2024 accessibility and voter ID survey – Great Britain

Introduction

We would like to ask you some questions about the information you get before an election, registering to vote and voting, and what you think can be done to make it better.

You do not have to answer every question. The instructions will help you to only answer the questions relevant to you.

You can ask someone to help you fill in your answers.

British Sign Language (BSL) users can access [a version of this survey with BSL videos here](https://eu.surveymonkey.com/r/AccessUKPGE-BSL).

You can also use this Word version of the survey:

* to help plan your answers before filling it in [online](https://eu.surveymonkey.com/r/AccessUKPGE) or,
* to tell us what you think.

You can send it back by email to access@electoralcommission.org.uk or by post to: Policy Team, Electoral Commission, 3 Bunhill Row, London, EC1Y 8YZ

The survey is confidential and will be used for research purposes only. All information you provide will be treated in strictest confidence and it will not be possible to identify any individual in the published results.

You can read the Electoral Commission’s privacy notice here: <https://www.electoralcommission.org.uk/privacy-notice>

Did you vote?

**Q1.** On Thursday 4 July 2024 there was a UK Parliamentary general election.

Did you vote in this election?

| Did you vote in this election?  | Answer | Instruction |
| --- | --- | --- |
| Yes |  | Go to **Q4** |
| No |  | Go to **Q2** |

**Q2.** Why didn’t you vote at the election? What would have made you more likely to vote?

Registering to vote

**Q3.** Have you registered to vote?

| Have you registered to vote? | Answer | Instruction |
| --- | --- | --- |
| Yes |  | Go to **Q4** |
| No |  | Go to **Q8** |
| Don’t know |  | Go to **Q8** |

**Q4.** You must be registered to be able to vote.

Did you find registering to vote easy?

| Did you find registering to vote easy?  | Answer | Instruction |
| --- | --- | --- |
| Yes |  | Go to **Q6** |
| No |  | Go to **Q5** |
| Don’t know |  | Go to **Q6** |

**Q5.** You said registering to vote wasn’t easy. Can you tell us why that was?

**Q6.** Did you need support when registering to vote?

| Did you need support when registering to vote? | Answer | Instruction |
| --- | --- | --- |
| Yes |  | Go to **Q7** |
| No |  | Go to **Q8** |
| Don’t know |  | Go to **Q8** |

**Q7.** How were you supported when registering to vote?

**Q8.** Did you know that there are different ways that you can vote in an election?

| Did you know that there are different ways that you can vote in an election? | Yes | No |
| --- | --- | --- |
| In person at a polling station |  |  |
| By post (voting by post means that you return your ballot paper by post instead of going to a polling station) |  |  |
| By proxy (a proxy vote means someone you choose votes on your behalf) |  |  |

Information from your local council

**Q9.** Did you get information about the election in your area from your local council?

This includes information about:

* when the election was happening
* where your polling station was, and
* how to vote in the election

| Did you get information about the election in your area | Answer | Instruction |
| --- | --- | --- |
| Yes |  | Go to **Q10** |
| No |  | Go to **Q14** |
| Don’t know |  | Go to **Q14** |

**Q10.** How did you get information about the election in your area from your local council? Please tick all that apply.

| How did you get information about the election in your area | Answer |
| --- | --- |
| Paper copies in the post |  |
| By email |  |
| Online |  |
| I didn’t get any information |  |

Other, please tell us:

**Q11.** Was the information shared in a way you could use and understand?

| Was the information shared in a way you could use and understand? | Answer |
| --- | --- |
| Yes, all of the information |  |
| Yes, some of the information |  |
| No, I couldn’t access the information |  |
| I didn’t get any information |  |

**Q12.** Can you tell us why this was? We are interested to know if the information was given in a way that you could read or use without support.

**Q13.** Do you feel like the information from your local council arrived early enough for you to read it and get the information you needed to vote?

| Do you feel like the information arrived early enough for you to read it and get the information you needed to vote? | Answer |
| --- | --- |
| Yes |  |
| No |  |
| Don’t know |  |

Information from the political parties and candidates

**Q14.** Did you get information before the election from the political parties or candidates?

This includes information about:

* the candidates standing for election,
* what they would do if they win.

| Did you get information from the political parties or candidates? | Answer | Instruction |
| --- | --- | --- |
| Yes |  | Go to **Q15** |
| No |  | Go to **Q19** |
| Don’t know |  | Go to **Q19** |

**Q15.** How did you get information from the political parties or candidates? Please tick all that apply.

| How did you get information from the political parties and candidates? | Answer |
| --- | --- |
| Paper copies in the post |  |
| By email |  |
| Online |  |
| In person |  |
| I didn’t get any information |  |

Other, please tell us:

**Q16.** Was the information shared in a way you could use and understand?

| Was the information shared in a way you could use and understand? | Answer |
| --- | --- |
| Yes, all of the information |  |
| Yes, some of the information |  |
| No, I couldn’t access the information |  |
| I didn’t get any information |  |

**Q17.** Can you tell us why this was? We are interested to know if the information was given in a way that you could read or use without support.

**Q18.** Do you feel like the information from the political parties and candidates arrived early enough for you to read it and get the information you needed to vote?

| Do you feel like the information arrived early enough for you to read it and get the information you needed to vote? | Answer |
| --- | --- |
| Yes |  |
| No |  |
| Don’t know |  |

Information from other sources

**Q19.** Did you know?

| Did you know? | Yes | No |
| --- | --- | --- |
| On the Electoral Commission website, you can get information about your polling station and the names of candidates in your area |  |  |
| On the Electoral Commission website, you can find information on voting, including in easy read, BSL and other formats |  |  |

Voting at the election

**Q20.** How did you vote in the election in July?

| How did you vote in the election in July? | Answer |
| --- | --- |
| In person at a polling station |  |
| By post |  |
| By proxy (choosing someone to vote on your behalf) |  |
| Don’t know |  |
| I did not vote |  |

**Q21.** Why did you vote that way? Please tell us if you voted in a different way to usual and why.

Instructions

* If you voted by **proxy**, please go to **Q22** on page 11.
* If you voted by **post**, please go to **Q22** on page 11.
* If you voted **in person** at your local polling station, please go to **Q33** on page 16.
* If you **did not vote or don’t know how you voted**, please go to **Q66** on page 28.

Applying for a postal or proxy vote

Only answer this section if you **voted by post or proxy**.

* If you **voted in your local polling station**, please go to **Q33** on page 16

**Q22.** How did you apply for your postal or proxy vote?

| How did you apply for your postal or proxy vote? | Answer |
| --- | --- |
| On a paper form |  |
| Online |  |
| Don’t know |  |

**Q23.** Did you find applying for a postal or proxy vote easy?

| Did you find applying for a postal or proxy vote easy? | Answer | Instruction |
| --- | --- | --- |
| Yes |  | Go to **Q25** |
| No |  | Go to **Q24** |
| Don’t know |  | Go to **Q25** |

**Q24.** You said applying for a postal or proxy vote wasn’t easy. Can you tell us why that was?

**Q25.** You voted by post or proxy at the election, but did you know that at a polling station?

| You voted by post or proxy at the elections, but did you know that at a polling station? | Yes | No |
| --- | --- | --- |
| You can have help voting from a friend, family member or companion |  |  |
| You can have help voting from polling station staff  |  |  |
| The polling station, polling booth and ballot box should be accessible to you |  |  |
| There is a large print ballot paper you can look at, and take into the polling booth, to help you vote |  |  |
| There should be equipment available in the polling station to help people to vote  |  |  |
| You must show photo ID to vote |  |  |
| Anyone without photo ID can apply for a free ID from their local council to use when voting |  |  |

Voting by Post

Only answer this section if you **voted by post**:

* If you voted by proxy, please go to **Q66** on page 28
* If you voted in your local polling station, please go to **Q33** on page 16

**Q26.** How did you fill in your postal vote? Please tick everything you used.

| How did you fill in your postal vote? | Answer |
| --- | --- |
| I filled it in myself without help |  |
| I used an aid such as a magnifier, additional reading aid or an app on my phone/tablet |  |
| I used the Electoral Commission’s website to find out who my local candidates were |  |
| Another person helped me to vote |  |
| I could not fill it in |  |

**Q27.** Did you find voting by post easy?

| Did you find voting by post easy? | Answer | Instruction |
| --- | --- | --- |
| Yes |  | Go to **Q30** |
| No |  | Go to **Q28** |
| Don’t know |  | Go to **Q30** |

**Q28.** You said that you did not find voting by post easy.

Did you have problems with any of these when voting by post?

| Did you have problems with any of these when voting by post? | Yes | No |
| --- | --- | --- |
| Filling in your postal vote |  |  |
| Putting the postal vote in the right envelope |  |  |
| Posting it back / returning it |  |  |
| Understanding the written instructions |  |  |

**Q29.** Can you tell us more about any problems you had when voting by post?

**Q30.** Did the postal voting information tell you how you could ask for help if you needed it?

| Did the postal voting information tell you how you could ask for help if you needed it? | Answer |
| --- | --- |
| Yes |  |
| No |  |
| Don’t know |  |

**Q31.** If you wanted to, were you able to keep your vote secret?

| If you wanted to, were you able to keep your vote secret? | Answer |
| --- | --- |
| Yes |  |
| No |  |

**Q32.** If you wanted to, could you have voted without help from another person?

| If you wanted to, could you have voted without help from another person? | Answer |
| --- | --- |
| Yes |  |
| No |  |

Polling station voting

Only answer this section if you **voted in person at your local polling station.**

* If you **voted by post or proxy,** please go to **Q66** on page 28.

**Q33.** Did you find it easy to get inside your polling station?

| Did you find it easy to get inside your polling station? | Answer | Instruction |
| --- | --- | --- |
| Yes |  | Go to **Q35** |
| No |  | Go to **Q34** |
| Don’t know |  | Go to **Q35** |

**Q34.** How could getting inside your polling station be made easier?

**Q35.** Once inside the polling station, did you find it easy to move around and to vote?

| Once inside the polling station, did you find it easy to move around and to vote? | Answer | Instruction |
| --- | --- | --- |
| Yes |  | Go to **Q37** |
| No |  | Go to **Q36** |
| Don’t know |  | Go to **Q37** |

**Q36.** How could moving around the polling station be made easier?

**Q37.** To vote at a polling station, you now need to show photo ID, for example, a photo driving licence, passport, blue badge, disabled or older person’s bus pass.

Before today, did you know that you needed photo ID to vote?

| Before today, did you know you know that you needed photo ID to vote? | Answer | Instruction |
| --- | --- | --- |
| Yes |  | Go to **Q38** |
| No |  | Go to **Q39** |
| Don’t know |  | Go to **Q39** |

**Q38.** How did you find out that you need ID? Please tick all that apply.

| How did you find out that you need ID? | Answer |
| --- | --- |
| My local council told me |  |
| I saw it in the news |  |
| I saw something from the Electoral Commission |  |
| Friends or family told me |  |
| My support worker told me |  |
| A charity or organisation told me |  |

I found out another way (please tell us):

**Q39.** Anyone who does not have photo ID can apply for a free ID to show when voting.

This is called a Voter Authority Certificate (VAC) or, if you are registered to vote anonymously, an Anonymous Elector’s Document (AED).

Did you know that if you didn’t already have ID, you could apply for a free ID?

| Did you know that if you didn’t already have ID, you could apply for a free ID? | Answer | Instruction |
| --- | --- | --- |
| Yes |  | Go to **Q40** |
| No |  | Go to **Q44** |
| Don’t know |  | Go to **Q44** |

**Q40.** How did you hear about the Voter Authority Certificate (or Anonymous Elector’s Document). Please tick all that apply.

| How did you hear about the Voter Authority Certificate (or Anonymous Elector’s Document) | Answer |
| --- | --- |
| My local council told me |  |
| I saw it in the news |  |
| Friends or family told me |  |
| My support worker told me |  |
| A charity or organisation told me |  |

I found out another way (please tell us):

**Q41.** Did you apply for a Voter Authority Certificate (or Anonymous Elector’s Document)?

| Did you apply for a Voter Authority Certificate (or Anonymous Elector’s Document)? | Answer | Instruction |
| --- | --- | --- |
| Yes, online |  | Go to **Q42** |
| Yes, by paper |  | Go to **Q42** |
| No |  | Go to **Q44** |

**Q42.** Did you find it easy to apply for a Voter Authority Certificate (or Anonymous Elector’s Document)?

| Did you find it easy to apply for a Voter Authority Certificate (or Anonymous Elector’s Document)? | Answer | Instruction |
| --- | --- | --- |
| Yes |  | Go to **Q44** |
| No |  | Go to **Q43** |
| Don’t know |  | Go to **Q44** |
| I did not apply for a Voter Authority Certificate or Anonymous Elector’s Document |  | Go to **Q44** |

**Q43.** Can you tell us why you did not find it easy to apply for a Voter Authority Certificate or Anonymous Elector’s Document? We would be interested to know if there is anything that would have made it easier.

**Q44.** When you went to vote at the polling station, did you have ID with you?

| When you went to vote at the polling station, did you have ID with you? | Answer | Instruction |
| --- | --- | --- |
| Yes, I had ID and used it to vote |  | Go to **Q46** |
| Yes, I had ID, but it was the wrong ID / it was not accepted |  | Go to **Q45** |
| No |  | Go to **Q45** |

**Q45.** Did you go back to the polling station later with ID and vote?

| Did you go back to the polling station later with ID and vote? | Answer | Instruction |
| --- | --- | --- |
| Yes |  | Go to **Q46** |
| No |  | Go to **Q47** |

**Q46.** Did you find it easy to show your ID?

| Did you find it easy to show your ID? | Answer |
| --- | --- |
| Yes |  |
| No |  |
| Don’t know |  |

If you did not find it easy, please tell us why not.

**Q47.** Did you know that polling station staff can help you vote when you go to the polling station?

| Did you know that polling station staff can help you vote when you go to the polling station? | Answer |
| --- | --- |
| Yes |  |
| No |  |
| Don’t know  |  |

**Q48.** Did you know that you can take anyone (who is aged 18 or over) with you to help you vote when you go to the polling station?

| Did you know that you can take anyone (who is aged 18 or over) with you to help you vote when you go to the polling station? | Answer | Instruction |
| --- | --- | --- |
| Yes |  | Go to **Q49** |
| No |  | Go to **Q50** |
| Don’t know  |  | Go to **Q50** |

**Q49.** How did you find out that you could take someone with you to the polling station? Please tick all that apply.

| How did you find out that you could take someone with you to the polling station? | Answer |
| --- | --- |
| My local council told me |  |
| I saw it in the news |  |
| Friends or family told me |  |
| My support worker told me |  |
| A charity or organisation told me |  |

I found out another way (please tell us):

**Q50.** Did you take anyone with you for support when you went to the polling station?

| Did you take anyone with you for support when you went to the polling station? | Answer | Instruction |
| --- | --- | --- |
| Yes |  | Go to **Q51** |
| No |  | Go to **Q52** |

**Q51.** Did taking someone with you to the polling station help you to vote?

| Did taking someone with you to the polling station help you to vote?  | Answer |
| --- | --- |
| Yes |  |
| No |  |
| Don’t know |  |

**Q52.** Did you know that on polling day, your council should provide equipment and support in the polling station to help people vote? For example, magnifiers, tactile voting devices, polling booths at wheelchair level or pencil grips.

| Did you know that on polling day, your council should provide equipment and support in the polling station to help people vote? | Answer | Instruction |
| --- | --- | --- |
| Yes |  | Go to **Q53** |
| No |  | Go to **Q54** |
| Don’t know |  | Go to **Q54** |

**Q53.** Where did you find out about the equipment or support that was available at the polling station? Please tick all that apply.

| Where did you find out about the equipment or support that was available at the polling station? | Answer |
| --- | --- |
| My local council told me |  |
| I saw it in the news |  |
| Friends or family told me |  |
| My support worker told me |  |
| A charity or organisation told me |  |
| I didn’t get any information |  |

I found out another way (please tell us):

**Q54.** Did you ask your local council for any equipment or support to be available at your polling station?

| Did you ask your local council for any equipment or support to be available at your polling station? | Answer | Instruction |
| --- | --- | --- |
| Yes |  | Go to **Q55** |
| No |  | Go to **Q57** |
| Don’t know  |  | Go to **Q57** |

**Q55.** How did you ask for any equipment?

| How did you ask for any equipment? | Answer |
| --- | --- |
| Online – council website |  |
| Phoned the council |  |
| Emailed the council |  |
| Someone asked the council for me |  |

**Q56.** What did you ask for?

**Q57.** When you went to vote, did your polling station have equipment to support you to vote? This can include anything you asked your local council to provide.

| When you went to vote, did your polling station have equipment to support you to vote? | Answer |
| --- | --- |
| Yes |  |
| No |  |
| Don’t know |  |

**Q58.** How did you vote at the polling station? Please tick everything you used.

| How did you vote at the polling station? | Answer |
| --- | --- |
| I voted without any help |  |
| I voted using the large print ballot paper for reference |  |
| I voted using equipment available at the polling station |  |
| I voted using equipment I had asked for before polling day |  |
| I used the Electoral Commission’s website to find out who my local candidates were |  |
| I voted with help from a friend, family member, or companion |  |
| I voted with help from the polling station staff |  |
| I was not able to vote |  |

**Q59.** Did polling station staff know about, and how to provide, any support or equipment that you wanted to use?

| Did polling station staff know about, and how to provide, any support or equipment that you wanted to use? | Answer |
| --- | --- |
| Yes |  |
| No |  |
| I did not need / use help or support |  |

**Q60.** Did you find the help and support available from the polling station staff useful?

| Did you find the help and support available from the polling station staff useful? | Answer |
| --- | --- |
| Yes |  |
| No  |  |
| I didn’t need / use help or support |  |

**Q61.** Is there any other help or support you would like to have at a polling station?

**Q62.** Were you happy with how the polling station staff treated you or made you feel?

| Were you happy with how polling station staff treated you or made you feel? | Answer |
| --- | --- |
| Yes |  |
| No |  |

**Q63.** How could polling station staff improve?

**Q64.** If you wanted to, were you able to keep your vote secret?

| If you wanted to, were you able to keep your vote secret | Answer |
| --- | --- |
| Yes |  |
| No |  |

**Q65.** If you wanted to, could you have voted without help from another person?

| If you wanted to, could you have voted without help from another person? | Answer |
| --- | --- |
| Yes |  |
| No |  |

All – experience of voting

**Q66.** Overall, were you happy with your experience of voting?

| Overall, were you happy with your experience of voting?  | Answer |
| --- | --- |
| Yes |  |
| No |  |
| Don’t know |  |

**Q67.** Is there anything else that you want to tell us about how voting could be made better for you?

All - about you

**Q68.** Where do you live?

| Where do you live? | Answer |
| --- | --- |
| England |  |
| Northern Ireland |  |
| Scotland |  |
| Wales |  |
| Outside the UK |  |

**Q69.** How did you find out about this survey (from your local council or a charity, for example)?

**Q70.** Are you or do you have any of the below? (Please choose all that apply):

| Are you or do you have any of the below? | Answer |
| --- | --- |
| Blind, partially sighted or have sight loss |  |
| D/deaf, hard of hearing or have hearing loss |  |
| Deaf BSL user |  |
| Physical disability |  |
| Learning disability |  |
| Mental health condition |  |
| Prefer not to say |  |
| No |  |
| Other (please tell us) |  |

This is the end. Thank you for your help, your feedback is very important.

**END OF SURVEY**