

A quick guide for polling station staff

This guide should be used alongside the *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?

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

Letters	Who
No letters	Ordinary 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 A, G or K next to their name)
E	Overseas peers
F	Overseas electors
L	Peers



Who cannot vote at the polling station?

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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 or anonymously registered electors who can only vote by post
G	Certain citizens of EU member states
K	Certain citizens of EU member states



What is the usual voting process?

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<p>Stage 1 – checking the voter</p>	<p>Greet the elector and ask them to state their name and address.</p> <hr/> <p>Confirm that they are eligible to vote at the referendum by checking their register entry.</p> <hr/> <p>Check that the elector has an acceptable form of identification (as set out on the ID document placemat).</p> <hr/> <p>Draw a straight line against (but not through) the voter’s entry in the register.</p> <hr/> <p>Read out their name and electoral number (including the ward/ENO reference) from the register.</p>
<p>Stage 2 – issuing the ballot paper</p>	<p>Write the electoral number on the corresponding number list alongside the relevant ballot paper number.</p> <hr/> <p>Ensure that the ballot paper to be issued bears the official mark.</p> <hr/> <p>Fold the ballot paper, then hand it to the voter unfolded. Ask them to re-fold it once they’ve marked their ballot paper in the polling booth.</p>
<p>Stage 3 – voting</p>	<p>The voter marks the ballot paper in the privacy of the polling booth.</p> <hr/> <p>Ask the voter to show you the ballot paper number and unique identifying mark on the back of the ballot paper before they place it in the ballot box.</p>



What if?

The key-holder has not arrived?

Contact the Area Electoral Office. If necessary, make alternative arrangements, e.g. set up a temporary polling station in the back of a car. Polling must begin at 7am.

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An elector spoils a ballot paper?

Mark ‘CANCELLED’ on the spoiled ballot paper. Place it in Envelope F, write ‘cancelled’ on the corresponding number list and issue the elector with another ballot paper. Write the electoral number on the corresponding number list against the ballot paper number of the replacement ballot paper.

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An elector presents photographic ID but it is **not one of the prescribed ID documents?**

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Only the prescribed ID documents on the ID document placemat are acceptable. No other type of ID is allowed. Do not issue a ballot paper – the elector should be advised to return with the correct ID.

An elector cannot gain access to the polling station?

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

A disabled elector needs assistance?

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Offer assistance. Explain what support is available.

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

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Check whether they had appointed a proxy. If not, follow the tendered ballot process. Ask the prescribed questions before issuing a tendered ballot paper. Do not issue a tendered ballot paper if the questions are not answered satisfactorily. Record the details in the polling station log.

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

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Do not issue an ordinary ballot paper. If they have received their postal vote, encourage them to return it to an Area Electoral Office before 10pm. Otherwise, follow the tendered ballot procedure. Ask the prescribed questions before issuing a tendered ballot paper. Do not issue a tendered ballot paper if the questions are not answered satisfactorily.

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

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A postal ballot paper cannot be replaced at the polling station under any circumstances. The tendered ballot procedure must be followed. Ask the prescribed questions before issuing a tendered ballot paper. Do not issue a tendered ballot paper if the questions are not answered satisfactorily.

A voter asks how to complete their ballot paper?

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Explain that voters should show their choice by putting a cross (X) in the ‘Remain a member of the European Union’ box or ‘Leave the European Union’ box on their ballot paper.

A voter asks what the referendum is about?

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Explain to voters that this referendum is about the United Kingdom's membership of the European Union. **If the voter asks more specific questions:** Explain that you are involved in running the referendum and have to be neutral and independent. Therefore, just like at an election, you can't answer questions about the issues they are voting on. *If this question is asked before the voter has been issued a ballot paper; provide the Electoral Commission contact details: www.aboutmyvote.co.uk or 0333 103 1928*

A person is not on the register or a notice?

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Do not issue a ballot paper. Direct the voter to Area Electoral Office or provide a registration pack.

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

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Postal votes cannot be returned to a polling station. Explain to the elector that they can return it to an Area Electoral Office before 10pm.

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

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Before – and only before – issuing a ballot paper, 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, an ordinary ballot paper must be issued. No further enquiries may be made as to someone's right to a ballot paper. Inform the Area Electoral Office. You should record the details in the polling station log.

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. Contact the Area Electoral Office immediately.



Area Electoral Office contact details

If you are unsure about any of the procedures described in the handbook, or need to contact the Area Electoral Office for any other reason, please phone: 0800 4320 712.