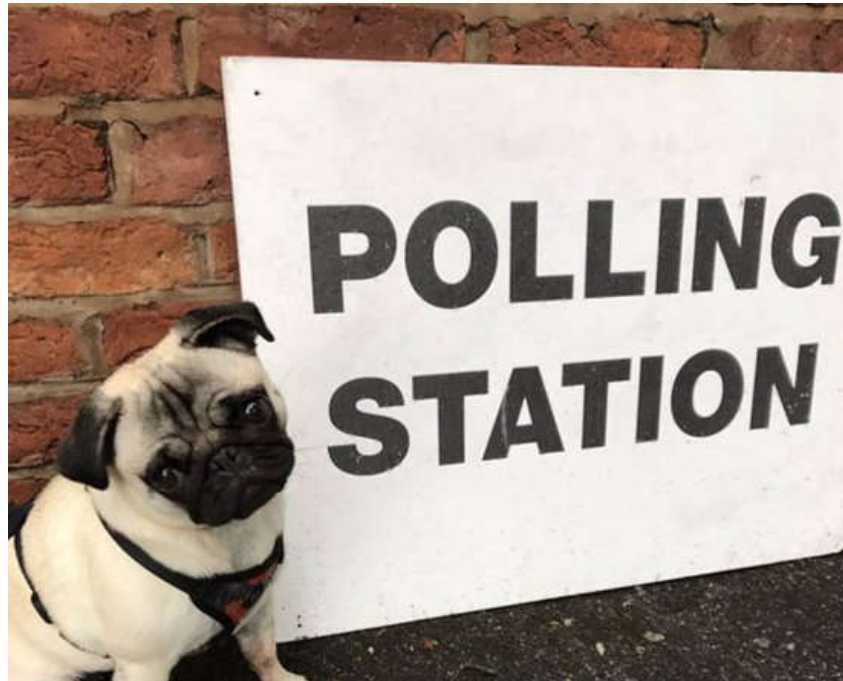


# Coventry Decides



# Polling Station Inspector Briefing



- Introduction
- The Team
- Your Duties
- Roles and responsibilities
- Voter ID
- Postal Vote handling
- Key Issues
- Using the MEA App



# The Team



- Julie Newman – Returning Officer
- Liz – Head of Electoral Services/Deputy RO
- Sharon – Deputy Electoral Services Manager
- Leanne – Electoral Services Officers
- Jack – Electoral Services Support Officers
- Graham and Becky – Electoral Services Project Support
- Lauren Dockerty – Electoral Services Support



# 4 July 2024

- Parliamentary General Election
- 2 Constituencies
- Parliamentary franchise
  - EU Citizens not eligible



# How it is going to work

- Office based Inspectors will look after a team of PSI's each
- PO's will contact PSI's with all issues except elector queries
- PSI's to report issues to Office Inspectors so that we can establish any key themes
- Office Inspectors will allocate ad hoc calls to PSI's



# Your role

- Ensure all stations are open at 7am –Monitor PSM chase
- Visit your polling stations a minimum of four times
- You are expected to remain in your area for the day
- Check layout/access/notices
- Check PO and PC understands duties
- Postal Votes CITY
- Your contact details
- You are the vital support to Presiding Officers
- You will have similar venues as last time if you did it but staff may have changed
- All polling station staff will have completed the same online training as you

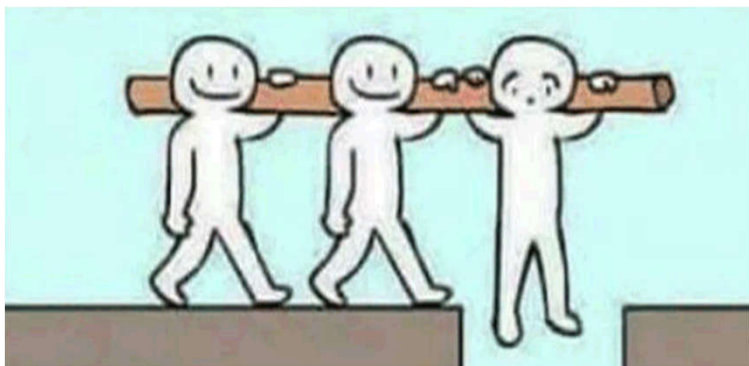


# Your role

- Respond to problems at stations
- Accidents
- Personation
- Check PO clear about close of poll especially paperwork & drop-off
- Evening – collect postal votes
- Fill in your checklists for each PS!
- Attend allocated station at close of poll
- Monitor PSM at close of poll



# Roles and responsibilities



## Polling Station Inspectors – First point of contact

- Available to answer queries from 6.15am – 11.30pm
- Visit stations quickly should an issue arise
- Monitor stations through the day, min 5 visits
- Deal with issues arising from accidents or incidents
- Station checks and collection of postal votes
- Raise serious concerns with ES Office

## Presiding Officers

- Checking arrangements for polling day
- Manage station and poll clerks
- Specific duties eg deciding to refuse the issue of a ballot paper, paperwork etc
- Respond to concerns from electors

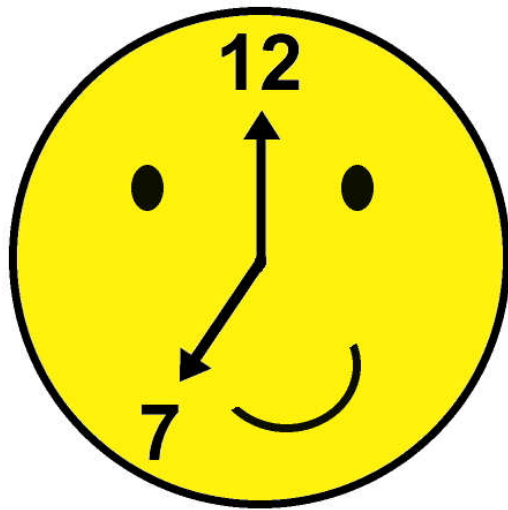
## Poll Clerks

- Support the PO
- Greet electors and visitors
- Issue ballot papers





# Open of Poll



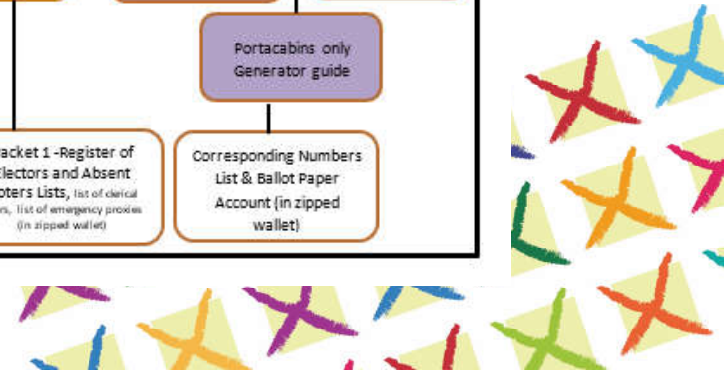
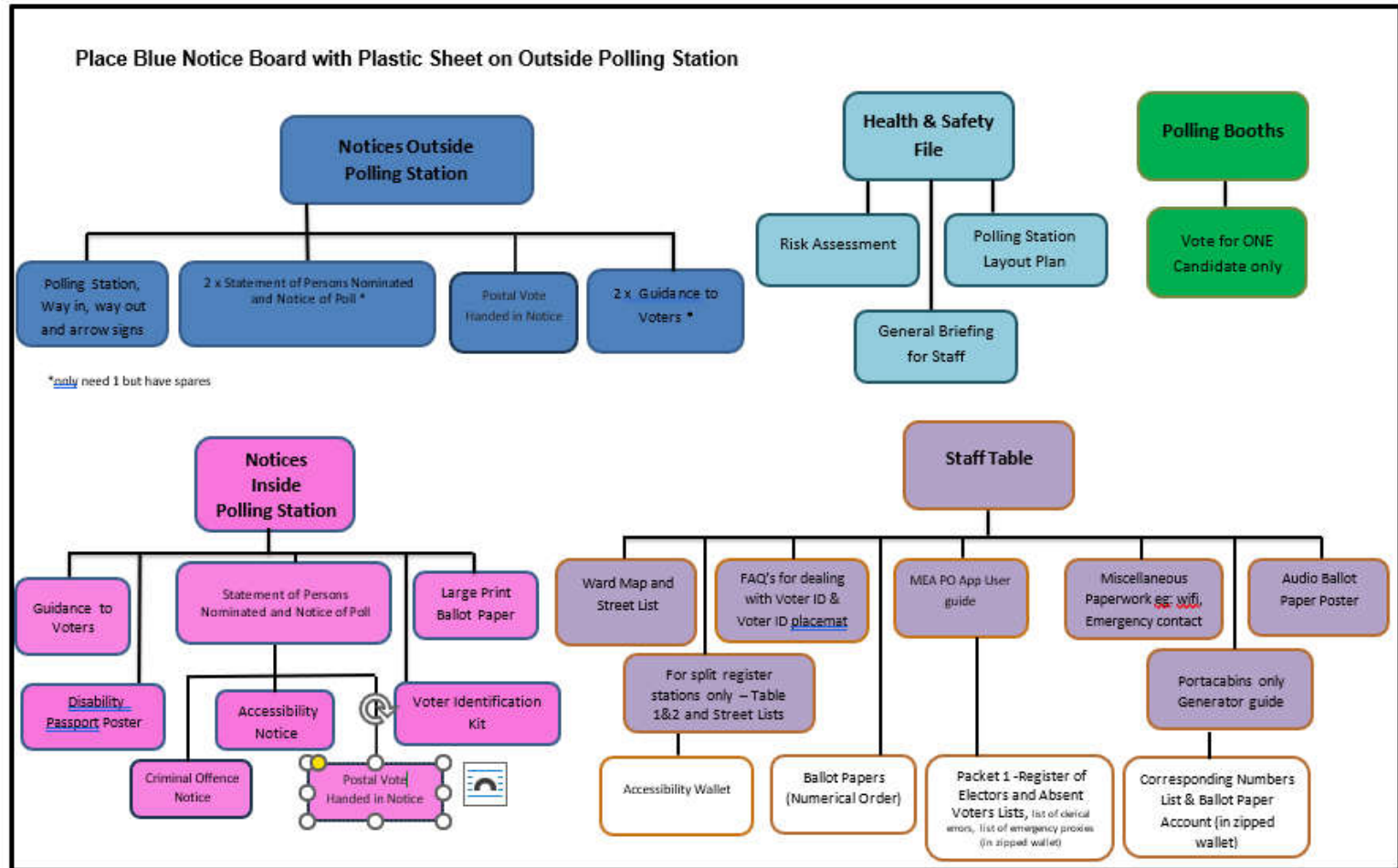
- Check in with all venues to ensure that PO has arrived and has access
- Equipment is erected
- Ballot papers are in the correct order!
- Signage outside and inside the venue
- Signage inside polling booths
- Ballot box sealed at 7am
- Pay particular care to those who are highlighted as new PO's or new locations



# Open of Poll

## Open of Poll – 5 Coloured Plastic Wallets

7.00am Seal Empty Ballot Boxes with Orange Seals and update PSM and text Polling Station Inspector



# Polling Stations



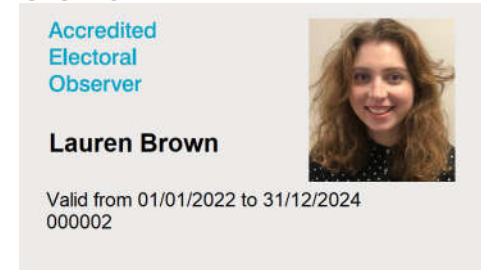
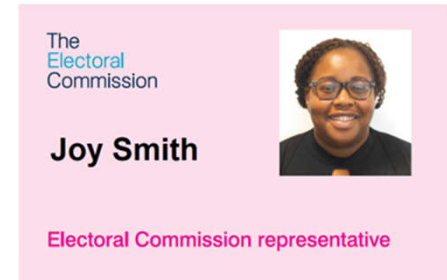
- Layout for every station has been provided by the ES team
- Voter ID pods
- Ballot box on chair on route to exit
- Split stations – 2 tables operating
- Meet and Greet Voter where sufficient staff, must be inside
  - Check if have ID
  - Accessibility awareness
- Ensure that checks have been carried out in relation to slip, trip and fall hazards



# Who can enter a polling station



- voters
- (Acting) Returning Officer and staff
- candidates and election agents
- polling agents
- police officers and PCSOs on duty
- representatives of the Electoral Commission
- accredited observers
- under 18s accompanying voters
- companions of disabled voters
- individuals aged 18 or over handing in postal votes



# Customer Care

## Customer Service Standards

- Professional
- Helpful and approachable
- Use of English in polling stations only

## Enable electors to vote

- Ensure that staff know how to check the register and where to get more info if an elector attends but isn't on the register
- Ensure they understand the Postal vote status
- Ensure they are aware they do not turn anyone away without speaking to you or ES office

## Accessibility considerations – access for all

- Ensure the station is physically accessible
- Ensure equipment is out on display
- Highlight issues with polling station staff and address if required



# Providing information on the number of ballot papers issued

- An election agent or polling agent might ask you for information on the number of ballot papers issued.
- You can obtain the current total number of ballot papers that have been issued as follows:
  - **the ballot paper number of the next ballot paper to be issued**
    - **minus**
  - **the ballot paper number of the first ballot paper issued**
    - **minus**
- **the total number of spoilt ballot papers in the envelope for spoilt ballot papers (if any)**



# Ensuring access for all voters



- not all disabilities are visible or obvious
- some voters may have more than one impairment
- communication with electors is important
- electors may use alternative methods of communication
- equipment provided can help overcome certain barriers
- electors may bring their own form of additional assistance



# Ensuring access for all voters



- Clear access to building and in station
- Speak directly to a disabled voter, even if they have a companion with them
- Think about what help people with a disability and their supporters need. You could:
  - ask if someone needs help
  - offer to show someone set-up in the polling station and the process of casting their vote
  - explain they can vote with the assistance of the PO or a companion





# Ensuring access for all voters



- Voting – by making a cross in a specific location on a piece of paper – is principally a visual exercise
- Make sure the large-print version of the ballot paper is displayed in a well-lit area
- Make sure the enlarged sample ballot paper and the tactile voting device are available to voters
- Offer partially sighted or blind voters the enlarged sample ballot paper as a guide
- Make sure you know how to use the tactile voting device
- Audio Ballot paper poster
- The experience of someone with sight loss when they vote in a polling station can be viewed at – [RNIB video](#)



# Who is eligible to vote at the polling station?



## Who can vote at the polling station? p 18

Letters next to an elector's entry on the register determine whether or not they are entitled to vote in the election. Only the following electors can be given ballot papers in the polling station:

Letters	Who
No letters	Ordinary electors
No letters + N	Anonymously registered electors
Date on or before polling day	Electors who will turn 18 years of age on or before polling day (unless they also have an <b>A, B, G, L, or M</b> next to their name)
F or F+N	Overseas Electors

## Who cannot vote at the polling station? p 18

The following electors **must not** be given a ballot paper in the polling station:

Letters	Who
Date after polling day	Electors who will not be 18 years of age until after polling day
A or A+N	Postal voters
B or B+N	Certain citizens of EU member states
G or G+N	Certain citizens of EU member states
L or L+N	Peers
M or M+N	In Wales: qualifying foreign citizens In Scotland: qualifying foreign nationals or prisoners serving a sentence of 12 months or less



# Voter ID Checks

- all electors are required to show an accepted form of photographic ID in order to receive a ballot
- the image on the photographic ID must have a good likeness of the elector and be genuine
- electors may present an accepted form of photographic ID, on which the name varies from the name of the elector on the register of electors
- some electors may request for their ID to be checked in private, ensure staff are using the Voter ID booth
- If an elector is concerned about removing a face mask they can go outside with the polling station staff
- expired documents can be accepted as long as the photo still has a good likeness of the elector



# What happens if ...? (Voter ID)



- a voter produces a photographic ID that is not on the accepted ID list
- a voter refuses to provide photographic ID and demands a ballot paper
- a voter does not have an accepted voter ID
- a voter is known to the polling staff
- the photographic ID provided does not resemble the voter
- the voter's name on the register is different from the name on the photographic ID
- a voter is wearing a face covering and refuses to remove it to verify their identity
- a voter's photographic ID appears to be a forgery



# Accepted ID



- 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
- 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
- a Disabled Person's Bus Pass
- an Oyster 60+ Card
- a Freedom Pass
- a 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
- a Voter Authority Certificate
- an Elector's Document issued to an anonymous elector



# Voter Authority Certificate (VAC)

# Temporary Authority Certificate



## Temporary Voter Authority Certificate



Name  
**Albert Brian Sample**

Issued by the Electoral Registration Officer  
appointed by  
**Hartlepool Borough Council**

Date of issue                      Valid on  
**16/01/2023**                      **16/01/2033**

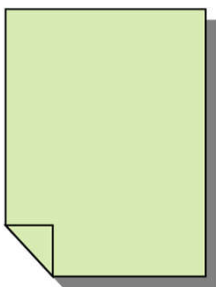
Electoral Registration Officer's signature

Certificate number  
**DEZPJX3AZY1ZA9DR001**

This certificate can only be used by the named person.  
For more information, contact your local electoral registration office.



# Marking the register and completing the voter ID paperwork



Polling station staff must be using the process as below:

- Ask the elector to confirm their name and address – this **must** be done before asking for ID
- Ask the elector for their photographic ID
- Mark against their elector number in the register
  - User ruler and take care
  - Distribute all three ballot papers to each elector, make sure the ballot papers match on each CNL and they are in order
- Enter the elector number on the CNL
- Update the VIDEF notes sheet and BPRL if necessary
- **Do NOT write the elector number on the ballot paper!**



# Example Corresponding Number List (CNL)

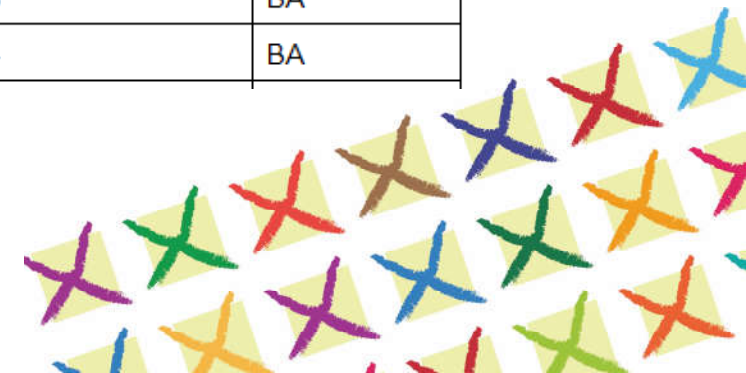
## Corresponding Numbers List

Electoral Area	Coventry East
Date of Poll	04/07/2024

Polling Station No	1
Sheet No	1

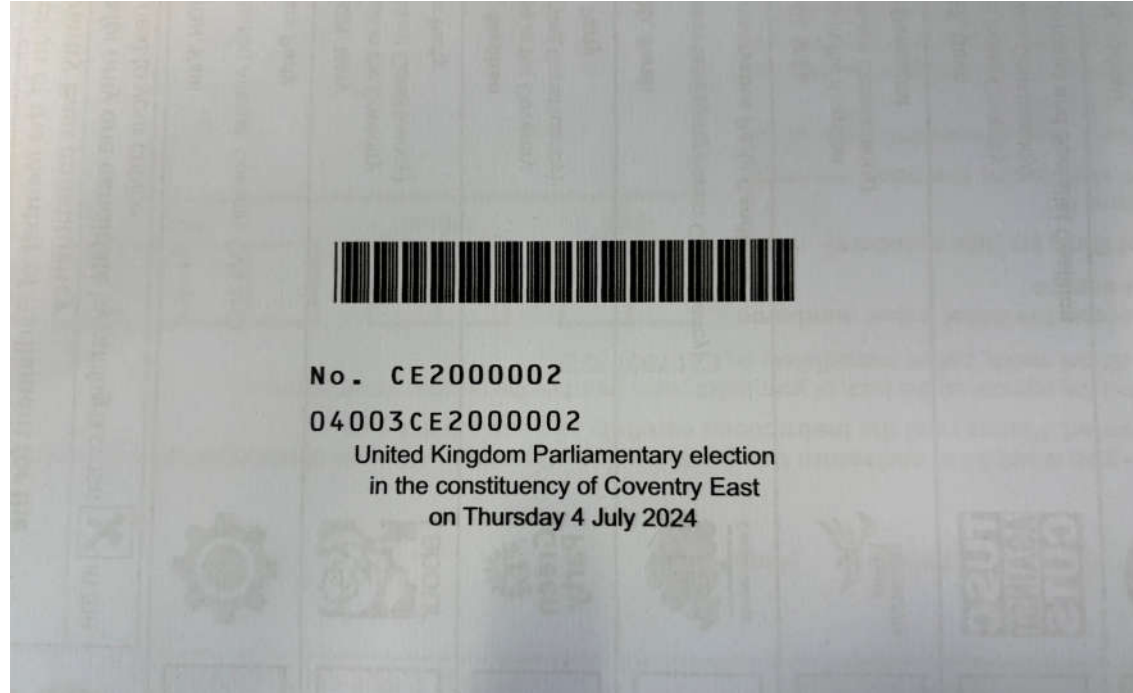
Ballot Paper White	Elector No.
CE5000001	BA
CE5000002	BA
CE5000003	BA
CE5000004	BA
CE5000005	BA
CE5000006	BA
CE5000007	BA
CE5000008	BA
CE5000009	BA

Ballot Paper White	Elector No.
CE5000026	BA
CE5000027	BA
CE5000028	BA
CE5000029	BA
CE5000030	BA
CE5000031	BA
CE5000032	BA
CE5000033	BA
CE5000034	BA





# What to check for on the back of the ballot pa per



# Register of electors

Coventry City Council Register of Electors - BA Ba Parliamentary General Election 04-Jul-2024(BA-1 / BA-1084)	Station No. 1
---	---------------

Brandon Road (cont)			Bredon Avenue (cont)		
162	Arnold, Robert	72	200	Patel, Hetalben N	239
163	Shaw, Rita M	72A	201	Patel, Nishitkumar S	239
164	Jacks, Matthew J	70	202	Winterburn, Carol	241
165	Jacks, Samantha P	70	203	<b>Elector deleted</b>	<b>241</b>
166	Taylor, Jonathan P	68	204	Froggett, Roger G	243
167	Taylor, Susan E	68	205	Froggett, Susan M	243
168	Chacko, Manu	34	206	<b>Elector deleted</b>	<b>245</b>
169 A	<del>Twissell, Carol A</del>	34	207	Glover, Scott R	245
170	Varghese, Josmi	34	208	Jamilzadeh, Sara	247
171	Fishman, Lucy C	34A	209	Tavassolinia, Alireza	247
172 B	<del>Norder Jannuzzi, Diego</del>	34A	210	Yates, June	249
173	Clelland, Ian R	22	211	Musarurwa, Adventure	251
174	Clelland, Stephen G	22	212	Musarurwa, Anesu G	251
175 A	<del>Grove, Anne R</del>	22	213	Musarurwa, Sekai	251
176 A	<del>Grove, Joseph N-R</del>	22	214	Rebbeck, Beverley J	253
176/1	Winders, Jayne L	22	215	Rebbeck, Derrick C	253
			216	Wallace, Joseph	255
			217	Sanders, Ben H	257
			218	Sanders, David J	257
			219	Sanders, Leah M	257
			220	Sanders, Louise	257
			221	<b>Elector deleted</b>	<b>259</b>
			222	Hayes, Marion	259
			223	Morris, Bruce A	261
			224	Gerrard, Thomas J	263
			225	Merrett, Diane	263
			226 A	<del>Dale, Peter J</del>	265
			227 A	<del>Dale, Susan</del>	265
					265
Bredon Avenue					
177 A	<del>Geoper, Darius</del>	203			
178	Williams, Vanessa J	203			
178/1	Dimbelby, Lorraine	205			
179	Forshaw, Andrew S	207			
180	Forshaw, Brenda	207			
181	<b>Elector deleted</b>	<b>209</b>			
182	Clough, Brian R	211			
183	Clough, Jane A	211			
184	Miszczak, Angela M	213			



# Voter ID Evaluation Form notes sheet

**Voter identification evaluation notes sheet**

Note: pages 1, 2 and 3 are for recording data as you go along; page 5 is a one-page final summary which also includes data from the ballot paper refusal list.

Note: The section numbers match the sections on the final summary sheet.

**Tally sheet** (Copy totals to page 5 summary sheet at the end)

1. Electoral identity document information How many voters produced each of these identification documents	Use this column to record (keep a running tally using the bar gate method <b>    </b> ):	TOTAL <small>At close of poll add up the tallies for 1a, 1b and 2 separately and record the Total for each or enter '0' if there are none)</small>
1a – A Voter Authority Certificate (VAC)		11
1b – An Anonymous Elector's Document		2
2. Privacy requests How many voters asked to use privacy screen/private area		6

**3. Unable to issue a ballot paper**

Use this section to record the information about people who were not issued with a ballot paper because:

- they produced a document that was **not an accepted identification document**; or
- they were **unable to produce any form of identification at all**

You must also record if the person came back later and was issued with a **ballot paper**

**We are not collecting the reasons why they were turned away.**

3a: Elector number (or name and address for person appointed as a proxy). Include any elector that either could not produce any ID or could not provide an accepted identification document.	3b: Tick if returned and were issued with a ballot paper
<i>E.g. Proxy Name &amp; Proxy Address</i>	
<i>E.g. 9XYZ-789/1</i>	✓



# Ballot Paper Refusal List

## Ballot Paper Refusal List

### **Guidance**

You should only record a refusal to issue a ballot paper on this list when an elector or proxy presents one of the required forms of identification, but **either**:

1. You are not satisfied the identification is of who they claim to be (e.g. the photo was not a good likeness); **or**
2. You believe the document is a forgery; **or**
3. The elector or proxy was asked the statutory questions and did not answer as required.

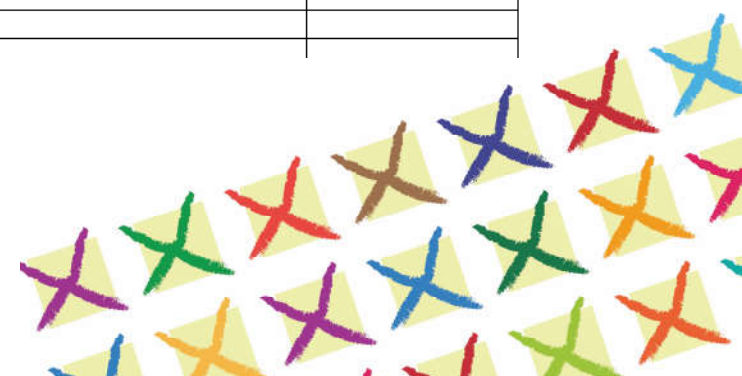
Please enter 1, 2 or 3 based on the reasons outlined above in the 'reason for refusal' column.

If an elector or proxy is initially refused for reason one or two above, but then produces an accepted document before leaving the desk and is issued a ballot paper – you do not need to record their details on this form.

If you refuse to issue a ballot paper to an elector or proxy **for any other reason** (e.g., they did not bring any identification or do not have one of the required forms of identification) - **DO NOT record this on this form. These instances should be recorded on the on the separate Voter Identification Evaluation Form**

An elector or proxy can only be refused for one reason at a time but can be refused more than once if they return and attempt to vote again. **If you refuse an elector or proxy more than once, mark each reason for refusal in order on the same row for that elector or proxy.**

<b>Elector's electoral number</b> <i>OR</i> <b>If a proxy attempted to vote on behalf of an elector, the proxy's name and address</b>	Reason for refusal(s) – enter 1, 2 or 3 below and separate by comma if elector or proxy refused more than once 1. You are not satisfied the identification is of who they claimed to be 2. You believe the document is a forgery 3. The elector or proxy was asked the statutory questions, and did not answer as required	Tick if elector or proxy later returned and was issued a ballot paper



# Tendered Ballot Papers - Pink

- PO's MUST seek advice from the ES team before using a tendered ballot paper!!!!
- Envelopes have a seal over them this year to try and prevent their accidental use
- Staff should be asked to review the EC Guidance in the handbook at Appendix 5b

Appendix 5b  
Tendered ballot papers

Circumstances in which to issue  
tendered ballot papers  
Please read these instructions carefully before  
issuing any tendered ballot papers.



# Prescribed questions

- No enquiry or questioning of electors is allowed other than asking the prescribed questions
- The prescribed questions must be asked:
  - when a candidate, an election agent or polling agent requests them
  - before issuing a tendered ballot paper
- The prescribed questions should be asked:
  - when you suspect personation
  - when a registered elector is clearly under age
  - when an elector states their name is not as shown in the register of electors



# Secrecy of the vote

- You have a duty to make sure voters go to polling booths individually so that their right to a secret vote is protected
- No other person is allowed to accompany a voter to a polling booth unless a voter who is disabled or unable to read has requested assistance to vote
- if you observe someone attempting to accompany a voter in the voting booth who is not their appointed companion, then you must approach them and ask them not to do so
- if they fail to comply with this request the presiding officer can order them not to do so
- if someone fails to comply with this order the presiding officer has the power to order their removal from the polling station



# If voters ask you how to vote...

- If they ask you how to vote, read out the instructions on the ballot paper
- If they make a mistake, follow the spoilt procedure
- Don't get into conversations about the election or anything other than how to vote
- More information in the polling station handbook





# Postal votes being handed in at polling stations

- voters can hand in their postal votes at any polling station (make sure they are Coventry)
- a postal vote return form must be completed to enable the polling station staff to determine if the postal votes are to be accepted or rejected
- if the form is not completed in full, the polling station staff must reject the postal vote(s)
- returned postal ballot packs must be stored, sealed and labelled using the red wallet as instructed
- You will collect valid postal votes from your stations during the day and hand to your constituency PSI. Any not collected will be returned with the ballot box at close of poll



# Who can hand in postal votes at the polling station

An individual can hand in:

- their own postal vote
- as well as postal votes for up to five other people
- political campaigners can only hand in:
  - their own postal vote
  - and up to five others who are either a close relative or someone for whom they provide regular care

Anyone handing in postal votes must complete a postal vote return form



## **Procedure for receiving postal votes handed in at the polling station**

### **- completion of the postal vote return form**

1. staff should confirm that the postal vote(s) can be returned to their polling station and inform the individual that they will need to provide some details to return the postal votes
2. polling station staff should assist the individual with completing section 1 of the form
3. the individual to check the information provided in section 1 is correct and to complete section 2
4. if satisfied that the form has been completed correctly with the required information, accept the postal votes and complete section 3A of the form



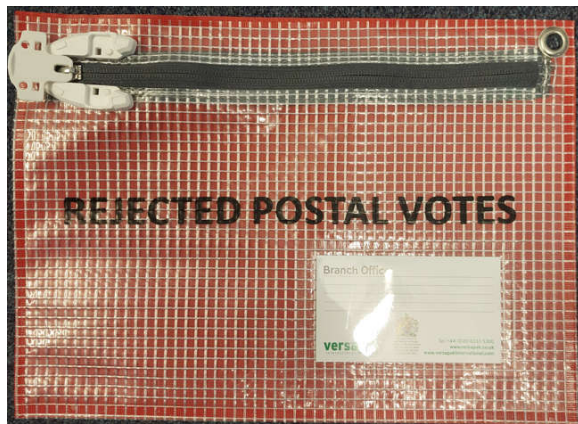
## **Procedure for receiving postal votes handed in at the polling station**

### **- storage of the handed in postal votes**

- Once staff are satisfied the form has been completed fully, thank the individual and inform them the postal votes will be forwarded to the Returning Officer
- Staff will put the postal votes in the green wallet and you will collect these during the late afternoon/early evening
- Staff will put the completed postal vote return form into packet 11 as these must be stored separately



# Rejecting postal votes handed in at the polling station



There are 4 situations when staff must reject postal vote(s) that are handed in. These are where the individual:

- did not fully complete the postal vote return form
- handed in more postal votes on behalf of other electors than permitted
- is a campaigner not permitted to handle the postal votes
- did not complete the postal vote return form

In all of these cases staff must complete section 3B of the postal vote return form.

The form needs to be banded around the rejected packs and put into the red Rejected Postal Votes wallet and brought back to the CBS, you do not collect these



## Accepted postal votes handed in at the polling station



- PO to record accepted postal votes on the log sheet and place them in the Postal Vote wallet.
  - PSI will collect early evening – only accepted PV not rejected
  - The PO will take the remaining postal votes to the CBS in the green wallet provided.
- PSI's to meet Office Inspector after collected postal votes early evening.
- Office Inspector will bring postal votes to CBS Arena.



# Accidents or incidents

- Be 'on call' for all venues
- Deal with issues, incidents or accidents and ensure that they are logged through the MEA app
- Tellers, Candidates and agents
- Staff issues and feedback
- Queues



# Close of Poll

- Make sure PO's are clear on process
- Allocate yourself to any station you have a concern about
- BP account submission via MEA PO App
- Being available to handle queries from PO's
- Discuss closing the station and leaving the station how they found it with them





# Close of Poll

## Close of Poll Flow Chart

**Ballot Box (or 2/3 Ballot Boxes if you were allocated them):**

Put Packet 7 (A5 envelope which **must** contain the ballot paper account) in Clear Wallet on the lid of the ballot box (if you have more than one ballot box – put it on box 1)

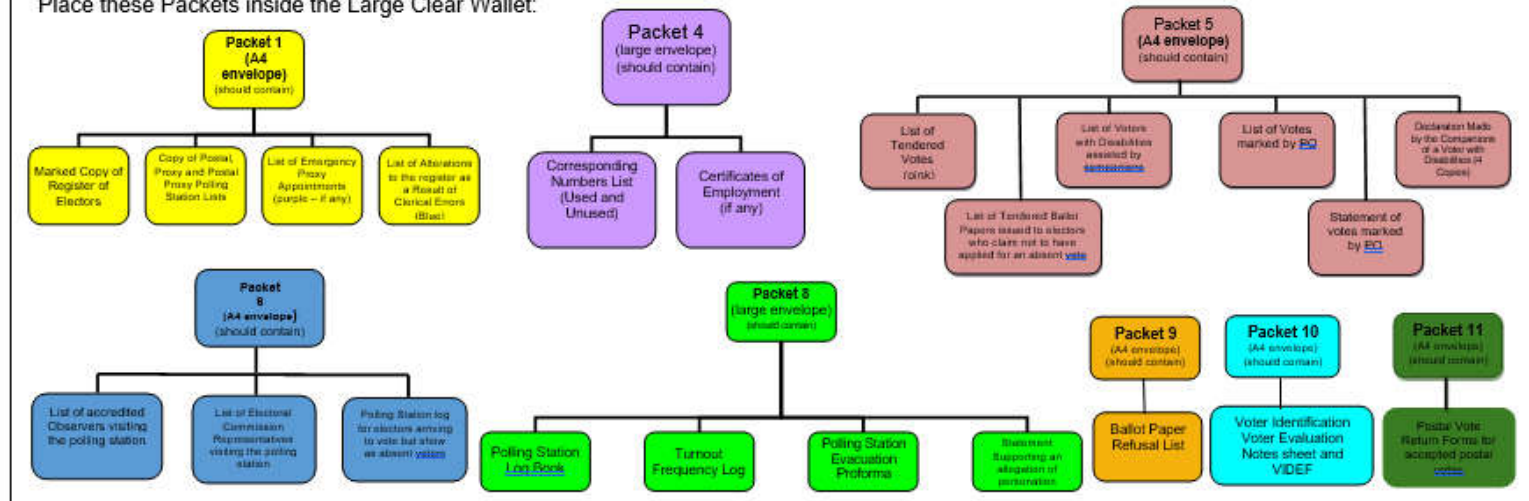
**Postal Votes:**

Green wallet should contain all **accepted** postal votes (which have not been collected by your PSI), and the **completed green statement** of number received.  
Red wallet should contain all **rejected** postal votes – where the postal vote return form has not been completed.

**Place in Clear Sack:**

1. Packet 2 (White sack) - containing unused and spoiled ballot papers including tendered ballot papers (which are in a brown sealed envelope) and unused ballot paper **account**
2. Packet 3 (A4 envelope) – Any issued tendered ballot papers or nil return

**Place these Packets inside the Large Clear Wallet:**



**Blue Sack:**

This is for Elector Poll Cards Only – will be securely destroyed.

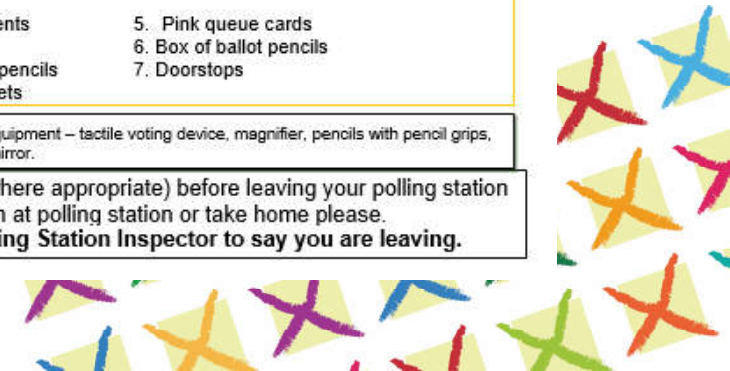
**Black Bin Bag:** bin bag should be put in the bins at the polling station or take home please. Any used and unused notices can be put in the bin bag.

**Yellow Wallet:**

1. Pencil case with contents
2. Torch
3. Plastic containers for pencils
4. Coloured Plastic Wallets
5. Pink queue cards
6. Box of ballot pencils
7. Doorstops

**Black Wallet:** Accessibility Equipment – tactile voting device, magnifier, pencils with pencil grips, coloured overlays, round light, mirror.

Make sure your paperwork is in order (complete and sign all documents completing as “nil” returns where appropriate) before leaving your polling station and put it all together in your car preferably the boot. Leave black rubbish sack in the bin at polling station or take home please.  
Complete your ballot paper account and leave the station on the portal and text your Polling Station Inspector to say you are leaving.



# Ballot Box Collection

You should have already used the MEA portal to book onto a Ballot Box collection time.

**Wednesday 3 July**

**7.30-9.30am OR 4.00-6.30pm**

For collection, drive to GATE 29, CBS Arena

Check the contents of your box when you get home, report anything missing to your PSI or Elections Office



# MEA PSI App

- It is essential that actions on the MEA PSI App are complete
- Logging your visits to the stations and answering the visit questions
- Each visit has a different checklist for you to complete
- Assist the POs with their version of the app, you have a copy of their guidance notes in your pack

CIVICA MEA

Home

Liz Read

Dashboard



# GDPR

You must delete all contact numbers

Do not retain data for polling staff or venue staff



# Parking



- You will collect a parking permit in your PSI pack
- To be used to park in permit areas across the City
- Be careful! Do not park illegally and be mindful of private parking schemes that are not covered



# Contact throughout the day



- It is essential that we can contact you throughout the day. Have your phone audible and at hand at all times
- Have all PO's numbers at hand
- Have Electoral Services Office number in your phone for queries and emergencies



# Tips



- Programme in key telephone numbers
- Charge your phone fully night before
- Carry a charger with you
- Keep phone switched on until 11.30pm
- Do not switch to silent!
- Check your POs have charged phones, not on silent
- Check all POs have your telephone number to hand/in their phone and are accessible to PCs in the event of any issues



# QUESTIONS

