

# General Purposes and Arbitration Committee Agenda

**30 June 2020 at 3pm  
at Virtual Meeting – MS Teams**

**To view this meeting please click link below  
[Watch General Purposes and Arbitration Committee](#)**

**Open to the Public and Press**

**1. Apologies**

To receive any apologies for absence

**2. Declarations of Interest**

To receive any declarations of interest from members relating to any item on the agenda, in accordance with the provisions of the Code of Conduct and/or S106 of the Local Government Finance Act 1992.

**3. Minutes**

To confirm the minutes of the meeting held on 19 December 2019 as a correct record.

**Matter Not Delegated to the Committee**

**4. Canvass Reform 2020**

**Membership**

Councillor Dhallu (Chair)

Councillor Z Hussain (Vice Chair)

Councillors E A Giles, P M Hughes, Melia and Millar.

Contact: [democratic\\_services@sandwell.gov.uk](mailto:democratic_services@sandwell.gov.uk)



## Information about meetings in Sandwell



If you are attending the meeting and require assistance to access the venue, please contact Democratic Services ([democratic\\_services@sandwell.gov.uk](mailto:democratic_services@sandwell.gov.uk)).



If the fire alarm sounds, please follow the instructions of the officers present and leave the building by the nearest exit.



Only people invited to speak at a meeting may do so. Everyone in the meeting is expected to be respectful and listen to the discussion.



Agendas with reports with exempt information should be treated as private and confidential. It is your responsibility to ensure that any such reports are kept secure. After the meeting confidential papers should be disposed of in a secure way.



This meeting may be recorded and broadcast on the Internet. If this is the case, it will be confirmed at the meeting and further information will be provided.



You are allowed to use devices for the purposes of recording or reporting during the public session of the meeting. When using your devices they must not disrupt the meeting – please ensure they are set to silent.



Members who cannot attend the meeting should submit apologies by contacting Democratic Services ([democratic\\_services@sandwell.gov.uk](mailto:democratic_services@sandwell.gov.uk))



All agenda, reports, minutes for Sandwell Council's meetings, councillor details and more are available from our website (<https://cmis.sandwell.gov.uk/cm5/>)

## **Apologies**

To receive any apologies from members

## **Declarations of Interest**

Members to declare any interests in matters to be discussed at the meeting.

**Minutes of the General Purposes and Arbitration Committee**

**19<sup>th</sup> December 2019 at 6.00 pm  
at Sandwell Council House, Oldbury**

**Present:** Councillor Dhallu (Chair);  
Councillors E A Giles, Z Hussain, Melia and  
Millar.

**Apologies:** Councillors Crumpton and P M Hughes.

7/19 **Minutes**

**Resolved** that the minutes of the meeting held on 30<sup>th</sup> September 2019 be confirmed as a correct record.

**Matter not delegated to the Committee**

8/19 **Honorary Freeman of the Borough**

In accordance with Section 249 of the Local Government Act 1972, the Council had the authority to admit suitably qualified persons to be Honorary Freemen/Freewomen of the Borough.

The Council had, from time to time, conferred the title of Honorary Freeman/Freewoman on suitably qualified persons in recognition of the service they had given to the Borough.

The Committee considered a proposal to admit Mr Roger Horton as an Honorary Freeman of the Borough. The Leader of the Council, Councillor Yvonne Davies, had made the nomination and informed the Committee that Roger Horton was first elected in May 1975 in the Soho and Victoria ward and served as a councillor for 44 years before retiring in May 2019.

## General Purposes and Arbitration Committee – 19<sup>th</sup> December 2019

During his 44 years, Roger Horton served on many Council Committees, including Planning Committee, Smethwick Town Committee, Audit Committee, etc.

As Chair of the Environment and Highways Committee, Roger Horton had played an important role in turning the department around to be a very successful one.

Nominated as the Council's Lead Member for Transport, Roger Horton was very outspoken about bus and tram services in and around Sandwell. He was elected to the position of Vice Chairman of the West Coast 250 Board, a national group to oversee transport issues.

He had served as a governor in most of the schools in the ward of Soho and Victoria and until recently, was the Chair at Crockett's Community School.

He had also supported many voluntary and charitable organisations over the years as follows:-

- Mencap, who later changed their name to MIND, supporting people with mental health issues;
- volunteering to serve on the Management Committee of Sandwell Adventure Play Association, providing after school activities for children across Sandwell;
- member and then Chairman for many years of Windmill Centre Management Committee;
- Harborne Parish Lands Charity;
- Ring & Ride Transport;
- 29 years as a volunteer on the West Midlands Valuation Tribunal and Valuation Tribunal for England.

The Council had previously granted Honorary Freeman of the Borough to:-

- Baroness Boothroyd of Sandwell;
- Lord Archer of Sandwell;
- Joseph Adams OBE;
- Christopher Graham Collins (Frank Skinner);
- Cyrille Regis MBE;
- Julie Mary Walters CBE;
- Wilfred Lunn MBE;
- Patrick John Sullivan;

## General Purposes and Arbitration Committee – 19<sup>th</sup> December 2019

- Dr Hiren Roy;
- Francis Arthur Betteridge MBE;
- Lord King of West Bromwich;
- Lord Snape of Wednesbury;
- Anthony “Bomber” Brown;
- Wendy Mary Lawrence (Josie);
- David Heeley (blind Dave);
- Dr Roy Richardson;
- Mr David Manners.

The Committee felt that Roger Horton had given many years of service to the residents of Soho and Victoria ward, which was a testament to his commitment and dedication to the borough of Sandwell as a whole and should be conferred to the office of Honorary Freeman of the Borough.

### **Resolved to recommend to the Council:-**

- (1) that the office of Honorary Freeman of the Borough be conferred upon Mr Roger Horton;
- (2) that the Director – Law and Governance and Monitoring Officer, in consultation with the Mayor and Leader of the Council, make the appropriate arrangements to implement the decision referred to in Resolution (1) above.


(Meeting ended at 6.05 pm)

Contact Officer: Shane Parkes  
Democratic Services Unit  
0121 569 3190

## REPORT TO

### General Purposes and Arbitration Committee

30 June 2020

<b>Subject:</b>	Canvass Reform 2020
<b>Director:</b>	Director of Law and Governance and Monitoring Officer Surjit Tour
<b>Contribution towards Vision 2030:</b>	
<b>Contact Officer(s):</b>	Tracey Hurst – Electoral Services Manager

### DECISION RECOMMENDATIONS

**That :**

1. the committee note and endorse the changes to the revised canvass 2020 (administration and delivery) as detailed in content of this report.

#### 1 PURPOSE OF THE REPORT

- 1.1 On the 4 November 2019 a statutory instrument was passed to enforce the changes to Annual Canvass. The reformed Annual Canvass will take effect from 1 July 2020.
- 1.2 This report outlines the key principles and the framework of the delivery of the Annual Canvass under Canvass Reform.



## 2 **IMPLICATIONS FOR VISION 2030**

The effective delivery of Canvass Reform will ensure that citizens of Sandwell are given the opportunity to participate in exercising their democratic right to vote. The changes to Canvass should simplify the process for electors and enable contact in more digital way. Canvass reform makes a positive contribution to Ambition 10.

## 3 **BACKGROUND AND MAIN CONSIDERATIONS**

- 3.1 Electoral Registration Officers (EROs) in Great Britain are required to conduct an annual canvass of all residential properties in the area for which they have responsibility.
- 3.2 Section 9A of the Representation of the People Act 1983 (RPA 1983) places a duty on EROs to maintain the electoral register for their area. Section 9D of the RPA 1983 requires EROs to conduct an annual canvass of all residential properties in their area.
- 3.3 The purpose of the canvass is to identify everyone who should be on the electoral register. This means identifying citizens who should be registered at a property and identifying electors who are no longer living at a property and should be removed. A revised version of the electoral must be published by the 1 December following the conclusion of the annual canvass.
- 3.4 Under the old annual canvass model ERO's were required to send every household an annual canvass form known as a household enquiry form (HEF) The HEF requires a response by law regardless of whether there any changes to the property. Failure to respond is an offence and fines can be imposed of up to £1000. ERO's must follow up any non-responses to the HEF with two further reminders and carry out a household visit. Each paper HEF must be accompanied by an addressed business reply envelope. It was a legal requirement for electors to respond to the form which included "no changes "to their circumstances. Upon receipt of the information the ERO is then required to send an Invitation to register (ITR) to invite the individual to register.
- 3.5 It is widely recognised that the framework surrounding the current annual canvass is outdated and highly resource intensive. There are many prescribed steps to the canvass that do not take account of the differences between registration areas. The current framework is heavily paper based, complex for electors and expensive.

## **4 THE CURRENT POSITION**

The administration of the annual canvass under the revised rules must take effect from 1 July and complete with the publication of the revised register on the 1 December 2020. The annual canvass under the revised rules is centred around a more targeted approach but consistent with the intention that every property will receive a canvass communication. Households will be split into different canvass routes depending on if they have “matched” or “not matched” against the government database. This will allow the ERO to apply targeted communications to households and streamline the process. A more detailed explanation the framework of the new canvass is detailed in appendix 1

## **5 CONSULTATION (CUSTOMERS AND OTHER STAKEHOLDERS)**

The introduction of Canvass Reform is a legislative change. Cabinet office as part of this process carried out necessary consultations with all relevant stakeholders.

## **6 ALTERNATIVE OPTIONS**

This report seeks that the Committee note and endorse the changes and therefore, no alternative options need to be considered.

## **7 STRATEGIC RESOURCE IMPLICATIONS**

There are no strategic resource implications arising from this report.

## **8 LEGAL AND GOVERNANCE CONSIDERATIONS**

- 8.1 The Electoral Registration Officer (ERO) has 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 their duty to maintain the electoral register, and to ensure, as far as is reasonably practicable, that all those eligible are registered in it.
- 8.2 Section 9A of the Representation of the People Act 1983 (RPA 1983) places a duty on EROs to maintain the electoral register for their area. Section 9D of the RPA 1983 requires EROs to conduct an annual canvass of all residential properties in their area.
- 8.3 The revised annual canvass must be delivered in accordance to The Representation of the People (Annual Canvass) (Amendment) Regulations 2019

- 8.4 In addition to the statutory requirements for Electoral Registration Officers, the Electoral Commissions performance standards framework details the objectives that all EROs must deliver, these are detailed in appendix 2 of this report.

## **9 EQUALITY IMPACT ASSESSMENT**

An equality impact assessment is not required for this report. This is legislative change and a EIA has been carried out by Cabinet Office in relation to changes,

## **10 DATA PROTECTION IMPACT ASSESSMENT**

Under the reformed canvass ERO's have the discretion to match the data they hold against local data sets available within the Council. In accordance with the Data Protection regulations 2018 a comprehensive data sharing agreement will support any sharing of personal data between council departments. The ERO has the right to exercise the use of any available council local sets under Regulations 2, 35 and 35A of the Representation of the People (England and Wales) Regulations 2001

## **11 CRIME AND DISORDER AND RISK ASSESSMENT**

- 11.1 There are no crime and disorder to detail in this report. A risk assessment will be carried out as part of the overall project planning for delivering canvass reform.

## **12 SUSTAINABILITY OF PROPOSALS**

- 12.1 There are no direct sustainability issues arising from this report.

## **13 HEALTH AND WELLBEING IMPLICATIONS (INCLUDING SOCIAL VALUE)**

- 13.1 The coronavirus pandemic is continuing to impact on society and will present challenges for ERO's in preparing for and delivering the 2020 canvass. All necessary health and safety guidelines and appropriate mitigations will be applied as part of the delivery of the canvass to ensure the safety of both residents and staff.

**14 IMPACT ON ANY COUNCIL MANAGED PROPERTY OR LAND**

There are no issues relating to Council managed property or land arising from this report

**15 CONCLUSIONS AND SUMMARY OF REASONS FOR THE RECOMMENDATIONS**

That the committee note and endorse the changes to the revised canvass 2020 as detailed in content of this report and attach appendices.

**16 APPENDICES:**

Appendix 1 – Canvass Reform Framework Briefing Paper

Appendix 2 - Electoral Commission Performance Standards for Electoral Registration Officers

Appendix 3 Canvass reform paper communications pack of documents

**Surjit Tour  
Director of Law and Governance  
and Monitoring Officer**

# **Sandwell Metropolitan Borough Council**

## **Electoral Services**

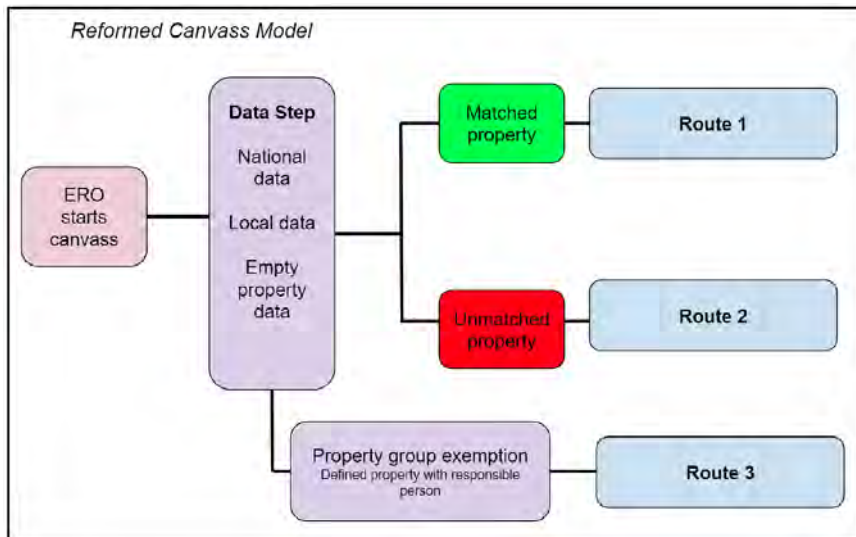
### **Canvass Reform 2020 Briefing Paper**

#### **1 Introduction**

- 1.1 Electoral Registration Officer (EROs) are required to conduct an annual canvass of all residential properties in the area that they have responsibility. This briefing paper provides an overview of reforms to improve the annual canvass of the register of electors and details the process that the annual canvass will follow this year in Sandwell.

#### **2 Summary of the New Canvass Model**

- 2.1 A key change to the revised canvass is the introduction of a “data step” at the beginning of the process. The electoral register in the first instance will be matched against national government data and local data sets if applicable. On completion of the matching process properties within the borough will be split into two groups. Route 1 properties are matched property where everyone in the household has “matched” with national data. Route 2 is the unmatched property route this route is for properties where the data matching process has indicated a change to the information currently held. The inclusion of this data step will allow for a more streamlined efficient approach to be taken with the matched properties and a more target robust approach applied to the unmatched properties.
- 2.2 A defined property route, route 3 has been introduced as part of canvass reform. This is designed for properties that do not fit into routes 1 and 2. Examples of route 3 properties include, care homes, and student halls of residence. In Sandwell there are 86 care homes that will fit within route 3. A responsible person within each care home will be out single point of contact to ensure that the route 3 properties are kept up to data and accurate with any changes.
- 2.3 The table below shows the reformed canvass model and the routes properties will take following the national data matching exercise.



2.4 Following Sandwell’s national data match that took place on 2 June and Local data matching against council data initial results have indicated that there will be 120685 properties in route 1 and 14549 in route 2. On completion of the National data matching EROs can utilise reliable local data sets to convert a Route 2 property to Route 1.

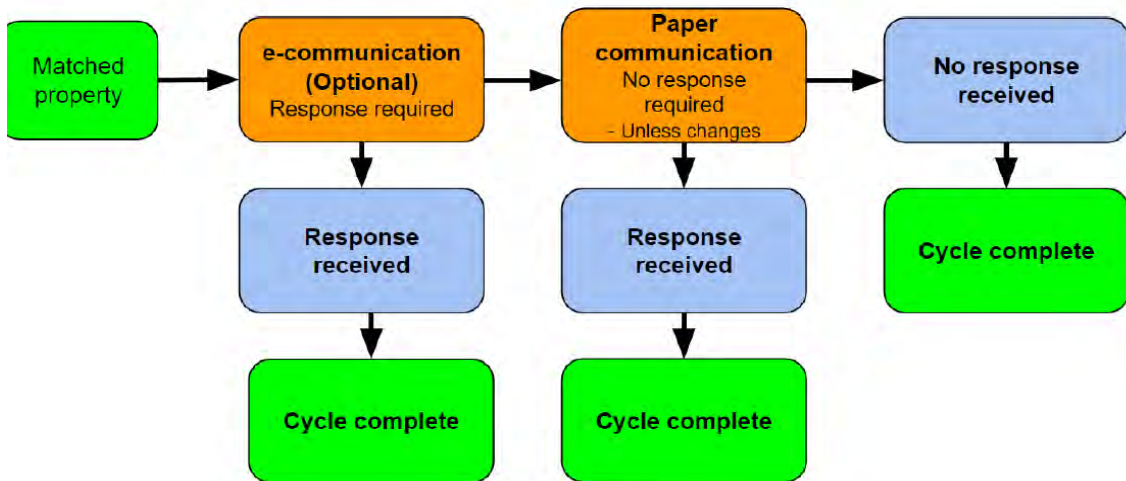
## 2.5 **Route 1 – Matched Properties Route**

2.6 Route 1 will be a more streamlined approach to the annual canvass. Following the data matching all route 1 properties will be sent a single prescribed written communication (Canvass Communication A) This will provide residents with the opportunity to advise of any changes. It is important to note that residents do not need to respond unless there is a change to be made. The number of properties in Sandwell that will follow route 1 receive at CCA is 120685. This equates to 88% of the number of properties on the register which is an excellent indication of the accuracy and completeness of the register. It should be noted that there is no requirement in law to enclose a pre-paid envelope because residents are not required to return the physical form.

2.7 It is not necessary for the ERO to chase any outstanding properties that have not responded to the Canvass Communication A. Once the communication has been issued there is no further requirement to continue the chase cycle.

2.8 The process map for route 1 properties is shown below.

## Route 1 - The Matched Properties Route



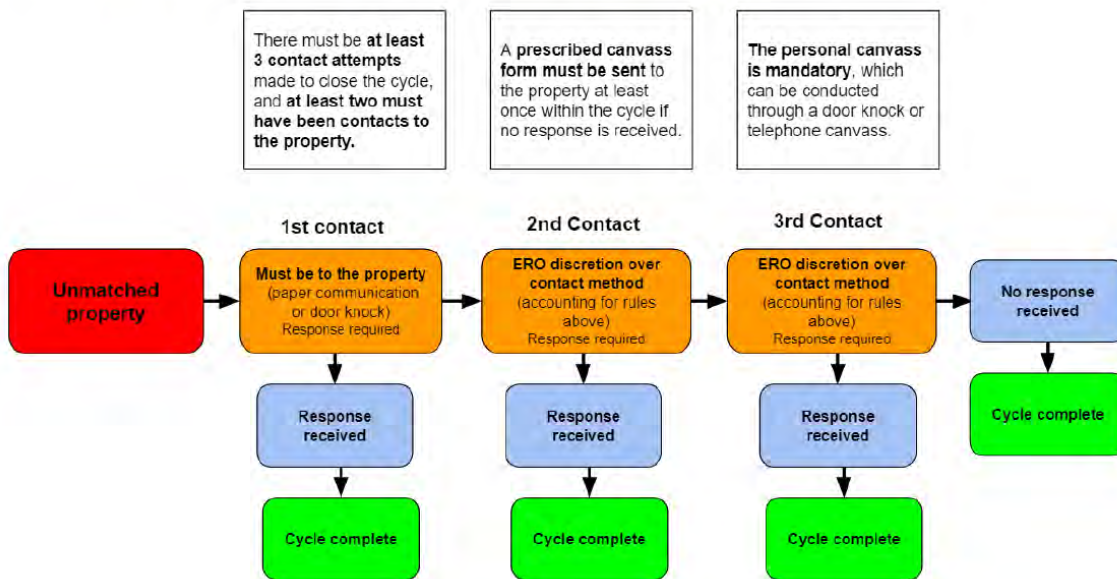
### 3 Route 2 – Unmatched Properties Route

- 3.1 Following on from the results of the data matching step, if the data suggests that there may be a change to the information EROs currently hold for a property on their register, they must conduct a 'full' canvass of the property under Route 2. In the case where the non-match is correct and new citizens have moved into the property, and/or former occupants have left, it is vital for EROs to receive this change information.
- 3.2 Equally, if the non-matched elector is still there, it will be important for EROs to receive confirmation of this in the form of a no change response. Both scenarios rely on the occupier returning a response to the ERO.
- 3.3 To comply with their statutory duty ERO's must meet the following requirements during the route 2 process.
- A minimum of three contacts must be completed during the canvass process
  - Two of the three contacts must be a communication with the property (this can be a written communication or a household visit)
  - A personal canvass (which under the revised rules is by telephone or a personal visit to the property.)
  - The prescribed canvass form must be sent at some point in the cycle along with a pre-paid envelope.
- 3.4 The first contact with the property will require the ERO to either send a written communication to the property or to carry out a household visit.

- 3.5 There are two types of written communications available to ERO's to use which are both prescribed by the Electoral Commission: Canvass Communication B (CCB) and a Canvass Form.
- 3.6 The Canvass form is an A3 style document which residents are more familiar. This form must be accompanied by a business reply envelope and cannot be send electronically. It must be sent to the property and it is a legal requirement to respond to the form with any changes or if there no changes to report. An example of all canvass written communication forms can be found in Appendix 3.
- 3.7 The Canvass Communication B (CCB) is one of the new suite of forms designed specifically to encourage online responses from residents. Unlike the Canvass form, the CCB is A4 and does not need to include business reply envelope. This form can be sent electronically maximising the use of e- comms. A response must be received by the ERO to the CCB. The form does not allow responses to be written on the form residents are encouraged to make use of the online and texting responses available.
- 3.8 Where the ERO holds email addresses or mobile phone numbers, they may choose to send an e-communication as the second or third contact stage. If so they will be required to send e-communications to all matched electors who they hold relevant contact details for. This is because it is likely to increase the chances of successfully contacting the household and prompting a response.
- 3.9 If a response is received at any stage, the chasing cycle will be closed, and no further canvass contacts will be required.
- 3.10 The route map and process for unmatched properties is shown below.



## Route 2 - The Unmatched Properties Route



### 4 Route 3 The Defined Properties Route

- 4.1 Route 3 will require the ERO to consider which properties should be included in this route and for Sandwell this will be residential care homes and houses of multiple occupancy. Contact will be made with a responsible officer for the properties to obtain the information required, which is how these properties are currently canvassed.

### 5 Canvass Reform the plan for Sandwell

- 5.1 Following the completion of the national data matching exercise officers are now analysing the results and carrying out local data matching using a variety of council data to “match” any residents who did not match as part of the national data matching exercise.
- 5.2 The total number of properties in Sandwell is currently 135,320. The table below shows the numbers of properties in each route:

Route	Number of Properties	% of households
Route 1 Matched Properties	120685	88%
Route 2 Unmatched Properties	14549	12%
Route 3 (care homes)	89	

5.3 The following methods of communications are being used for each route

Property Route	First Contact	Second Contact	Third Contact	Cycle complete
Route 1	Canvass Communication A	n/a	n/a	Yes
Route 2 (E-comms)	Canvass Form	Canvass Communication B E-comms	Door Knocking	Yes
Route 2 (Non-E-Comms)	Canvass Form	Canvass Communication B paper version	Telephone canvass	Yes

5.4 In addition to the steps shown in the table above, ERO's can chose to send discretionary email communications to maximise response rates. To ensure compliance to GDPR regulations and "unsubscribe" link will be added to the elections website which will allow people to opt out of their emails being used.

5.5 It is requirement for EROs to ensure that the legal framework around canvass reform it met. The table above shows that the all the required steps detailed previously in the report are being met

5.6 The key dates for the reformed annual canvass are shown in the table below.

Dates	Activity	Details
29 June - 30 July	Local public awareness campaign. Implement Communications plan to raise awareness of the key changes to the canvass.	
30 July	<b>All Route 1</b> matched properties receive a canvass communication A	Total number of Route 1 properties 120685
17 August	<b>All Route 2</b> unmatched properties receive a Canvass Form via royal mail	Total number of route 2 properties 14459
10 September	<b>All Route 2</b> non – responding properties without email to receive a physical Canvass Communication B via royal mail	

<b>Dates</b>	<b>Activity</b>	<b>Details</b>
10 September	<b>All Route 2</b> non – responding properties with email receive E- comms communication	
15 September	<b>Start Route 3</b> canvass of care homes	86 care homes currently on the register
30 September	Telephone canvassing of all non-responding route 2 properties to commence	
6 October	Optional final reminder CCB to be issued by royal mail to all non-responding properties	
6 October	Door Knocking commences subject to electoral commission guidance and national COVID level.	
1 December	Publication of the revised register	

- 5.7 Sandwell’s comprehensive participation and engagement plan is currently being updated to reflect the changes in the canvass and the approach that is necessary. Under canvass reform the number of properties that require the “full” canvass is significantly reduced. This enables officers to ensure a more targeted approach to residents particularly around the hard to reach sections of the community and ethnic minority groups.
- 5.8 The revised canvass approach allows the ERO to have a more “bespoke” method to canvassing based on the Local Authority demographics and circumstances. The reduction in the need for multiple reminder forms and the numbers of households that require the full canvass process will result in a reduction of the cost to administer the canvass. It will be necessary to have in place a robust evaluation process to analyse returns and response rates at each stage.

# Performance standards for EROs

Outcome: Electoral registers are as accurate and complete as possible, ensuring that everyone who is eligible and wants to vote is able to do so					
What inputs are needed?	What activities are being undertaken?		What information is needed to understand the impact of our activities?	What difference is being made?	How can we determine the success of our work?
<p><b>ERO understanding and delivery of role and responsibilities</b> – management and oversight of delivery of the electoral registration service, including the statutory functions of the ERO, and stakeholder engagement</p> <p><b>Planning</b> – maintaining a plan for registration throughout the year, ensuring it is kept under review and evaluation is undertaken, with lessons learnt fed back in</p> <p><b>Resources</b> – identification and allocation of budget and staffing for electoral registration activities</p> <p><b>Training</b> – identification and delivery of training to meet the needs of both permanent and temporary staff</p>	<p>Identification of those not registered, including hard to reach groups</p>	<p>Using available data and information sources, identify those not registered, including hard to reach groups</p> <p>Develop and maintain a public engagement strategy, ensuring planned activities are tailored to meet the needs of different groups of electors</p>	<ul style="list-style-type: none"> <li>Analysis of the scope and usefulness of data and information</li> <li>Ward level analysis of the registration area</li> <li>Identification of priority areas to target registration activity</li> <li>Evaluation of communications channels and approaches, including cost / benefit analysis of previous activity, supporting development of engagement strategy and activities</li> </ul>	<p>The demographics of the registration area and the needs of groups of electors within it are understood, enabling services to be targeted and designed to meet the needs of residents</p> <p>Barriers to registration are minimised, enabling all eligible individuals to register</p> <p>Potential new electors are identified and are given every opportunity to register to vote</p> <p>Changes in the registration status of individuals are captured and applied to the register in a timely manner</p> <p>Elections are effectively supported by the register</p>	<ul style="list-style-type: none"> <li>Performance against the KPIs/objectives set out in your registration plans</li> <li>Evaluation of public engagement activities undertaken, including of changes made to the register as a result of the activity</li> <li>Changes in levels of registration within and across the registration area, both generally and within identified under-registered groups</li> <li>An assessment of levels of additions and deletions, during the canvass and throughout the year.</li> <li>A year-on-year analysis of additions and deletions</li> <li>Assessment of the numbers of electors who tried to vote on polling day but were unable to do so as a result of not being registered to vote</li> </ul>
	<p>Undertaking year-round registration activity</p>	<p>Maintain the property database</p> <p>Contact potential eligible electors, including carrying out work to target hard to reach groups</p> <p>Ensure those no longer entitled to be registered are identified and removed</p> <p>Manage special category electors</p>	<ul style="list-style-type: none"> <li>Number of properties with UPRN/as a percentage of properties</li> <li>Analysis of any issues reported with the allocation of properties to polling districts to reflect relevant electoral boundaries</li> <li>The accuracy and usability of data sources used</li> <li>Analysis of response rates by channel, to understand impact of different approaches</li> <li>Number of ITRs sent (by channel)</li> <li>Number of ITRs followed up</li> <li>Number of ITRs not responded to after the reminder and personal visit stages</li> <li>Number of electors whose identity has not been verified and have yet to provide documentary evidence</li> <li>Number of registration applications received</li> <li>Number of additions to the register</li> <li>Number of reviews of registration and number of deletions as a result</li> <li>Number of deletions not as a result of a review, by type</li> <li>Number of renewals sent</li> <li>Number of special category elector applications processed</li> <li>Number of special category electors renewed</li> </ul>		
	<p>Administering the canvass</p>	<p>Using available data and information, identify the most appropriate method to canvass properties in your area</p> <p>Make arrangements to deliver the planned canvass activities</p> <p>Undertake the planned canvass activities</p>	<ul style="list-style-type: none"> <li>The accuracy and usability of local data sources used</li> <li>Results of data matching (national and local)</li> <li>Number of households intended for each route</li> <li>Analysis of available communications channels (e-communications, telephone, mail, etc.), to inform contact with individual properties</li> <li>Number of households canvassed, by route and channel</li> <li>Number of communications sent, by route and channel</li> <li>Number of responses by route and channel</li> <li>Assessment of success of canvass communication channels used</li> </ul>		

**Outcome: Electoral registers are as accurate and complete as possible, ensuring that everyone who is eligible and wants to vote is able to do so**

			<ul style="list-style-type: none"><li>• Number of canvassers recruited and trained</li><li>• Evaluation of canvasser performance</li></ul>		
--	--	--	--	--	--

**Outcome: Absent voting is accessible, ensuring that everyone who is eligible and wants an absent vote is included on the relevant absent vote list**

What inputs are needed?	What activities are being undertaken?		What information is needed to understand the impact of our activities?	What difference is being made?	How can we determine the success of our work?
<p><b>ERO understanding and delivery of role and responsibilities</b> – management and oversight of delivery of the absent voting function, including the statutory responsibilities of the ERO, and stakeholder engagement</p> <p><b>Planning</b> – maintaining a plan throughout the year, including arrangements for managing the absent voting process</p> <p><b>Resources</b> – identification and allocation of budget and staffing for absent voting activities</p> <p><b>Training</b> – identification and delivery of training to meet the needs of both permanent and temporary staff</p>	<p>Supporting electors to engage with the absent voting process</p>	<p>Develop and implement a communications plan to ensure that electors are aware of the absent vote options available to them</p> <p>Ensure that all electors can access the absent vote process</p>	<ul style="list-style-type: none"> <li>• Evaluation of information made available to electors on the absent voting process to help them understand the options available to them</li> <li>• Number of absent vote applications from different elector groups (overseas, service etc.), by type (postal or proxy)</li> <li>• Number and type of complaints received about ability to access the absent vote process</li> </ul>	<p>Electors are able to make an informed decision on what voting method is best for them</p>	<ul style="list-style-type: none"> <li>• Performance against the KPIs/objectives set out in your plans</li> <li>• Analysis of complaints and feedback received about ability to access the absent voting process</li> <li>• Assessment of the numbers and types of errors in the absent voter lists</li> </ul>
	<p>Administering absent vote processes</p>	<p>Process new applications</p> <p>Process requested changes to absent voting preferences</p> <p>Maintain absent vote records and lists</p> <p>Develop and implement processes to identify and address potential integrity issues</p>	<ul style="list-style-type: none"> <li>• Number of absent vote applications received by type (postal or proxy)</li> <li>• Number of absent vote applications rejected</li> <li>• Number of absent vote confirmations sent</li> <li>• Number of changes to voting arrangements processed</li> <li>• Number of absent vote refresh notices sent, followed up and responses processed</li> <li>• Number of postal vote applications for postal votes to be redirected to one address</li> <li>• Number of postal applications from one address</li> <li>• Number of proxy applications from one address</li> <li>• Number of emergency proxy applications by type</li> <li>• Number of applications referred to the police for investigation</li> </ul>	<p>Barriers to absent voting are minimised, enabling all eligible individuals to apply</p> <p>Changes to voting arrangements are captured and applied in a timely manner</p> <p>The integrity of absent voting records and lists is maintained</p>	

Outcome: Stakeholders and electors have confidence in the secure management of the electoral registers					
What inputs are needed?	What activities are being undertaken?		What information is needed to understand the impact of our activities?	What difference is being made?	How can we determine the success of our work?
<p><b>ERO understanding and delivery of role and responsibilities</b> – management and oversight of delivery of the electoral registers, including the statutory functions of the ERO, and stakeholder engagement</p> <p><b>Planning</b> – maintaining a plan throughout the year, including details of the publication and supply of the register</p> <p><b>Resources</b> – identification and allocation of budget and staffing for electoral registration activities</p> <p><b>Training</b> – identification and delivery of training to meet the needs of both permanent and temporary staff</p>	<p>Publication and supply of the electoral register</p>		<ul style="list-style-type: none"> <li>Maintain record of those who are entitled to receive the electoral register</li> <li>Securely supply the electoral register to recipients</li> <li>Timely and accurate supply of electoral registers to the Returning Officer to support the conduct of elections</li> </ul> <ul style="list-style-type: none"> <li>Evaluation of arrangements for publication of the revised register and monthly updates to the register</li> <li>Evaluation of arrangements for supplying the register to those entitled to receive it</li> <li>Number of requests received, number of requests approved and when supplied</li> <li>Audit trails showing how and when data has been transferred</li> <li>Evaluation of methods for transferring data</li> <li>Processes to ensure cyber security</li> <li>Timing of provision of the registers</li> <li>Information provided to recipients on appropriate use of the register</li> </ul>	<p>Everyone who is entitled to be supplied with the register receives data on time and in an appropriate format</p> <p>Electors have confidence in how their data is compiled, accessed and used</p> <p>Personal data is processed lawfully and transparently</p>	<ul style="list-style-type: none"> <li>Performance against the KPIs/objectives set out in your plans</li> <li>Analysis of complaints received from register recipients in relation to the provision of registers</li> <li>Analysis of complaints from electors about how their data is processed</li> </ul>

Sandwell Metropolitan Borough Council  
Sandwell Council House  
Oldbury  
West Midlands  
B69 3DE

«Resident/Occupier»  
«Address line1»  
«Address line2»  
«Address line3»  
«Address line4»  
«Address line5»  
«Postcode»

**Email:**  
electoral\_services@sandwell.gov.uk  
**Web:**  
www.sandwell.gov.uk/electionsform  
**Call:**  
0121 569 3244

Date: «date»  
PD Ref : «REF»

Dear «Resident/Occupier»

## Is the electoral register information correct for this address?

### You must respond if:

any information is wrong, or if there are people eligible to register to vote at this address that are not included.

### You do not need to respond if:

all information is correct and includes everyone eligible to register to vote at this address.

Information on who is eligible to register to vote can be found on page 2.

### People we have registered to vote at this address:

Full Name	Nationality	Aged 76 or over (exempt from jury service)	Postal or proxy vote? (more info page 2)	Included on open register? (more info page 2)
«Full Name»	«Nationality»	«yes/no»	«yes/no»	«yes/no»
«Full Name»	«Nationality»	«yes/no»	«yes/no»	«yes/no»
«Full Name»	«Nationality»	«yes/no»	«yes/no»	«yes/no»
«Full Name»	«Nationality»	«yes/no»	«yes/no»	«yes/no»

If you need to tell us about any changes, the easiest way is online. It takes just a few minutes.

**1**

#### Visit the website

Visit [www.householdresponse.com/sandwell](http://www.householdresponse.com/sandwell)



**2**

#### Enter your unique security code

Part 1: «unique security code»  
Part 2: «unique security code»



**3**

#### Update your household information and submit

Include the names and nationalities of everyone who lives at this address





You can also respond by:

- Call FREEPHONE **0800 197 9871** and when prompted enter part 1 and part 2 of your security code.

If you need to update this information you will be required to declare that the information is true. If you do not live at the address you will need to tell us who you are (e.g. landlord).

If you add any new people they will also need to complete a registration application. They can do this at [gov.uk/register-to-vote](http://gov.uk/register-to-vote). We will send each new person a form if they do not apply online.

If you have a query, or need further information, please contact us using the details.

Yours faithfully

David Stevens  
Electoral Registration Officer

## Who is eligible to register to vote?

### You can register to vote if you are:

- Resident (usually live) in the UK and aged 16 or over (but you will not be able to vote until you are 18).

### You must also be either:

- A British, Irish or European Union citizen, or
- A Commonwealth citizen who has leave to enter or remain in the UK, or who does not require such leave.

## Postal and proxy votes

To arrange to vote by post or by proxy (someone you trust voting on your behalf) you can download an application form at [electoralcommission.org.uk/voter](http://electoralcommission.org.uk/voter). To change any existing postal or proxy vote arrangements contact us using the details on page 1.

## The open register

The open register is an extract of the electoral register, but it is not used for elections. It can be bought by anyone and used for many purposes including confirming name and address details and direct marketing purposes. Removing your details from the open register does not affect your right to vote.

You can find out more information about both registers and how they may be used at [gov.uk/register-to-vote](http://gov.uk/register-to-vote) or you can contact us using the details on page 1.

## Privacy statement

We collect information under the legal basis of a task carried out in the public interest, as set out in the Representation of the People Act 1983 and related regulations. We look after personal information securely and follow data protection legislation.

If you opted-out of the open register we will only use the information you give us for electoral purposes, including matching it against other sources of data to support the electoral register. If you are currently registered, where applicable, we have processed your data correctly. We will not give personal information to anyone else, unless we have to by law. The law requires us to share your information with candidates, political parties and campaigners for democratic engagement purposes and credit reference agencies to check your identity when you apply for credit.

If you have not opted-out of the open register your name and address can be bought by anyone and used for lots of purposes, including direct marketing.

The Electoral Registration Officer is the Controller. They must have a policy document known as a privacy notice setting out how they process personal data. Refer to the privacy notice at [www.sandwell.gov.uk](http://www.sandwell.gov.uk) or contact us to request a copy.

David Stevens, Electoral Services, Sandwell Council House, Oldbury B69 3DE - 0121 569 3244.

Sandwell Metropolitan Borough Council  
Sandwell Council House  
Oldbury  
West Midlands  
B69 3DE

«Resident/Occupier»  
«Address line1»  
«Address line2»  
«Address line3»  
«Address line4»  
«Address line5»  
«Postcode»

**Email:**  
electoral\_services@sandwell.gov.uk  
**Web:**  
www.sandwell.gov.uk/electionsform  
**Call:**  
0121 569 3244

**Date:** «date»  
**PD Ref :** «REF»

Dear «Resident/Occupier»

**You must respond so we can check who is eligible to register to vote.**

People we have registered to vote at this address:

Full Name	Nationality	Aged 76 or over (exempt from jury service)	Postal or proxy vote? (more info page 2)	Included on open register? (more info page 2)
«Full Name»	«Nationality»	«yes/no»	«yes/no»	«yes/no»
«Full Name»	«Nationality»	«yes/no»	«yes/no»	«yes/no»
«Full Name»	«Nationality»	«yes/no»	«yes/no»	«yes/no»
«Full Name»	«Nationality»	«yes/no»	«yes/no»	«yes/no»

Information on who is eligible to register to vote can be found on page 2.

**You are legally required to respond to this letter. Please respond by «ERO DATE». The easiest way is online. It takes just a few minutes.**

- 1

**Visit the website**

Visit [www.householdresponse.com/sandwell](http://www.householdresponse.com/sandwell)
- 
- 2

**Enter your unique security code**

Part 1: «unique security code»

Part 2: «unique security code»
- 
- 3

**Update your household information and submit**

Include the names and nationalities of everyone who lives at this address



You can also respond by:

- Call FREEPHONE **0800 197 9871** and when prompted enter part 1 and part 2 of your security code.
- Text **NOCHANGE** followed by your security codes to **80212** (standard charges apply)

If you add any new people they will also need to complete a registration application. They can do this at [gov.uk/register-to-vote](http://gov.uk/register-to-vote). We will send each new person a form if they do not apply online.

If you have a query, or need further information, please contact us using the details on page 1.

Yours faithfully

David Stevens  
Electoral Registration Officer

## Who is eligible to register to vote?

### You can register to vote if you are:

- Resident (usually live) in the UK and aged 16 or over (but you will not be able to vote until you are 18).

### You must also be either:

- A British, Irish or European Union citizen, or
- A Commonwealth citizen who has leave to enter or remain in the UK, or who does not require such leave.

## Postal and proxy votes

To arrange to vote by post or by proxy (someone you trust voting on your behalf) you can download an application form at [electoralcommission.org.uk/voter](http://electoralcommission.org.uk/voter). To change any existing postal or proxy vote arrangements contact us using the details on page 1.

## The open register

The open register is an extract of the electoral register, but it is not used for elections. It can be bought by anyone and used for many purposes including confirming name and address details and direct marketing purposes. Removing your details from the open register does not affect your right to vote.

You can find out more information about both registers and how they may be used at [gov.uk/register-to-vote](http://gov.uk/register-to-vote) or you can contact us using the details on page 1.

## Privacy statement

We collect information under the legal basis of a task carried out in the public interest, as set out in the Representation of the People Act 1983 and related regulations. We look after personal information securely and follow data protection legislation.

If you opted-out of the open register we will only use the information you give us for electoral purposes, including matching it against other sources of data to support the electoral register. If you are currently registered, where applicable, we have processed your data correctly. We will not give personal information to anyone else, unless we have to by law. The law requires us to share your information with candidates, political parties and campaigners for democratic engagement purposes and credit reference agencies to check your identity when you apply for credit.

If you have not opted-out of the open register your name and address can be bought by anyone and used for lots of purposes, including direct marketing.

The Electoral Registration Officer is the Controller. They must have a policy document known as a privacy notice setting out how they process personal data. Refer to the privacy notice at [www.sandwell.gov.uk](http://www.sandwell.gov.uk) or contact us to request a copy.

David Stevens, Electoral Services, Sandwell Council House, Oldbury B69 3DE - 0121 569 3244.

# Canvass Form 2020

Sandwell Metropolitan Borough Council  
Sandwell Council House  
Oldbury  
West Midlands  
B69 3DE

**Email:**

electoral\_services@sandwell.gov.uk

**Web:**

www.sandwell.gov.uk/electionsform

**Call:**

0121 569 3244

Date: «date»

PD Ref : «REF»

«Resident/Occupier»  
«Address line1»  
«Address line2»  
«Address line3»  
«Address line4»  
«Address line5»  
«Postcode»

Dear «Resident/Occupier»

## You must respond so we can check who is eligible to register to vote.

You are legally required to respond. Please respond by «ERO DATE». The easiest way is online. It takes just a few minutes.

**1**

### Visit the website

Visit [www.householdresponse.com/sandwell](http://www.householdresponse.com/sandwell)



**2**

### Enter your unique security code

Part 1: «unique security code»

Part 2: «unique security code»



**3**

### Update your household information and submit

Include the names and nationalities of everyone who lives at this address

You can also respond by:

- Call FREEPHONE **0800 197 9871** and when prompted enter part 1 and part 2 of your security code.
- Text **NOCHANGE** followed by your security codes to **80212** (standard charges apply)
- **Complete** the form and then **post** it back to us using the envelope provided

If you have a query, or need further information, please contact us using the details above.

Yours faithfully


David Stevens  
Electoral Registration Officer



# Canvass Form

«Street»  
«Town»  
«County» «Postcode2»

## 1 Check who is eligible to register to vote

We need to know who lives at this address in order to check who is eligible to register to vote. Information on who is eligible to register to vote can be found on page 3. The easiest way to respond is online [www.householdresponse.com/sandwell](http://www.householdresponse.com/sandwell) . You can also respond by post using this form.

## Add the details of anyone eligible to register to vote at this address

Full Name	Nationality	Aged 76 or over (exempt from jury service)	Phone (optional)	Email (optional)
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		
		Yes <input type="checkbox"/> No <input type="checkbox"/>		

Providing an email and phone number gives a quick and easy way to contact you about your registration. Not enough space? Please write further names on a separate sheet of paper. Each person added will also need to complete a registration application. They can do this at [gov.uk/register-to-vote](http://gov.uk/register-to-vote). We will send each new person a form if they do not apply online.

## 2 Fill in this section if there is no one at this address who is eligible to register to vote

Please tick.

The property is empty

This is solely a business premises

This is a second home

None of the residents are eligible to vote because of their nationality. Please give their nationalities

Other reason (please state)

## 3 Declaration

As far as I know, the details on this form are true. I understand that it may be an offence to fail to provide the information asked for in this form and if convicted I may be fined up to £1000.

I understand that it is an offence to knowingly provide false information in this form, or to do so with reason to suspect that the information is false and if convicted I may be imprisoned for up to six months, and/or face an unlimited fine.

**Signature**

**Full name (CAPITALS)**

**Today's date (dd/mm/yyyy)**

**Phone (optional)**

**Email (optional)**

If you don't live at this address, please tell us who you are (e.g. landlord).



## Who is eligible to register to vote?

### You can register to vote if you are:

- Resident (usually live) in the UK and aged 16 or over (but you will not be able to vote until you are 18).

### You must also be either:

- A British, Irish or European Union citizen, or
- A Commonwealth citizen who has leave to enter or remain in the UK, or who does not require such leave.

## Postal and proxy votes

To arrange to vote by post or by proxy (someone you trust voting on your behalf) you can download an application form at [electoralcommission.org.uk/voter](http://electoralcommission.org.uk/voter). To change any existing postal or proxy vote arrangements contact us using the details on page 1.

## The open register

The open register is an extract of the electoral register, but it is not used for elections. It can be bought by anyone and used for many purposes including confirming name and address details and direct marketing purposes.

Removing your details from the open register does not affect your right to vote.

You can find out more information about both registers and how they may be used at [gov.uk/register-to-vote](http://gov.uk/register-to-vote) or you can contact us using the details on page 1.

## Privacy statement

We collect information under the legal basis of a task carried out in the public interest, as set out in the Representation of the People Act 1983 and related regulations. We look after personal information securely and follow data protection legislation.

If you opted-out of the open register we will only use the information you give us for electoral purposes, including matching it against other sources of data to support the electoral register. If you are currently registered, where applicable, we have processed your data correctly. We will not give personal information to anyone else, unless we have to by law. The law requires us to share your information with candidates, political parties and campaigners for democratic engagement purposes and credit reference agencies to check your identity when you apply for credit.

If you have not opted-out of the open register your name and address can be bought by anyone and used for lots of purposes, including direct marketing.

The Electoral Registration Officer is the Controller. They must have a policy document known as a privacy notice setting out how they process personal data. Refer to the privacy notice at [www.sandwell.gov.uk](http://www.sandwell.gov.uk) or contact us to request a copy.

David Stevens, Electoral Services, Sandwell Council House, Oldbury B69 3DE - 0121 569 3244.

