

Questions and answers about new ERO guidance to support the delivery of the canvass

Why has the format of the guidance changed from PDF?

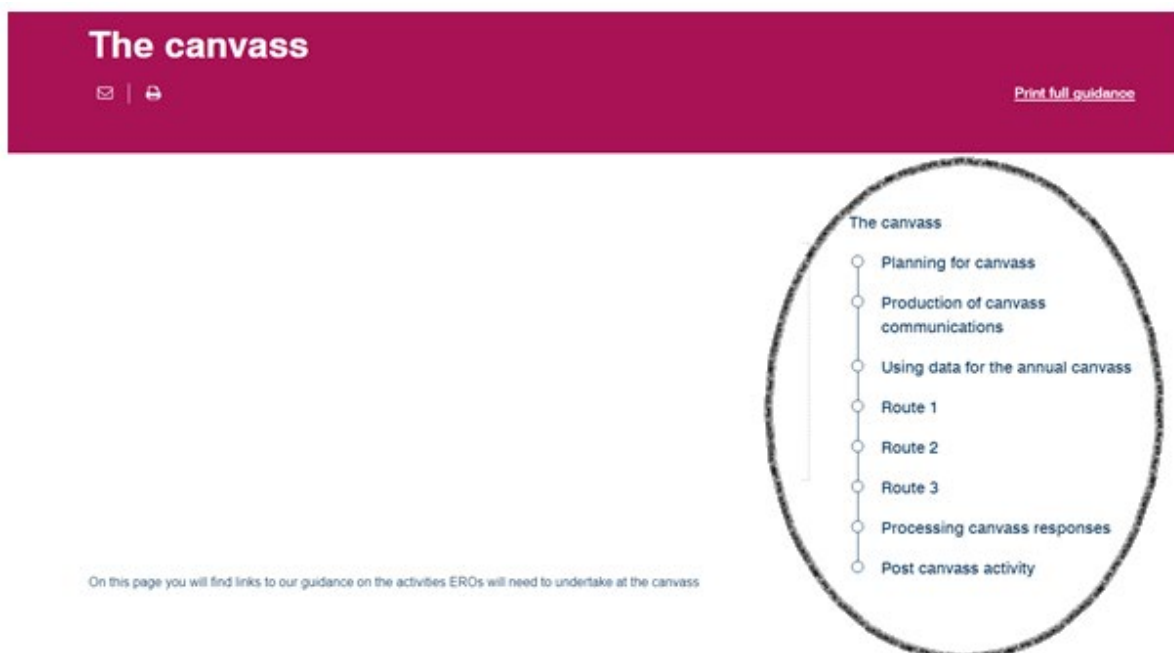
We are reforming our approach to presenting guidance on our website, drawing on feedback from administrators and user testing.

We have moved away from the PDF format towards presenting our guidance in a web-based format, in line with modern practice and evolving technology.

This approach aims to make the guidance clearer and easier to navigate and use, whilst retaining features that we know are important to administrators, such as the ability to print hard copies of the guidance as needed.

How do I navigate through the guidance?

There are separate versions of the guidance for Electoral Registration Officers in England, Scotland and Wales to reflect the differences in franchise.



The guidance is split up into sections covering specific areas processes and tasks of electoral registration.

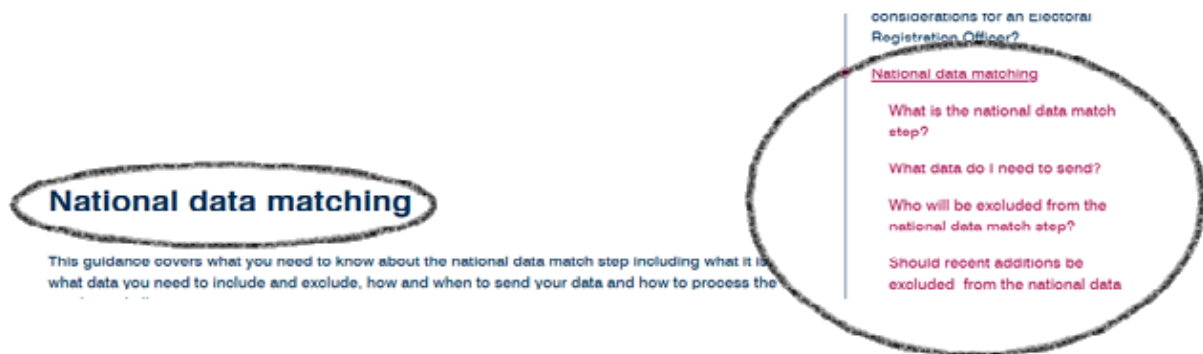
The navigation tree on the right hand side of the page shows all of the sections of guidance and will help you to both easily see where you are in the guidance and find the section of the guidance you want.

To access a particular section of the guidance, simply click on the heading in the navigation tree.

How do I navigate from one section to another?

When you click on each heading, the text will appear underlined, showing you where you are in the guidance. In the example below, you are in the National Data Matching section. You can see that the heading in the navigation tree is underlined and the text in the centre of the webpage reflects that heading.

For this section guidance is split into each of the tasks associated with it. Each task has its own heading and these headings are indented and nested underneath the main section heading of the guidance they relate to as you can see in the example below.

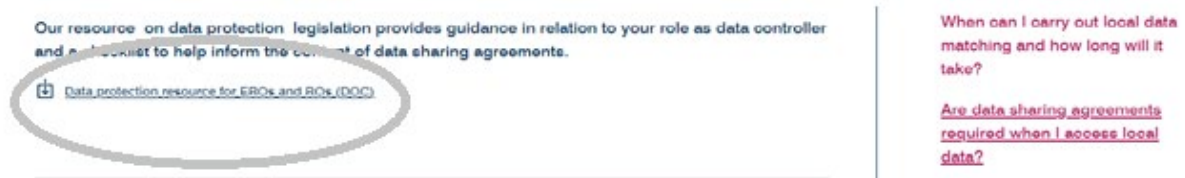


You can navigate through the guidance by either clicking each of the section headings and related task headings sitting beneath them in turn, or by scrolling to the bottom of the page and clicking on the left or right arrow to take you to the next or previous page in the guidance, as shown in the example below.



Where are the accompanying resources?

Some of the resources and tools we provide will appear within each relevant section of the guidance. For example, a link to our data protection resource will appear on each webpage for the section of guidance it appears in.



Links to other resources will be made available on a separate resources page which will appear at the end of the navigation tree.

Where are the legal references?

Where guidance is based on legislative requirements, this is indicated by an endnote reference number appearing next to the text as per the example below.

The legal references then appear as endnotes at the bottom of each section of guidance. If you click on the reference number within the text it will automatically take you to the relevant legal reference at the bottom of the page.

 [Visual overview of Route 1 process \(PDF\)](#)

Properties can be canvassed using Route 1 where: ^[1]

- You are satisfied that there are no changes needed at that property and you have no reason to believe that there are any additional electors to be added
- You have carried out local data matching to confirm the status of the property as empty or void.

Endnotes

1. Reg. 32ZBA(4) and Reg. 32ZBE(1) The Representation of the People (England and Wales) Regulations 2001 [↵](#)

Where are the paragraph numbers?

The guidance is now split up into sections based on processes and tasks, each with its own heading that can be located in the navigation tree. The use of smaller sections on individual pages of the website mean that paragraph numbers are no longer needed to navigate or reference the guidance.

Can I print the guidance?

Yes. By clicking the 'Print full guidance' link you are able to print all of the guidance in full. You can also choose to just print a particular guidance section by clicking the printer icon (as shown below) on each page of guidance.



Please be aware if you are printing the guidance, that it will not contain any updates made since the date of printing and may become out of date, so please always check the web version as well to ensure you are accessing the most up to date version of the guidance at all times.

Can I share links to the guidance?

Yes. Each section of the guidance is a separate web page, so you can share a link to any section you choose. If you click the 'email' icon you will be able to share a link directly from the website itself.



How will I know when the guidance has been updated?

When significant changes are made to the guidance we will announce this in our Bulletin as we do now. Additionally, there is a box at the bottom of each page which indicates when that page was last updated, so you will be able to tell if the guidance has been updated since you last looked at it.

Last updated: 9 April 2020

Where is the rest of the ERO guidance?

We will be working on moving all our existing guidance into the new system over the coming weeks and will update you via a future bulletin when this process has been completed. In the meantime the rest of the guidance for EROs can all be accessed in the current PDF format [here](#).

What do I do if I need help?

If you have any queries or concerns, or require any further support, please contact your [local Commission team](#) who will be happy to help in any way they can.