

**An elector hands you a poll card without a name or address?**

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They are an anonymously registered elector. Do not ask for the elector's name and address. Follow the procedure for issuing ballot papers to anonymous electors.

**An elector wants to return their postal vote to the polling station?**

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Check the postal vote can be returned to your polling station. If it can, place it in the receptacle provided. If the postal vote has to be returned to a polling station in a different constituency or ward, or if you are unsure, direct the voter to the elections office.

**A person asks to vote on behalf of someone who has suffered a medical emergency?**

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Only issue ballot papers if they have been officially appointed as an emergency proxy. If not, explain that emergency proxies can be appointed until 5pm, and refer them to the Electoral Registration Officer for more information.

**You, or someone else, suspects that the person applying for ballot papers is not who they say they are?**

pp 30–31

Before – and only before – issuing ballot papers, the Presiding Officer may ask the prescribed questions. Agents have a right to require Presiding Officers to ask these questions. If they are answered satisfactorily, ordinary ballot papers must be issued. No further enquiries may be made as to someone's right to ballot papers.

**There is a serious disturbance (e.g. fire, flood etc.)**

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Do not put the safety of anyone at risk. If safe to do so, set up a new polling station nearby. Inform the elections office.



## Contact details

If you are unsure about any of the procedures described in the handbook, or need to contact the elections office for any other reason, please contact:

## A quick guide for polling station staff

This guide should be used alongside the Commission's *Handbook for polling station staff*. Page references given in this guide show where more detailed information can be found in the handbook.



### Who can vote at the polling station?

pp 13–14

Letters next to an elector's entry on the register determine whether or not they are entitled to vote at a particular election. The table below lists which ballot papers, if any, are to be issued in each case.

Letters	UK Parliamentary ballot paper	Local government ballot paper
No letters	Yes	Yes
No letters + N	Yes	Yes
Date on or before or before polling day	Yes (unless any additional letters show they are not eligible)	Yes (unless any additional letters show they are not eligible)
Date after polling day	No	No
A or A+N	No	No
E or E+N	No	No
F or F+N	Yes	No
G or G+N	No	Yes
K or K+N	No	Yes
L or L+N	No	Yes



## What is the usual voting process?

pp 12–16

### Stage 1 – checking the voter

Greet the elector and ask them to confirm their name and address.

Confirm they are eligible to vote at each election by checking their register entry.

Draw a line against (but not through) the voter's entry in the register.

Read out their name, elector number and polling district reference from the register of electors.

### Stage 2 – issuing the ballot papers

Write the elector number on the corresponding number list (CNL) alongside the relevant ballot paper numbers.

Ensure the ballot papers to be issued bear the official mark.

Fold the ballot papers, then hand them to the voter **unfolded** so that they can see all of the candidates on the papers.

### Stage 3 – voting

The voter marks the ballot papers in the privacy of the polling booth.

Prior to the voter placing the ballot papers in the ballot box(es), they should fold the ballot papers and show the ballot paper number and unique identifying mark on the back of the ballot papers to the Presiding Officer.



## What if...

### It is 7am and the key-holder has not arrived?

Try to make contact with the key-holder. If necessary, make alternative arrangements, e.g. set up a temporary polling station in the back of a car. Inform the elections office.

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### An elector spoils their ballot paper?

Cancel the spoiled ballot paper. Place it in the appropriate envelope, write 'cancelled' on the CNL and issue the elector with another ballot paper.

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### An elector refuses a particular ballot paper?

The appropriate response will depend on whether the ballot paper is refused before or after it has been handed over to the elector. See handbook for further details.

pp 15–16

### An elector is only entitled to one ballot paper?

Only issue the ballot paper the elector is entitled to. Indicate on the register which ballot paper has been issued.

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### An elector cannot gain access to the polling station?

Take the ballot papers outside to the elector after informing any agents present. Ensure ballot secrecy at all times.

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### A disabled elector needs assistance?

Offer assistance. Explain what support is available.

pp 21–23

### The person asking for ballot papers appears on the register as having already voted?

Check whether they had appointed a proxy. If not, follow the tendered ballot process. Ask the prescribed questions before issuing tendered ballot papers. Do not issue tendered ballot papers if the questions are not answered satisfactorily.

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### An elector with an 'A' marker on the register says they did not apply to vote by post?

Do not issue ordinary ballot papers. **If they have received their postal vote:** encourage them to return it to the polling station or Returning Officer (RO) by 10pm. If they don't want to return it, follow the tendered ballot procedure. **If they haven't received their postal vote:** if it is before 5pm, direct them to the RO for a replacement; if it is after 5pm, or if they don't want a replacement, follow the tendered ballot procedure. Always check that the prescribed questions are answered satisfactorily before issuing a tendered ballot paper.

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### An elector claims to have lost or not received their postal vote?

**Before 5pm:** direct them to the RO for a replacement. **After 5pm:** follow the tendered ballot procedure. Ask the prescribed questions before issuing tendered ballot papers. Do not issue tendered ballot papers if the questions are not answered satisfactorily.

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### A person is not on the register or any of the notices?

Do not issue ballot papers. Direct the voter to the Electoral Registration Officer if they insist they have registered.

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