

Performance standards for Electoral Registration Officers

March 2016

**Presented to Parliament pursuant to section 9A of the Political Parties,
Elections and Referendums Act 2000**

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1 Overview

Background

1.1 The Electoral Administration Act 2006 gave the Electoral Commission powers to set and monitor performance standards for electoral services. Under these provisions, the Commission may:

- determine and publish standards of performance for relevant electoral officers in Great Britain (Electoral Registration Officers (EROs), Returning Officers and Counting Officers)
- direct relevant officers to provide the Commission with reports regarding their performance against the published standards
- publish its assessment of the level of performance by relevant officers against the published standards

1.2 The Commission first set standards for EROs in July 2008, and revised the framework in September 2013 to support EROs in planning for and delivering the transition to Individual Electoral Registration (IER). We have now developed a new set of standards for EROs which aim to support them in planning for and delivering well-run electoral registration services under the new IER system, applicable across Great Britain. The Electoral Commission supports the extension of these performance standards to Northern Ireland once online registration is in place. We have also designed these standards to recognise, and be flexible enough to adapt to, the evolving landscape and emerging vision for electoral registration services.

The performance standards

1.3 The framework has been developed around key outcomes from the perspective of ensuring that all eligible people are able to participate in the electoral process, should they wish to do so, and of achieving electoral registers that are as accurate (including ensuring no fraudulent entries on the electoral register) and complete as possible. The standards focus on the following two key areas:

- Framework for the delivery of registration activity
- Delivery of registration activity to maintain accurate and complete registers

1.4 The Commission will continue provide EROs with guidance, tools and templates to support them in planning for and delivering well-run electoral registration services. These will set out what we expect EROs will need to have in place, and what we would expect to see when reviewing the information, to be able to be satisfied that the key outcomes of the standards can be delivered.

1.5 The following pages set out the new performance standards for EROs.

2 Performance standards for Electoral Registration Officers

Performance standard 1: Framework for the delivery of registration activity		
Outcome	What does the ERO need to do to achieve the outcome?	What will demonstrate how the outcome has been met?
Clear understanding of the particular challenges in your registration area	<ul style="list-style-type: none"> Identify and utilise data sources, as well as any other information you have, to highlight potential groups of electors who are less likely to be registered and develop a clear picture of the challenges in your area 	<ul style="list-style-type: none"> Public engagement strategy that includes: <ul style="list-style-type: none"> a ward level data analysis of the area priority areas identified by the ERO to target registration activity
Strategy for responding to the challenges in your registration area	<ul style="list-style-type: none"> Identify suitable internal and external partners who you believe can assist with ensuring all eligible electors are encouraged to register to vote Develop a strategy to respond to the challenges identified and incorporate into your registration plan 	<ul style="list-style-type: none"> Public engagement strategy that includes how the ERO will use the channels available to reach identified groups and existing electors. Including: <ul style="list-style-type: none"> Direct contact routes Local partners Media and advertising
Robust project planning methodology employed to enable delivery of activity to maintain accurate and	<ul style="list-style-type: none"> Evaluate and update your registration plan as appropriate to deliver your strategy Review the resources available to you taking into consideration: <ul style="list-style-type: none"> the activities required and the 	<ul style="list-style-type: none"> Overall project planning documentation, including a risk register, which is kept under regular review, and which includes: <ul style="list-style-type: none"> The objectives and success

<p>complete registers</p>	<p>ownership of these</p> <ul style="list-style-type: none"> - the timescales within which they need to be carried out - opportunities in the electoral calendar to maximise registration <ul style="list-style-type: none"> • Ensure the training requirements of the different staff involved in delivery are met • Plan activities with the internal and external partners you have identified as being helpful to meeting the challenge in the area • Put monitoring and evaluation measures in place to ensure the maximum effectiveness of all activities • Develop and maintain processes to identify any patterns of activity that might indicate potential integrity problems, including what steps are to be taken to deal with any such problems 	<p>measures to be used to monitor the impact of activity</p> <ul style="list-style-type: none"> - The resource requirements of the activity you plan to carry out - A timetable of deliverables and tasks for year round activity - The partnership activity you have planned - The evaluation measures you have in place for all activities carried out <ul style="list-style-type: none"> • Planning documents which clearly address potential integrity issues, how they would be identified and the actions to be taken in each case.
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Performance standard 2: Delivery of registration activity to maintain accurate and complete registers

Outcome	What does the ERO need to do to achieve the outcome?	What will demonstrate how the outcome has been met?
<p>Effectively deliver your registration plan to ensure your register is as accurate and complete as possible</p>	<ul style="list-style-type: none"> • Using information sources available identify existing electors who may no longer be eligible and ensure that all necessary steps are taken to remove that elector from the register • Using information sources available to you identify and target new electors, and ensure that all necessary steps are taken to add them to register including: <ul style="list-style-type: none"> - putting measures in place to encourage applications to register from identified new electors • Ensure a full and effective canvass of properties is carried out including making personal visits by trained canvassers where voter registration material has not been responded to. • Utilise available direct contact methods to determine the accuracy of entries on the register and encourage applications from new electors • Maintain an audit trail to demonstrate the registration activity you have carried out 	<ul style="list-style-type: none"> • Data that demonstrates local challenges have been met including: <ul style="list-style-type: none"> - Overall electorate figures - Number of attainers - Total number of electors deleted - Number of electors added to the register - Number of household enquiry forms issued and responded to and applications made as a result - Number of reviews of registration undertaken and total number of electors deleted as a result - Number of applications and registrations made through the exceptions - Number of electors registered through attestation • Summary of activities carried out with partnership organisations and their impact.

<p>Delivering a service in which residents and other stakeholders can have confidence</p>	<ul style="list-style-type: none"> • Identify and investigate patterns of activity that might indicate potential risks to the integrity of the register and take appropriate steps to deal with any such problems. • Ensure there is provision of comprehensive, accessible information on how to register • Ensure there are clear response mechanisms in place for electors to use if assistance is required • Timely supply of the register to those entitled to receive it 	<ul style="list-style-type: none"> • Details of how the approach to preventing and detecting electoral fraud is communicated to voters, candidates and other local contacts • Details of how feedback from electors is managed, including action taken and any changes to plans in response. • Date[s] supplied (including date[s] requested) for those entitled to receive the register on request
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