

electoral administration bulletin



Issue 362 (Wales) – 5 March 2024

May 2024 polls: out-of-hours advice during the election period

We will once again be providing an out-of-hours telephone advice service to deal with urgent electoral administration queries in the run up to and immediately following the May 2024 polls, and we thought it would be helpful to remind you of how you can contact us.

Contacting us during normal office hours

Our local teams will be available between the hours of 08:30 and 17:30 throughout the election period to support you as usual.

If you are contacting us during normal office hours, please use our Advice and Guidance Line: 0333 103 1929.

Alternatively, you can email us at:
infowales@electoralcommission.org.uk.

Contacting us outside of normal working hours

Our out-of-hours urgent advice service will be available from Monday 25 March and includes weekends and bank holidays throughout the election period. Evening cover will be from 17:30 until 21:00 and weekend and bank holiday cover from 10:00 until 16:00.

Additionally, there will be 24-hour cover available on polling day, and weekend and bank holiday cover from Saturday 4 May to Monday 6 May.

We can be contacted out-of-hours by calling: 07824 464350. Alternatively please email Catherine Uphill at cauphill@electoralcommission.org.uk.

Polling Station Handbook – confirmation of delivery

The final print-ready [polling station handbooks](#) for the May 2024 polls have now been published on [our website](#), replacing the reference versions published earlier in February, along with the [quick guides](#) for polling station staff.

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Contents

May 2024 polls: out-of-hours advice during the election period

Information about our out of hours advice service during and after the election period.

Polling Station Handbook: confirmation of delivery

Links to final print-ready polling station handbooks for May 2024 polls, and an update on delivery dates of hard copies.

Raising awareness of voter ID requirements for May 2024 elections

Link to our suite of resources to help raise voter awareness of ID requirements, and links to our voter ID animation series.

May 2024 elections: call for polling station data reminder

Reminder that we are requesting polling station data for our polling station finder, and information on how to submit the data.

EA Bulletins are issued on a regular basis. They are one of our key channels for communicating with Returning Officers, Electoral Registration Officers and their staff. Past issues of Bulletins for England, Scotland and Wales are available [here](#). You

We expect hard copies to be delivered to those who have ordered them in the week commencing 11 March. As always, if you have any questions or require any assistance, please contact infowales@electoralcommission.org.uk.

Raising awareness of voter ID ahead of the Police and Crime Commissioner elections

We have published resources to help you raise awareness of the voter ID requirement and support voters to apply for a Voter Authority Certificate ahead of the Police and Crime Commissioner elections on the 2 May. This will be the first-time voter ID is required at an election in Wales.

These resources also include information on voter registration tailored to the needs of groups we know are more likely to experience barriers to registering and who may need support to access photo ID. These are updated versions of the generic resources already available on our website.

[Download our Voter ID resources](#)

Animations

This new series of animations explains the voter ID process step-by-step, from registering to vote to what to expect at the polling station. They can be viewed and shared as a series, or individually to highlight specific steps in the process.

[Download the voter ID animation series for Wales](#)

[Watch the voter ID animation series on YouTube](#)

May 2024 elections: call for polling station data reminder

This year we're once again running the polling station finder, in partnership with Democracy Club, to help make sure voters have access to accurate and timely information about how and where they can vote.

We need your updated polling station information to make sure voters head to the right polling station, if you haven't sent it already. By having this information easily available online, it should help to reduce the number of calls you'll get from voters looking for this information.

Providing your data is straightforward. You can export the data from your EMS, and then upload it using Democracy Club's [easy-to-use tool](#). Alternatively, you can still email it to pollingstations@democracyclub.org.uk.

[Detailed instructions are available for each supplier, if you need them.](#)

To make sure we have time to add the information, we ask that you send your polling station data as soon as possible, if you've not done so already.

can also [subscribe to the EA Bulletins](#).

Please [keep us informed](#) of any staff changes within your team. This will help us to keep our mailing lists up to date.

If there is a new RO/ERO appointment in your authority, please contact the team in Wales by e-mailing infowales@electoralcommission.org.uk

We are sending you this newsletter as it contains important information about the Electoral Commission's work which is relevant to you. The newsletter forms part of the Electoral Commission's public task which has its basis in the Political Parties, Elections and Referendums Act 2000. We will manage your personal information and contact details in line with the General Data Protection Regulation and UK data protection legislation as outlined in our privacy notice (<https://www.electoralcommission.org.uk/privacy-notice>)

If you no longer wish to receive this newsletter, you may [unsubscribe](#) at any time.

If you'd like to see the polling station finder on your own website, you can embed [our election widget](#).

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