proxy (Post commencement) Who can attest a proxy application on the grounds of disability or blindness? (Post commencement) Who can attest a proxy application on the grounds of disability or blindness? (Post commencement of Elections Act measures) Application forms for the appointment of a proxy on the grounds of disability or blindness must be attested by: 1 a registered medical practitioner or registered nurse treating the applicant for their disability or from whom the applicant is receiving care in respect of that disability a person registered as a member of a profession to which the Health Professions Order 2001 applies (i.e. arts therapists, chiropodists, clinical scientists, dieticians, medical laboratory technicians, occupational therapists, orthoptists, paramedics, physiotherapists, prosthetists and orthotists, radiographers, and speech and language therapists) treating the applicant for their condition or from whom the applicant is receiving care in respect of that disability a registered dentist, dispensing optician, optometrist, pharmaceutical chemist, osteopath or chiropractor treating the applicant for their disability or from whom the applicant is receiving care in respect of that disability the manager of a care home service registered under Part 2 of the Care Standards Act 2000 the warden of residential premises provided for persons of pensionable age or disabled persons, where the applicant states that they reside in such an establishment the manager (or their authorised representative) of a hospital registered in accordance with Section 145 of the Mental Health Act 1983 a registered social worker who has arranged care or assistance for the applicant a registered chartered psychologist who is treating the applicant for their condition or from whom the applicant is receiving care in respect of that disability In most circumstances, the person attesting the form must provide

their name and address. 2 The only exception is where an application is made by an elector detained in a hospital under Section 145 of the Mental Health Act 1983. 3 In this case, there is no need for the attestor to provide their address. In all cases, the attestor must state: 4 the post or office that qualifies them to attest the application that to the best of their knowledge and belief the applicant cannot reasonably be expected to go to the polling station or to vote there unaided by reason of their disability that the medical condition or disability is likely to continue either indefinitely or for a period specified by the attestor Where an application is made by an elector detained in a hospital under Section 145 of the Mental Health Act 1983, the person attesting the application must also state the statutory provision under which the applicant is liable to be detained. 5 1.

Regulation 53(2) and (3) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 53(4) RPR 2001 ■ Back to content at footnote 2 3. Regulation 53(5A) RPR 2001 ■ Back to content at footnote 3 4. Regulation 53(4) and (5A) RPR 2001 ■ Back to content at footnote 4 5. Regulation 53(5A) (iv) RPR 2001 ■ Back to content at footnote 5 Last updated: 4 September 2023 Book traversal links for Who can attest a proxy application on the grounds of disability or blindness? (Post commencement) Reasons a proxy application may require a supporting attestation (Post commencement) Who can attest a proxy application on the grounds of occupation, employment, service or attendance on a course? (Post commencement) Who can attest a proxy application on the grounds of occupation, employment, service or attendance on a course? (Post commencement of Elections Act measures) Application forms for the appointment of a proxy on the grounds of occupation, employment, service or attendance on a course must be attested: 1 by the applicant's employer or an employee delegated to do so on the employer's behalf if the applicant is self-employed, by a person aged 18 years or over who knows the person but is not related to them, or if the applicant is attending a course, by the tutor of a course or the principal of the educational institution where a course is taking place, or an employee delegated to do so on the principal's behalf 1.

Regulation 54(2) Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 4 September 2023 Book traversal links for Who can attest a proxy application on the grounds of occupation, employment, service or attendance on a course? (Post commencement) Who can attest a proxy application on the grounds of disability or blindness? (Post commencement) The qualifications for acting as a proxy (Post commencement) The qualifications for acting as a proxy (Post commencement of Elections Act measures) Any person who is, or will be, registered and is entitled to vote in the type of poll they are appointed for can be appointed as a proxy. 1 Where the proxy is resident in your local authority area, you will be able to check your own register. However, where the proxy is registered in another local authority area you should confirm these details with the ERO for that area. You can require another ERO to provide information as soon as reasonably practicable 2 and should let the ERO know if you require an urgent response due to an imminent poll. You should draw their attention to the urgency of any required response, for example, by using a clear subject heading in your email, such as ERO registration status check for proxy application. You need to have in place a mechanism for monitoring and following up on any non-responses. Equally, you should ensure you provide this information as quickly as possible to any other ERO. If the nominated person is not and will not be registered, you should contact the applicant to explain the qualification criteria. You should ask them to nominate someone else who is or will be registered as their proxy, or suggest they ask their proxy to register (and

explain how to do so) then notify you if the registration application is successful. If the proxy application is made close to a registration deadline you should attempt to contact the applicant quickly, such as by phone or email if you have their contact details. A person is not entitled to vote as proxy in any electoral area on behalf of more than four electors. Within the four electors, no more than two electors can be domestic electors. Domestic electors are those electors who are neither service voters nor overseas electors. 3 It is an offence: 4 for a person to knowingly appoint a proxy who is already acting as a proxy for two or more domestic electors to vote as proxy for more than two domestic electors for a person who is registered as an overseas elector or a service voter to knowingly appoint a proxy who is already acting as a proxy for four or more electors (of which no more than two electors can be domestic electors) to vote as proxy for more than four electors (of which no more than two electors can be domestic electors) 1. Schedule 4 Paragraph 6(1), (3) and (3A) Representation of the People Act (RPA) 2000 ■ Back to content at footnote 1 2. Regulation 2(1), Representation of the People (Provision of information regarding proxies) Regulations 2013 ■ Back to content at footnote 2 3. Schedule 4, Paragraph 6 (5C) (a), RPA 2000 ■ Back to content at footnote 3 4. Section 61 (1A), RPA 1983 ■ Back to content at footnote 4 Last updated: 4 September 2023 Book traversal links for The qualifications for acting as a proxy (Post commencement) Who can attest a proxy application on the grounds of occupation, employment, service or attendance on a course? (Post commencement) Applications for proxy votes (Post commencement) Applications for proxy votes (Post commencement of Elections Act measures) Electors can apply for a proxy vote in a number of ways: online via GOV.UK (in some circumstances) in writing (e.g. on a paper application form) in person at your office (if you decide to offer the service) Online applications When the proxy vote application is for a particular poll or, if the applicant is an overseas elector or service voter, for any period, overseas electors can apply online using the proxy vote application service, which is hosted on GOV.UK Paper applications Proxy vote application forms are not prescribed; however, an application must contain all the required information and the applicant's signature and date of birth must be presented in a specific format . When you receive a request for a paper application form, before providing one you should check that the applicant is registered to vote or has made an application to be registered to vote. If they have not, you should explain that the applicant needs to be registered to vote and should offer them the opportunity to apply to register online or send a voter registration form with the proxy vote application. We produce printable proxy vote application forms which you can use. These printable proxy vote application forms are published on our website and GOV.UK. A paper proxy vote application can be in any format 1 : a letter, an email with a scanned attachment or a paper application form are acceptable, as long as the signature and date of birth is clear and is provided in the prescribed format. Where a person is unable to provide a written signature, they can request a waiver . If you receive a written application that is not on an application form, you should check that it contains all the required information. If it is incomplete, you should follow the process outlined in our guidance on incomplete applications . In-person applications People may have difficulties completing a proxy vote application. For the benefit and convenience of your electors and to help you to meet your duties under the Equalities Act 2010, you should offer in-person application services so that individuals have the opportunity to apply without the need to provide application information in writing. If you are unable to provide in-person applications for proxy votes for everybody, you should still provide this at your

discretion in certain circumstances. When dealing with in-person applications before proceeding you should check that an applicant is registered to vote or has made an application to be registered to vote. If they have not, you should explain that an applicant needs to be registered to vote before they can be issued with a proxy vote and should offer them the opportunity to apply to register. You should check whether the applicant has all the required information for you to complete an application in full on their behalf. This includes their National Insurance number (NINo) or a reason why this cannot be provided, date of birth and their ability to provide a written ink signature on a paper form or a photograph of their ink signature for uploading to the proxy vote application service. You can assist the applicant with taking a photo of their signature and uploading it if necessary. Where a person is unable to provide a written signature, they can request a waiver . Applications made using the proxy vote application service cannot be partially completed and returned to at a later time, so if an applicant cannot provide all of the information, you will need to ensure that their application is captured on a paper form to allow you to add any missing information later. Once you have taken the required information you should read it back to the applicant, giving them the opportunity to review the information provided and to satisfy themselves that it is true and accurate. If you accept applications in person, it is important that you keep accurate records of the information provided by applicants.

2 Before collecting any information, you should make the applicant aware of your privacy notice and give general information about how their data will be used and alert them to the offence of making a false statement.

1. Regulation 51(3) Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 1

2. Schedule 4, Paragraph 3, Representation of the People Act (RPA) 2000 ■ Back to content at footnote 2

Last updated: 4 September 2023

Book traversal links for Applications for proxy votes (Post commencement)

The qualifications for acting as a proxy (Post commencement)

Availability of paper proxy vote application forms (Post commencement)

Availability of paper proxy vote application forms (Post commencement of Elections Act measures)

You should ensure that you have an adequate supply of paper proxy vote application forms available in case an elector is unable to print forms off themselves and is not able to use the proxy vote application service. You must supply, free of charge, a reasonable quantity of paper proxy vote application forms to people who wish to use them in connection with a poll, which includes political parties.

1 Paper proxy vote application forms should also be made available at all public offices of the local authority and at other premises frequented by electors. A number of organisations, including the Electoral Commission and political parties, also provide proxy vote application forms. You should liaise with local political parties and any local organisations or groups who produce proxy application forms to make them aware of the requirements for proxy applications and to provide advice on the content and format of their forms. This should help avoid unnecessary delays in processing applications and help to avoid electors having to re-submit an application that has not been made correctly. This is particularly important at poll time when any delay could result in the elector missing the deadline. You should ensure that local political parties, candidates and agents at elections are aware of their responsibilities in relation to handling proxy applications. If they are given completed paper proxy application forms, they should forward them directly and without delay to the elections office. The Commission has developed a Code of conduct for campaigners at elections and referendums. You should liaise with the Returning Officer (if you are not also the Returning Officer) at any elections that are taking place to ensure that all

candidates and agents are provided with copies of the code and know how to obtain additional copies if required. Code of conduct for campaigners - reserved elections in GB from January 2023 The code provides a guide as to what is, and is not, considered acceptable behaviour at polling stations and in the community during the lead-up to polling day, including in relation to proxy vote applications. Any concerns that the code has been breached should be raised first with the candidate, agent, political party or campaigner in question. If you have any further concerns or wish to report a breach of the code, you should first contact your local Commission team. This code has been agreed by the political parties represented on the House of Commons Parliamentary Parties Panel and the panels for the Scottish Parliament and the Senedd and is endorsed by the members of the Electoral Commission's UK Electoral Coordination and Advisory Board of senior Returning and Electoral Registration Officers and by the Electoral Integrity Roundtable.

1. Regulation 4(1) Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 4 September 2023 Book traversal links for Availability of paper proxy vote application forms (Post commencement) Applications for proxy votes (Post commencement) What information must a proxy vote application contain? (Post commencement) What information must be included in a proxy vote application? (Post commencement of Elections Act measures) An application for a proxy vote must include the following information: 1 the full name of the elector the address where the elector is (or has applied to be) registered to vote the elector's date of birth the elector's National Insurance number (NINo) or, if they are not able to provide that information, the reason why they are not able to do so the elector's signature (or a request for a signature waiver) whether the application is for a poll on a particular date (and, if so, identify which one), a particular period (and, if so, the date range of the period) or an indefinite period an indication of which polls the application applies to The applicant's full name, National Insurance number (NINo), and date of birth (DOB) are also known as their personal identifiers and these pieces of information are used to perform a data match with DWP to verify an applicant's identity. Our guidance for Electoral Registration Officers on National Insurance numbers and Dates of birth provides more information on personal identifiers. If an applicant is unable to provide a NINo they may provide with their application a copy of the documents listed in acceptable documents for the exceptions process . 2 If provided, these documents can be used to verify an applicant's identity. This may be particularly useful close to the deadline for a poll to ensure that an application can be processed without delay. An application may also contain an applicant's previous name, email address and telephone number, but they are not a requirement.

1. Schedule 4 Paragraphs 3(2)(c) and 4(2)(c) Representation of the People Act 2000, Regulation 51(1), (2), (4) and (5) Representation of the People (England & Wales) Regulations 2001 (RPR) ■ Back to content at footnote 1 2. Reg 51(9) RPR 2001 ■ Back to content at footnote 2 Last updated: 4 September 2023 Book traversal links for What information must a proxy vote application contain? (Post commencement) Availability of paper proxy vote application forms (Post commencement) Incomplete proxy vote applications (Post commencement) Signature waivers for proxy voters (Post commencement) Last updated: 4 September 2023 Book traversal links for Signature waivers for proxy voters (Post commencement) What information must a proxy vote application contain? (Post commencement) Required format for signature and date of birth included on a proxy application (Post commencement) Incomplete proxy vote applications (Post commencement of Elections Act measures) Online applications An applicant will not be able to submit an incomplete proxy vote application online. The

only exceptions are: where an applicant is unable to provide their NINo and they provide a statement of the reasons why as part of the application where an applicant is unable to provide their signature and they indicate that they will require a waiver Where an applicant is unable to provide their NINo and they provide a statement of the reasons why, you must try to verify the applicant's identity using the exceptions process . 1 Paper applications You may receive paper proxy vote applications which do not contain all the required information. You are not able to determine a proxy vote application if any of the required information is missing or incomplete. If the applicant has not been able to provide their NINo they must provide a statement of the reasons why as part of the application. Where an applicant is unable to provide their NINo, and they provide a statement of the reasons why, the application is not rejected as incomplete and you must verify the identity of the applicant using the exceptions process . 2 If no explanations are provided as to why the required information is missing for a paper application you should where possible, make enquiries to obtain the missing information. If the missing information is not submitted, you must reject the application. You should contact the applicant, explain why the application has been rejected and how to make a fresh application. If the application is made in the run up to a poll, you should explain that a new application must be received by 5pm, 6 working days before the poll for it to be able to be processed in time for that poll. Where an applicant is unable to provide their signature, they should indicate that they will require a waiver and you should provide a signature waiver application for completion. 1. Reg 51(9) The Representation of the People (England and Wales) Regulations 2001 (RPR) ■ Back to content at footnote 1 2. Reg 56C RPR 2001 ■ Back to content at footnote 2 Last updated: 4 September 2023 Book traversal links for Incomplete proxy vote applications (Post commencement) What information must a proxy vote application contain? (Post commencement) Required format for signature and date of birth included on a proxy application (Post commencement) Required format for signature and date of birth included on a proxy vote application (Post commencement of Elections Act measures) Although there is no prescribed form for applying for a proxy vote, the regulations require that the applicant's signature and date of birth are set out as follows: 1 the signature shall appear against a background of white unlined paper of at least 5 cm long and 2 cm high, and the applicant's date of birth shall be configured numerically in the sequence of day, month and year, i.e. DD MM YYYY The location of the signature and date of birth on an application is not prescribed. You cannot impose any other conditions on the way the information is presented. As long as the signature and date of birth meet the legislative requirements, the application must be accepted. If you are producing paper proxy vote application forms you should ensure that these meet accepted good practice in terms of accessibility and usability, and that you lay out the form clearly to help ensure that it is completed accurately. For example, you could position the date of birth box before the signature box, followed by the space for date of completion, to reduce the risk that applicants will give the date of completion first by mistake. If the application is made online, the photograph of the applicant's signature must meet the requirements set out above and be sufficiently clear and unambiguous. 2 1. Regulation 51(3A) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Reg 51(3A) RPR 2001 ■ Back to content at footnote 2 Last updated: 4 September 2023 Book traversal links for Required format for signature and date of birth included on a proxy application (Post commencement) Incomplete proxy vote applications (Post commencement) Signature waiver requests for proxy voters

(Post commencement) Signature waiver requests for proxy voters (Post commencement of Elections Act measures) If an applicant is unable to provide a signature or a consistent signature due to any disability or inability to read or write, the requirement for a signature on the application can be waived. An elector can request a signature waiver application form from you at any time. The request may be made by any means including as part of an online proxy vote application. The applicant must provide with their waiver application the reason for the request and the name and address of any person who has assisted them with completing the application. 1 You should be satisfied that the request is genuine and not being used as an attempt to avoid security measures. It is for you to decide the proof or evidence needed in order to be satisfied that the applicant is unable to provide a signature, or a consistent signature, due to a disability or an inability to read or write. You have no power to investigate or to make judgements on the nature or extent of an elector's disability. You should take a consistent approach to considering requests for signature waivers that balances both the accessibility and integrity of the proxy voting process. If making further enquiries, you should bear in mind that the person requesting the waiver may not be able to respond themselves. However, you can ask any person who has or is assisting the applicant for clarification or further information. You could, for example, ask this person to complete a signed declaration that to the best of their knowledge and belief the elector in question is unable to provide a signature or a consistent signature due to any disability or inability to read or write. You should make clear to anyone you request information or a declaration from that it is an offence to provide false information in connection with an application for a proxy vote and make clear the maximum relevant penalty. If, having made enquiries, you are not satisfied as to the authenticity of the request, you should refuse it. If refused, you must reject the proxy vote application and notify the applicant in writing of the reasons for your decision. You should remain vigilant as to any trends which may be revealed through the receipt of waiver requests and the following should raise suspicion: large numbers of applications assisted or signed by one person with no plausible explanation (for example, while it may be plausible for nursing or care home staff to assist a number of electors to complete their waiver requests, it is less plausible that ordinary members of the public who do not have a connection with such establishments, would need to assist a large number of applicants) large numbers of applications from one street or area with no plausible explanation (for example, while it may be plausible that a larger than usual number of waivers are requested by residents in a nursing or care home, it is less plausible that a high number of residents in an ordinary HMO would need a waiver) If you are satisfied as to the waiver request and the accompanying proxy vote application, you should give confirmation in writing to the elector that you have accepted the application and the waiver. 1. Regulation 51(2)(f) Representation of the People (England & Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 4 September 2023 Book traversal links for Signature waiver requests for proxy voters (Post commencement) Required format for signature and date of birth included on a proxy application (Post commencement) Name changes on proxy vote record (Post commencement) Name changes on proxy vote record (Post commencement of Elections Act measures) An elector can apply to change their name on the register by submitting a completed change of name form with supporting evidence. 1 The change of name will need to be reflected in the proxy voting record. When an elector with a proxy vote changes their name, you should contact them to tell them that although their existing proxy vote arrangement will remain in place, they will need to make a new application

if they are now using a new signature. 1. Section 10ZD(1) Representation of the People Act 1983; Regulation 26A Representation of the People Regulations (England and Wales) 2001 ■ [Back to content at footnote 1](#) Last updated: 4 September 2023 Book traversal links for Name changes on proxy vote record (Post commencement) Signature waiver requests for proxy voters (Post commencement) Proxy vote application deadlines (Post commencement) Proxy vote application deadlines (Post commencement of Elections Act measures) Applications can be made at any time, and you should process all applications as soon as possible. There are, however, deadlines in legislation by which proxy vote applications must have been received in order to apply at a particular poll. Deadline for changes to existing proxy and postal proxy arrangements (including cancellations) 5pm - 11 working days before the date of the poll 1 Deadline for new proxy applications (excluding emergency proxies) and new proxy appointments 5pm – 6 working days before the date of the poll 2 Deadline for emergency proxy applications 5pm – polling day 3 Deadlines for the receipt of proxy vote applications at polls are statutory. There can be no extension to the deadlines for any reason. Proxy vote applications received after the deadline for a particular poll cannot be accepted and must be disallowed for that poll, and the elector notified of the fact. 4 If, however, it is an application for a definite or indefinite period going beyond the poll, and the application meets all the prescribed requirements, the elector should be advised they missed the deadline to be given a proxy vote for that poll but that their proxy vote will be in place for future polls. If the application is refused, you must notify the applicant of the decision and the reason for it. 5 Recall Petitions A person is entitled to sign a petition by proxy if they have been granted an application to vote by proxy for a definite or indefinite period at parliamentary elections before 5pm on the cut-off day (3 working days before the first day of the signing period). Where a person has been granted an application to vote by proxy for a definite period and that period expires during the signing period of a particular petition, that entitlement to vote by proxy is deemed to end at the expiry of that definite period. 6 Calculating deadlines Deadlines are calculated in working days by excluding Saturdays, Sundays and bank holidays. Bank holidays that apply when calculating proxy voting deadlines are ones that apply anywhere across the area in which the election as a whole takes place. So, at a UK Parliamentary general election, a bank holiday in Scotland will also apply in England and Wales. The only exception to this is where the proceedings at a UK Parliamentary general election in a particular constituency are commenced afresh because a candidate has died. In this case, only the bank holidays that apply in the affected area will be included in the calculation of the proxy voting deadlines. However, at UK Parliamentary by-elections and local government elections, only the bank holidays that apply in the area that has the election must be taken into account. 7 1. Regulation 56(1) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ [Back to content at footnote 1](#) 2. Regulation 56(2) and (3) RPR 2001 ■ [Back to content at footnote 2](#) 3. Regulation 56(3A) RPR 2001 ■ [Back to content at footnote 3](#) 4. Regulations 56(1) – (4) and 57(5) RPR 2001 ■ [Back to content at footnote 4](#) 5. Regulation 57(1) RPR 2001 ■ [Back to content at footnote 5](#) 6. Regulation 50 Recall of MPs Act 2015 (Recall Petition) Regulations 2016 ■ [Back to content at footnote 6](#) 7. Regulation 56 (4) and 57(5) RPR 2001 ■ [Back to content at footnote 7](#) Last updated: 13 September 2023 Book traversal links for Proxy vote application deadlines (Post commencement) Name changes on proxy vote record (Post commencement) Processing proxy vote applications (Post commencement) Processing proxy vote applications (Post commencement of Elections Act measures) Proxy vote applications made online will be

electronically date and time-stamped when received into the ERO Portal (EROP). You should date stamp paper applications upon receipt. On deadline day for applications in advance of a particular poll, it is advisable to also record the time applications are received so that you have an audit trail of which applications were received before and after the deadline. This will enable you to tell which proxy vote applications were made by the relevant legal deadline and are eligible to be processed for an upcoming poll. Last updated: 4 September 2023 Book traversal links for Processing proxy vote applications (Post commencement) Proxy vote application deadlines (Post commencement) Verification of an applicant's identity (Post commencement) Verification of an applicant's identity (Post commencement of Elections Act measures) Any person making a new application for a proxy vote must provide personal identifiers which are used to verify the applicant's identity against DWP records. 1 The results of these checks, which will appear in the EROP, must be taken into account in determining the application . 2 If an applicant's identity cannot be verified using DWP records, you should follow the exceptions process or failing that the attestation process . 3 Unlike applications for electoral registration and Voter Authority Certificates, you cannot use local data to verify proxy vote applications.

1. Reg 56B Representation of the People (England and Wales) Regulations 2001 (RPR) (as amended), Para 16B Sch 2 Police and Crime Commissioner Elections Order 2012 (PCCEO) (as amended) ■ Back to content at footnote 1 2. Reg 56B(9) RPR 2001 (as amended), Para 16B(9) Sch 2 PCCEO 2012 (as amended) ■ Back to content at footnote 2 3. Reg 56C RPR 2001 (as amended), Para 16C Sch 2 PCCEO 2012 (as amended) ■ Back to content at footnote 3

Last updated: 4 September 2023 Book traversal links for Verification of an applicant's identity (Post commencement) Processing proxy vote applications (Post commencement) How to interpret DWP match results for proxy vote applications (Post commencement) How to interpret DWP match results for proxy vote applications (Post commencement of Elections Act measures) The Department for Work and Pensions (DWP) Customer Information System (CIS) is an amalgamated data source, containing data received from internal DWP systems, as well as other government sources, such as His Majesty's Revenue and Customs (HMRC). A match level is sent to the Electoral Registration Online Portal (EROP) which shows either a match or a no match result against each application. You will need to assess whether the applicant's identity has been established. Match If DWP returns a match result for an applicant's identity, you can be confident that the applicant is the person they claim to be on their application. No match If a no match result is returned by DWP, this indicates that it has not been possible to establish that person's identity and you should not be satisfied that the applicant is the person that they claim to be on their application at this stage. You may contact the applicant to query the information given on the application using any communication channel that you have contact details for. You should ask the applicant to supply their full application information - name, address, DOB and NINo. These details should be checked against the original application. You should not supply any details of any information given in an application to the applicant. If the information provided by the applicant confirms they have made an error on their application, you can correct the application and should resubmit their personal identifiers for a further check. If you make a change to an applicant's application based on additional information supplied by them, you should tell them that in their confirmation letter. You should not include any personal identifier information (NINo and DOB) in the letter. If no error has been made on the application, you should write to the elector to inform them that it has not been possible to verify their identity and request they supply

documentary proof of their identity; this is known as the exceptions process . Last updated: 4 September 2023 [Book traversal links for How to interpret DWP match results for proxy vote applications \(Post commencement\)](#) [Verification of an applicant's identity \(Post commencement\)](#) [Processing errors when inputting information for ID verification for proxy vote applications \(Post commencement\)](#) [Processing errors when inputting information for ID verification for proxy vote applications \(Post commencement of Elections Act measures\)](#) [Processing errors may occur when inputting personal identifier information for ID verification.](#) This may result in an applicant who has properly submitted an application not having their identity verified in time to vote by proxy at a poll. For example, a paper application form that contains personal identifier information may be received but misplaced and not properly dealt with, or an online application may be incorrectly processed, resulting in the application not being sent to DWP. You can correct the error and determine an application for a proxy vote at any time before the close of poll. However, if the proxy vote is needed for a forthcoming poll you should liaise with the RO (where you are not already the RO) to establish the latest practicable point for determination of proxy vote applications for that poll. Our guidance on determining applications close to the deadline provides more information on this. On discovering this type of processing error, before you determine the application, you must still: be satisfied that the application was submitted before the deadline (for example, it was time and date-stamped upon receipt) send the applicant's personal identifiers to be verified

When processing errors are identified close to the close of poll, and you are concerned that the results of the DWP matching process may not be returned in time, you may in these circumstances, proceed straight to the documentary exceptions process before you receive the result of the DWP matching process to mitigate the impact of the processing error. Last updated: 4 September 2023 [Book traversal links for Processing errors when inputting information for ID verification for proxy vote applications \(Post commencement\)](#) [How to interpret DWP match results for proxy vote applications \(Post commencement\)](#) [Determining proxy vote applications \(Post commencement\)](#) [Determining proxy vote applications \(Post commencement of Elections Act measures\)](#) Only electors who are, or will be, registered can apply for a proxy vote. All proxy applications (except for emergency proxy applications) will be processed in the EROP. A check of the relevant electoral register held in your electoral management system (EMS) will be conducted for these applications and the result of this check will appear in the EROP to confirm whether or not a person who has applied for a proxy vote is a registered elector. Emergency proxy applications will be processed in the EMS and a manual check that the elector is or will be registered will need to be conducted. Where an applicant is a registered elector, you will be able to consider the rest of the application details. Where an applicant is found to have an entry waiting to be added to the register, you can determine the application for a proxy vote once the five day objection period has passed. You will need to ensure that you return to the EROP to process the applications of those waiting to be added following the objection period. If the results show an applicant is not included on a relevant electoral register or has not applied to be included on a relevant electoral register, you should decide whether to reject the application at this point, wait and check again at a later date, or make such other manual check as may be helpful. This could be to see if the applicant has made an application to register at the same time as they made an application for a proxy vote and the data check from the registration process has not yet been returned or may be to establish if the reason a match cannot be found is due to a minor difference. For example, an

elector's name may have been misspelt or may have legally changed since they applied to register. You should contact the elector to make any enquires necessary so that you can be satisfied that the entry on the register is the same person who has made the application for a proxy vote. Once the application has passed the registration check, it must be scrutinised to ensure that it satisfies the prescribed requirements. 1 Where it does, you must confirm to the elector and their proxy the outcome of the application. 2 Where it appears that the elector has made a mistake when completing their application (for example, where they have transposed their date of birth figures), you should contact the elector and ask them to resubmit an application form. You should take extra steps to contact the elector where possible by email or by phone, if it is close to the proxy voting deadline for a poll. Where you have any integrity concerns, you should contact your SPOC for advice and handle the application form in accordance with any instructions provided by them on evidence handling. Guidance on how to access and use the EROP will be provided by DLUHC. 1. Reg 51 Representation of the People Regulations (England and Wales) (RPR) 2001 ■ Back to content at footnote 1 2. Reg 57(1) RPR 2001 ■ Back to content at footnote 2 Last updated: 4 September 2023 Book traversal links for Determining proxy vote applications (Post commencement) Processing errors when inputting information for ID verification for proxy vote applications (Post commencement) The exceptions and attestation processes for proxy applications (Post commencement) The exceptions and attestation processes for proxy applications (Post commencement of Elections Act measures) You should require applicants to provide additional evidence where you consider it is necessary to verify the applicant's identity. This may be because: they are unable to provide their NINO the personal identifiers cannot be matched against DWP records This additional evidence may be in the form of supporting documents verifying that they are who they say they are, known as the exceptions process , or failing that by providing a statement from another individual confirming the applicant's identity, known as the attestation process . The types and quantities of documents and the content of attestations that are acceptable to establish an applicant's identity vary depending on the category of elector the applicant is registered as. Last updated: 4 September 2023 Book traversal links for The exceptions and attestation processes for proxy applications (Post commencement) Determining proxy vote applications (Post commencement) The exceptions process for proxy vote applications (Post commencement) The exceptions process for proxy vote applications (Post commencement of Elections Act measures) To support the verification of personal identifiers (NINo and DOB) for domestic electors you may require additional documentary evidence in respect of their application. You should inform them of the following: the deadline for submitting the additional documentary evidence that their application may be rejected if they fail or refuse to provide the additional evidence If the proxy vote is needed for a forthcoming poll you should liaise with the RO (where you are not already the RO) to establish the latest practicable point for determination of proxy vote applications for that poll. Our guidance on determining applications close to the deadline provides more information on this. If an applicant for a proxy vote is a special category elector and you require additional evidence to verify their identity, our guidance on documentary evidence that can be required in connection with proxy vote applications made by special category electors provides more information on this. Last updated: 4 September 2023 Book traversal links for The exceptions process for proxy vote applications (Post commencement) The exceptions and attestation processes for proxy applications (Post commencement) Document types for the exceptions process for proxy vote applications (Post commencement) Document types

for the exceptions process for proxy vote applications (Post commencement of Elections Act measures) Proxy vote applications which fail to match with DWP should be referred to the exception process. The documents required to successfully establish an applicant's identity should refer to the applicant by name and the types and quantities of documents that must be supplied for domestic electors are as follows: any one document from list 1 one document from list 2 and two additional documents from either list 2 or list 3

List 1

- 1 the applicant's passport the applicant's identity card issued in the European Economic Area the applicant's biometric immigration document issued in the United Kingdom in accordance with regulations made under section 5 of the Borders Act 2007 the applicant's electoral identity card issued in Northern Ireland the applicant's photocard driving licence granted in the United Kingdom or driving licence granted by a Crown Dependency, which bears a photograph of the applicant

List 2 the following documents must have been issued in the United Kingdom or Crown Dependencies, except for the final document in this list

- 2 the applicant's birth certificate the applicant's marriage or civil partnership certificate the applicant's adoption certificate the applicant's firearms certificate granted under the Firearms Act 1968 the record of a decision on bail made in respect of the applicant in accordance with section 5(1) of the Bail Act 1976 the applicant's driving licence, which is not in the form of a photocard the applicant's driving licence, granted other than in the United Kingdom or Crown Dependencies, which bears a photograph of the applicant, and which must be valid for at least 12 months from the date the applicant entered the United Kingdom

List 3 any of the following kinds of evidence must bear the applicant's full name as stated on their application

- 3 a financial statement, including but not limited to— a mortgage statement a bank or building society statement or a letter from a bank or building society confirming that the applicant has opened an account with that bank or building society a credit card statement a pension statement a council tax demand letter or statement a utility bill a Form P45 or Form P60 issued to the applicant by their employer or former employer a statement of benefits or entitlement to benefits, such as a statement of child benefit, within the meaning of section 141 of the Social Security Contributions and Benefits Act 1992, or a letter confirming that the applicant is entitled to housing benefit, within the meaning of section 130 of that Act

If a domestic elector applying for a proxy vote cannot provide the quantity and types of documentary evidence set out in this guidance, they should be asked to provide an attestation in support of their application.

Exceptions process for proxy vote applications from overseas electors

The types of documents that can be provided to successfully establish an applicant's identity for a proxy vote where they are registered as an overseas elector are the same as detailed above, but with the exception that: electors can alternatively provide a photocard driving licence issued other than in the UK or a Crown Dependency and there is no requirement relating to the timing of that document's validity the documents in list 3 must have been issued in the United Kingdom or a Crown Dependency

If an overseas elector who has applied for a proxy vote cannot provide the quantity and types of documentary evidence set out in this guidance, they should be asked to provide an attestation in support of their application

Exceptions process for applicants registered via a service declaration on the grounds that they are the spouse or civil partner of a member of the forces, a Crown Servant or the spouse or civil partner of a Crown Servant

If an applicant for a proxy vote is registered via a service declaration on the grounds that they are the spouse or civil partner of a member of the forces, a Crown Servant or the spouse or civil partner of a Crown Servant and you require additional evidence

to verify their identity you should write to them and ask them to provide one of the following documents 4 : the applicant's passport; the applicant's identity card issued in the European Economic Area. The document must be certified by a Crown servant or British Council employee or an officer of the forces, who is not the applicant's spouse or civil partner. 5 There is no exceptions process for applicants who are registered by a service declaration or as member of the armed forces for more information on the attestation process for these electors see our guidance . 1. Reg 56C (2) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 1 2. Reg 56C(3a) RPR 2001 ■ Back to content at footnote 2 3. Reg 56C (4) RPR 2001 ■ Back to content at footnote 3 4. Reg 56C(10)(a) RPR 2001 ■ Back to content at footnote 4 5. Reg 56C(10)(a) RPR 2001 ■ Back to content at footnote 5 Last updated: 4 September 2023 Book traversal links for Document types for the exceptions process for proxy vote applications (Post commencement) The exceptions process for proxy vote applications (Post commencement) Should applicants submit copies or original documents? (Post commencement) Should applicants submit copies or original documents? (Post commencement of Elections Act measures) Where proxy vote applications require verification of personal identifiers, and an applicant has been asked to provide documentary evidence, you should request that the applicant provide copies of the evidence. Documentary evidence may be provided as part of an online application or delivered to your office by hand or by post or as an attachment to an email. If an applicant provides an original document, you must make a copy of that document and return the original document to the applicant. 1 Any copies of documents provided by applicants or taken by you of original documents should be stored securely in the same way as application forms. Please see guidance on the retention of information submitted with applications for more information on this. You should be satisfied that the documents or copies provided to you appear to be genuine. Where you have a doubt as to whether a copy is genuine or where the copy is of such poor quality that you cannot assess the document, you may ask the applicant to present the original document(s) in person at your office or to send original documents to you to be copied and returned. You should be aware that you would become responsible for the secure transit of the document in the latter case. Where you have doubt as to whether an original document is genuine, you may ask the applicant to provide alternative documentary evidence in the first instance. Where alternative documentary evidence is not available, you should direct the applicant to the attestation process or reject the application. Where documentary evidence does not appear to be genuine, you should advise the applicant of the penalties for supplying false information and inform your police Single Point of Contact (SPOC) where you suspect that false information may have been supplied. For more information, see our ERO guidance on document authenticity checks . 1. Regulation 56D (1) Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 4 September 2023 Book traversal links for Should applicants submit copies or original documents? (Post commencement) Document types for the exceptions process for proxy vote applications (Post commencement) The attestation process for proxy vote applications (Post commencement) The attestation process for proxy vote applications (Post commencement of Elections Act measures) Where proxy vote applications require verification of personal identifiers, and an applicant has been unable to provide documentary evidence to the type and quantity required by the exceptions process to prove their identity, you should write to them and ask them to provide an attestation in support of their application. For applications made by domestic electors, you must inform the applicant of the following: the deadline for submitting the attestation

that their application may be rejected if they fail or refuse to provide it The attestation must:

- 1 confirm that the applicant is the person named in the application be in writing and signed by the qualifying attester state the qualifying attester's full name, date of birth, occupation, residential address and (if different) the address at which they are registered as an elector) state the qualifying attester's electoral number (where not registered as an overseas elector) or their digital registration number if the qualifying attester is registered at an address in Northern Ireland if the qualifying attester is registered as an overseas elector, the attester's British passport number together with its date and place of issue include an explanation that the qualifying attester's is able to confirm the applicant is the person named in the application, their connection to the applicant, including (but not limited to) the length of time that the connection has existed include an indication that the qualifying attester is aware that it is an offence to provide false information to the registration officer include a declaration by the qualifying attester that all information provided in the attestation is true state the date on which it is made You could either design a form containing the necessary legal statements and requirements for an attestation or set the required detail out in your communication with the applicant. You should also provide examples of a person of good standing to help an applicant who to identify a suitable attester. You should advise the applicant that an attester is not permitted to charge for providing an attestation. Our guidance for EROs provides information on how to decide if an attestation is valid . If the proxy vote is needed for a forthcoming poll, you should encourage the applicant to supply the attestation to you as soon as possible. You should liaise with the RO (where you are not already the RO) to establish the latest practicable point for determination of proxy vote applications for that poll. Our guidance on determining application close to the deadline provides more information on this. An attestation may be delivered to your office by hand, by post or by electronic means, such as email. If the attestation is sent electronically, the signature of an attester must be a photograph of a handwritten wet signature attached to an email' The attester is required to supply their electoral number as part of their attestation.
- 2 You should be aware that you may receive requests from potential attestors to supply this information and be prepared for how you will manage such requests in practice Applicant is registered via a service declaration as a member of the armed forces There is no exceptions process for applicants who are registered by a service declaration as a member of the armed forces. If an applicant for a proxy vote is registered via a service declaration as a member of the armed forces and you require additional evidence to verify their identity you should write to them and ask them to provide an attestation in support of their application. The attestation must:
- 3 Confirm that the applicant is the person named in the application, Be in writing and signed by an officer of the forces (within the meaning of section 59(1) of the 1983 Act) who is not the spouse, civil partner, parent, grandparent, brother, sister, child or grandchild of the applicant, state the full name, address and rank of the person signing the attestation and the service (whether naval, military or air forces) in which they serve; and state the date on which it is made.

1. Reg 56C (6) Representation of the People (England and Wales) Regulations 2001 (as amended) (RPR); Para 16C (5) Sch 2 Police and Crime Commissioner Elections Order 2012 (PCCEO 2012) ■ Back to content at footnote 1

2. Regulation 16C (5) RPR 2001 (as amended) ■ Back to content at footnote 2

3. Regulation 16C (10) RPR 2001 (as amended) ■ Back to content at footnote 3

Last updated: 4 September 2023 Book traversal links for The attestation process for proxy vote applications (Post commencement) Should applicants submit

copies or original documents? (Post commencement) Is the attestation complete? (Post commencement) Is the attestation complete? (Post commencement of Elections Act measures) When you receive an attestation, you should ask the following questions to assess whether the attestation is complete: Question – Has the attestor: Notes Answer confirmed the applicant is the person named in the application? this would be confirmed by written statement and attestor signing the attestation Yes/No confirmed they are aware of the penalty for providing false information? this would be confirmed by written statement and attestor signing the attestation Yes/No confirmed their connection to the applicant including (but not limited to) the length of time that connection has existed? this would be confirmed by written statement and attestor signing the attestation Yes/No given their full name? this should be written or printed on the attestation Yes/No given their date of birth? this should be written or printed on the attestation Yes/No given their registered address (and residential address if different) this should be written or printed on the attestation Yes/No given their electoral number, or, if they are an overseas elector, their British passport number this should be written or printed on the attestation Yes/No given their occupation? this should be written or printed on the attestation Yes/No dated the attestation? this should be written or printed on the attestation Yes/No signed the attestation? this should be written on the attestation Yes/No If the answer to all of these questions is yes, then the applicant has provided a complete attestation. If one or more of the questions are answered with a no, then the attestation is not complete, and the applicant must be directed to ask the attestor to supply the missing information. If an attestor cannot supply the missing information, the applicant should be told that they must seek an attestation from another source, otherwise their application will be rejected. Last updated: 4 September 2023 Book traversal links for Is the attestation complete? (Post commencement) The attestation process for proxy vote applications (Post commencement) Is the attestation valid? (Post commencement) Is the attestation valid? (Post commencement of Elections Act measures) When a complete attestation is received, you must assess whether the attestation has been made by a qualifying attestor and is valid. Some of the criteria differs depending on whether an attestor is registered as a domestic or overseas elector. 1 All qualifying attestors must: confirm they are not the spouse, civil partner, parent, grandparent, brother, sister, child or grandchild of the applicant not have already signed identity attestations for two other applicants since either the last publication of the annual register, or when the attestor was first added to the register whichever is the most recent Where an attestor is a domestic elector they must be: registered as an elector to vote in a local authority area in England or Wales a person of good standing in the community Where an attestor is registered as an overseas elector they must be: registered to vote aged 18 or over Good standing There is no precise definition of good standing; however, for the purposes of an attestation, you should consider it to mean someone who has credentials that can be checked and would suffer professional or reputational damage if they were to provide a false attestation. The list in the table below is not definitive but is intended to illustrate which professions could be described as of good standing: Examples of professions which could be described as of good standing accountant airline pilot articled clerk of a limited company assurance agent of recognised company bank/building society official barrister chairman/director of limited company chiropodist commissioner of oaths civil servant (permanent) dentist director/manager of a VAT-registered charity director/manager/personnel officer of a VAT-registered company engineer (with professional qualifications) financial services

intermediary (e.g. a stockbroker or insurance broker) fire service official funeral director insurance agent (full time) of a recognised company journalist Justice of the Peace legal secretary (fellow or associate member of the Institute of Legal Secretaries and PAs) licensee of public house local government officer manager/personnel officer (of a limited company) medical professional member, associate or fellow of a professional body Merchant Navy officer minister of a recognised religion (including Christian Science) nurse (RGN and RMN) officer of the armed services optician paralegal (certified paralegal, qualified paralegal or associate member of the Institute of Paralegals) person with honours (an OBE or MBE, for example) pharmacist photographer (professional) police officer Post Office official publicly elected representative (MP, Councillor etc) president/secretary of a recognised organisation Salvation Army officer social worker solicitor surveyor teacher, lecturer trade union officer travel agent (qualified) valuer or auctioneer (fellows and associate members of the incorporated society) Warrant Officers and Chief Petty Officers It is important to note that an unemployed/retired person who is of good standing in the community is not precluded from attesting an application. You must judge each attestation on its individual merits rather than apply a blanket policy. You must assess whether the attestation satisfies the relevant requirements, by answering two further questions: Is the qualifying attester registered as either a domestic elector in a local authority area in England or Wales or as an overseas elector? The qualifying attester must be registered as either an overseas elector or an elector in a local authority area in England or Wales. 2 If the qualifying attester's address is in the same local authority area as the applicant, you should check your electoral register and your electoral management software to check that the qualifying attester satisfies this condition. If the qualifying attester's address is not in the same local authority area as the applicant, you should contact the attester's ERO to check if the qualifying attester fulfils these conditions. Has the qualifying attester signed no more than two identity attestations since either the last publication of the register or since the attester was added to it, whichever is the most recent? Qualifying attestors are limited to signing identity attestations for no more than two applicants in any one electoral year (normally from 1 December to 30 November), or since their entry was added to the register in that local authority area, whichever is the shortest period. This allows the attester's ERO to confidently supply the required information without being required to account for attestations made whilst the attester was registered elsewhere. Electoral management software should record each time an elector has signed an attestation. Where the limit has been reached, you should reject the attestation for this reason. This does not prevent the applicant from seeking another attestation from a different elector. You should process attestations in the order they are received. If the attester fulfils all the conditions, the attestation will be accepted, and the attester's ERO will be able to record this against the elector's record. This will then count towards this elector's total allowable attestations. 1. Regulation 56C (6) and (7) Representation of the People (England and Wales) Regulations 2001 (as amended) (RPR) ■ Back to content at footnote 1 2. Reg 56C (7) RPR 2001 (as amended), Para 16C (6) Sch 2 Police and Crime Commissioner Elections Order 2012 (as amended) ■ Back to content at footnote 2 Last updated: 4 September 2023 Book traversal links for Is the attestation valid? (Post commencement) Is the attestation complete? (Post commencement) Determining applications for proxy votes following the exceptions or attestation process (Post commencement) Determining applications for proxy votes following the exceptions or attestation process (Post commencement of Elections Act

measures) Where proxy vote applications require verification of personal identifiers and the proxy vote is needed for a forthcoming poll, you should liaise with the RO (where you are not already the RO) to establish the latest practicable point for determination of proxy vote applications for that poll. Our guidance on determining application close to the deadline provides more information on this. Determining an application where additional documentary evidence has been provided Where you are satisfied that an applicant's identity has been verified as a result of providing additional documentary evidence, you should determine the application for a proxy vote as approved. Where you are not satisfied with the documentary evidence provided you may request further additional evidence, an attestation or refuse the application. Determining an application where an attestation has been provided If you have been able to determine an attestation as valid and therefore successfully established the identity of the applicant, you should determine the application for a proxy vote as approved. If you are not satisfied that the attestation is valid you may request another attestation, ask for additional evidence or refuse the application. If an applicant refuses or does not respond to your request on or before the deadline to provide additional documentary evidence or an attestation If an applicant refuses or does not respond to your request on or before the deadline to provide additional evidence or an attestation, you may refuse the application for a proxy vote. Whatever determination decision you make, you must write to the elector to notify them. Our guidance on confirming the outcome of proxy vote applications contains more information. Last updated: 4 September 2023 [Book traversal links for Determining applications for proxy votes following the exceptions or attestation process \(Post commencement\)](#) Is the attestation valid? (Post commencement) [Determining proxy vote applications close to a poll \(Post commencement\)](#) [Determining proxy vote applications close to a poll \(Post commencement of Elections Act measures\)](#) If an elector applying for a proxy vote close to the deadline for a poll fails the DWP check, their application can be determined using the exceptions or attestation process up to and including polling day. Whilst the processing of applications is the responsibility of the ERO, the RO is responsible for the issuing of proxy information. You should liaise with the RO (where you are not also the RO) to establish the latest practicable point for determination of these applications. Our guidance on communicating proxy appointments to polling station staff has more information on this. Whatever determination decision you make, you must write to the elector to notify them. 1 Our guidance on confirming the outcome of proxy vote applications contains more information. 1. Reg 57 Representation of the People (England and Wales) Regulations (RPR) 2001 (as amended), Para 17 Sch 2 Police and Crime Commissioner Elections Order 2012 (as amended) ■ [Back to content at footnote 1](#) Last updated: 4 September 2023 [Book traversal links for Determining proxy vote applications close to a poll \(Post commencement\)](#) [Determining applications for proxy votes following the exceptions or attestation process \(Post commencement\)](#) [Confirming the outcome of a proxy vote application \(Post commencement\)](#) [Confirming the outcome of a proxy vote application \(Post commencement of Elections Act measures\)](#) You must write to applicants to let them know whether their application has been accepted 1 or rejected 2 . If an application is rejected, you must give the reason(s) why. 3 There is an appeal procedure for applications for an absent vote which have been disallowed. When you grant an application, you must confirm that the proxy has been appointed, the name and address of the proxy and the duration of their appointment. 4 The proxy must also be notified of their appointment. 5 Where an application will not be determined in time for the proxy to be able to vote at a forthcoming poll, you

should notify the applicant that the determination will not be made in time for that particular poll, but that the proxy vote will be in place for future polls. The form of the proxy paper for confirming the proxy of their appointment is prescribed. 6 Confirmations are an opportunity to safeguard against potential fraud or misunderstanding on the part of the elector or the proxy. You may, additionally, decide to acknowledge receipt of applications. If an elector receives an acknowledgement for a proxy vote that they have not requested, receipt of the acknowledgement would give the elector an opportunity to get in touch with you. All responses, along with any confirmation notices or acknowledgements returned to you as undelivered/not known at this address, should be monitored and, if you have concerns, you should contact your SPOC for advice. For further information, see our guidance on identifying suspicious absent vote applications . 1. Reg.57(1) Representation of the People (England and Wales) Regulations (RPR) 2001 (as amended, Para 17(1) Sch 2 Police and Crime Commissioner Elections Order 2012 (PCCEO 2012) (as amended) ■ Back to content at footnote 1 2. Reg 57(1) RPR 2001, Para 17(3) Sch 2 PCCEO 2012 (as amended) ■ Back to content at footnote 2 3. Reg 57 RPR 2001, Para 17(3) Sch 2 PCCEO 2012 (as amended) ■ Back to content at footnote 3 4. Regulation 57(2) RPR 2001 ■ Back to content at footnote 4 5. Schedule 4 Paragraph 6(9) Representation of the People Act 2000 ■ Back to content at footnote 5 6. Regulation 57(3) RPR 2001 ■ Back to content at footnote 6 Last updated: 4 September 2023 Book traversal links for Confirming the outcome of a proxy vote application (Post commencement) Determining proxy vote applications close to a poll (Post commencement) Changing or cancelling a proxy vote (Post commencement) Changing or cancelling a proxy vote (Post commencement of Elections Act measures) Changing an appointed proxy Proxy voters who have a proxy vote for a definite or indefinite period may apply to change their appointed proxy at any time up until 5pm, 11 working days before a poll to be effective at that poll. 1 The application must state the full name and address of the person whom the elector wishes to appoint as their new proxy. It must also contain a statement that the person to be appointed as the proxy is capable and willing to vote as the applicant's proxy. 2 Where the change of proxy is to a definite or indefinite proxy arrangement, the person newly appointed as proxy remains until the proxy arrangement ends or the elector decides to make another change. 3 You should inform the elector in a confirmation letter that - the person most recently appointed as their proxy will remain in place, as described above. Alternatively, they may submit a fresh application to vote by proxy for a definite or indefinite period, by 5pm six working days before the poll, which would supersede the earlier one. There are no provisions for those electors with a proxy vote at a particular poll to change their proxy appointment. However, they may submit a fresh application to vote by proxy, by 5pm six working days before the poll, which would supersede the earlier one. Emergency change of proxy on grounds relating to voter identification After the deadline of 5pm, six working days before the poll, a proxy voter can make an application to change their appointed proxy on grounds relating to voter identification. The application must include a statement that to the best of the applicant's knowledge and belief their appointed proxy meets one of the conditions provided for . An application made under these provisions must reach the ERO by 5pm on the day of poll. 4 Changing from a proxy vote to a postal vote Proxy voters who have a proxy vote for a definite or indefinite period may change their voting option from proxy to postal at any time up until 5pm, 11 working days before a poll to be effective at that poll. 5 Applications to change the method of voting from proxy to postal must be made by submitting an application to vote by post. If the postal vote application is

determined and approved, you must amend the record accordingly. Cancelling a proxy vote Proxy voters who have a proxy vote for a definite or indefinite period may cancel their proxy vote at any time up until 5pm, 11 working days before a poll to be effective at that poll. 6 There are no provisions for electors with a proxy vote at a particular poll to cancel their proxy vote. However, they may change their voting method by submitting a postal application by 5pm, 11 working days before the poll, which would supersede the earlier application for a proxy vote. An elector who has appointed a proxy may still vote in person, provided they do so before their appointed proxy and that the appointed proxy has not successfully applied to vote by post. Changing or cancelling a proxy vote where a postal proxy exists If a postal proxy returns their postal ballot paper (unless they have spoilt it or claim it has been lost or not received) before you have determined an application from the elector to change or cancel their proxy, or from the proxy to change their method of voting from postal to voting in person, you must disregard the application for the poll for which the postal ballot paper has been issued. 7 Please see our guidance on the cancellation of postal votes , which also applies in the case of a postal proxy. Requirement to notify the Returning Officer at a poll of changes to proxy voting arrangements You must notify the Returning Officer whenever you have granted: 8 cancellation of proxy vote or postal proxy vote arrangements change from proxy to postal appointment of proxy application for a proxy postal ballot paper to be sent to a different address 1. Regulation 56(1) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Reg 52 RPR 2001 ■ Back to content at footnote 2 3. Para 6(11)(b) Schedule 4 Representation of the People Act 2000 (RPA 2000) ■ Back to content at footnote 3 4. Regulation 56(3F) RPR 2001 ■ Back to content at footnote 4 5. Regulation 56(1) RPR 2001 ■ Back to content at footnote 5 6. Schedule 4 Paragraph 6(10) RPA 2000 and Regulation 56(5) RPR 2001 ■ Back to content at footnote 6 7. Regulation 56(5A) RPR 2001 ■ Back to content at footnote 7 8. Regulation 78A(1) RPR 2001 ■ Back to content at footnote 8 Last updated: 4 September 2023 Book traversal links for Changing or cancelling a proxy vote (Post commencement) Confirming the outcome of a proxy vote application (Post commencement) Voting by post as proxy (Post commencement) Voting by post as proxy (Post commencement of Elections Act measures) Those appointed as a proxy can choose to apply to vote by post . It is not possible for a nominated proxy to apply for a postal vote online so you should consider sending application forms for this purpose when notifying the proxy of their appointment. The application made by the proxy to vote by post must meet the requirements as for any application to vote by post, including the requirement to provide personal identifiers . Last updated: 4 September 2023 Book traversal links for Voting by post as proxy (Post commencement) Changing or cancelling a proxy vote (Post commencement) Emergency proxies (Post commencement) Emergency proxies (Post commencement of Elections Act measures) An elector may appoint an emergency proxy at a poll up to 5pm on polling day in the following circumstances: 1 in the case of a medical condition, illness or disability arising after the deadline for ordinary proxy applications if they are a mental health patient detained under civil powers if their occupation, service or employment means they cannot go to the polling station in person and they became aware of this after the deadline for ordinary proxy applications if they meet any of the conditions relating to emergency proxies on the grounds of voter identification after the deadline to apply for a Voter Authority Certificate or Anonymous Elector's Document Emergency proxies on the grounds of voter identification 2 The grounds on which an elector can appoint an emergency proxy relating to voter identification are covered

in our guidance on emergency proxy on grounds relating to voter identification . Any application under this provision must state that it is made on the grounds of voter identification and include which of the acceptable conditions apply to the applicant. An application made on the grounds of voter identification does not require an attestation. The grounds of voter identification also enable a change to the person appointed as proxy. 3 1. Regulation 56(3A) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Reg 55B and 56A RPR 2001 (as amended) ■ Back to content at footnote 2 3. Reg 56A(2)(b) RPR 2001 (as amended) ■ Back to content at footnote 3 Last updated: 4 September 2023 Book traversal links for Emergency proxies (Post commencement) Voting by post as proxy (Post commencement) Attestations for emergency proxies (Post commencement) Attestations for emergency proxies (Post commencement of Elections Act measures) Emergency proxy application forms must be attested except where either: the elector is registered anonymously 1 the application is made on grounds relating to voter identification 2 Where the application is due to a medical condition, illness or disability, the attestor must be one of the individuals included in the list of people who may attest proxy applications made on the grounds of disability or illness. The attestation must include the day on which, to the best of the knowledge and belief of the person attesting, the applicant became ill or disabled, which must be after 5pm on the sixth working day before polling day if the application is to be accepted. 3 Where a person applies for an emergency proxy because they have been called away as a result of their occupation, service or employment, the application must include the date on which they became aware of the circumstances which will not allow them to vote in person. 4 Applications on the grounds of occupation, service or employment must be attested by either: 5 the applicant's employer or an employee delegated to do so on the employer's behalf if the applicant is self-employed, by a person aged 18 years or over who knows the person but is not related to them A person is related to another in this context if they are their spouse, civil partner, parent, grandparent, brother, sister, child or grandchild. 6 1. Regulation 55(1) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 55B RPR 2001 (as amended) ■ Back to content at footnote 2 3. Regulations 53, 55(2), (3), (4) and (5) RPR 2001 ■ Back to content at footnote 3 4. Regulation 55A (2) RPR 2001 ■ Back to content at footnote 4 5. Regulation 55A(4) RPR 2001 ■ Back to content at footnote 5 6. Regulation 55A(7) RPR 2001 ■ Back to content at footnote 6 Last updated: 4 September 2023 Book traversal links for Attestations for emergency proxies (Post commencement) Emergency proxies (Post commencement) Communicating emergency proxy appointments to polling station staff (Post commencement) Communicating proxy appointments to polling station staff (Post commencement of Elections Act measures) If an application is determined or a new emergency proxy application is made after the list of proxies has been dispatched to the polling station, the Presiding Officer at the polling station where the proxy will be voting will need to be made aware, as they will not be on the list of proxies originally supplied. Every effort should be made to contact the Presiding Officer directly to notify them that a proxy has been appointed, particularly as there is no requirement in law that a proxy must provide any documentation in order to be permitted to vote on behalf of an elector. Where possible, it is recommended that a supplementary list of proxies be issued to the polling station, which should then be added to the list originally supplied. Local arrangements between you and the Returning Officer will be required in order to determine how any proxy appointments will be notified to a Presiding Officer. For example, you could give the proxy of any

voter whose application has been accepted a letter authorising them to act as a proxy, which would also include details of the person for whom they are voting. The proxy could then be instructed to take that authorisation with them when they go to vote and hand it to the Presiding Officer. The letter should then be retained with the list of proxies as a record that the proxy has been issued with a ballot paper.

Last updated: 4 September 2023 [Book traversal links for Communicating emergency proxy appointments to polling station staff \(Post commencement\)](#) [Attestations for emergency proxies \(Post commencement\)](#) [Establishing continued eligibility for a proxy vote \(Post commencement\)](#) [Establishing continued eligibility for a proxy vote \(Post commencement of Elections Act measures\)](#) You must make enquiries of all proxy vote applications granted on the specific grounds of occupation, service, employment or attendance on an educational course within three years of granting the application, or of the last such enquiry. 1 The purpose is to establish whether there has been a material change in circumstances that would mean that the person is no longer entitled to their proxy vote. You may make additional enquiries at any time. You will need to put arrangements in place to schedule and track the progress of any such enquiries. You could, for example, include this in your monthly procedures for publishing a notice of alteration. The format and content of these enquiries is not prescribed. You may contact the elector via email, phone or letter. Where you make an enquiry by phone, you should keep a written note for your records. Your communications should clearly state any deadline period of one month for replying and the consequences of not responding. If an elector fails to respond within one month, you are entitled to cancel the absent vote. 2 Cancellation in these circumstances is discretionary and you may wish to send the elector further reminders before cancelling. If the cancellation would fall immediately before a poll, you should consider not exercising the discretion until after the poll to avoid the elector potentially being disenfranchised. Whatever approach you take, you should ensure that it is applied consistently. 1. Regulation 60(3) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ [Back to content at footnote 1](#) 2. Regulation 60(3) RPR 2001 ■ [Back to content at footnote 2](#) Last updated: 4 September 2023 [Book traversal links for Establishing continued eligibility for a proxy vote \(Post commencement\)](#) [Communicating emergency proxy appointments to polling station staff \(Post commencement\)](#) [Appeals procedure for disallowed absent vote applications \(Post commencement\)](#) [Appeals procedure for disallowed absent vote applications \(Post commencement of Elections Act measures\)](#) There is an appeal procedure for applications for an absent vote which have been disallowed (in the case of proxy applications, this applies to applications to appoint a proxy for a definite or indefinite period only). Any appeal must be made to you within 14 days of the date of the decision on the application and must specify the grounds of appeal. You must immediately forward the notice to the county court together with a statement containing: 1 the material facts which have, in your opinion, been established in the case your decision upon the whole case any point which may be specified as grounds of appeal If there are several appeals, all made on the same or similar grounds you must inform the court of this to enable the appeals to be consolidated, if appropriate, or a test case to be selected. 2 Legislation does not specify the procedure that should be followed should the court allow the appeal, but you should be prepared to add the electors to the record and, if appropriate, to the list for an election. 1. Regulation 58(2) Representation of the People (England & Wales) Regulations (RPR) 2001 ■ [Back to content at footnote 1](#) 2. Regulation 58(3) RPR 2001 ■ [Back to content at footnote 2](#) Last updated: 4 September 2023 [Book traversal links for Appeals procedure for disallowed absent vote applications \(Post](#)

commencement) Establishing continued eligibility for a proxy vote (Post commencement) Identifying suspicious absent vote applications (Post commencement) Identifying suspicious absent vote applications (Post commencement of Elections Act measures) Although there are no definitive signs of fraud, you should ensure that you have mechanisms in place to identify suspicious absent vote applications. Applications for absent votes do not have to be taken at face value. You can require additional information where necessary, such as an attestation, to verify the identity of an applicant. The following could, depending on the context of the local area and the specific circumstances surrounding any application or applications, be indicators of possible fraud: a number of application forms completed in the same handwriting unusually large numbers of absent vote applications in a particular area unusually large numbers of postal and postal proxy redirections to one particular property or properties unusually large numbers of proxy attestations unusually large numbers of signature waiver requests. For example: large numbers of applications assisted or signed by one person with no plausible explanation large numbers of applications from one street or area with no plausible explanation signature and/or date of birth provided on the application form is inconsistent with data that you already hold acknowledgements or confirmation notices returned as undelivered You should put in place mechanisms that will help to identify suspicious absent vote applications including: training for office staff on what to look out for regular data reviews to identify patterns considering how to share data about patterns of applications with local political parties and elected representatives to improve transparency and confidence, so that they can help identify any applications which might be suspicious. Our guidance on identifying suspicious registration applications has more information on liaising with your local police Single Point Of Contact (SPOC). Last updated: 4 September 2023 Book traversal links for Identifying suspicious absent vote applications (Post commencement) Appeals procedure for disallowed absent vote applications (Post commencement) Retention of documents supplied as part of an absent vote application (Post commencement) Retention of documents supplied as part of an absent vote application (Post commencement of Elections Act measures) You must retain the following documents and information if supplied as part of an application, including any copies taken of original documents, until the application has been determined: 1 the application form itself the information that you receive as a result of an online application any evidence you receive under the documentary exceptions or attestation processes The signatures and dates of birth of postal and proxy voters must be stored securely. Paper applications may be scanned and stored electronically, or you may keep the originals in paper form. You may keep these documents and information after your determination of the application. 2 Data protection legislation does not specify maximum periods for retention of personal data but says that personal data processed for any purpose shall not be kept for longer than is necessary for that purpose. You will therefore need to consider whether it would be appropriate for you to hold on to the information for a specific period to take account of the possibility of a legal challenge and any analysis the police may need to carry out if there are any integrity concerns. It is important that your document retention policy sets out the period you will retain documents and your reason for doing so. Unless there is a legal challenge or investigation, you should not retain any documents relating to a particular elector for more than 12 months after they have been removed from the register, as this is the usual time limit for any prosecutions. In any case, unless there is a legal challenge, make sure that you do not retain documents for longer than the period specified in your

document retention policy and securely destroy them at the appropriate point. This should include ensuring that you have processes in place to manage any scanned images held on your electoral management system (EMS). The Information Commissioner's Office provides general advice on the retention of personal data. Where you decide to keep any application-related documents beyond the point of determination, you must redact the applicant's National Insurance number from any documentation you have, including the application form, within a period of 13 months from the date the application was determined. 3 The requirement to redact the applicant's National Insurance number does not apply where this documentation is required for the purpose of any civil or criminal investigations or proceedings. 4 You need to ensure that you can carry out such redactions, which may include using special redaction software. The council's Data Protection Officer should be able to give you advice on redaction of personal information. You also need to keep a record of the day on which you have made your determination on an application, so that you can accurately calculate the 13 month period. Your EMS system may facilitate this. National Insurance numbers will only be available on paper applications, or where someone has applied in person or by telephone; for applications made online, you will not receive the National Insurance number. For more information, see our guidance on data protection considerations which contains further information the storage of personal data and on document retention, including what should be included in a document retention policy. 1. Reg 56D(2) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 56D(3) RPR 2001 ■ Back to content at footnote 2 3. Regulation 56D(3) RPR 2001 ■ Back to content at footnote 3 4. Regulation 56D(4) RPR 2001 ■ Back to content at footnote 4 Last updated: 4 September 2023 Book traversal links for Retention of documents supplied as part of an absent vote application (Post commencement) Identifying suspicious absent vote applications (Post commencement) Absent voting records, lists and registers (Post commencement) Absent voting records and lists (Post commencement of Elections Act measures) What absent voting lists am I required to keep? You are required to keep up to date and accurate records of absent vote applications that have been granted. Three separate records are required, as follows: 1 Postal voters The record must indicate the elector's full name (unless the elector is registered anonymously) and the address to which the ballot paper is to be sent. It should also include the elector number. Proxy voters The record must indicate the elector's full name (unless the elector is registered anonymously) and the full name and address of the proxy. It should also include the elector number. Postal proxy voters The record must indicate the elector's full name (unless the elector is registered anonymously) and the full name of the proxy and the address to which the ballot paper is to be sent. It should also include the elector number. Producing the absent vote lists for a poll For any particular poll, you must produce a postal voters list, a list of proxies and a postal proxy list based on the information contained in these records and supply the lists to the Returning Officer for the poll, 2 where you are not also the Returning Officer, and those others entitled to receive the list. 3 If an elector is registered anonymously only the elector number and period of anonymous registration is included on the lists. 4 You should ensure that the records and lists are accurate and should take steps to ensure that electors who are deleted from the register are also removed from the absent voting lists. Keeping the records of personal identifiers which contain the signatures and dates of birth provided on absent vote applications You are required to maintain the personal identifier record 5 which must include the names, signatures and dates of birth of all absent voters. Where a waiver has been granted the record

will not include a signature. Record of signatures and dates of birth of absent voters for a particular poll In the case of the signature and date of birth belonging to an elector who has been granted an absent vote for a particular poll, you must keep the record until the expiry of twelve months from the date of the poll for which the absent vote was granted. Record of signatures and dates of birth for longer term absent voters In the case of the signature and date of birth belonging to an elector who has been granted an absent vote for a definite or the maximum period, you must keep the record until the expiry of twelve months from the date of which the elector is removed.

1. Schedule 4 Paragraph 5 and 7(8) Representation of the People Act (RPA) 2000 ■ Back to content at footnote 1

2. Regulation 61(6)(b) and (6A) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 2

3. Regulation 61(1) and 61A 2001 RPR 2001 ■ Back to content at footnote 3

4. Schedule 4 paragraph 5(4) and 7(8A) RPA 2000 ■ Back to content at footnote 4

5. Regulation 61B RPR 2001 ■ Back to content at footnote 5

Last updated: 4 September 2023

Book traversal links for Absent voting records, lists and registers (Post commencement)

Retention of documents supplied as part of an absent vote application (Post commencement)

Supply and inspection of the absent voting lists (Post commencement)

Supply and inspection of the absent voting lists (Post commencement of Elections Act measures)

Absent voting lists and information contained on the absent voting record which would be used to generate the lists in case of a poll are available for public inspection. Copies of the relevant part may be supplied, free of charge, to:

- 1 elected representatives
- local constituency parties
- political parties
- candidates

The relevant part is the same part that is specified in the regulations for the supply of the electoral register. Details can be found in our resource: List of people entitled to be supplied with the electoral register (PDF)

A record should be kept of every person or organisation who has been supplied with absent voting lists. This will help to show that you are complying with data protection legislation and the principles of processing personal data, ensuring that it is processed lawfully, fairly and in a transparent manner.

Before a poll

Ahead of a poll, you should explain to candidates and parties that absent voting lists for that poll are available and set out how a request can be made. If you receive a request for the absent voting lists, you should action it promptly. Sharing absent voting lists with candidates and parties in a timely manner will help promote confidence in the administration of the poll and help candidates and parties to campaign. A request must be made in writing and specify:

- 2 the information being requested
- whether the request is for the current lists only, or whether it includes a request for the final lists
- whether the information is required in printed or data form

Updates you need to make to the lists include the details of those who have had absent vote applications determined after the deadline or who have made successful emergency proxy applications must also be shared with those who have requested a copy of the final lists.

3 Ahead of a poll, you must make the absent voting lists available for public inspection as soon as practicable after 5pm on the sixth working day before the poll.

4 For more information about making lists available for inspection see our guidance on access and supply .

Supply of records containing signature and date of birth provided on an absent vote application

The personal identifiers record (which contains the signatures and dates of birth provided on an absent vote application) are not open to public inspection and are not available for supply. You must provide a copy or allow access to the postal voting records to the Returning Officer for the purposes of carrying out the personal identifier checks on returned postal voting statements.

5 Candidates and agents are not entitled to inspect application forms,

unless it is their own. However, the RO is permitted to show the relevant entry in the personal identifiers record (i.e. the name, signature (unless a waiver has been granted) and date of birth of the relevant voter) to agents when verification is taking place. 6 Additionally, a data subject is entitled to see personal information held about them. Information requested by data subjects must be provided without delay and in any event within one month (although it can be extended to two months in certain conditions). Under data protection legislation, information must be provided free of charge. Subsequent copies may be charged for, but the charge must be reasonable and based on administrative costs. There is no requirement for the request to be made in writing; you must, however, be satisfied of the requester's identity before fulfilling the request. A postal voter who has received a postal vote identifier rejection notice, for example, may request to see their postal voting statement. More information about the inspection of postal vote identifier rejection notices can be found in our FAQs for postal vote rejection notices resource: FAQs for postal vote rejection notices (DOC) 1. Regulation 61 Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 61(2) RPR 2001 ■ Back to content at footnote 2 3. Regulation 61(7) RPR 2001 ■ Back to content at footnote 3 4. Regulation 61(6) RPR 2001 ■ Back to content at footnote 4 5. Schedule 4 Paragraph 7C Representation of the People Act (RPA) 2000 ■ Back to content at footnote 5 6. Regulation 85A RPR 2001) ■ Back to content at footnote 6 Last updated: 6 September 2023 Book traversal links for Supply and inspection of the absent voting lists (Post commencement) Absent voting records, lists and registers (Post commencement) Supply and inspection of absent voting lists at a recall petition (post-commencement) Supply and inspection of absent voting lists at a recall petition (post-commencement) You must, on request, supply free of charge a copy of the absent signers and proxy postal signers list to: 1 a registered political party the MP to whom a petition relates the Electoral Commission the Security Service, Government Communications Headquarters and the Secret Intelligence Service any police force in Great Britain, the National Crime Agency and any body of constables established under an Act of Parliament an accredited campaigner As soon as practicable after 5pm on the cut-off day (3 working days before the first day of the signing period) you must: publish the absent signers, proxies 2 and postal proxies 3 lists send to the Petition Officer a copy of those lists Inspection of the lists Where inspection takes place by providing a copy of the information on a computer screen or in another data form, you must ensure that no person is permitted to: search it by electronic means by reference to the name of any person copy or transmit any part of that copy by electronic or any other means A person who inspects a copy of the information whether in printed or data form may not: make copies of any part of it or record any particulars in it otherwise by means of hand-written notes 1. Regulation 80 Recall of MPs Act 2015 (Recall Petition) Regulations 2016 ■ Back to content at footnote 1 2. Regulation 55 Recall of MPs Act 2015 (Recall Petition) Regulations 2016 ■ Back to content at footnote 2 3. Regulation 58 Recall of MPs Act 2015 (Recall Petition) Regulations 2016 ■ Back to content at footnote 3 Last updated: 13 September 2023 Book traversal links for Supply and inspection of absent voting lists at a recall petition (post-commencement) Supply and inspection of the absent voting lists (Post commencement) Absent voting register markers (Post commencement) Absent voting register markers (Post commencement of Elections Act measures) After the sixth day before the poll has passed and all absent vote applications have been determined ahead of a poll, you will need to prepare the electoral registers which are to be used in the polling stations. Electors allowed to vote by post and electors

whose proxies have been allowed to vote by post must have the letter 'A' marked alongside their names in the polling station register. 1 Your EMS should have the facility to print registers for use in the polling station at a poll. There is no prescribed way of marking proxy voters on polling station registers, although in many cases, they will be prefixed with the letter 'P'. 1. Regulation 62 Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 Last updated: 4 September 2023 Book traversal links for Absent voting register markers (Post commencement) Supply and inspection of absent voting lists at a recall petition (post-commencement) Requirement for electors to re-apply or refresh their absent vote arrangements (Post commencement) Requirement for electors to re-apply or refresh their absent vote arrangements (Post commencement of Elections Act measures) A domestic elector can apply for a postal vote arrangement to be in place for a definite period or a maximum period of up to three years. The restriction on the length of time a postal vote arrangement can be made for means that if the elector wishes the arrangement to remain in place for longer than that, they will be required to make a new application when their current arrangement period ends. You must notify domestic electors who have a postal vote arrangement in place for the maximum period before their existing arrangement ends to inform them of the date on which their arrangement will end and how to make a fresh application. For more information, see our guidance on managing the process for informing postal voters of the requirement to re-apply . A domestic elector who has a proxy voting arrangement is required to refresh their signature every 5 years. For more information, see our guidance on refreshing proxy vote signatures . Overseas electors absent voting arrangements are linked to their electoral registration and they are required to reapply for their postal voting arrangement or refresh their proxy vote signature in line with when they renew their registration as an overseas elector. Our guidance on overseas electors is being updated to reflect changes as a result of the Elections Act 2022.

A link will be provided here once this guidance has been published. Last updated: 4 September 2023 Book traversal links for Requirement for electors to re-apply or refresh their absent vote arrangements (Post commencement) Absent voting register markers (Post commencement) Process for informing postal voters of the requirement to re-apply (Post commencement) Process for informing postal voters of the requirement to re-apply (Post commencement of Elections Act measures) You must identify the numbers of domestic postal voters whose longer term arrangement will reach the end of the maximum period allowed on the 31 January each year. 1 You must notify those postal voters identified: when their current arrangement will end 2 that if wish to continue to vote by post, they will need submit a new postal vote application 3 Timing of sending postal vote re-application notifications Where the postal voting arrangement of a domestic postal voter or a proxy who votes by post has been made for the maximum period, it will end if a new application is not made by the third 31 January following the date on which the application was determined. For example, if an elector's application was determined on 1 February 2024, the elector's postal vote arrangement will last for the full 3 years and cease on the third 31 January following its determination date, i.e. 31 January 2027. If an elector's application was determined on 1 April 2024, the maximum period the elector's postal vote arrangement would last is up to the third 31 January following its determination date, i.e. 31 January 2027. You must inform those postal voters whose arrangement is ending on 31 January of any given year of the need to reapply. You must do this before the date their arrangement ends. 4 The legislation does not provide a timeframe for sending the notice, but to ensure sufficient time for electors to

respond to the notification and submit a new application before their current postal voting arrangement ends, allowing a period of around six weeks would be reasonable. After three weeks of the date of the original notification, if no reply is received, you may choose to send a reminder. Whilst there is no requirement to send a reminder notice doing so may minimise the risk of a postal vote arrangement ceasing inadvertently if the original notice has not been received. Reminder notices can be sent by email where you hold the electors email address. The signature refresh process for proxies will likely coincide with the sending of notifications as this also needs to be concluded by 31 January each year. You may therefore be able to manage the write out and follow up to all absent voters as one exercise. Overseas electors – requirement to re-apply or refresh absent voting arrangements The process for overseas electors who have absent voting arrangements will be linked to their electoral registration. They will be required to re-apply for their postal vote in line with when they renew their registration. Our guidance on overseas electors is being updated to reflect changes as a result of the Elections Act 2022. A link will be provided here once this guidance has been published.

1. Regulation 60ZA (1) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1

2. Regulation 60ZA (2)(a) RPR 2001 ■ Back to content at footnote 2

3. Regulation 60ZA (2)(b) RPR 2001 ■ Back to content at footnote 3

4. Regulation 60ZA (2) RPR 2001 ■ Back to content at footnote 4

Last updated: 4 September 2023

Book traversal links for Process for informing postal voters of the requirement to re-apply (Post commencement)

Requirement for electors to re-apply or refresh their absent vote arrangements (Post commencement)

Contents of the postal vote re-application notification (Post commencement)

Contents of the postal vote re-application notification (Post commencement of Elections Act measures)

The notification must:

- 1 inform the postal voter of the date that their entitlement to vote by post is to end contain information about how to make a fresh application to vote by post You should also include information to explain the following: the types of polls at which the person would no longer be able to vote by post in if they do not re-apply that their current arrangement ending does not prevent the elector from re-applying for a postal vote at a later date how the required signature and date of birth are used to assist in deterring misuse of the entitlement to vote by post the circumstances in which the signature requirement may be waived You must send the notification to the current or last known address of the postal voter or proxy who votes by post.
- 2 You should keep a record of the name of each person you have sent a notification to, the address to which you sent it, and the date of the notification.

1. Regulation 60ZA (1) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1

2. Regulation 60A (2) RPR 2001 ■ Back to content at footnote 2

Last updated: 4 September 2023

Book traversal links for Contents of the postal vote re-application notification (Post commencement)

Process for informing postal voters of the requirement to re-apply (Post commencement)

Removing postal voters from the absent voting records and lists when they have expired (Post commencement)

Removing postal voters from the absent voting records and lists when they have expired (Post commencement of Elections Act measures)

If you have not received a new application in response to a postal vote re-application notification by the date the arrangement ceases, you must remove the entry from the absent voting records and relevant list (postal voters list or proxy postal voters list) as soon as practicable.

- 1 You must also remove that person’s entry from the relevant record of granted absent vote applications. You must, however, keep the elector’s signature and date of birth previously provided on the record of personal

identifiers for a period of twelve months from the date on which the elector is removed from the record of granted applications. 2 You must notify the elector in writing that their postal vote has been removed. 3 The notice must include information to: 4 explain that the person's postal vote has been removed because a new application has not been received, and if they wish to vote they can now only do so at a polling station inform them of their polling station remind them that they may make a new postal vote application or apply to vote by proxy Where a postal proxy is removed from the record and list of postal proxies, you may also write to the elector who appointed the proxy and explain that while the proxy appointment remains in place (provided the elector has not also lost their entitlement to vote by proxy), their proxy must now attend the elector's polling station to vote on their behalf or make a new application for a postal vote. 5 1. Schedule 4 Paragraph 3 (5)(ca) of the Representation of the People Act (RPA) 2000 ■ Back to content at footnote 1 2. Regulation 61B Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 2 3. Regulation 57(4B) RPR 2001 ■ Back to content at footnote 3 4. Regulation Reg 60A (8)(c) RPR 2001 ■ Back to content at footnote 4 5. Regulation 60A (8) and (9) RPR 2001 ■ Back to content at footnote 5 Last updated: 4 September 2023 Book traversal links for Removing postal voters from the absent voting records and lists when they have expired (Post commencement) Contents of the postal vote re-application notification (Post commencement) Refreshing proxy vote signatures (Post commencement) Refreshing proxy vote signatures (Post commencement of Elections Act measures) The proxy vote refresh exercise for electors other than those registered as overseas electors must be carried out each year for those proxy voters whose signatures became more than five years old in the 12 months since the last refresh. By 31 January each year, you must send a notice in writing 1 to every proxy voter whose signature is more than five years old. Proxy voters who have been granted a waiver do not have a signature held on record and are therefore not affected by the refresh provisions. Indefinite proxy voting arrangements for overseas electors An overseas elector's indefinite proxy voting arrangement is directly linked to their electoral registration and will require a fresh signature to be provided by the third 1 November calculated from the original date of their addition to the register. An exception exists where the proxy vote application has been made on or after the 1 July but before the 1 November in the same year as the overseas elector declaration is due to expire. In these circumstances the overseas elector will not be required to provide a fresh signature when the existing declaration expires on the 1 November and will only need to do so when the declaration is next due for renewal 3 years later. For example, if an overseas elector's declaration is due to expire on the 1 November 2024 and they apply for a proxy on the 1 July 2024 and providing they renew their overseas declaration before it expires on 1 November 2024, they will not be required to provide a signature refresh until the declaration renewal period in 2027. 1. Regulation 60A (1) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 Last updated: 4 September 2023 Book traversal links for Refreshing proxy vote signatures (Post commencement) Removing postal voters from the absent voting records and lists when they have expired (Post commencement) Identifying the size of the proxy vote refresh (Post commencement) Identifying the size of the proxy vote refresh (Post commencement of Elections Act measures) You should check the number of signatures for proxy voters that will be subject to the refresh process in each year. The age of the signature is calculated based on the latest signature provided and your EMS system should be able to run a report to identify these for you. You should ensure that template notices are ready

to send to electors to obtain refreshed signatures, and to notify any electors whose absent vote you have cancelled because they did not provide a fresh signature. Last updated: 4 September 2023 Book traversal links for Identifying the size of the proxy vote refresh (Post commencement) Refreshing proxy vote signatures (Post commencement) Calculating deadlines for the proxy vote refresh (Post commencement) Calculating deadlines for the proxy vote refresh (Post commencement of Elections Act measures) Proxy voters will lose their entitlement to vote by proxy if no response is received within six weeks of the original notice being sent. 1 The six-week period is calculated from the date the notice is sent to proxy voters. You should therefore date the notice on the day you expect to send it. The entitlement would be lost on the last day of the six-week period following the date the notice is sent. Where the end of the six-week period falls on a non-working day, the deadline is extended to the next working day. After three weeks of the date of the original notice, if no reply is received, a reminder notice must be sent to the proxy voter. 2 In this instance, the three weeks are inclusive, i.e. proxy voters have a full three weeks to complete the notice and for it to arrive back at the ERO's office before a reminder should be sent. 1. Regulation 60A (1)(b) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 60A (3) RPR 2001 ■ Back to content at footnote 2 Last updated: 4 September 2023 Book traversal links for Calculating deadlines for the proxy vote refresh (Post commencement) Identifying the size of the proxy vote refresh (Post commencement) Contents of the proxy vote refresh notice (Post commencement) Contents of the proxy vote refresh notice (Post commencement of Elections Act measures) You should keep a record of the name of each person you have sent a notice to, the address to which you sent it, and the date of the notice, so that you can calculate the point at which the proxy voter will lose their entitlement if they have not provided a fresh signature. The initial notice must: require the proxy voter to supply a specimen of their signature explain that if this is not received within six weeks of the date of the notice, their proxy vote will be cancelled 1 inform them of the date on which they would no longer be entitled to vote by proxy You should also include information to explain the following: the types of polls at which the person would no longer be able to vote by proxy if they do not provide the required signature that cancellation of the proxy vote for failure or refusal to supply a new sample signature does not prevent the elector from re-applying for a proxy vote or applying for a postal vote how the required signature and date of birth are used to assist in deterring misuse the circumstances in which the signature requirement may be waived the deadline for the ERO to receive the signature (i.e. by no later than six weeks from the date of the notice) What is not included on proxy voter refresh notices? There is no provision in law for the elector's date of birth to be pre-printed on the refresh notice. Existing proxy voters do not need to provide their date of birth again in order for their proxy vote to continue. Where should the proxy vote refresh notice be sent? You must send the notice to the current or last known address of the proxy voter. 2 You must enclose a pre-addressed pre-paid postage reply envelope with every notice sent to a UK-based proxy voter. 3 Notices sent to proxy voters with non-UK addresses must also enclose a pre-addressed reply envelope but this is not required to have pre-paid postage. 4 Reminder notices You will need to scan in or otherwise record which notices are returned to allow you to produce an accurate list of those who need a reminder notice. If, within three weeks of the original notice date, a proxy voter has not responded and has not in the meantime been cancelled by the voter, you must send a reminder notice as soon as is practicable. 5 The reminder

notice is a copy of the contents of the original notice. Templates We have produced a template proxy vote identifier request letter which you may find helpful. Proxy vote identifier request letter - We are updating this resource to reflect new measures introduced by the Elections Act 2022. It will be available again once the updates have been completed. 1. Regulation 60A (1) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 2. Regulation 60A (2) RPR 2001 ■ Back to content at footnote 2 3. Regulation 60A (5) RPR 2001 ■ Back to content at footnote 3 4. Regulation 60A (5) RPR 2001 ■ Back to content at footnote 4 5. Regulation 60A (3) RPR 2001 ■ Back to content at footnote 5 Last updated: 4 September 2023 Book traversal links for Contents of the proxy vote refresh notice (Post commencement) Calculating deadlines for the proxy vote refresh (Post commencement) Refresh notices returned without a signature or where the signature is not in the prescribed format (Post commencement) Refresh notices returned without a signature or where the signature is not in the prescribed format (Post commencement of Elections Act measures) A refreshed signature must meet the prescribed requirements of an absent vote application, i.e. it must appear against a background of white unlined paper of at least five centimetres long and two centimetres high. 1 If you receive a notice that does not include a signature or where the signature does not meet the prescribed requirements, you should send another notice to request a new signature. You should include an explanation as to why the notice originally returned could not be accepted, provided there is time left for the absent voter to complete and return it before the deadline. If there is not enough time left for the absent voter to complete and return it before the deadline, you should treat the absent voter as having failed to return the notice. 1. Regulation 51 (3A) (a) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 1 Last updated: 4 September 2023 Book traversal links for Refresh notices returned without a signature or where the signature is not in the prescribed format (Post commencement) Contents of the proxy vote refresh notice (Post commencement) Return of the refresh notice or reminder notice after the deadline (Post commencement) Return of the refresh notice or reminder notice after the deadline (Post commencement of Elections Act measures) You cannot accept a notice or reminder containing a fresh signature after the deadline. You should send the person a letter explaining that the notice cannot be accepted and that if they wish to continue to have an absent vote they must re-apply and provide their identifiers on the new application. You should include a new application form with the letter. There is no provision for you to pre-print the date of birth you already hold on the new application form. Last updated: 4 September 2023 Book traversal links for Return of the refresh notice or reminder notice after the deadline (Post commencement) Refresh notices returned without a signature or where the signature is not in the prescribed format (Post commencement) Removing a proxy voter from the absent voting records and lists (Post commencement) Removing a proxy voter from the absent voting records and lists if a fresh signature is not received (Post commencement of Elections Act measures) If you have not received a fresh signature before the end of the six week period following the date of the original notice you must immediately remove the proxy vote entry from the records and relevant list (list of proxies or proxy postal voters list). 1 You must also remove that person's entry from the relevant record of granted proxy vote applications. The records and lists should be updated on the day after the deadline. Where the deadline falls on a non-working day, it is extended to the next working day. You must, however, keep the elector's signature and date of birth previously provided on the record of personal identifiers for a period of

twelve months from the date on which the elector is removed from the record of granted applications. 2 You must notify the elector in writing that their proxy vote has been removed. The notice must: 3 explain that the person's proxy vote has been removed because of a failure to provide a fresh signature and if they wish to vote, they can now only do so at a polling station inform them of their polling station remind them that they may make a fresh proxy vote application, which must include their identifiers You should include a new proxy vote application form with the removal notice. There is no provision to pre-print the date of birth that you already hold for the elector on the new application form. You should also write to any proxy or postal proxy where the elector has failed to respond to the request notices to inform them that their proxy or postal proxy appointment has been cancelled. We have produced a template cancellation letter due to a failure to supply a fresh signature which you could use. Cancellation letter when available (due to failure to provide a fresh signature) - We are updating this resource to reflect new measures introduced by the Elections Act 2022. It will be available again once the updates have been completed. 1. Schedule 4 Paragraph 7(9)(d) of the Representation of the People Act (RPA) 2000 ■ Back to content at footnote 1 2. Regulation 61B(1)(b) Representation of the People (England and Wales) Regulations (RPR) 2001 ■ Back to content at footnote 2 3. Regulation 60A (8) and (9) RPR 2001 ■ Back to content at footnote 3 Last updated: 4 September 2023 Book traversal links for Removing a proxy voter from the absent voting records and lists (Post commencement) Return of the refresh notice or reminder notice after the deadline (Post commencement) Postal vote identifier rejection notices (Post commencement) Postal vote identifier rejection notices (Post commencement of Elections Act measures) After a poll, where an absent voter appears on the list of rejected postal ballot papers, you must tell the elector or postal proxy that the ballot paper was rejected because the Returning Officer was not satisfied that the postal voting statement was duly completed. 1 When must I send a postal vote identifier rejection notice? Where a postal voting statement was rejected, you must within three months of the date of the poll send the elector a rejection notice informing them of the rejection. You do not need to send a rejection notice if: 2 the person is no longer shown in your records as an absent voter at the time you send out the rejection notice, or the Returning Officer suspects that an offence may have been committed in relation to the postal ballot paper, postal voting statement or the absent voter's registration as an elector If you are not also the Returning Officer for the poll you should: arrange for the Returning Officer to send you the list of rejected postal voting statements liaise with them after the poll, so you do not send a rejection notice to a postal voter where fraud is suspected What information must a rejection notice include? The rejection notice must include the reason the postal vote was rejected, 3 i.e. whether: the signature provided on the postal voting statement did not match the example held by you; and, or the date of birth provided alongside the postal voting statement did not match the one held by you; and, or no signature was provided on the postal voting statement; and, or no date of birth was provided on the postal voting statement The notice may also include any other information that you consider appropriate but must not include the date of birth or signature. 4 1. Regulation 61C (1) Representation of the People (England and Wales) Regulations 2001 (RPR 2001) ■ Back to content at footnote 1 2. Regulation 61C (2) RPR 2001 ■ Back to content at footnote 2 3. Regulation 61C (1)(c) RPR 2001 ■ Back to content at footnote 3 4. Regulation 61C (3) RPR 2001 ■ Back to content at footnote 4 Last updated: 4 September 2023 Book traversal links for Postal vote identifier rejection notices (Post commencement) Removing a proxy voter from the absent voting

records and lists (Post commencement) Requirement to provide a fresh signature following a rejection notice (Post commencement) Requirement to provide a fresh signature following a rejection notice (Post commencement of Elections Act measures)

If you have sent a rejection on the grounds that the signature provided on the returned postal voting statement does not match the example held on the personal identifiers record (and the person continues to be shown on your records as an absent voter) you may require the absent voter to provide a fresh signature for the personal identifiers record. This could be done at the same time as you send them the rejection notice. 1 Where you do require the absent voter to provide you with a fresh signature, you must inform them of the date (six weeks from the date of the notice) on which they would cease to be entitled to vote by post in the event of a failure or refusal to provide a fresh signature. 2 If the absent voter has not responded to the notice within three weeks from the date on which the notice was sent, you must send a reminder notice that is a copy of the contents of the original notice. 3 The notice and any reminder notice must be sent to the current or last known address of the absent voter and must be accompanied by a pre-addressed, prepaid reply envelope for any address in the United Kingdom. 4 It is important for you to establish a clear audit trail for this process as the date specified on the notice sent to the absent voter determines whether the absent voter has failed or refused to provide a fresh signature within the specified time frame. If they have not responded by the deadline, you must: 5 remove that person's entry from the postal voters list or postal proxy voters list, as appropriate, and where a person has been removed from the postal proxy list, you must also notify the elector 1. Regulation 60B (1) Representation of the People (England and Wales) Regulations 2001 (RPR 2001) ■ Back to content at footnote 1 2. Regulation 60B (2) RPR 2001 ■ Back to content at footnote 2 3. Regulation 60B (3) RPR 2001 ■ Back to content at footnote 3 4. Regulation 60B (4) and (5) RPR 2001 ■ Back to content at footnote 4 5. Regulation 60B (8) and (9)(c) RPR 2001 ■ Back to content at footnote 5 Last updated: 4 September 2023 Book traversal links for Requirement to provide a fresh signature following a rejection notice (Post commencement) Postal vote identifier rejection notices (Post commencement) Notification of removal of an absent vote (Post commencement) Notification of removal of an absent vote (Post commencement) You must notify the person in writing that their absent vote has been removed. The notice must: 1 explain that their absent vote has been removed because of a failure to provide a fresh signature explain that if they wish to vote they can only do so at a polling station and inform them of the location of their polling station explain that they can make a fresh absent vote application, which must include their identifiers The notice must also set out that they have a right to appeal your decision and set out how an appeal may be made. A postal voter who has received a postal vote identifier rejection notice may make a request to see their postal voting statement. More information about the inspection of postal vote identifier rejection notices can be found in our FAQs for postal vote rejection notices resource: FAQs for postal vote rejection notices (DOC) We have also produced template postal vote rejection notices which you may find helpful. Template postal vote rejection notices (DOC) 1. Regulation 60A(8) and (9) Representation of the People (England and Wales) Regulations 2001 (RPR 2001) ■ Back to content at footnote 1 Last updated: 4 September 2023 Book traversal links for Notification of removal of an absent vote (Post commencement) Requirement to provide a fresh signature following a rejection notice (Post commencement) Appeals against the removal of an absent vote following a postal vote identifier rejection notice (Post commencement) Appeals against the removal of an absent vote following a

postal vote identifier rejection notice (Post commencement of Elections Act measures)

Any person wishing to appeal must give notice to you within 14 days of the date of your decision to remove their postal vote and must specify the grounds of appeal. 1

The date on the rejection notice is deemed to be your decision date. You must immediately forward the appeal notice to the county court together with a statement:

2 of the material facts which have, in your opinion, been established in the case of your decision upon the whole case, and upon any point which may be specified as grounds of appeal If there are several appeals all made on the same or similar

grounds, you must inform the court of this to enable the appeals to be consolidated, if appropriate, or alternatively a test case to be selected. If the appeal is

successful, you must add the person's details to the relevant records and lists. 3 1.

Regulation 58(1) Representation of the People (England and Wales) Regulations 2001 (RPR 2001) ■ Back to content at footnote 1 2. Regulation 58(2) RPR 2001 ■ Back to content at footnote 2 3. Section 56(4) and 57 Representation of the People Act 1983 (RPA 1983) ■ Back to content at footnote 3 Last updated: 4 September 2023 Book

traversal links for Appeals against the removal of an absent vote following a postal vote identifier rejection notice (Post commencement) Notification of removal of an absent vote (Post commencement) Resources for Electoral Registration Officers -

Absent voting Resources for Electoral Registration Officers - Absent voting Cancellation letter (due to failure to provide a fresh signature (DOC) Code of

conduct for campaigners - reserved elections in GB from January 2023 FAQs for postal vote rejection notices (DOC) List of people entitled to be supplied with the

electoral register (PDF) Postal vote identifier request letter (DOC) Proxy vote identifier request letter (DOC) Template postal vote rejection notices (DOC) Last

updated: 6 September 2023 Book traversal links for Resources for Electoral Registration Officers - Absent voting Appeals against the removal of an absent vote

following a postal vote identifier rejection notice (Post commencement) Voter Authority Certificates and Anonymous Elector's Documents Voter Authority Certificates and Anonymous Elector's Documents From May 2023 individuals, who wish to vote in

person, including those acting as a proxy on behalf of another individual, will be required to produce an accepted form of photographic ID to prove their identity

before they will be issued with a ballot paper. This will apply at: UK parliamentary by-elections Recall petitions Police and Crime Commissioner elections Local

government elections in England The requirement for voter ID to be provided at UK Parliamentary General elections will only take effect for polls after 5 October 2023.

References in this guidance to a local government election should be read to include local government referendums unless otherwise stated. The accepted forms of

photographic ID are 1 : a passport issued by the UK, any of the Channel Islands, the Isle of Man, a British Overseas Territory, an EEA state, or a Commonwealth country

(including an Irish Passport Card) a driving licence issued by the UK, any of the Channel Islands, the Isle of Man, or an EEA state (this includes a provisional

driving licence) a biometric immigration document an identity card bearing the Proof of Age Standards Scheme hologram (a PASS card) a Ministry of Defence Form 90 (Defence Identity Card) a Blue Badge a national identity card issued by an EEA state an Older

Person's Bus Pass funded by the Government of the United Kingdom a Disabled Person's Bus Pass funded by the Government of the United Kingdom an Oyster 60+ Card funded by the Government of the United Kingdom a Freedom Pass a Scottish National Entitlement

Card issued in Scotland a 60 and Over Welsh Concessionary Travel Card issued in Wales a Disabled Person's Welsh Concessionary Travel Card issued in Wales a Senior SmartPass issued in Northern Ireland a Registered Blind SmartPass or Blind Person's

SmartPass issued in Northern Ireland a War Disablement SmartPass issued in Northern Ireland a 60+ SmartPass issued in Northern Ireland a Half Fare SmartPass issued in Northern Ireland an Electoral Identity Card issued in Northern Ireland Expired photographic identification documents can still be used as accepted photographic ID at the polling station or signing place, as long as the photograph is still a good likeness of the elector. Where an individual does not have or does not wish to use one of these accepted forms of photographic ID, they can apply for a Voter Authority Certificate. This is a document containing an elector's name and photograph which can be obtained free of charge from their local Electoral Registration Officer (ERO), following verification of an applicant's identity. Anonymous electors wishing to vote in person will also need to produce photographic ID. Due to their entry on the polling station register being linked to their electoral number, rather than their name, the only accepted form of photographic ID for an anonymous elector will be an Anonymous Elector's Document. This is a document containing an anonymous elector's elector number and photograph which can be obtained free of charge from their local ERO, following verification of an applicant's identity. The Voter Authority Certificate and Anonymous Elector's Document cannot be used as proof of identity for any other purpose than for voting. This guidance covers how individuals can apply for a Voter Authority Certificate or Anonymous Elector's Document, and how you as ERO should process and determine these applications. It also includes information on the production and delivery of these documents and what data should be retained following applications. 1. Rule 37, Schedule 1 Representation of the People Act 1983 ■ Back to content at footnote 1 Last updated: 24 February 2023 Book traversal links for Voter Authority Certificates and Anonymous Elector's Documents Resources for Electoral Registration Officers - Absent voting Applications for Voter Authority Certificates Applications for Voter Authority Certificates Electors can apply for a Voter Authority Certificate in a number of ways: online on GOV.UK by providing the necessary information in writing (e.g., on a paper application form) in person at your office (if you decide to offer the service) Online applications The online application portal is hosted on GOV.UK. Paper applications When you receive a request for a paper application form, before providing one you should check that the applicant is registered to vote or has made an application to be registered to vote. If they have not, you should explain that the applicant needs to be registered to vote and should offer them the opportunity to apply to register online or send a voter registration form with the Voter Authority Certificate application. You should also explain to them the other forms of photographic ID that are accepted before providing them with an application form. We are producing printable Voter Authority Certificate and Anonymous Elector's Document application forms which you will be able to use. The printable Voter Authority Certificate application form will be published on our website and GOV.UK when available. We will also provide versions of the forms in a range of accessible formats such as large print and easy read. Receipt of completed paper applications Completed paper application forms can be sent to you by post, delivered by hand or sent electronically, such as a scanned copy sent by email. Application forms are not prescribed, so if you receive a written application for a Voter Authority Certificate that contains all the required information in any other format it should still be processed. Electors must submit a suitable photograph with a paper application. Wherever possible, you should make the elector aware of this before they submit their application and provide advice on how they can provide this to you, which may include offering to take a photo of the elector at one of your offices. In-person applications People may have difficulties completing the paper or

online form. For the benefit and convenience of your electors and to help you to meet your duties under the Equalities Act 2010, you should offer in-person application services so that individuals have the opportunity to apply without the need to provide information in writing. If you are unable to provide in-person applications for Voter Authority Certificates for everybody, you should still provide this at your discretion in certain circumstances. When dealing with in-person applications before proceeding you should check that an applicant is registered to vote or has made an application to be registered to vote. If they have not, you should explain that an applicant needs to be registered to vote before they can be issued with a Voter Authority Certificate and should offer them the opportunity to apply to register. You should explain to them about the other forms of photographic ID that are accepted before assisting them with an application. You should check whether the applicant has all the required information for you to complete an application in full on their behalf. This includes the need to provide a suitable photograph with the application. You should make the applicant aware of this and provide advice on how they can provide this to you, which may include offering to take a photo of the applicant at one of your offices. Applications made using the online application portal cannot be partially completed and returned to at a later time, so if an applicant cannot provide all of the information, you will need to ensure that their application is captured on a paper form to allow you to add any missing information later. Applicants must make a declaration of truth as part of the application. Once you have taken the required information you should read it back to the applicant, giving them the opportunity to review the information provided and to satisfy themselves that it is true and accurate. If you accept applications in person, it is important that you keep accurate records of the information provided by applicants. Before collecting any information, you should make the applicant aware of your privacy notice and give general information about how their data will be used, and alert them to the offence of making a false statement. 1 You may also consider working with partners inside and outside the local authority, to support people who may need help with making an application. This could include community groups or charities who already have links with the local community. Telephone applications The legislation does not envisage applications being made by telephone, and there would be a number of practicalities in managing this given the need to provide a photo for an application to be able to be submitted. However, in order to maximise the accessibility of the process, you should consider offering this to electors on request where they have a particular need for telephone support. If you do offer this, you will need to think through the practicalities of how you will collect the applicant's photograph in order to add this to the application before it is submitted. 1. Section 13CZA Representation of the People Act 1983 ■ Back to content at footnote 1 Last updated: 24 February 2023 Book traversal links for Applications for Voter Authority Certificates Voter Authority Certificates and Anonymous Elector's Documents Promotion of the application channels available for Voter Authority Certificates Promotion of the application channels available for Voter Authority Certificates Your own website and social media accounts will be key tools for amplifying the messages about the need to produce accepted forms of photographic ID when voting in person at polling stations at the relevant elections. Our website will contain information about the need for photographic ID when voting in person at a polling station at relevant elections, what types of ID are accepted and how to apply for a Voter Authority Certificate if an elector does not have, or does not wish to use, any of the other forms of accepted photographic ID. Promoting this information may help to reduce enquiries and

questions, and where an applicant needs to apply for a Voter Authority Certificate, make it easy for them to do so online. This may in turn make it simpler and more efficient for you to process applications. The online application portal has the following benefits for applicants including: improved accessibility for individuals with particular communication needs, who may be able to complete the application more easily online, for example those with visual impairments who use electronic screen readers assurance that the application that they have made is complete, as the online application portal will not allow incomplete applications to be submitted, for example applications cannot be submitted without an accompanying photograph providing assurance that the application is received which is particularly beneficial close to the deadline for applications ahead of any relevant election or petition There are also benefits for you, including: reduced need for manual data input fewer errors due to the validation of information entered into the online application portal no need to decipher handwriting applications will be complete when received, reducing the need to follow up any missing information photographs will need to be submitted in an acceptable resolution and format reducing the need to follow up not having to receive, open, scan and store a paper form and photograph Last updated: 17 November 2022 Book traversal links for Promotion of the application channels available for Voter Authority Certificates Applications for Voter Authority Certificates Availability of Voter Authority Certificate application forms Availability of Voter Authority Certificate application forms You should ensure that electors are made aware that if they do not have one of the accepted forms of photographic ID, they have the option to apply for a Voter Authority Certificate. They can do so online or by using a paper application form. You should include a link to the GOV.UK Voter Authority Certificate application portal on your local authority's website. You could also make the form available to download, or include a link to the forms that are available from our website. You should also consider publicising the closing date for the return of applications ahead of any relevant elections. You should ensure that you have an adequate supply of paper application forms in case an elector is unable to print it off themselves and is not able to use the online application portal. Promotional materials highlighting the requirement for photographic ID, such as posters and leaflets, should also be made available at all public offices of the local authority and at other premises frequented by electors, such as: post offices libraries doctors' surgeries Citizens Advice Bureaux You should ensure that local political parties, candidates and agents at elections are aware of their responsibilities in relation to handling Voter Authority Certificate applications. They should be free to inform voters of the requirements for photographic ID and how they can apply, but they should not handle any completed application forms as they contain sensitive personal information. The Commission has developed a Code of conduct for campaigners at elections and referendums. You should liaise with the Returning Officer (if you are not also the Returning Officer) at any elections that are taking place to ensure that all candidates and agents are provided with copies of the Code of conduct for campaigners at elections and referendums, and know how to obtain additional copies if required. Code of conduct for campaigners - reserved elections in GB from January 2023 The code provides a guide as to what is, and is not, considered acceptable behaviour at polling stations and in the community during the lead-up to polling day, including in relation to Voter Authority Certificate applications. Any concerns that the code has been breached should be raised first with the candidate, agent, political party or campaigner in question. If you have any further concerns or wish to report a breach of the code you should first contact your

local Commission team. This code has been agreed by the political parties represented on the House of Commons Parliamentary Parties Panel and the panels for the Scottish Parliament and the Senedd, and is endorsed by the members of the Electoral Commission's UK Electoral Coordination and Advisory Board of senior Returning and Electoral Registration Officers and by the Electoral Integrity Roundtable. Last updated: 8 February 2023

[Book traversal links for Availability of Voter Authority Certificate application forms](#)

[Promotion of the application channels available for Voter Authority Certificates](#)

The requirement for anonymous electors to have an Anonymous Elector's Document to vote in person

The requirement for anonymous electors to have an Anonymous Elector's Document to vote in person

Anonymous electors wishing to vote in person in relevant elections at the polling station or sign a signing sheet at a signing place for a petition will need to produce an Anonymous Elector's Document as their photographic ID. This is a document containing an elector's elector number and photograph produced by you as ERO, following verification of an individual's identity. Anonymous electors cannot use other forms of photographic ID. Anonymous electors will still also be required to produce their poll card when voting in person or signing a petition.

Notifying existing anonymous electors about the requirement to have an Anonymous Elector's Document

You must notify all existing qualifying anonymous electors on your register of the new requirement to have an Anonymous Elector's Document if they want to vote in person in relevant elections at the polling station or sign a signing sheet at a signing place for a petition. A qualifying anonymous elector means a person who has an anonymous entry in:

- a register of parliamentary electors
- a register of local government electors in England

You must send this notice by post no later than the end of the period of two months beginning with the day on which this regulation comes into force, unless the qualifying elector's entry is removed from the register of electors, or the registration officer has already sent a notice with a registration renewal 1 .

Notifying new anonymous electors about the requirement to have an Anonymous Elector's Document at the point of application

When a person registers as an anonymous elector in:

- a register of parliamentary electors
- a register of local government electors in England

for the first time you must send them a notice by post as soon as is reasonably practicable to tell them that they must have an Anonymous Elector's Document if they want to vote in person at relevant elections at the polling station or sign a signing sheet at a signing place for a petition 2 .

Notifying anonymous electors about the requirement to have an Anonymous Elector's Document when they are due to renew their registration

You are required during the relevant period to send all qualifying anonymous electors on your register a reminder notice, by post, of the requirement to have an Anonymous Elector's Document if they want to vote in person in relevant elections at the polling station or sign a signing sheet at a signing place for a petition. The relevant period means the one-month period that begins on the day which is nine months after the day on which the person's anonymous entry first takes effect and ends with the day which is ten months after the day on which that entry first takes effect 3 .

This notice should be combined with the annual reminders sent to anonymous electors to renew their registration 4 .

You are not required to send this notice to an anonymous elector who has a postal vote or who votes by proxy.

1. Regulation 26(2) The Voter Identification Regulations 2022 (VID Regs 2022) ■ [Back to content at footnote 1](#)

2. Reg 25(2) VID Regs 2022 ■ [Back to content at footnote 2](#)

3. Reg 25(6)(c) VID Regs 2022 ■ [Back to content at footnote 3](#)

4. Reg 25(5) VID Regs 2022 ■ [Back to content at footnote 4](#)

Last updated: 17 November 2022

[Book traversal links for The requirement for anonymous electors to have an Anonymous Elector's Document to vote in](#)

person Availability of Voter Authority Certificate application forms Applications for Anonymous Elector's Documents Applications for Anonymous Elector's Documents Anonymous electors can only make an application for an Anonymous Elector's Document using a paper application form. You will be able to produce paper application forms for applicants who request them from the Electoral Registration Officer portal (EROP). When you receive a request for a paper application form before sending this out you should check that an applicant is registered to vote as an anonymous elector or has made an application to be registered as an anonymous elector in a: • a register of parliamentary electors • a register of local government electors in England If they have not, you should explain that an applicant needs to be registered to vote anonymously to apply for an Anonymous Elector's Document and send them an anonymous elector registration form with the Anonymous Elector's Document application. Forms can be sent to you by post, delivered by hand or sent electronically, such as a scanned copy sent by email. The application form is not prescribed, so if you receive a written application for an Anonymous Elector's Document that contains all the required information in any other format it should still be processed. Anonymous electors must submit a suitable photograph with their application. If possible, you should make the elector aware of this before they submit their application and provide advice on how they can provide this to you, which may include arranging for a photo of the elector to be taken at one of your offices. Applications for Anonymous Elector's Documents and information associated with them are sensitive and must be stored securely 1 . 1. Regulation 21(6) The Voter Identification Regulations 2022 ■ Back to content at footnote 1 Last updated: 24 November 2022 Book traversal links for Applications for Anonymous Elector's Documents The requirement for anonymous electors to have an Anonymous Elector's Document to vote in person Deadlines for applications for Voter Authority Certificates or Anonymous Elector's Documents for a particular election or petition Deadlines for applications for Voter Authority Certificates or Anonymous Elector's Documents for a particular election or petition Applications for Voter Authority Certificates or Anonymous Elector's Documents can be made at any time. You should determine applications as soon as practicable. The deadline for applications for a particular election or petition are: election - 5pm, 6 working days before polling day petition - 5pm, 6 working days before the last day of the signing period for that petition The deadlines are statutory - there can be no extension to the deadline for any reason. Applications received after the relevant deadline cannot be processed for the particular election or petition. Applications received before the deadline can be determined after the deadline and at any point up to and including the day of the relevant election or last day of a signing petition. For more information on determining applications see our guidance Determining an application for a Voter Authority Certificate or Anonymous Elector's Document . Regardless of the relevant date on a paper form, you must have received the application for a Voter Authority Certificate by 5pm, 6 working days before polling day or before the last day of the signing period for that petition to be able to issue a Voter Authority Certificate in time for that specific election or petition. 1 You should notify an applicant if their application arrives too late to be processed for a particular election or petition. You should explain that: their application arrived after the deadline for the particular election or petition their application will still be processed, and a Voter Authority Certificate or Anonymous Elector's Document will be produced for use at future elections or petitions if they are an ordinary elector, they will still be able to vote or sign the petition if they are able to provide another form of

photographic ID. You should include the list of accepted forms of photographic ID they can use if they are an anonymous elector, they will only be able to vote or sign a petition by appointing an emergency proxy 1. Regulation 10(3)(b)(i) The Voter Identification Regulations 2022 ■ Back to content at footnote 1 Last updated: 18 November 2022 Book traversal links for Deadlines for applications for Voter Authority Certificates or Anonymous Elector's Documents for a particular election or petition Applications for Anonymous Elector's Documents What information must a Voter Authority Certification application contain? What information must a Voter Authority Certification application contain? An application for a Voter Authority Certificate must contain the following information: 1 the applicant's full name the address at which the applicant is registered to vote, or has applied to be registered, or in the case of special category electors , their present/correspondence/BFPO number address (in each case the relevant delivery address) the applicant's date of birth or, if they are not able to provide this, the reason why they are not able to do so and a statement as to whether the applicant is under the age of 18 the applicant's National Insurance number (NINo) or, if they are not able to provide that information, the reason why they are not able to do so a statement as to whether the applicant considers it necessary to collect the Voter Authority Certificate in person instead of it being delivered to the relevant delivery address and, if so, the reason why the applicant considers that collection is necessary an indication as to whether, if the Voter Authority Certificate application is granted, the applicant requires a Braille, easy read or large print explanation of the document issued a declaration that the contents of the application are true (in practice, on paper, this involves a signature or at least a mark on the form that shows that they have made the declaration) the date of the application An application must also contain a suitable photograph of the applicant or give a reason why they are not able to do so. 2 You must consider the application incomplete if any of the above is not provided. You should follow up on the missing information with the applicant. An application may also contain an applicant's email address and telephone number, but this is not a requirement. 3 If an applicant is unable to provide a NINo they may provide with their application a copy of the documents listed in acceptable documents for the exceptions process . 4 If provided, these documents can be used to verify an applicant's identity. This may be particularly useful close to the deadline for an election or petition to ensure that an application can be processed without delay. 1. Regulation 4(1) The Voter Identification Regulations 2022 (VID Regs 2022) ■ Back to content at footnote 1 2. Reg 4(3) VID Regs 2022 ■ Back to content at footnote 2 3. Reg 4(4) VID Regs 2022 ■ Back to content at footnote 3 4. Reg 4(5) VID Regs 2022 ■ Back to content at footnote 4 Last updated: 17 November 2022 Book traversal links for What information must a Voter Authority Certification application contain? Deadlines for applications for Voter Authority Certificates or Anonymous Elector's Documents for a particular election or petition What information must an Anonymous Elector's Document application contain? What information must an Anonymous Elector's Document application contain? An application for an Anonymous Elector's Document must contain the following information: 1 the applicant's full name the address at which the applicant is registered to vote, or has applied to be registered, or in the case of special category electors , their present/correspondence/BFPO number address (in each case the relevant delivery address) the applicant's date of birth or, if they are not able to provide this, the reason why they are not able to do so and a statement as to whether the applicant is under the age of 18 the applicant's National Insurance number (NINo) or, if they are not able to provide that information, the reason why

they are not able to do so a statement as to whether the applicant considers it necessary to collect the Anonymous Elector's Document in person instead of it being delivered to the relevant delivery address and, if so, the reason why the applicant considers that collection is necessary the relevant delivery address for ordinary electors is the address at which the applicant is registered to vote, or has applied to be registered to vote the relevant delivery address for special category electors is their present, correspondence or BFPO address. 2 an indication as to whether, if the Anonymous Elector's Document application is granted, the applicant requires a Braille, easy read or large print explanation of the document issued a statement as to whether the applicant already has, or is applying to have, an anonymous entry on the register a declaration that the contents of the application are true (in practice, on paper, this involves a signature or at least a mark on the form that shows that they have made the declaration) the date of the application An application must also contain a suitable photograph of the applicant or give a reason why they are not able to do so. 3 You must consider the application incomplete if any of the above is not provided. You should follow up on the missing information with the applicant. An application may also contain an applicant's email address and telephone number, but this is not a requirement. 4 If an applicant is unable to provide a NINo they may provide with their application a copy of the acceptable documents for the exceptions process in the case of an application for an Anonymous Elector's Document. If provided, these documents can be used to verify an applicant's identity. This may be particularly useful close to the deadline for an election or petition to ensure that an application can be processed without delay.

1. Regulation 4(1) The Voter Identification Regulations 2022 (VID Regs 2022) ■ Back to content at footnote 1 2. Reg 4(7) VID Regs 2022 ■ Back to content at footnote 2 3. Reg 4(3) VID Regs 2022 ■ Back to content at footnote 3 4. Reg 4(4) VID Regs 2022 ■ Back to content at footnote 4

Last updated: 17 November 2022

Book traversal links for What information must an Anonymous Elector's Document application contain? What information must a Voter Authority Certification application contain? Personal identifiers for Voter Authority Certificate and Anonymous Elector's document applications Personal identifiers for Voter Authority Certificate and Anonymous Elector's document applications An applicant's personal identifiers are their full name, National Insurance number (NINo), and date of birth (DOB). These are used to perform the data match with DWP to verify an applicant's identity. For more information you can see our Electoral Registration Officer guidance on National Insurance numbers and Dates of birth . Last updated: 17 March 2023

Book traversal links for Personal identifiers for Voter Authority Certificate and Anonymous Elector's document applications What information must an Anonymous Elector's Document application contain? Photograph requirements Photograph requirements An application for a Voter Authority Certificate or an Anonymous Elector's Document must also include a photograph which meets the following requirements.

1 The photograph must be: a close-up photograph of the head and shoulders of the applicant without any other person visible without any covering of the head unless worn for religious beliefs or medical reasons in sharp focus and clear in colour and taken against a plain, light background free from redeye, shadows which obscure the face, or reflections undamaged a true likeness of the applicant, without amendment or manipulation The photo must show the applicant: facing forward with nothing covering the face – this includes any covering worn for religious reasons looking straight at the camera with a plain facial expression with eyes open and clearly visible (e.g., without sunglasses and not obscured with hair, etc.) Where the applicant indicates in their application that they are unable due to any

disability to provide a photograph which complies with the requirements for the applicant to have a plain facial expression and for their eyes to be open and clearly visible, those requirements can be disregarded. 2 Where the application is made on paper, in person or via telephone, the photograph supplied must be: at least 45 millimetres in height and 35 millimetres in width, and no larger than 297 millimetres in height or 210 millimetres in width Where the application is made via the digital service, the photograph must be: at least 750 pixels in height and 600 pixels in width, and contained in an electronic file in a standard format image such as JPEG, PNG or GIF which is no more than 20MB in size How can photos be submitted? Photos can be uploaded to GOV.UK when the application is made online. Guidance and an example photo will be available to support applicants in providing an acceptable photo. Photos supplied with applications submitted on paper or by email will need to be scanned or downloaded and saved in a standard format image such as JPEG, PNG or GIF and then be uploaded to the EROP so that they can be added to the application. These photos must also meet the minimum pixel requirements and be of the right size and file type. You will be able to crop or rotate photos in the EROP when you upload them using a fixed ratio to ensure the image is the correct size to be printed on the certificate. Each photo in the EROP will need to be reviewed to check that the face is clearly visible, and it meets the photograph requirements. How will photos be checked to ensure that they meet the requirements? Photos provided as part of an online application that: do not meet the minimum pixel requirements are in an incorrect file type are in a file that is too big or too small will be rejected and applicants will be asked to upload an alternative photo. If you receive a hard copy photo with a paper application that is not of a sufficient quality to be scanned, or a photo provided as an email attachment that: does not meet the minimum pixel requirements is in an incorrect file type is in a file that is too big or too small you should contact the elector and ask them to provide a different photo of better quality and/or a photo which complies with the requirements above. Managing submitted photos There are steps you can take to ensure that photos are managed consistently and processed to maximise their usability: before making a decision on the usability of a photo, you can test how the photo would appear on the Voter Authority Certificate or Anonymous Elector's Document by printing out an example copy making use of the editing tool within the EROP to crop photos to remove objects that may appear in the background use a panel of staff to make any challenging decisions by involving staff from the wider team or colleagues from your local authority, utilising expertise from other areas establish a document which sets out how photos will be assessed and processed, which can be updated to include examples of decisions as they arise 1. Schedule 2 The Voter Identification Regulations 2022 (VID Regs 2022) ■ Back to content at footnote 1 2. Para 3(2), Sch 2 VID Regs 2022 ■ Back to content at footnote 2 Last updated: 23 March 2023 Book traversal links for Photograph requirements Personal identifiers for Voter Authority Certificate and Anonymous Elector's document applications Assisting applicants to provide a suitable photograph Assisting applicants to provide a suitable photograph It may be that an applicant needs assistance with providing a photograph with their paper application. The types of assistance required could include: taking a photo of themselves understanding the specific requirements of a photo uploading a photo to send by email You could advise an applicant to deliver their paper application by hand and make arrangements to take their photo when they deliver the form. You will need to provide an area for these photos to be taken, with a plain background. In the case of electors who may need to remove a face covering for the purpose of the photo, you will also need to consider

how you can provide: a private area a member of staff the individual is comfortable to remove any covering in front of a mirror for the replacement of face coverings following a photo being taken If the applicant knows someone who can help them by taking a photo, such as a family member, carer, or support worker, you could advise them to deliver the paper application by hand, post or electronically by email and then to send a scanned copy or digital image of the photo by email. It is important that any photo or file clearly indicates the applicant to whom it belongs. Last updated: 17 March 2023 Book traversal links for Assisting applicants to provide a suitable photograph Photograph requirements Incomplete applications made online Incomplete applications made online An applicant will not be able to submit an incomplete application online. The only exceptions are where an applicant is unable to provide their date of birth, NINo or a photo that meets the requirements and they provide a statement of the reasons why as part of the application. Where an applicant is unable to provide their date of birth or NINo, you must try to verify the applicant's identity using local data matching or move the application to the exceptions process or attestation process . 1 Where an applicant is unable to provide a photo that meets the requirements, you should consider the reasons provided for any non-compliance and decide whether to accept the photo provided. Following this decision, you can decide whether you should process the application, ask for another photo, or reject the application. 1. Regulation 7(1) The Voter Identification Regulations 2022 ■ Back to content at footnote 1 Last updated: 17 November 2022 Book traversal links for Incomplete applications made online Assisting applicants to provide a suitable photograph Incomplete applications made on paper Incomplete applications made on paper You may receive paper applications for a Voter Authority Certificate or an Anonymous Elector's Document which do not contain all the required information. If the applicant has not been able to provide their date of birth, NINo or a photo that meets the requirements they must provide a statement of the reasons why as part of the application. Where an applicant is unable to provide their date of birth or NINo, and they provide a statement of the reasons why, the application is not rejected as incomplete and you must verify the identity of the applicant using local data matching 1 where possible, or instead move the application on to the exceptions process or attestation process . 2 Where an applicant is unable to provide a photo that meets the requirements, you should consider the reasons provided for any non-compliance and decide whether to accept the photo provided. If no statement is included on the paper application, you should not assume that the applicant cannot provide the missing information or a photo that meets the requirements. You should contact the applicant and ask for it to be supplied. If the application is made in the run up to an election or petition, you should also explain that if the missing information is not provided by 5pm, 6 working days before the poll or the last day of the signing period for a petition, it will not be possible to process it in time. You should contact the applicant in writing or by telephone or email where you hold a telephone number or email address for them. You are not able to determine an application if any of the required information is missing or incomplete. The missing information does not need to be provided in writing, providing you are satisfied that you are speaking to the applicant, it could be provided by phone, e-mail, or in-person. You should ensure that any missing information that is provided to you is transferred to the written application. An application is considered on hold until all required information has been supplied. You should wait for a reasonable period of time after contacting an applicant for them to supply the missing information or provide a reason as to why it cannot be provided. After that period of time has

elapsed, you should reject the application and notify the applicant. While a reasonable period of time is not defined in legislation, in our view this should be no longer than 28 days. Where there is an election or petition due to take place you should ensure you notify the applicant of the deadline to supply the information for the application to be able to be processed for that relevant election or petition. 1. Regulation 8 The Voter Identification Regulations 2022 (VID Regs 2022) ■ Back to content at footnote 1 2. Reg 7 VID Regs 2022 ■ Back to content at footnote 2 Last updated: 17 November 2022 Book traversal links for Incomplete applications made on paper Incomplete applications made online Identifying suspicious Voter Authority Certificate and Anonymous Elector's Document applications Identifying suspicious Voter Authority Certificate and Anonymous Elector's Document applications Although there are no definitive signs of fraud, you should ensure that you have mechanisms in place to monitor indicators of possible fraud. Applications for Voter Authority Certificates and Anonymous Elector's Documents do not have to be taken at face value. You can require additional information where necessary, such as an attestation, to verify the identity of an applicant. You should pay particular attention to: multiple applications completed in the same handwriting large numbers of applications received from one property multiple applications with the same photograph submitted More information on identifying suspicious applications can be found in our registration guidance. Last updated: 17 November 2022 Book traversal links for Identifying suspicious Voter Authority Certificate and Anonymous Elector's Document applications Incomplete applications made on paper Verification of an applicant's identity for a Voter Authority Certificate or an Anonymous Elector's Document Verification of an applicant's identity for a Voter Authority Certificate or an Anonymous Elector's Document All applications for Voter Authority Certificates and Anonymous Elector's Documents will be managed in the ERO Portal (EROP). Access to the functionality for processing Anonymous Elector's Document applications will be able to be restricted to specific users due to the sensitive nature of this data. Guidance on how to access and use the EROP will be provided by DLUHC. On downloading or entering application data to the EROP, the EROP will automatically conduct checks to ensure that an application meets the relevant conditions, which are: 1 that the application is complete and that the person making the application is the person named in the application that the applicant appears on the parliamentary or local government register of electors To satisfy the first condition, any person making a new application for a Voter Authority Certificate or Anonymous Elector's Document must provide personal identifiers which are used to verify the applicant's identity against DWP records. The results of these checks, which will appear in the EROP, must be taken into account in determining the application. 2 If an applicant's identity cannot be verified using DWP records, their identifiers may be matched with local data sources . If you are still unable to verify the applicant's identity using local data sources, you should follow the exceptions or attestation process. To satisfy the second condition, a check of the relevant electoral register held in your electoral management system will be conducted. The result of this check will appear in the EROP to confirm whether or not a person who has applied for a Voter Authority Certificate or an Anonymous Elector's Document is a registered elector. Where an applicant is found to be a registered elector, the EROP will indicate that the information matches a register entry, and you will be able to consider the rest of the application details. Where an applicant is found to have an entry waiting to be added to the register, you can determine the application for a Voter Authority Certificate once the five day objection period has passed. You will need to ensure that you return to

the EROP to process the applications of those waiting to be added following the objection period. If the results show an applicant is not included on a relevant electoral register or has not applied to be included on a relevant electoral register, you should decide whether to reject the application at this point, wait and check again at a later date, or make such other manual check as may be helpful. This could be to see if the applicant has made an application to register at the same time as they made an application for a Voter Authority Certificate or Anonymous Elector's Document, and the data check from the registration process has not yet been returned or may be to establish if the reason a match cannot be found is due to a minor difference. For example, an elector's name may have been misspelt or may have legally changed since they applied to register. You should contact the elector to make any enquires necessary so that you can be satisfied that the entry on the register is the same person who has made the application for the Voter Authority Certificate or Anonymous Elector's Document.

1. Regulation 11(2)(a)(i) & (ii) The Voter Identification Regulations 2022 (VID Regs 2022) ■ [Back to content at footnote 1](#)

2. Reg 6(11) VID Regs 2022 ■ [Back to content at footnote 2](#)

Last updated: 8 February 2023

[Book traversal links for Verification of an applicant's identity for a Voter Authority Certificate or an Anonymous Elector's Document](#)

[Identifying suspicious Voter Authority Certificate and Anonymous Elector's Document applications](#)

[How to interpret DWP match results](#)

[How to interpret DWP match results Applications for Voter Authority Certificates and Anonymous Elector's Documents are matched against the Department of Work and Pensions \(DWP\) Customer Information System \(CIS\) database. CIS is an amalgamated data source, containing data received from internal DWP systems, as well as other government sources, such as His Majesty's Revenue and Customs \(HMRC\). DWP use the CIS as the main source of customer information. At the end of the matching process, the match level is sent back to the EROP. The EROP shows either a match or a no match result against each application. You will need to assess whether the applicant's identity has been established.](#)

Match If DWP return a match result for an applicant's identity, you can be confident that the applicant is the person they claim to be on their application.

No match If a no match result is returned by DWP, this indicates that it has not been possible to establish that person's identity and you should not be satisfied that the applicant is the person that they claim to be on their application at this stage. You may contact the applicant to query the information given on the application using any communication channel that you have contact details for. You should ask the applicant to supply their full application information - name, address, DOB and NINo. These details should be checked against the original application. You should not supply any details of any information given in an application to the applicant. If the information provided by the applicant confirms they have made an error on their application, you can correct the application and should resubmit their personal identifiers for a further check. You should also write to the applicant to tell them that based on additional information supplied by them, a change has been made to their application. You should not include any personal identifier information (NINo and DOB) in the letter. If no error has been made on the application and local data sources cannot be used (or have not been used) to establish the applicant's identity, you should write to the elector to inform them that it has not been possible to verify their identity and request they supply documentary proof of their identity this is known as the exceptions process. Alternatively, you can advise them to provide an attestation as part of the attestation process.

Last updated: 17 November 2022

[Book traversal links for How to interpret DWP match results](#)

[Verification of an applicant's identity for a Voter](#)

Authority Certificate or an Anonymous Elector's Document Using local data matching for verification purposes Using local data matching for verification purposes You are not limited to using the match result to decide whether the identity of the applicant has been established. You can use local data to either: verify an applicant's identity where an applicant has been unable to provide a NINO, provided that you are satisfied the reason given for not providing a NINO is valid verify applicants whose personal identifiers fail to be matched against DWP records 1 where you have sent the details of an application to DWP upon receipt, 2 and have received and considered the match results 3 Matching against local data allows you to use data sources available to you to verify that the person making the application is who they claim to be. Where you make an assessment which does not accord with the match result (for example, local data which contradicts the DWP match result), you should record the reasons why you have reached your assessment and the evidence used. Deciding whether to use local data for verification The use of local data for identify verification is not compulsory. Your decision on whether to use local data matching should be taken after consideration of the benefits that local data matching can have in terms of reducing the burden on the applicant to provide evidence and follow-up costs. Before using local data to inform the determination of an application, you must ask the following questions: 4 what sources of local data are available to me? is the data record I intend to use accurate? what benefit will I gain from using local data matching for a particular task? what resources will I need to be able to use local data effectively? what are the costs involved in developing/using local data matching capacity? can I achieve beneficial results in sufficient time to meet the needs of the task? You may decide that the local data sets available cannot be used to verify the identity of the applicant or that directing the applicant to the exceptions or attestation processes would be a more effective way of establishing identity. Potential data sources for local data matching You can require any person to supply you with information required for the purpose of determining an application for a Voter Authority Certificate or Anonymous Elector's Document. 5 You are therefore entitled to request data sets from organisations where you deem it necessary for the purpose of verifying the identity of an applicant. There are a wide variety of data sources that may be available including, but not limited to: housing and council tax data adult social care data local authority billing and payments data parking permits data school admission data blue badge data customer service records payroll data registrar data on births, deaths, and marriages As ERO, you are legally entitled to access local data sets and to inspect and make copies of records kept in whatever form by: 6 the council which appointed you (and where you are an ERO for a district council in a two-tier area, the county council) any person, including a company or organisation, providing services to, or authorised to exercise any function of the council; this includes those providing outsourced services under any finance agreement. For example, a private contractor appointed to collect council tax on behalf of the local authority any registrar of births, deaths, and marriages, including any superintendent Where EROs who are appointed by a lower tier authority in a two-tier structure request relevant data from their county council, it is at the discretion of the upper tier authority as to whether to supply this data, and EROs should ensure that they have appropriate data sharing agreements in place where this data is supplied. Legislation gives express permission for local authorities who have not directly appointed an ERO to provide data to the ERO but requires a written agreement between the ERO and the authority to be in place before any transfer of data occurs. 7 The written agreement should address the processing of information

including its transfer, storage, destruction, and security. While you have a legal entitlement to your local authority's data, you should conduct any data matching activities in accordance with current data protection legislation, relevant guidance and good practice available on the Information Commissioner's Office website . 1. Regulation 8 The Voter Identification Regulations 2022 (VID Regs 2022) ■ Back to content at footnote 1 2. Reg 6 VID Regs 2022 ■ Back to content at footnote 2 3. Reg 6(11) VID Regs 2022 ■ Back to content at footnote 3 4. Regulations 23, 35, and 35A Representation of the People (England & Wales) Regulations 2001 (RPR (E&W) 2001) ■ Back to content at footnote 4 5. Reg 9(1) VID Regs 2022 ■ Back to content at footnote 5 6. Reg 8(2) and (3) VID Regs 2022 ■ Back to content at footnote 6 7. Reg 35A RPR (E&W) 2001 ■ Back to content at footnote 7 Last updated: 17 November 2022 Book traversal links for Using local data matching for verification purposes How to interpret DWP match results Processing errors Processing errors In some cases, you may make a processing error which results in an applicant who has properly submitted an application not having their identity verified in time for you to issue a Voter Authority Certificate or Anonymous Elector's Document in time to vote at a poll or sign a petition. For example, a paper application form may be received but misplaced and not properly dealt with, or an online application may be incorrectly processed, resulting in the application not being sent to DWP. You can correct the error, determine an application for a Voter Authority Certificate or an Anonymous Elector's Document and issue the relevant document at any time before the close of poll or the signing deadline at a petition. On discovering this type of processing error, before you determine the application, you must still: be satisfied that the application is made by someone who appears to be the person named on the application be satisfied that the application was submitted before the deadline (for example, it was time and date-stamped upon receipt) send the applicant's personal identifiers to be verified When processing errors are identified close to the close of poll or petition, and you are concerned that the results of the DWP matching process may not be returned in time or there would not be time to carry out any local data matching or complete the exceptions process if needed, you may in these circumstances, proceed straight to local data matching and/or the documentary exceptions or attestation processes before you receive the result of the DWP matching process to mitigate the impact of the processing error. If following this you determine the application successful, you can issue a permanent Voter Authority Certificate or Anonymous Elector's Document as appropriate. If this determination is after the application deadline, and you do not think the Voter Authority Certificate will arrive in time, you may also issue a temporary Voter Authority Certificate. For more information see our guidance on Issuing Temporary Voter Authority Certificates . When the DWP check is complete, if the EROP returns a match, you must ensure that you destroy any documentary evidence provided through the exceptions or attestation process as this will no longer be required for your records. If the DWP check returns a no match result, you should continue to retain any documentary evidence you used to determine the application as successful. You will therefore need to have processes in place to securely destroy documents where necessary. Please see our Data protection resource for EROs and ROs for more information on document retention. Last updated: 17 November 2022 Book traversal links for Processing errors Using local data matching for verification purposes Determining an application for a Voter Authority Certificate or Anonymous Elector's Document Determining an application for a Voter Authority Certificate or Anonymous Elector's Document When you process an application, you must make a decision as to whether the applicant is entitled to a Voter Authority Certificate or

Anonymous Elector's Document. This is called determining an application. You should determine an application as soon as you can after it is received. You must determine an application for a Voter Authority Certificate or Anonymous Elector's Document as approved if you are satisfied that the applicant: 1 is the person named in the application has provided all the required information – including a photograph that meets the requirements is a registered elector in the parliamentary register or local government register of electors, or you have determined their registration application and the five day objection period has passed If after following the steps set out in the Verification of an applicant's identity for a Voter Authority Certificate or an Anonymous Elector's Document you are not satisfied with the information provided on an application, you should determine it as refused. Whatever determination decision you make, you must write to the elector to notify them. 2 1. Regulation 11(2) The Voter Identification Regulations 2022 (VID Regs 2022) ■ Back to content at footnote 1 2. Reg 12 VID Regs 2022 ■ Back to content at footnote 2 Last updated: 24 February 2023 Book traversal links for Determining an application for a Voter Authority Certificate or Anonymous Elector's Document Processing errors Determining applications close to a deadline Determining applications close to a deadline For applications received before a deadline , whilst you should still determine them as soon as you can, you can determine them up to and including any time on polling day for an election or the last day for signing at a petition. For applications determined as approved after the deadline, you will need to decide whether the applicant will receive the Voter Authority Certificate or Anonymous Elector's Document in time to be able to use it at the election or for signing at a petition. If you decide that for an application determined after the deadline a Voter Authority Certificate would not be delivered in time, you may issue a temporary Voter Authority Certificate. 1 More information can be found in our guidance on issuing temporary Voter Authority Certificates . To help you make this decision you should consider the expected timescales included in the service level agreement with the UK government procured central supplier for Voter Authority Certificates and royal mail delivery timescales, information on which can be found in our guidance on producing permanent Voter Authority Certificates . If you decide that an Anonymous Elector's Document will not be delivered in time if sent through the post, you should contact the elector and arrange for them to collect the document instead if possible. For more information, see our guidance on delivery or collection of Anonymous Elector's Documents . Whatever determination decision you make, you must write to the elector to notify them. 2 1. Regulation 18(1) The Voter Identification Regulations 2022 (VID Regs 2022) ■ Back to content at footnote 1 2. Reg 12 VID Regs 2022 ■ Back to content at footnote 2 Last updated: 17 November 2022 Book traversal links for Determining applications close to a deadline Determining an application for a Voter Authority Certificate or Anonymous Elector's Document Postponement of determination of Voter Authority Certificates and Anonymous Elector's Document applications Postponement of determination of Voter Authority Certificates and Anonymous Elector's Document applications When more than one relevant election or petition is scheduled to take place close to another in the same electoral area for which an ERO is appointed, the processing of all applications received after the deadline for the first poll or petition but before the deadline for the following poll or petition are postponed for a period of time. This postponement period begins from 5pm, 6 working days before the first poll or last day for signing the petition and ends at 10pm on the date of that poll or at the time a petition closes on the last day for signing the petition. 1 Where the deadlines for a relevant poll and petition fall especially close together

(for example you have a poll on Thursday and the last day for a petition is on Friday in the same week) then the postponement period ends earlier - on the working day before the previous poll or last day for the petition. 2 This is to enable an application to be determined and a Voter Authority Certificate or Anonymous Elector's Document to be processed and issued in time for the elector to use at the subsequent poll. Where an application is received during this postponement period you must not determine an application before the postponement period ends and must notify the applicant as such. 3 While you may not determine any applications received during this period, you can still take all of the necessary steps to verify the application in readiness for determining it once the postponement period ends. You will need procedures in place to ensure that you do not send any documents before the postponement period ends. When you have postponement periods which will only end very close to the next polling day or last day for a signing petition, this will result in determination taking place after 5pm 6 working days before the poll or petition. In these cases, in addition to processing any applications for a Voter Authority Certificates in the standard way, you may also produce temporary Voter Authority Certificates if needed to ensure that everyone who applied in time for a particular poll or petition is able to participate. For more information see our guidance on issuing temporary Voter Authority Certificates . 1. Regulation 10(3)(b) The Voter Identification Regulations 2022 (VID Regs 2022) ■ [Back to content at footnote 1](#) 2. Reg 10(3)(a)(ii) VID Regs 2022 ■ [Back to content at footnote 2](#) 3. Reg 10(1)(b) VID Regs 2022 ■ [Back to content at footnote 3](#) Last updated: 17 November 2022 [Book traversal links for Postponement of determination of Voter Authority Certificates and Anonymous Elector's Document applications](#) Determining applications close to a deadline The exceptions and attestation processes for Voter Authority Certificates and Anonymous Elector's Documents The exceptions and attestation processes for Voter Authority Certificates and Anonymous Elector's Documents You must require applicants to provide additional evidence where you consider it is necessary to verify the applicant's identity. This may be because: they are unable to state their personal identifier(s) 1 the personal identifiers cannot be matched against DWP records, or an applicant cannot be matched against local data, or you choose not to use this option This additional evidence may be in the form of supporting documents verifying that they are who they say they are, known as the exceptions process, or by providing a statement from another individual confirming the applicant's identity, known as the attestation process. 1. Regulation 7(1) The Voter Identification Regulations 2022 ■ [Back to content at footnote 1](#) Last updated: 17 November 2022 [Book traversal links for The exceptions and attestation processes for Voter Authority Certificates and Anonymous Elector's Documents](#) Postponement of determination of Voter Authority Certificates and Anonymous Elector's Document applications The exceptions process for Voter Authority Certificates and Anonymous Elector's Documents The exceptions process for Voter Authority Certificates and Anonymous Elector's Documents If you require additional documentary evidence from an applicant in respect of their application, you must inform them of the following: 1 the deadline for submitting the additional documentary evidence - this is 28 days after the date you decide that additional evidence is required that their application may be rejected if they fail or refuse to provide the additional evidence the types of documentary evidence that are acceptable 2 depend on whether the application is for a Voter Authority Certificate or an Anonymous Elector's Document If the Voter Authority Certificate or Anonymous Elector's Document is needed for a forthcoming poll or petition, you should encourage the applicant to supply the documentary evidence to you as soon as possible up to and

including any time on polling day for an election or the last day for signing at a petition. 1. Regulation 7(2)(a) The Voter Identification Regulations 2022 (VID Regs 2022) ■ Back to content at footnote 1 2. Reg 7(2)(b) VID Regs 2022 ■ Back to content at footnote 2 Last updated: 17 November 2022 Book traversal links for The exceptions process for Voter Authority Certificates and Anonymous Elector's Documents The exceptions and attestation processes for Voter Authority Certificates and Anonymous Elector's Documents Document types for the exceptions process for Voter Authority Certificate or Anonymous Elector's Document applications Document types for the exceptions process for Voter Authority Certificate or Anonymous Elector's Document applications In all cases the evidence required to successfully establish an applicant's identity should refer to the applicant by name. The types and quantities of documents that can be provided to successfully establish an applicant's identity for a Voter Authority Certificate or Anonymous Elector's Document are: Document applied for? Requirement to provide document(s) listed in: Voter Authority Certificate 1 Three of the documents from list 2, or One of the documents from list 2 and 2 other documents that may be from list 2 or 3, or Four documents from List 3 Anonymous Elector's Document 2 One of the documents from list 1, or Three of the documents from list 2, or One of the documents from list 2 and 2 other documents that may be from list 2 or 3, or Four documents from List 3 List 1 3 the applicant's passport the applicant's identity card issued in the European Economic Area the applicant's biometric immigration document issued in the United Kingdom in accordance with regulations made under section 5 of the Borders Act 2007 the applicant's electoral identity card issued in Northern Ireland the applicant's photocard driving licence granted in the United Kingdom or driving licence granted by a Crown Dependency, which bears a photograph of the applicant List 2 - the following documents must have been issued in the United Kingdom or Crown Dependencies, except for the final document in this list 4 the applicant's birth certificate the applicant's marriage or civil partnership certificate the applicant's adoption certificate the applicant's firearms certificate granted under the Firearms Act 1968 the record of a decision on bail made in respect of the applicant in accordance with section 5(1) of the Bail Act 1976 the applicant's driving licence, which is not in the form of a photocard the applicant's driving licence, granted other than in the United Kingdom or Crown Dependencies, which bears a photograph of the applicant, and which must be valid for at least 12 months from the date the applicant entered the United Kingdom List 3 - any of the following kinds of evidence must bear the applicant's full name as stated on their application 5 a financial statement, including but not limited to— a mortgage statement a bank or building society statement or a letter from a bank or building society confirming that the applicant has opened an account with that bank or building society a credit card statement a pension statement a council tax demand letter or statement a utility bill a Form P45 or Form P60 issued to the applicant by their employer or former employer a statement of benefits or entitlement to benefits, such as a statement of child benefit, within the meaning of section 141 of the Social Security Contributions and Benefits Act 1992, or a letter confirming that the applicant is entitled to housing benefit, within the meaning of section 130 of that Act If an applicant for a Voter Authority Certificate or Anonymous Elector's Document cannot provide the quantity and types of documentary evidence set out in this guidance, they should be asked to provide an attestation in support of their application. 1. Regulation 7(2)(b)(ii) The Voter Identity Regulations 2022 (VID Regs 2022) ■ Back to content at footnote 1 2. Reg 7(2)(b)(i) VID Regs 2022 ■ Back to content at footnote 2 3. Reg 7(3) VID Regs 2022 ■

Back to content at footnote 3 4. Reg 7(4) VID Regs 2022 ■ Back to content at footnote 4 5. Reg 7(5) VID Regs 2022 ■ Back to content at footnote 5 Last updated: 17 November 2022 Book traversal links for Document types for the exceptions process for Voter Authority Certificate or Anonymous Elector's Document applications The exceptions process for Voter Authority Certificates and Anonymous Elector's Documents Should applicants submit copies or original documents? Should applicants submit copies or original documents? In the first instance, you should request that the applicant provide photocopies of the evidence. If an applicant provides an original document, you must make a copy of that document and return the original document to the applicant. 1 Any copies of documents provided by applicants or taken by you of original documents should be stored securely in the same way as application forms. Please see guidance on the retention of information submitted with applications for more information on this. Applicants may bring either copies or original documents to your office in person if they don't want to send them through the post. You must be satisfied that the documents or copies provided to you appear to be genuine. Where you have a doubt as to whether a copy is genuine or where the copy is of such poor quality that you cannot assess the document, you may ask the applicant to present the original document(s) in person at your office or to send original documents to you to be copied and returned. You should be aware that you would become responsible for the secure transit of the document in the latter case. Where you have doubt as to whether an original document is genuine, you may ask the applicant to provide alternative documentary evidence in the first instance. Where alternative documentary evidence is not available, you should direct the applicant to the attestation process or reject the application. Where documentary evidence does not appear to be genuine, you should advise the applicant of the penalties for supplying false information and inform your police Single Point of Contact (SPOC) where you suspect that false information may have been supplied. For more information, see our ERO guidance on document authenticity checks. 1. Regulation 14(1) The Voter Identification Regulations 2022 ■ Back to content at footnote 1 Last updated: 17 November 2022 Book traversal links for Should applicants submit copies or original documents? Document types for the exceptions process for Voter Authority Certificate or Anonymous Elector's Document applications The attestation process for Voter Authority Certificates and Anonymous Elector's Documents The attestation process for Voter Authority Certificates and Anonymous Elector's Documents If you require an attestation for an applicant in respect of their application, you must inform them that the deadline for submitting the attestation is 28 days after the date you notify the applicant it is required 1 and that their application may be rejected if they fail or refuse to provide the attestation. 2 An attestation must: 3 confirm that the applicant is the person named in the application state that the qualifying attester is aware of the penalty for providing false information to a registration officer be in writing and signed by the qualifying attester state the full name, date of birth, address, electoral number, and occupation of the qualifying attester state the date on which it is made You could either design a form containing the necessary legal statements and requirements for an attestation or set the detail out in your communication with the applicant. You should also provide examples of a person of good standing to help the applicant to identify a suitable attester. You should advise the applicant that an attester is not permitted to charge for providing an attestation. Our guidance for ERO provides guidance on how to decide if the attestation is valid. If the Voter Authority Certificate or Anonymous Elector's Document is needed for a forthcoming poll or petition, you should encourage the applicant to supply the attestation to you as soon

as possible and up to and including any time on polling day for an election or the last day for signing at a petition. An attestation may be delivered to your office by hand or by post. Delivery by electronic means, such as email, is not acceptable. Where an applicant is not physically able to deliver their attestation to you, you may choose to send a member of staff to the applicant's registered address to collect the attestation in person. The attestor is required to supply their electoral number as part of their attestation. 4 You should be aware that you may receive requests from potential attestors to supply this information. 1. Regulation 7(2)(a)(i) The Voter Identification Regulations 2022 (VID Regs 2022) ■ Back to content at footnote 1 2. Reg 7(2)(a)(ii) VID Regs 2022 ■ Back to content at footnote 2 3. Reg 7(6) VID Regs 2022 ■ Back to content at footnote 3 4. Reg 7(6)(d) VID Regs 2022 ■ Back to content at footnote 4 Last updated: 17 November 2022 Book traversal links for The attestation process for Voter Authority Certificates and Anonymous Elector's Documents Should applicants submit copies or original documents? Determining applications for Voter Authority Certificates and Anonymous Elector's Documents following the exceptions or attestation process Determining applications for Voter Authority Certificates and Anonymous Elector's Documents following the exceptions or attestation process Determining an application where additional documentary evidence has been provided Where you are satisfied that an applicant's identity has been verified as a result of providing additional documentary evidence, you should determine the application for a Voter Authority Certificate or Anonymous Elector's Document as approved. Where you are not satisfied with the documentary evidence provided you may request further additional evidence, an attestation or refuse the application. Determining an application where an attestation has been provided If you have been able to determine an attestation valid and therefore successfully established the identity of the applicant, you should determine the application as approved. If you are not satisfied that the attestation is valid you may request another attestation, ask for additional evidence or refuse the application. If an applicant refuses or does not respond to your request on or before the deadline to provide additional documentary evidence or an attestation If an applicant refuses or does not respond to your request on or before the deadline to provide additional evidence or an attestation, you may refuse the application. 1 1. Regulation 11(1) The Voter Identification Regulations 2022 (VID Regs 2022) ■ Back to content at footnote 1 Last updated: 17 November 2022 Book traversal links for Determining applications for Voter Authority Certificates and Anonymous Elector's Documents following the exceptions or attestation process The attestation process for Voter Authority Certificates and Anonymous Elector's Documents Notifying the applicant following a determination decision on a Voter Authority Certificate or Anonymous Elector's Document application Notifying the applicant following a determination decision on a Voter Authority Certificate or Anonymous Elector's Document application Approved applications You must notify the applicant when you determine their application for a Voter Authority Certificate or Anonymous Elector's Document as approved. 1 Where the Voter Authority Certificate will be sent by post from the central supplier, the covering letter that accompanies the Voter Authority Certificate satisfies the requirement to write to the applicant, and no additional notice is required to be sent. The same applies where you produce and send the Anonymous Elector's Document locally. Sending this document to an elector satisfies the requirement to write to them and no additional notice needs to be sent. Any communications to anonymous electors should be placed in a plain covering envelope to ensure the contents are secure. However, if the Voter Authority Certificate or Anonymous Elector's Document is to be collected you must notify the

applicant that their application has been approved. You can notify applicants by any method you choose, but you must also write to the applicant at the address provided in their application as soon as practicable.

2 Refused applications You must notify the applicant when you refuse their application for a Voter Authority Certificate or Anonymous Elector's Document.

3 The notification must include:

4 the reason for refusal

the right of appeal

the timescale for an appeal - notice of an appeal must be given within 14 days of the date of the notification of the refusal

You may notify the applicant that their application has been refused by any method you choose, but you must also write to the applicant at the address provided in their application as soon as practicable.

5 There is nothing to prevent an applicant from making a fresh application following a refusal.

1. Regulation 12(1) The Voter Identification Regulations 2022 (VID Regs 2022) ■ [Back to content at footnote 1](#)

2. Reg 12(4) VID Regs 2022 ■ [Back to content at footnote 2](#)

3. Reg 12(1) VID Regs 2022 ■ [Back to content at footnote 3](#)

4. Reg 12(3) VID Regs 2022 ■ [Back to content at footnote 4](#)

5. Reg 12(4) VID Regs 2022 ■ [Back to content at footnote 5](#)

Last updated: 18 November 2022

Book traversal links for Notifying the applicant following a determination decision on a Voter Authority Certificate or Anonymous Elector's Document application

Determining applications for Voter Authority Certificates and Anonymous Elector's Documents following the exceptions or attestation process

The appeals process

The appeals process

A person may appeal against your decision to refuse a Voter Authority Certificate or Anonymous Elector's Document application. They must:

1 give you notice of the appeal within 14 days of the date of the notification of the refusal

specify the grounds of the appeal

You must forward to the relevant court, in the manner directed by the rules of the court, any appeal notice you receive together with a statement setting out:

2 the material facts which in your opinion have been established in the case

your decision upon the whole case

your representations on any point specified as a ground of appeal

You must also give the relevant court any other information which they may require, and you are able to give.

3 You must also inform the court where you are aware of other appeal notices that are based on similar grounds, to enable it (where it thinks fit) to consolidate the appeals or select as a test case.

4 The relevant court is the county court where the ERO is appointed for an area in England or Wales.

5

1. Regulation 13(1) The Voter Identification Regulations 2022 (VID Regs 2022) ■ [Back to content at footnote 1](#)

2. Reg 13(3) VID Regs 2022 ■ [Back to content at footnote 2](#)

3. Reg 13(4) VID Regs 2022 ■ [Back to content at footnote 3](#)

4. Reg 13(5) VID Regs 2022 ■ [Back to content at footnote 4](#)

5. Reg 13(6)(a) VID Regs 2022 ■ [Back to content at footnote 5](#)

Last updated: 17 November 2022

Book traversal links for The appeals process

Notifying the applicant following a determination decision on a Voter Authority Certificate or Anonymous Elector's Document application

Producing permanent Voter Authority Certificates

Producing permanent Voter Authority Certificates

Once you have approved an application you must issue a Voter Authority Certificate to the applicant.

1 The data is sent from the EROP to the centrally procured supplier appointed by DLUHC who will ensure Voter Authority Certificates are produced to the relevant specification and will ensure that all security features are included.

The Voter Authority Certificate must include:

2 the applicant's full name

the applicant's photograph

the date of issue

the appropriate identifier

the words 'issued by the Electoral Registration Officer appointed by [insert the name of the Local Authority]'

the recommended renewal date

one or more security features recommended by the Home Secretary

The appropriate identifier is made up of 20 numbers or letters which you allocate to each Voter Authority Certificate.

3 This will be generated by the EROP.

The recommended renewal

date for a Voter Authority Certificate is the date which is the tenth anniversary of the date it was issued. More information about how this process works will be provided in the EROP guidance to be provided by DLUHC. DLUHC expect that Voter Authority Certificates will be printed within a service level agreement of 1-2 working days of each applicant's details being sent to the supplier, and then delivered directly to the applicant first class by Royal Mail. You may issue a temporary Voter Authority Certificate if you have determined an application for a permanent VAC after the application deadline (i.e., after 5pm, 6 working days before polling day at an election or the last signing date for a petition) but before polling day for an election or the last day for signing at a petition and you do not think the VAC will arrive in time. For more information see our guidance issuing temporary Voter Authority Certificates.

1. Regulation 16 (1) The Voter Identification Regulations 2022 (VID Regs 2022) ■ [Back to content at footnote 1](#)

2. Reg 16(1)(b)-(f) VID Regs 2022 ■ [Back to content at footnote 2](#)

3. Reg 16(3) VID Regs 2022 ■ [Back to content at footnote 3](#)

Last updated: 17 November 2022

[Book traversal links for Producing permanent Voter Authority Certificates](#)

[The appeals process](#)

[Delivery or collection of permanent Voter Authority Certificates](#)

[Delivery or collection of permanent Voter Authority Certificates](#)

The Voter Authority Certificate must be delivered by post to the applicant's address.

1 Applicants may indicate on their application that they consider it necessary, for a specified reason, to collect their document in person instead.

2 Where the applicant gives an indication, that they require a Braille, easy read or large print explanation of the Voter Authority Certificate the ERO must also arrange for a Braille, easy read or large print explanation of the issued document to be delivered or made available for collection with the issued document.

3 Easy read and large print designs will be made available online and a hard copy stock of Braille will be supplied to each ERO via the centrally procured supplier appointed by DLUHC. If you need to reorder more stock, you will need to contact them. It is for you to be satisfied that collection is necessary based on the reason provided by the applicant. If you decide to allow the Voter Authority Certificate to be collected, you must tell the applicant: that the issued document is available to be collected

4 where and at what times the issued document can be collected

5 that the issued document may only be collected in person, by themselves

6 Collection can be from anywhere that the ERO and applicant agree. This could include picking up the document from your offices or a polling station. If you are not also the RO, you would need to work with the relevant RO to decide on the feasibility of and process for arranging collection from a polling station. You should ensure that processes are in place to maintain a clear audit trail and to ensure the security of Voter Authority Certificates while in transit or while awaiting collection from any collection point. If you agree to allow collection of a Voter Authority Certificate, you should consider how you will be satisfied that you have established the applicant's identity, as you cannot simply rely on checking the photograph for integrity purposes. A proportionate approach should be adopted that seeks to use some proof of identity that can be easily verified by staff, but that is not too onerous for the elector.

1. Regulation 17(1) The Voter Identification Regulations 2022 (VID Regs 2022) ■ [Back to content at footnote 1](#)

2. Reg 17(3)(a) VID Regs 2022 ■ [Back to content at footnote 2](#)

3. Reg 17(5) VID Regs 2022 ■ [Back to content at footnote 3](#)

4. Reg 17(4)(a) VID Regs 2022 ■ [Back to content at footnote 4](#)

5. Reg 17(4)(b) VID Regs 2022 ■ [Back to content at footnote 5](#)

6. Reg 17(4)(c) VID Regs 2022 ■ [Back to content at footnote 6](#)

Last updated: 17 November 2022

[Book traversal links for Delivery or collection of permanent Voter Authority Certificates](#)

Producing permanent Voter Authority Certificates Producing Anonymous Elector's Documents Producing Anonymous Elector's Documents Once you have approved an application you must issue an Anonymous Elector's document to the applicant. 1 Anonymous Elector's Documents must be produced in house, rather than through the use of an external supplier. This is a security measure to ensure that the applicant's personal information remains safe. You should ensure that you have the resources you require to produce Anonymous Elector's Documents. This will include specialist paper meeting the security requirements for printing Anonymous Elector's Documents. The specialist paper needed to produce Anonymous Elector's Documents will be provided to each ERO via UK Government's arrangement with a specialist printer. This paper will need to be stored securely in the same way that you store anonymous elector application documents. The paper will contain serial numbers and you will be required to keep records of use of this paper to produce Anonymous Elector's Documents. If you need to reorder more paper, you will need to contact the responsible Division in the UK Government (currently Elections Division in DLUHC). An Anonymous Elector's Document must include: 2 the date of issue the applicant's photograph the applicant's electoral number the appropriate identifier The appropriate identifier is made up of 20 numbers or letters which you allocate to each Anonymous Elector's Document. 3 This will be generated by the EROP. More information about how the production process works will be provided in the EROP guidance. 1. Regulation 16(1) The Voter Identification Regulations 2022 (VID Regs 2022) ■ Back to content at footnote 1 2. Reg 16(1)(b), (c), (d) and (e) VID Regs 2022 ■ Back to content at footnote 2 3. Reg 16(3) VID Regs 2022 ■ Back to content at footnote 3 Last updated: 17 November 2022 Book traversal links for Producing Anonymous Elector's Documents Delivery or collection of permanent Voter Authority Certificates Delivery or collection of Anonymous Elector's Documents Delivery or collection of Anonymous Elector's Documents An Anonymous Elector's Document must be delivered by post to the applicant's address. 1 An Anonymous Elector's Document must be sent in an envelope or covering that does not disclose that the elector is registered anonymously. 2 You should therefore send Anonymous Elector Documents to anonymously registered electors in a plain outgoing envelope. Applicants may indicate on their application that they consider it necessary for a specified reason to collect their document in person instead. 3 Where the applicant gives an indication that they require a Braille, easy read or large print explanation of the Anonymous Elector's Document, the ERO must also arrange for a Braille, easy read or large print explanation of the issued document to be delivered or made available for collection with the issued document. 4 Easy read and large print designs will be made available online and a hard copy stock of Braille will be supplied to each ERO via the centrally procured supplier appointed by DLUHC. If you need to reorder more stock, you will need to contact them directly. It is for you to be satisfied that collection is necessary based on the reason provided by the applicant. If you decide to allow the Anonymous Elector's Document to be collected, you must tell the applicant: that the issued document is available to be collected 5 where and at what times the issued document can be collected 6 that the issued document may only be collected in person, by themselves 7 that the applicant must bring their certificate of anonymous registration 8 and show it upon request when they collect their document 9 Collection can be from anywhere that the ERO and applicant agree. This could include picking up the document from your offices or a polling station. If you are not also the RO, you would need to work with the relevant RO to decide on the process for arranging collection from a polling station. You should ensure that processes are in place to maintain a clear audit trail and to

ensure the security of Anonymous Elector's Documents while in transit or while awaiting collection from any collection point. 1. Regulation 17(1) The Voter Identification Regulations 2022 (VID Regs 2022) ■ Back to content at footnote 1 2. Reg 17(2) VID Regs 2022 ■ Back to content at footnote 2 3. Reg 17(3)(a) VID Regs 2022 ■ Back to content at footnote 3 4. Reg 17(5) VID Regs 2022 ■ Back to content at footnote 4 5. Reg 17(4)(a) VID Regs 2022 ■ Back to content at footnote 5 6. Reg 17(4)(b) VID Regs 2022 ■ Back to content at footnote 6 7. Reg 17(4)(c) VID Regs 2022 ■ Back to content at footnote 7 8. Regulation 45G Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 8 9. Reg 17(4)(d) VID Regs 2022 ■ Back to content at footnote 9 Last updated: 17 November 2022 Book traversal links for Delivery or collection of Anonymous Elector's Documents Producing Anonymous Elector's Documents Replacement of Anonymous Elector's Documents where the elector number is changed Replacement of Anonymous Elector's Documents where the elector number is changed The elector number of an anonymous elector may be updated when an electoral register is republished, such as following the conclusion of the annual canvass or because of boundary changes. When the elector number of an anonymous elector who has been issued with an Anonymous Elector's Document changes, you must notify them that: 1 their electoral number has changed the Anonymous Elector's Document previously issued is no longer valid the ERO will issue a new Anonymous Elector's Document if they consider it necessary to collect the replacement document in person instead of it being delivered by post, they need to notify the ERO of the reason why Where the applicant gave an indication that they require a Braille, easy read or large print explanation of the Anonymous Elector's Document, the ERO should also arrange for a Braille, easy read or large print explanation of the issued document to be delivered or made available for collection with the replacement document. Easy read and large print designs will be made available online and a hard copy stock of Braille will be supplied to each ERO via the centrally procured supplier appointed by DLUHC. If you need to reorder more stock, you will need to contact them directly. 1. Regulation 28 The Voter Identification Regulations 2022 ■ Back to content at footnote 1 Last updated: 17 November 2022 Book traversal links for Replacement of Anonymous Elector's Documents where the elector number is changed Delivery or collection of Anonymous Elector's Documents Issuing replacement Anonymous Elector's Documents Issuing replacement Anonymous Elector's Documents An anonymous elector can contact you for a replacement Anonymous Elector's Document if the document which has been previously issued is lost, stolen, destroyed or damaged after 5pm, 6 working days before polling day for a specific election or the last day of the signing period for a petition, but before 5pm on polling day or up to one hour before the close of a petition where a petition is due to close before 5pm. 1 In these circumstances, you must use the original photograph of the anonymous elector which you have retained in the issued document record to create the replacement Anonymous Elector's Document. 2 You must arrange for the replacement Anonymous Elector's Document to be made available for collection in person. 3 Where the applicant gave an indication in their original application that they require a Braille, easy read or large print explanation of the Anonymous Elector's Document, the ERO must also arrange for a Braille, easy read or large print explanation of the issued document to be made available for collection with the issued document. 4 Easy read and large print designs will be made available online and a hard copy stock of Braille will be supplied to each ERO via the centrally procured supplier appointed by DLUHC. If you need to reorder more stock, you will need to contact them directly. You must notify the anonymous elector: 5 that the replacement Anonymous Elector's Document is

available to be collected where and when the replacement Anonymous Elector's Document may be collected from that the replacement Anonymous Elector's Document can only be collected by the anonymous elector in person that the anonymous elector must bring their certificate of anonymous registration and show it upon request 1. Regulation 30(2) The Voter Identification Regulations 2022 (VID Regs 2022) ■ Back to content at footnote 1 2. Reg 30(3)(b) VID Regs 2022 ■ Back to content at footnote 2 3. Reg 30(4) VID Regs 2022 ■ Back to content at footnote 3 4. Reg 30(5) VID Regs 2022 ■ Back to content at footnote 4 5. Reg 30(4)(b) VID Regs 2022 ■ Back to content at footnote 5 Last updated: 17 November 2022 Book traversal links for Issuing replacement Anonymous Elector's Documents Replacement of Anonymous Elector's Documents where the elector number is changed Issuing temporary Voter Authority Certificates Issuing temporary Voter Authority Certificates Where a permanent Voter Authority Certificate has been issued (printed by the centrally procured supplier appointed by DLUHC) between 5pm 6 working days before an election (or the last day of a petition) and 5pm on the day of the election or signing of the petition (or the start of the last hour that the petition is available to sign if earlier than 5pm), and you are satisfied that it may not be delivered to an applicant in time to be used on polling day or for a petition, a temporary Voter Authority Certificate may also be produced and issued locally, 1 up until the close of poll on the date of the relevant poll or the close of petition on the last day for signing the relevant petition. A decision on whether a temporary Voter Authority Certificate is needed may be due to the proximity of the forthcoming polling day or final day of petition, or it could be because you are aware of another issue, such as a postal strike. A temporary Voter Authority Certificate is valid only on the relevant date of a specific election or for the remaining period of a petition. It must be collected by the applicant; it cannot be sent via post. A temporary Voter Authority Certificate must include: 2 the elector's full name the date of issue the name of the local authority by which the ERO was appointed an appropriate identifier the date for which the temporary Voter Authority Certificate is valid the applicant's photograph 3 the ERO's signature The appropriate identifier is made up of 20 numbers or letters which you allocate to each temporary Voter Authority Certificate. 4 This will be generated by the EROP. The ERO's signature can be provided by a deputy and should be a wet ink signature. You may need to consider appointing additional deputy ERO's with the power to sign temporary Voter Authority Certificates, for example for use at additional locations where they may need to be produced. You could alternatively use an electronic signature or stamp but if doing so you should also consider what additional local security measure to identify the documents as authentic. The date for which the temporary Voter Authority Certificate is valid will be the date of the election or final day of a petition. In the case of a petition, the certificate is valid for use on any day up to and including the final day of signing. You must update the permanent Voter Authority Certificate issued document record entry to indicate where a temporary Voter Authority Certificate has been produced and this entry should include the appropriate identifier of that temporary document, and the date on which it is valid. 1. Regulation 18(2) The Voter Identification Regulations 2022 (VID Regs 2022) ■ Back to content at footnote 1 2. Reg 19(2) VID Regs 2022 ■ Back to content at footnote 2 3. Reg 19(2)(c) VID Regs 2022 ■ Back to content at footnote 3 4. Reg 19(3) VID Regs 2022 ■ Back to content at footnote 4 Last updated: 14 March 2023 Book traversal links for Issuing temporary Voter Authority Certificates Issuing replacement Anonymous Elector's Documents Collection of temporary Voter Authority Certificates Collection of temporary Voter Authority Certificates You must arrange for a temporary Voter Authority Certificate

to be made available for collection in person. 1 Where the applicant gives an indication that they require a Braille, easy read or large print explanation of the temporary Voter Authority Certificate, the ERO must also arrange for a Braille, easy read or large print explanation of the issued document to be made available for collection with the issued document. 2 Easy read and large print designs will be made available online and a hard copy stock of Braille will be supplied to each ERO via the centrally procured supplier appointed by DLUHC. If you need to reorder more stock, you will need to contact them. You must notify the applicant: 3 that the temporary Voter Authority Certificate is available to be collected where and when the temporary Voter Authority Certificate may be collected from that the temporary Voter Authority Certificate can only be collected by the applicant in person Collection can be from anywhere that the ERO and applicant agree. This could include picking up the document from a polling station. If you are not also the RO, you would need to work with the relevant RO to decide on the process for arranging collection from a polling station. Temporary Voter Authority Certificates may be issued up to the close of poll for the relevant election, or up to the close of petition for the relevant petition, but you may wish to communicate a cut-off time for collection to the applicant so that there is sufficient time for the applicant to vote. You should ensure that processes are in place to maintain a clear audit trail and to ensure the security of Voter Authority Certificates while in transit or while awaiting collection from any collection point other than the ERO's office. If you agree to allow collection of a Voter Authority Certificate, you should consider how you will be satisfied that you have established the applicant's identity, as you cannot simply rely on checking the photograph for integrity purposes. A proportionate approach should be adopted that seeks to use some proof of identity that can be easily verified by staff, but that is not too onerous for the elector. 1. Regulation 19(4)(a) The Voter Identification Regulations 2022 (VID Regs 2022) ■ Back to content at footnote 1 2. Reg 19(5) VID Regs 2022 ■ Back to content at footnote 2 3. Reg 19(4)(b) VID Regs 2022 ■ Back to content at footnote 3 Last updated: 8 February 2023 Book traversal links for Collection of temporary Voter Authority Certificates Issuing temporary Voter Authority Certificates Emergency proxy on grounds relating to voter identification Emergency proxy on grounds relating to voter identification An elector may apply for an emergency proxy on grounds relating to voter identification if, after the deadline to apply for a Voter Authority Certificate or Anonymous Elector's Document (i.e., 5pm, 6 working days before polling day for a specific poll or last day for a petition) but before 5pm on polling day or the last day for signing a petition, any of the following apply: 1 an elector or proxy's photographic ID, Voter Authority Certificate or an Anonymous Elector's Document is lost, stolen, destroyed or so damaged that it is no longer useable after the deadline for making an application for a Voter Authority Certificate or Anonymous Elector's Document has passed an elector or proxy has sent their accepted form of photographic ID, that they would otherwise use to vote in person, to another person to prove their identity and they consider it unlikely that it will be returned in time for polling day an elector or proxy applied for a form of accepted photographic ID including a Voter Authority Certificate or Anonymous Elector's Document in the 3 months before the deadline and immediately before the deadline it has not arrived, and they have not been refused or withdrawn their application an anonymous elector has not been issued with an Anonymous Elector's Document an anonymous elector has been issued with an Anonymous Elector's Document and, after the deadline, has been allocated an elector number that is different to the one shown on their Anonymous Elector's Document an elector or proxy

has a temporary Voter Authority Certificate, valid for use on polling day but before they can vote in person, proceedings at their polling station are adjourned (in the case of a riot) More information on emergency proxies can be found in our guidance for EROs . 1. Regulation 56A Representation of the People (England and Wales) Regulations 2001 ■ Back to content at footnote 1 Last updated: 13 March 2023 Book traversal links for Emergency proxy on grounds relating to voter identification

Collection of temporary Voter Authority Certificates Maintaining records of Voter Authority Certificates and Anonymous Elector's Documents issued Maintaining records of Voter Authority Certificates and Anonymous Elector's Documents issued You must keep a record in the EROP of all Voter Authority Certificates and Anonymous Elector's Documents issued. 1 To ensure that the record of Anonymous Elector's Documents issued remains secure, you must keep it separately from the record of Voter Authority Certificates issued. 2 You must make an entry in the relevant issued document record as soon as reasonably practicable after issuing either a Voter Authority Certificate or Anonymous Elector's Document. 3 Each issued document record for Voter Authority Certificates and for Anonymous Elector's Documents must contain the following: 4 the date of issue and the appropriate identifier of the document the full name of the person to whom the document was issued the address where the applicant is or will be registered if the applicant is a service voter, overseas elector or registered using a declaration of local connection, their present address any indication given that the applicant needs to collect their certificate, and the reason why any indication given as to whether the applicant required a Braille, easy read or large print explanation of the Voter Authority Certificate or Anonymous Elector's Document to be issued copy of the person's photograph any email address or telephone number provided the name of the local authority by which you are appointed an indication of whether a temporary Voter Authority Certificate was also issued and, if so, the appropriate identifier of that temporary Voter Authority Certificate document the date of which the temporary Voter Authority Certificate is valid You must take proper precautions for the safe custody of these records. 5 More information can be found in disclosure of information . 1. Regulation 20(1) The Voter Identification Regulations 2022 (VID Regs 2022) ■ Back to content at footnote 1 2. Reg 20(2)(b) VID Regs 2022 ■ Back to content at footnote 2 3. Reg 20(2) VID Regs 2022 ■ Back to content at footnote 3 4. Reg 20(3) VID Regs 2022 ■ Back to content at footnote 4 5. Reg 21(6) VID Regs 2022 ■ Back to content at footnote 5 Last updated: 21 November 2022 Book traversal links for Maintaining records of Voter Authority Certificates and Anonymous Elector's Documents issued Emergency proxy on grounds relating to voter identification Data retention

Data retention Data stored in the EROP will be encrypted and each ERO will have their own secure area. Before access is given to the EROP the user must read and sign an Access User Policy (AUP) and the ERO must agree on a Data Sharing Agreement. When you process applications for a Voter Authority Certificate or Anonymous Elector's Document you are processing individuals' personal data for the performance of a public task. In line with data protection legislation, applicants will not have the right to erase their personal data provided in relation to an application for a Voter Authority Certificate or Anonymous Elector's Document. For more information, see our guidance on data protection considerations . Retention of relevant documents and information on granted applications You must retain the following relevant documents and information relating to approved applications for a retention period of 28 working days beginning with the date the application was approved: 1 paper application forms or, in the case of an application made through the digital service, the information contained in the application any other information or documents

provided to you in connection with the application the copies of any of the original documents returned to the applicant Your document retention policy should include how you will store these documents for the 28 working day retention period. You will need to ensure that the information relating to Anonymous Elector's Documents is stored securely. More information on document retention can be found in our guidance on data protection considerations . Retention of relevant documents and information on refused applications You must retain the following relevant documents and information relating to applications refused for a retention period of 12 months beginning with the date the application was refused: 2 paper application forms or, in the case of an application made through the digital service, the information contained in the application any other information or documents provided to you in connection with the application the copies of any of original documents returned to the applicant

Removing information from the issued document record There are three statutory retention periods for the information held on the issued document records for Voter Authority Certificates and Anonymous Elector's Documents. First retention period The first retention period 3 differs for the record of issued Voter Authority Certificates and the record of issued Anonymous Elector's Documents: for a Voter Authority Certificate, the retention period begins with the date on which the entry is made in the record and ends 28 working days after the date it was issued for an Anonymous Elector's Document, the retention period begins with the date on which the entry is made in the record and ends 15 months after the date it was issued At the end of the first retention period, you must delete the following information relating to the applicants from the records: the address where the applicant is or will be registered if the applicant is a service voter, overseas elector or registered using a declaration of local connection, their present address any indication given that the applicant needs to collect their Voter Authority Certificate or Anonymous Elector's Document, and the reason why any indication given as to whether the applicant required a Braille, easy read or large print explanation of the Voter Authority Certificate or Anonymous Elector's Document to be issued any email address or telephone number provided

Second retention period The second retention period 4 applies only to the record of issued Voter Authority Certificates. It covers the period beginning with the date on which the entry is made in the record and ending on the second 1 July following the date the Voter Authority Certificate was issued. At the end of the second retention period, you must delete the following information relating to the applicants from the record of issued Voter Authority Certificates: an indication of whether a temporary Voter Authority Certificate was also issued The remaining data will be retained for up to 10 years to allow any formal investigations by police to take place (for example, if a suspected forged document is found).

Third retention period The third retention period 5 applies to the issued document records for both Voter Authority Certificates and Anonymous Elector's Documents. It is the period beginning with the date on which the entry is made and ending on the tenth 1 July following the date of issue for the Anonymous Elector's Document or Voter Authority Certificate to which the entry relates. At the end of the third retention period, you must delete the entire entry from the records. Your document retention policy should explain how you will store these documents for the 28 working day retention period. You will need to ensure that the information relating to Anonymous Elector's Documents will be stored securely. More information on document retention can be found in our guidance on data protection considerations .

1. Regulation 14(3)(a) The Voter Identification Regulations 2022 (VID Regs 2022) ■ Back to content at footnote 1

2. Reg 14(3)(b) VID Regs 2022 ■ Back to content at footnote 2

3. Reg

20(6)(a) VID Regs 2022 ■ Back to content at footnote 3 4. Reg 20(6)(b) VID Regs 2022 ■ Back to content at footnote 4 5. Reg 20(6)(c) VID Regs 2022 ■ Back to content at footnote 5 Last updated: 17 November 2022 Book traversal links for Data retention Maintaining records of Voter Authority Certificates and Anonymous Elector's Documents issued Disclosure of information Disclosure of information You and any deputy or other person appointed to assist you must not supply copies of, disclose information from or make use of information contained in the records of issued Voter Authority Certificates and Anonymous Elector's Documents. In addition, you may not use information supplied in an application for a Voter Authority Certificate or Anonymous Elector's Document, such as a National Insurance number, to complete a registration application. 1 The only exceptions, where you may disclose information, are: where you are required to do so by order of any court or tribunal 2 to a relevant officer for the purposes of a relevant election or petition (as the case may be) 3 upon request by any police force in Great Britain, the Police Service of Northern Ireland, or the Police Service of Northern Ireland (Reserve), any body of constables established under an Act, or the National Crime Agency. 4 Where a request is made by any police force in Great Britain, the Police Service of Northern Ireland or the Police Service of Northern Ireland (Reserve), any body of constables established under an Act, or the National Crime Agency for any issued document record entry relating to an Anonymous Elector's Document this cannot be supplied unless the request is made in writing by an officer of a rank senior to that of superintendent or in the case of the National Crime Agency, the Director General of that Agency. 5 If a record is supplied upon request to a constable, officer or employee of any police force in Great Britain, the Police Service of Northern Ireland or the Police Service of Northern Ireland (Reserve), any body of constables established under an Act, or the National Crime Agency any of the forces or organisations, they must not supply to any person a copy of the record, disclose any information contained in it, or make use of any such information otherwise than for the purposes of the prevention and detection of crime and the enforcement of the criminal law. 6 Each person with access to these records or who is supplied with a copy of the information from these records must take proper precautions for its safe custody. 7 Anyone who fails to comply with these requirements may unless they can show they took all reasonable steps to comply, be found guilty of an offence on summary conviction, the penalties for which are: 8 in England and Wales, a fine in Scotland a fine not exceeding the statutory maximum 1. Regulation 14 The Voter Identification Regulations 2022 (VID Regs 2022) ■ Back to content at footnote 1 2. Reg 21(4) VID Regs 2022 ■ Back to content at footnote 2 3. Reg 22 VID Regs 2022 ■ Back to content at footnote 3 4. Reg 23(1) VID Regs 2022 ■ Back to content at footnote 4 5. Reg 23(2) VID Regs 2022 ■ Back to content at footnote 5 6. Reg 23(3) VID Regs 2022 ■ Back to content at footnote 6 7. Regs 21(6), 22(3) and 23(4) VID Regs 2022 ■ Back to content at footnote 7 8. Reg 24 VID Regs 2022 ■ Back to content at footnote 8 Last updated: 9 March 2023 Book traversal links for Disclosure of information Data retention Resources for Electoral Registration Officers Resources for Electoral Registration Officers Your public engagement strategy and registration plan Example tactics for reaching target audiences (DOC) FAQs and lines to take with the public in response to queries on electoral registration (DOCX) Factsheet on producing accessible communications (DOC) Guidance for care staff in England and Wales (DOC) Guidance on assisted applications in England and Wales (word) Sharing good practice - Communications Sharing good practice - Effective management of registration processes Sharing good practice - Effective use of available data Sharing good practice - Reaching care home residents

Sharing good practice - Reaching students Template public engagement strategy (XLS)
Template registration plan (XLS) Template risk and issues register (XLS) Eligibility
to register to vote Citizenship and election type check list Guidance on assisted
applications in England and Wales (word) Guidance for care staff in England and Wales
(DOC) List of eligible countries for registration purposes (PDF) Sharing good
practice - Reaching students Special category electors Anonymous registration:
Supporting survivors of domestic abuse to register to vote - England (PDF) Template
certificate of anonymous registration (DOC) Inviting individuals to register to vote
Guidance on electoral registration form designs and letters Part 2 (DOC) Sharing good
practice - Encouraging a response What works – Household notification cards (DOC) How
can individuals register to vote? Guidance for care staff in England and Wales (DOC)
Guidance on assisted applications in England and Wales (word) Processing applications
and other amendments to the register throughout the year Table 1 - Combinations
resulting in positive matches Managing amendments, reviews, objections and deletions
throughout the year Sharing good practice - Effective use of available data Summary
sheet: deletions (DOC) Maintaining the register throughout the year Contract
development and management checklist (PDF) Household notification letter template and
FAQs - E Proof checking fact sheet (DOC) Rolling registration dates 2023 (PDF) Access
and supply of the electoral register Cover sheet for copies of full register for
inspection (DOC) Cover sheet for copies of full register for sale (DOC) Cover sheet
for copies of full register supplied free of charge on request (DOC) Guidance notes
for staff supervising the inspection of the full register List of people entitled to
be supplied with the electoral register (PDF) Publication of data from polling
stations Absent Voting Cancellation letter (due to failure to provide a fresh
signature (DOC) Code of conduct for campaigners - reserved elections in GB from
January 2023 FAQs for postal vote rejection notices (DOC) List of people entitled to
be supplied with the electoral register (PDF) Postal vote identifier request letter
(DOC) Proxy vote identifier request letter (DOC) Template postal vote rejection
notices (DOC) Voter authority certificates and anonymous elector's documents Code of
conduct for campaigners - reserved elections in GB from January 2023 Last updated: 6
September 2023 Book traversal links for Resources for Electoral Registration Officers
Disclosure of information