

LONDON - TOPLINE SUMMARY

- This data is based on 723 adults aged 18+ across London.
- Interviewing took place between 6 and 28 May 2016 by telephone.
- Data are weighted to match the profile of London. Iterative weighting was applied to match the sample breakdown to the known 18+ London population by gender, age (2014 estimates) and ethnicity (census breakdown).
- Where results do not sum to 100, this is due to multiple responses, computer rounding or the exclusion of don't knows/not stated.
- Results are based on all respondents unless otherwise stated. Base sizes are in brackets.
- An asterisk (*) represents a value of less than one half of one percent, but not zero.
- Study undertaken by BMG Research on behalf of the Electoral Commission.

Hello, my name is [INTERVIEWER NAME] I'm calling on behalf of the Electoral Commission from BMG Research.

I'm calling to carry out an important survey on electoral registration and voting. All of your responses will be treated in the strictest of confidence. Can I ask you some questions please?

QC1 Could I just quickly confirm that your name is [RESPONDENT NAME HERE]?

IF: No	Specify
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QS1 What was your age on May 5th 2016?

IF: Refuse	CLOSE
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QS2 From which country or countries do you have or are you eligible to hold a passport?
INTERVIEWER NOTE: IF RESPONDENT DOESN'T UNDERSTAND QUESTION, ASK ARE YOU A UK NATIONAL OR ARE YOU A CITIZEN ELSEWHERE?]

IF: Other /Don't know/Refuse	CLOSE
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QS3 Including yourself, how many people live in your household?

IF: Refuse	CLOSE
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REGISTRATION, TURNOUT AND VOTING

⇒ ASK ALL

Q1 As far as you know, is your name on the electoral register, that is, the official list of people who can vote, either where you are living now or somewhere else?

	2016	2012
	%	%
Yes - where living now	98	91
Yes - somewhere else / another address	*%	2
No	1	6
Don't know	1	1

QC1 Could I also confirm that the postcode of the place that you are registered to vote at is [RESPONDENT POSTCODE HERE]?

IF: incorrect	Lookup postcode
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⇒ **ASK NOT REGISTERED ONLY**

Q2 People have many reasons for not registering to vote. Why have you not registered to vote? DO NOT READ OUT.

	2016 % (4)
Just moved/Just about to move	0
Don't see the point in registering/voting/don't want to vote	0
Haven't got round to it	41
More convenient/prefer to be registered at second home	0
Not eligible for reason(s) other than age	25
I actively dislike politicians/politics and refuse to vote	0
I didn't receive any forms	10
Not eligible for reason(s) other than nationality	0
Admin/clerical error	25
Not bothered - uninterested in politics	0
Don't know how to register to vote	0
Lack of information on parties/politics	0
I ran out time/too busy	0
Health reasons/illness	0
Politics makes no difference so no point	0
I didn't know I had to/thought I could do it on the day	0
Too difficult/complicated	0
Removed from the register due to new system (e.g. received a letter telling me I needed to re-register)	0
Not eligible because of age	0
Because you cannot register to vote online	0
Other	25
No answer	0
Don't know	0

⇒ **ASK ALL**

Q3 How satisfied or dissatisfied are you with the procedure for getting your name on the list of those people who are registered to vote? Are you.....READ OUT

	2016 %	2012 %
Very satisfied	62	52
Fairly satisfied	27	30
Neither satisfied nor dissatisfied	8	10
Fairly dissatisfied	1	2
Very dissatisfied	1	1
Don't know	1	5

ASK IF VERY/FAIRLY DISSATISFIED

Q4 Why are you dissatisfied with the system of registering to vote in Great Britain/Northern Ireland?

	2016 % (18)
IER Issues	37
I preferred the old system/household form/don't like registering myself	6
I didn't like having to provide additional personal/extra information to confirm my registration	8
I didn't understand why I wasn't registered after I had filled in one form already (the Household Registration Form - HEF)	27
{Excl N Ire} I didn't like receiving so many forms	0
Difficult/confusing	14
It is not easy/they could make it easier	6
It is too confusing/I don't understand the system/ I was confused by the changes in how I have to register	2
EONI/Council should automatically update the register when I move or use other services	8
I'm not sure how to check if I am already registered	0
They do not promote/advertise where/when to register	0
I don't know how to register to vote	0
It is inconvenient	13
You should be able to register to vote online	0
It is cumbersome/takes too long	13
You should be able to register to vote over the telephone	0
Mistakes/problems	6
The post is unreliable	2
The EONI/Council makes mistakes with my personal details	0
I thought I was registered to vote but was not able to vote on the day	3
Not secure	0
The system of registering to vote is open to fraud and abuse	0
Other	36
There is no point voting / voting makes no difference	17
I do not know where I can get information about the process of registering to vote	0
Everyone should be automatically registered to vote from birth	0

There should be more limitations on who can vote	0
It should be compulsory to register to vote/everyone should have to register	0
It is harder for students to vote	2
People can be taken off the electoral roll without their knowledge	3
Young people should be able to vote	0
Other	19
Don't know	11

⇒ **ASK ALL**

Q5 As you may know, on Thursday May 5th there was/were ...[INSERT APPROPRIATE ELECTION] Many people have told us they didn't manage to vote on 3rd May. We often find that a lot of people were not able to vote because they were sick, did not have the time, or were just not interested. How about you – did you manage to vote in the.....**READ OUT AS APPROPRIATE**

LONDON MAYORAL AND ASSEMBLY ELECTIONS	2016	2012
	%	%
Yes	77	55
No	23	45

⇒ **ALL VOTERS**

Q14 People have different reasons for voting in elections and referendums.

Why did you vote on Thursday 5 May?

DO NOT PROMPT

	2016 % (592)	2012 %
Civic responsibility reasons	65	62
It is important to vote/It is my civic duty/everyone should vote/It is my right to vote	44	52
People fought to win the right to vote for me/others	5	6
I always vote	13	12
I wanted to be part of the democratic process/democracy	10	n/a
To show my support/support the community	4	0
[Wales/Scotland/NI ONLY] National identity/ they are our elections	0	n/a
To express a view	35	38
I wanted to have a say	22	31
If people don't vote then you have no right to complain/have an opinion	5	6
Concerned about local issues	1	4
To support my party/candidates of preference/to help my party/candidate win	11	n/a
Because an important issue was at stake	1	1
To help create a change	6	16
To get a change	6	12
Not happy with the Scottish/Welsh/Northern Irish government/local council/Police and Crime Commissioner	0	5
To help keep the status quo	*%	4
I like/am pleased with the current government/local council	*%	2
Tactical reasons	3	4
To defeat/stop the other side from winning	3	4
Other reasons	7	3
I was urged/persuaded to vote by a family member/friend	1	1
Because I was sent a ballot paper in the post	0	*
To vote for position supported by my party	2	n/a
I take an interest in politics	1	n/a
Personal choice	*	n/a
Other	3	2
None of these / no reason	2	*
Don't know	1	2

⇒ **ASK ALL VOTERS**

Q15 Some people have told us they intentionally spoiled their ballot paper/s on May 5th by deliberately leaving the ballot paper/s blank or by not voting in the instructed way. They did this to register a protest. Did you intentionally spoil your own ballot paper or not?

	2016
	%
Northern Ireland	(0)
No	0
Yes	0
Don't know	0
Scotland	(0)
No	0
Yes - both ballot papers	0
Yes - one of my ballot papers	0
Don't know	0
PCC-only election areas in England	(0)
No	0
No	0
Yes - both ballot papers	0
Local only areas in England	(0)
No	0
Yes	0
Don't know	0
PCC-only and local election areas in England	(0)
No	0
Yes - both ballot papers	0
Yes - local ballot paper only	0
Yes - PCC ballot paper only	0
Don't know	0
Wales	(0)
No	0
Yes - all ballot papers	0
Yes - both NAW ballot papers	0
Yes one of my NAW ballot papers	0
PCC ballot paper only	0
Don't know	0
London	(592)
No	99
Yes - all	0
Yes - one of my ballot papers	*
Don't know	*

⇒ **ASK ALL IF HH SIZE = 2+**

Q6 Do you know if anyone else living in your household voted at the elections on Thursday 5th of May?

	2016 % (646)
Yes - at least one person other than me voted	74
No - no one else voted in my household	21
Don't know	6

⇒ **ASK NON VOTERS**

Q10 People had different reasons for not voting in the elections. Why did you not vote in the elections on the 5th May? DO NOT PROMPT

	2016 % (131)	2012 % (427)
Circumstances	66	59
Lack of time/too busy/I was busy at work	30	31
I really intended to vote but circumstances on the day prevented me	9	5
I forgot	1	7
I was away on 5 May/voting day	20	6
I couldn't get to the polling station/it was inconvenient	1	3
Medical/health reasons	11	9
Bad weather	0	1
Disorganised/lost track of time/lost polling card	*%	n/a
Bereavement	0	n/a
Administration	5	13
I wasn't registered	3	4
Not eligible to vote (age or nationality)	1	n/a
I didn't receive a polling card	*%	2
I didn't receive a postal vote/it arrived too late	1	1
I didn't know where my polling station was	*%	*
Admin reason	0	*
(NORTHERN IRELAND ONLY) Had no identification/Had no ID/Lost my ID	n/a	n/a
I did not know I could vote	0	n/a
I got to polling station but told I could not vote	0	n/a
Elections not important	*%	8
There was no point in voting because the National Assembly for Wales can't do very much/can't change anything/has no power	0	n/a
There was no point in voting because the Scottish Parliament can't do very much/can't change anything/has no power	0	n/a

There was no point in voting because the Northern Ireland Assembly can't do very much/can't change anything/has no power	0	n/a
There was no point in voting because the local council can't do very much/can't change anything/has no power	*%	3
There was no point in voting because the Crime Commissioner can't do very much/can't change anything/has no power	0	n/a
There was no point in voting because the London Assembly can't do very much/can't change anything/has no power	0	2
There was no point in voting because the London Mayor can't do very much/can't change anything/has no power	0	4
The elections (unspecified) aren't important	0	1
The local council elections aren't important	0	0
The Police and Crime Commissioner (PCC) elections aren't important	0	n/a
The National Assembly/Parliament elections aren't important	0	n/a
Disinterested/no point	6	11
I'm just not interested in politics	2	3
There was no point in voting because it was obvious who would win/my vote wouldn't have made a difference to the outcome	*%	4
I couldn't be bothered	3	5
Waste of time/Could see no point	1	n/a
Had no interest/view on the subject	1	n/a
Parties/Candidates	7	7
There was no point in voting because all parties are the same	1	4
I didn't like the candidates/parties/they didn't represent my views	5	2
You just can't trust politicians to keep their promises	1	2
I don't like the way the parties interact with each other/lack of co-operation/progress	0	n/a
Do not believe in politics/the voting system/democracy	0	n/a
Politicians do not care/only in politics for their own benefit	*%	n/a
No party will likely win	0	n/a
(NORTHERN IRELAND ONLY) Parties in Northern Ireland cannot make a difference/cannot work together	n/a	n/a
(WALES ONLY) Parties in Wales cannot make a difference	n/a	n/a
No information/indecision/complicated	8	4
I didn't get any information	5	2
I didn't know who the candidates in my area were/and where to find information	2	n/a
I didn't know enough about the different options	0	2
I couldn't decide which way to vote	1	1

I don't know anything about local politics	*%	n/a
I didn't understand/too confusing	0	n/a
I don't know anything about politics	1	n/a
I couldn't understand the voting/electoral system/ the system voting system was too confusing	0	n/a
Reasons related to the referendum	0	n/a
I didn't know it was happening	0	n/a
I thought it wasn't happening because of the referendum	0	n/a
I have only received information about the referendum	0	n/a
Too close to the referendum (time, effort, organisation)	0	n/a
Struggled to access information because most of the coverage focused on the referendum	0	n/a
Other referendum related reason	0	n/a
Miscellaneous	7	5
I never vote	4	n/a
(ENGLAND ONLY) I don't vote in local elections	1	n/a
Religious reasons	0	*
Other	2	3
None of these/no reason	*%	*
Don't know	3	*
Refused	1	n/a

⇒ **ASK ALL VOTERS**

Q12 Did you vote on the 5th May.....READ OUT, SINGLECOD ONLY

	2016 % (592)	2012 %
In person at polling station	79	77
By post	20	23
By proxy	*%	*
Other	*%	-
Don't know/can't remember	*%	-

⇒ **ASK ALL**

Q16 Which of these statements best describes your attitude towards voting at UK Parliamentary General Elections (for Westminster)? READ OUT

	2016 %
I always vote at General Elections	76
I sometimes vote at General Elections	12
I voted for the first time in 2015	5
I never vote in General Elections	4
I've not been eligible to vote in the past	3
Don't know/don't remember	*%

⇒ **ASK ALL VOTERS**

Q13 Was this the first time you voted in any election or referendum?

	2016 % (10)
Yes, it was my first time	45
Yes it was my first time as I wasn't eligible before	0
No, I voted before	55
Don't know / Cannot remember	0

⇒ ASK ALL

Q11 VOTERS – Q5/1: You already told me that you voted, but would you have been more likely to vote on 5th May, less likely, or would it have made no difference one way or the other if...
NON VOTERS - Q5/2: Would you have been more likely to vote on 5th May, less likely, or would it have made no difference one way or the other if...

	2016 %
If you could have voted at the weekend instead	
More likely	22
Less likely	7
No difference one way or the other	70
Don't know	*%
Would have voted anyway	2
If you could have voted online instead	
More likely	38
Less likely	12
No difference one way or the other	47
Don't know	*%
Would have voted anyway	2
If you had been able to register to vote on election day	
More likely	21
Less likely	4
No difference one way or the other	71
Don't know	1
Would have voted anyway	2
If people had to show proof of identity at polling stations	
More likely	12
Less likely	9
No difference one way or the other	76
Don't know	*%
Would have voted anyway	3
If you could have voted in a polling station in the days before including the Saturday and Sunday before	
More likely	27
Less likely	3
No difference one way or the other	68
Don't know	*%
Would have voted anyway	1
If it was easier for you to get a postal vote	
More likely	26
Less likely	9
No difference one way or the other	61
Don't know	1
Would have voted anyway	3

⇒ ASK ALL

Q18 Please could you tell me whether you think each of the following statements are true or false? DO NOT READ OUT DK

	2016 %
You have to take ID [IN NORTHERN IRELAND: PHOTO ID] with you to vote at a polling station	
True	18
False	77
Don't know	5
You are automatically registered to vote if you pay council tax	
True	26
False	65
Don't know	8
You are automatically registered to vote if you are of legal voting age	
True	33
False	63
Don't know	4
You can register to vote until the day before an election	
True	26
False	62
Don't know	11
You are at risk of getting a fine if you don't register to vote	
True	14
False	82
Don't know	5
One household member is able to register other members of the same household	
True	51
False	43
Don't know	6
You can register to vote online	
True	64
False	24
Don't know	12
If you were registered to vote for the May elections you are also registered to vote at the EU referendum	
True	76
False	19
Don't know	5

⇒ ASK ALL

Q19 To what extent do you agree or disagree with each of the following...

	2016 %
You should be able to register to vote until the day before the election	
Agree strongly	35
Tend to agree	28
Neither	11
Tend to disagree	11
Disagree strongly	14
Don't know	2
You should be able to register to vote in a polling station on the day of the election	
Agree strongly	24
Tend to agree	23
Neither	8
Tend to disagree	19
Disagree strongly	26
Don't know	1
[DO NOT ASK IN NORTHERN IRELAND] Local government should be able to use other information they hold about me to automatically update my details on the electoral register	
Agree strongly	19
Tend to agree	30
Neither	10
Tend to disagree	18
Disagree strongly	21
Don't know	2
It should be my responsibility, not the government's, to keep my electoral registration details up to date	
Agree strongly	39
Tend to agree	33
Neither	9
Tend to disagree	13
Disagree strongly	6
Don't know	*%

AWARENESS

⇒ **ASK ALL**

**Q20 How much, if anything, did you feel you knew about the elections on Thursday 5 May?
Would you say you knew... READ OUT FOR EACH ELECTION AS RELEVANT**

	2016 %	2012 %
A great deal	27	16
A fair amount	56	57
Not very much	14	21
Nothing at all	4	6
Don't know	0	*

⇒ **ASK ALL**

Q21 Would you say it was very easy, fairly easy, neither easy nor difficult, fairly difficult or very difficult to access information on

	Very easy %	Fairly easy %	Neither %	Fairly difficult %	Very difficult %	DK (DO NOT READ OUT) %
All RESPONDENTS: How to cast your vote at the [INSERT *] (ask for each election separately in combined areas) London Assembly/ Mayor election	39	45	7	5	1	3
ALL EXCEPT PCC ONLY RESPONDENTS: What the ELECTION was for (in combined areas in England ask about local elections, in Wales ask about NAW election) London Assembly/ Mayor election	45	39	9	5	2	1
ALL RESPONDENTS IN PCC AREAS (ENGLAND AND WALES): What the PCC elections were for and the role of the Police and Crime Commissioners	n/a	n/a	n/a	n/a	n/a	n/a
ALL RESPONDENTS: Information on the candidates standing in the [INSERT *] (ask for each election separately in combined	34	45	10	8	3	0

<i>areas)</i> London Assembly/ Mayor election						
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⇒ **ASK ALL**

Q22 To what extent do you agree or disagree with each of the following...

		Agree strongly	Tend to agree	Neither	Tend to disagree	Strongly disagree	DK (DO NOT READ OUT)
ALL: There was a lot of media coverage on the ELECTION London Assembly/ Mayor election	2016 %	49	33	6	7	3	2
ALL: I had enough information on how to cast my vote	2016 %	52	33	7	5	3	0
	2012 %	40	36	8	8	7	1
ALL: I didn't know enough on what the ELECTION* was about London Assembly/ Mayor election	2016 %	11	15	7	26	40	1
RESPONDENTS IN PCC AREAS (E&W): I had enough information to understand the role of the PCCs	2016 %	n/a	n/a	n/a	n/a	n/a	n/a
ALL: I had enough information on candidates to be able to make an informed decision	2016 %	41	35	7	11	4	1
The ELECTION* was overshadowed by coverage of the EU referendum London Assembly/ Mayor election	2016 %	12	24	16	28	18	2
It was clear to me that there are two sets of electoral events – these elections in May and the referendum that will take place in June	2016 %	69	20	5	3	3	1

⇒ ASK ALL

Q24 Generally speaking, when it comes to receiving information about candidates and parties in elections, what form of communication would you yourself most prefer? DO NOT PROMPT, MULTICODE

	2016
	%
Email messages	26
Leaflets or booklets through the door	55
Online adverts	13
News sources	10
Social media (Facebook, Twitter etc.)	8
TV or radio advertising	8
TV broadcasts or news sources	14
Billboards	1
Personal contact with candidates	5
Dedicated websites	11
Just talking about it with friends and family	1
I would not like any	3
Phone calls	1
Debates	*
Personal research	*
Public meetings	*
Radio	*
Media	*
Other	2
No preference	*
Don't know	2

VOTING PROCESSES AND PRIORITIES

⇒ **ASK ALL**

Q25 Generally speaking, how satisfied or dissatisfied are you with the procedures for voting in elections and referendums in Great Britain/Northern Ireland?

	2016	2012
	%	%
Very satisfied	41	39
Fairly satisfied	45	43
Neither satisfied nor dissatisfied	9	9
Fairly dissatisfied	4	3
Very dissatisfied	2	4
Don't know	*%	2

⇒ **ASK FAIRLY/VERY DISSATISFIED**

Q26 Why do you say you were dissatisfied with the procedure for voting in elections? DO NOT READ OUT

	2016	2012
	% (45)	%
Voting system	21	n/a
The system is not fair	11	11
Disagree with/don't like the voting system	1	n/a
Lack of democracy within the system	1	n/a
Confusion with multiple voting systems	8	2
Voting procedure	46	n/a
Voting process should be available online	6	8
Voting system should be more secure	1	13
Many people didn't get to vote/register	5	4
Length of time it takes	7	n/a
Everyone should vote/compulsory voting	4	4
Voting should be spread over a few days	1	0
Voting should be in pen/a more permanent mark/ not pencil	0	n/a
Issues with postal voting	8	n/a
Outdated methods/paper based/ dropping ballots into the box	13	n/a
Not enough polling stations to choose from	1	2
Non-UK citizen are not able to vote	0	n/a
Process is poorly represented/misrepresented	3	n/a
Issues with secrecy/anonymity of voting	0	n/a
The system is open to abuse	2	n/a
Voters should be required to show identification	1	n/a
Dislike the counting process	1	n/a
Too many elections taking on the same day	1	n/a
Experience of voting	4	n/a
Didn't receive a polling card	1	3
Poor accessibility of polling stations	3	4
Because of the outcome / dismay with election results	1	n/a

Politicians / The political system	4	n/a
Don't trust politicians/politicians don't fulfil their promises	3	3
Need more options/opinions/choice	1	10
Dislike politicians behaviour	1	n/a
May end up voting for people/positions I don't support	0	n/a
Lack of information	22	n/a
Not enough information/media coverage	20	10
People don't/didn't understand what the elections were about/too complicated	13	n/a
Other	43	n/a
Should be simpler	20	n/a
Corruption/fraud/fixed results	7	n/a
Not a convenient time/not enough time	1	n/a
Prefer proportional representation	1	n/a
Waste of money	0	n/a
The polls shouldn't have been held so close to the EU referendum	0	n/a
The polls should have been held on the same day as the EU referendum	0	n/a
Need personal contact with election candidates	1	n/a
Other	17	47
Don't know	0	-

⇒ **ASK ALL**
Q27 How confident, if at all, are you that the election(s) on May 5th was/were well run?

	2016	2012
	%	%
Very confident	35	34
Fairly confident	50	44
Not very confident	9	6
Not at all confident	3	4
Don't know	3	12

⇒ **ASK CONFIDENT**

**Q28 Why do you say you are confident that the [ELECTION(S)] was/were well run?
DO NOT PROMPT. MULTICODE.**

	2016 % (604)	2012 %
Clear/concise ballot/easy to vote	16	n/a
Quick easy voting	15	6
There was a lot of information about the elections	13	n/a
Tried and tested	1	9
No negative feedback	12	7
Voting system fair	6	11
Trust the staff	3	3
Accessible polling station	3	5
Good staff attitude	3	3
Personal involvement	1	1
Professional conducted	5	3
Received polling card ballot papers in good time	1	1
Everyone had the opportunity to vote	1	n/a
Well canvassed	2	1
Well organised	25	29
Well publicised	5	14
Results were in the media quickly	4	n/a
Feel it was the right result	3	n/a
High turnout	*%	n/a
Others	23	30
None	3	*
Don't know	4	8

⇒ **ASK NOT CONFIDENT**

**Q29 Why do you say that you are not confident that the election was/were well run?
DO NOT PROMPT. MULTICODE.**

	2016 % (98)
Lack of information	13
Lack of information/publicity/don't know much/anything about it (general)	8
Lack of information/publicity/ don't know much/anything about it because of the focus on the referendum	*%
Information confusing/some people didn't understand what the vote was for	2
Lack of information about the candidates	5
Polling station/ballot issues	21
Badly run/organised	16
Low turnout	2
Long wait for results	0
Didn't receive a polling card/postal ballot papers	3

Lack of time given to vote/decide	1
The counting process was not well verified	2
I didn't know how to vote/what to do in the polling station/how to fill in my ballot paper	0
Two/More elections on one day/too much to organise/handle	1
Politicians/political system	8
Mistrust/Don't stick to their promises/just in it for themselves	8
Campaign issues/candidate	2
Lack of canvassing/personal contact	2
There was misinformation/stupid allegations as to what the vote was about	1
TV/press coverage was biased/badly presented	0
Little choice in who to vote for	0
Coverage only focused on the referendum	0
General impression/word of mouth	16
From what I have read/heard	11
I did not witness what went on	1
I had a bad impression	6
Voting system and procedure	6
People did not know the voting procedure (how to fill in the ballot paper/what to do in the polling station)	2
People's opinions are not valued/vote will make no difference	1
Outdated/unfair voting system	3
Combination of elections	1
Fraud security	11
Corruption/fraud/fixed results	11
Other	54
Because of the outcome/dismay with the results	2
Disinterested/don't care about politics	0
Some did not have the opportunity to vote/had the opportunity taken away	9
Issues registering to vote	6
Didn't vote for personal reasons	0
Dislike the National Assembly for Wales	0
Dislike the Scottish Parliament	0
Dislike the Northern Ireland Assembly	0
Dislike Police and Crime Commissioners	*%
Dislike local government	0
Other	40
None	1
Don't know	4

POLLING STATIONS

⇒ **ASK ALL**

Q30 From what you have seen or heard or experienced, do you think that voting at the polling station / (SCOTLAND: polling place) for the Thursday 5th May election was...**READ OUT**

	2016	2012
	%	%
Very convenient	52	47
Fairly convenient	26	27
Neither convenient nor inconvenient	9	8
Fairly inconvenient	7	5
Very inconvenient	2	4
Don't know	5	9

⇒ **ASK POLLING STATION VOTERS**

Q31 Overall, how satisfied or dissatisfied were you with the process of voting at a polling station/place? Would you say.....**READ OUT**

	2016	2012
	% (469)	% (398)
Very satisfied	76	75
Fairly satisfied	19	22
Neither satisfied nor dissatisfied	2	1
Fairly dissatisfied	2	2
Very dissatisfied	*%	1
Don't know	*%	-

⇒ **ASK POLLING STATION VOTERS**

Q32 Once you arrived at your polling station/place, how easy or difficult was it for you to get inside to vote?

	2016	2012
	% (469)	% (398)
Very easy	95	91
Fairly easy	4	8
Neither easy nor difficult	0	*
Fairly difficult	*%	1
Very difficult	*%	*
Don't know	*%	-

⇒ **ASK POLLING STATION VOTERS**

Q33 Thinking back to when you went to vote at the polling station/place, how useful, if at all, was the help or support available from polling station/place staff on how to vote? Was it...**READ OUT**

	2016 % (469)	2012 % (398)
Very useful	52	59
Fairly useful	19	14
Not very useful	1	1
Not at all useful	1	1
Didn't use them/need them	26	25
Don't know	1	*

⇒ **ASK POLLING STATION VOTERS**

Q34 And again thinking back to when you went to vote at the polling station/place, how useful, if at all, were any written instructions on how to vote, such as a poster on display in the polling booth or guidance on the ballot paper(s)? Were they....**READ OUT**

	2016 % (469)	2012 % (398)
Very useful	55	52
Fairly useful	22	24
Not very useful	4	3
Not at all useful	2	1
Didn't use them/need them	18	21
Don't know	1	*

VOTING BY POST

⇒ **ASK ALL**

Q36 From what you have seen, heard or experienced, do you think that voting by post for the May 5th election(s) was...READ OUT

	2016	2012
	%	%
Very convenient	34	35
Fairly convenient	21	18
Neither convenient nor inconvenient	23	17
Fairly inconvenient	4	3
Very inconvenient	2	3
Don't know	16	24

⇒ **ASK POSTAL VOTERS**

Q37 How easy or difficult was it to understand what you had to do in order to complete and return your postal vote(s)? Would you say....READ OUT

	2016	2012
	% (116)	% (118)
Very easy	74	69
Fairly easy	17	25
Neither easy nor difficult	1	1
Fairly difficult	8	3
Very difficult	*%	1
Don't know	0	1

⇒ **ASK POSTAL VOTERS**

Q38 Thinking back to when you voted by post, how useful, if at all, were any written instructions on how to vote and return your vote, such as guidance on the ballot paper? Were they.....READ OUT

	2016	2012
	% (116)	% (118)
Very useful	72	69
Fairly useful	18	27
Not very useful	8	3
Not at all useful	*%	-
Didn't use them/need them	2	n/a
Don't know	0	1

⇒ **ASK ALL POSTAL VOTERS**

**Q39 Overall, how satisfied or dissatisfied were you with the process of voting by post?
Would you say.....READ OUT**

	2016 % (116)	2012 % (118)
Very satisfied	82	84
Fairly satisfied	17	15
Neither satisfied nor dissatisfied	1	*
Fairly dissatisfied	0	-
Very dissatisfied	0	-
Don't know	0	1

COMBINED ELECTIONS AND BALLOT PAPERS

⇒ **ASK ALL VOTERS**

Q40 Some people said it was difficult to fill in the ballot paper(s) when voting in the 5th May ELECTIONS*. How easy or difficult did you find it to fill in the ballot paper(s) for this election? Was it... READ OUT.

		Very easy	Fairly easy	Neither	Fairly difficult	Very difficult	DK
LONDON ASSEMBLY ELECTIONS	2016 %	76	18	3	3	0	0
	2012 %	76	19	1	2	1	1
LONDON MAYOR ELECTIONS	2016 %	78	16	3	2	0	0
	2012 %	76	19	1	2	1	1

⇒ **ASK ALL WHO SAID FAIRLY/VERY DIFFICULT**

Q41 Why do you say it was difficult? DO NOT PROMPT. MULTICODE.

	2016 % (20)
Text too small	7
Too many candidates	10
Instructions were unclear	17
Complex/confusing	13
Lack of information	26
Difficulties using forms	5
The candidates were in a confusing order	2
The parties were in a confusing order	0
The size of the ballot paper	0
I could not easily find the party name of my choice	4
I could not easily find the party candidate of my choice	7
Lack of understanding/clarity	33
The layout was confusing	24
I don't understand how the electoral system works	2
Other	4
Don't know	0

⇒ **ASK LONDON VOTERS ONLY**

Q44 The London elections on 5th May used more than one voting system – one for the London Mayor election and another for the London Assembly election. How confusing or otherwise did you find this? Would you say...

	2016 %	2012 %
Very confusing	8	4
Fairly confusing	14	15
Not very confusing	25	22
Not at all confusing	50	59
Don't know	4	1

PARTY AND ELECTION FINANCE

⇒ ASK ALL

Q45 I am going to read you some statements relating to the rules on the money that political parties, organisations and other individuals use when campaigning. To what extent do you agree or disagree with the following statements? **READ OUT**

	2016 %	2012 %
The spending and funding of political parties, candidates and other campaigning organisations at elections is open and transparent		
Agree strongly	11	14
Tend to agree	22	21
Neither	23	26
Tend to disagree	24	22
Disagree strongly	16	17
Don't know	4	0
If a political party or another campaigner is caught breaking the rules, the authorities will take appropriate actions		
Agree strongly	30	-
Tend to agree	34	-
Neither	10	-
Tend to disagree	12	-
Disagree strongly	13	-
Don't know	2	-
I can easily find out how much political parties, candidates and other organisations spent on campaigning and how they were funded		
Agree strongly	8	-
Tend to agree	17	-
Neither	19	-
Tend to disagree	27	-
Disagree strongly	19	-
Don't know	10	-

ELECTORAL FRAUD

⇒ ASK ALL

**Q46 What do you understand by the term “electoral fraud”? NO NOT PROMPT.
MULTICODE**

	2016	2012
	%	%
Someone using someone else's vote	31	25
Voting multiple times	12	n/a
Cheating/corruption/vote rigging	36	23
Ballot stuffing	5	14
Deliberately miscounting votes	8	12
When people not eligible but still do vote	7	8
Spoiling/tampering of ballot papers	7	6
Misuse of postal voting	4	3
People being intimidated	2	3
Casting a vote where not registered	6	2
Missing/disposing of votes	2	1
Others	20	10
None	1	3
Don't know	13	21

⇒ ASK ALL

**Q47 How much electoral fraud, if any, do you think took place at the May 5 elections?
Would you say it happened...READ OUT**

	2016	2012
	%	%
A lot	5	4
A little	29	30
Hardly anything at all	26	30
Nothing at all	15	8
Don't know	26	27

⇒ **ASK IF 'A LOT/A LITTLE'**

Q48 Which one of the following best describes why you think electoral fraud or abuse took place on 5th May? READ OUT, MULTICODE

	2016 % (251)	2012 % (327)
General impression that fraud is a problem	49	32
I saw stories in the media about electoral fraud	32	11
Because you don't have to provide identification to vote	58	n/a
Identity fraud is on the increase	56	34
Postal voting is not secure	48	9
People are registering other voters at the same address	56	n/a
People are registering multiple times	31	n/a
I heard from someone else that electoral fraud took place	9	3
I have first-hand experience of electoral fraud	7	2
Other	9	3
Don't know	2	7

⇒ ASK ALL

**Q49 In general, when it comes to being safe from fraud and abuse, would you say that:
READ OUT**

	2016 %	2012 %
Voting in general is.....		
Very safe	27	20
Fairly safe	54	58
Neither safe nor unsafe	9	11
Fairly unsafe	7	4
Very unsafe	2	2
Don't know	1	4
Voting at a polling station [ENG, WALES, NI]/polling place [SCOTLAND] is...		
Very safe	42	38
Fairly safe	49	47
Neither safe nor unsafe	5	8
Fairly unsafe	3	3
Very unsafe	1	1
Don't know	1	2
Voting by post is...		
Very safe	17	16
Fairly safe	40	35
Neither safe nor unsafe	12	10
Fairly unsafe	19	19
Very unsafe	5	11
Don't know	7	8

REFERENDUM

⇒ ASK ALL ELIGIBLE

Q50 As you may know, on the 23rd of June there will be a referendum on the United Kingdom's membership of the European Union, how likely are you to vote at the referendum? READ OUT

	2016 %
Very likely	83
Fairly likely	11
Neither likely or unlikely	3
Fairly unlikely	*%
Very unlikely	2
Don't know	1

