Partnership questionnaire – 2024 UK Parliamentary General Election

Introduction

We would like to ask about your service users’ experience of elections and voting. This includes information on registering to vote and voting, changes to voting this year, and what would make it better for your users.

**The survey must be completed in one go.** Answers will not be saved until you click ‘done’ on the final page.

Many questions have a list of bullet points, which can be used as a guide to the type of things we'd like to hear about, rather than a specific list of questions. **Questions are optional** in case you are unable to comment in some cases.

This is designed to provide the Commission with some more targeted feedback on issues your service users may have had with registering to vote and voting in July. We know there are a diverse range of groups who may experience difficulties with these processes.

Please fill in the survey on behalf of your service users, using any feedback you have had from them and your own knowledge of their experiences. Where possible, please use specific examples or evidence to illustrate this feedback and to help us better understand their experience. You are also welcome to use this survey to prompt questions to ask your users directly if appropriate. We know we are not specialists in engaging with the group/s you represent, so you are best placed to decide how much you’d like to involve them directly in this process.

The survey finishes with a few questions on your experience of working with us. We would be grateful for your feedback.

You can also use this Word version of the survey if you need to plan your answers, work with colleagues or service users before filling it in online [here](https://eu.research.net/r/LPVY8T7).

You can also return your survey by email to access@electoralcommission.org.uk or by post to: Research Team, Electoral Commission, 3 Bunhill Row, London, EC1Y 8YZ

British Sign Language (BSL) users can access a version of this [survey with BSL videos here.](https://eu.research.net/r/VGFSS23)

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

Registering to vote

Q1. Please tell us about your users’ experience of registering to vote:

* Are your users generally aware they need to register, if they want to vote?
* Do you know if many of your users are registered to vote?
* Did they find this process easy, or did any users encounter any difficulties with this process?
* Do they need support when registering to vote – what support?

|  |
| --- |
|  |

Q2 Do you represent unhoused people, or those without a permanent address?

>Yes

>No

[If ‘yes’] Q2.a If you represent unhoused people, or those without a permanent address:

* Are users aware that it is possible to register to vote even without a permanent address? This is called ‘declaration of local connection’
* Do you know if any of your users registered to vote by ‘declaration of local connection’ (registering without a permanent address) (if you are able to say)?
* Did any users encounter any difficulties with this process? If so, please provide an indication of what.

|  |
| --- |
|  |

Anonymous electors

Q3 Do you represent anyone requiring anonymous electoral registration?

*For those who feel that their name and address being on the electoral register could put their safety, or the safety of someone in their household, at risk, it is possible to register to vote anonymously. This means an elector is identified by a number on the register, instead of a name/address.*

>Yes

>No

[If ‘yes] Q3.a If you represent anyone requiring anonymous electoral registration:

* Are users aware that it’s possible to register to vote anonymously?
* Do you know if any of your users registered to vote anonymously (if you are able to say)?
* Did any users encounter any difficulties with this process? If so, please provide an indication of what.

|  |
| --- |
|  |

The Anonymous Elector’s Document

[If yes @ Q3]

**Q9** Anyone registered to vote anonymously who wanted to vote in a polling station needed an Anonymous Elector’s Document to use as ID, this was the only ID these electors could use.

* Did your users know that if they were registered to vote as an anonymous elector, the only ID that they could use to vote in a polling station was an Anonymous Elector’s Document?
* How did you users find out about the Anonymous Elector’s Document? Your organisation, their council, the media, friends/family etc?
* Did any of your users apply for an Anonymous Elector’s Document? Did they apply by post, deliver the application by hand or send electronically (such as a scanned copy sent by email)?
* Did your organisation support them in completing this application? Please tell us more
* Did Anonymous Elector’s Documents arrive in time for the election?
* How easy or difficult would you say users found applying for Anonymous Elector’s Documents?
* Did users find supplying the following information for an Anonymous Elector’s Document easy or difficult?: name, address, date of birth, photo and national insurance number. Additionally, a statement as to whether they preferred to collect the document in person or have it posted to their registered address, and if the former, the reason why collection was necessary.

Information

Information from the local council, political parties and candidates, and others

**Q4.** Any feedback from your users on any information they may have received. This may include:

*Information about when the election was happening, location of the polling station, how to vote in the election(s)*

*Information about the candidates standing for election and what they would do if they won*

* Did users get any information on these areas?
* In what format was the information (paper/post, email/online)?
* Was this a format your users could use and understand?
* Did the information arrive early enough to get the information users needed to vote?

|  |
| --- |
|  |

Voting at the election

Did your users vote?

**Q5.** On Thursday 4 July 2024 there was a UK Parliamentary General Election.

* Please tell us if you know if your users voted in their usual numbers, and if not what would have made them more likely to?
* Any feedback on why users may have chosen one method of voting over others? NB: the different ways to vote are in person at a polling station, by post or appointing a proxy to vote on your behalf.

|  |
| --- |
|  |

Elections Act changes – Voter ID

**Q6.** The Elections Act introduced the need for photographic identification for all polling station voters in UK Parliamentary General Elections.

* Were your users aware of the need to show photo ID to vote in a polling station?
* How did they find out about this change? Your organisation, their council, the media, friends/family etc?

|  |
| --- |
|  |

The Voter Authority Certificate

**Q7.** Anyone without photo ID can apply for a free ID to show when voting, known as a Voter Authority Certificate

* Did your users know that if they didn’t already have ID, they could apply for a free Voter Authority Certificate?
* How did your users find out about the Voter Authority Certificate? Your organisation, their council, the media, friends/family etc?

|  |
| --- |
|  |

**Q8.** If anyone applied for a Voter Authority Certificate, what was their experience? For example:

* Did any of your users apply for a Voter Authority Certificate? Was this online, by paper, another way?
* Did your organisation support them in completing this application? Please tell us more
* Did Voter Authority Certificates arrive in time for the election?
* How easy or difficult would you say users found applying for a Voter Authority Certificate?
* Did users find supplying the following information for a Voter Authority Certificate easy or difficult?: name, address, date of birth, photo, national insurance number

|  |
| --- |
|  |

Showing ID

**Q10.** How did needing to take ID to the polling station affect your users? For example:

* Did it make them more likely, less likely, or did it make no difference to whether they voted?
* Did it affect whether they chose to vote in a polling station or by another method (by post or by proxy)?
* For users who tried to vote at a polling station: Did they remember their ID/have acceptable ID with them when they went to vote? If not, did they go back later in the day with ID or did they not go back?
* Overall, if your users wanted to vote in a polling station at the next election, would it be easy or difficult for them to find or get ID to vote?

|  |
| --- |
|  |

**Q11.** It is possible to request to show ID in private, away from other voters.

* Did any of your users request to do this?
* Any feedback on how showing ID worked (was this different for those who may have had ID checked in private, compared to users who did not)?
* Any comments from users on how comfortable they felt showing ID, or how staff made them feel?

|  |
| --- |
|  |

Postal and Proxy Voting

**Q12.** Please tell us about your users’ experience of **applying for a postal or proxy vote:**

* Did they find this easy, or did any users encounter any difficulties with this process? If so, please provide an indication of what.
* Did they need support when applying – what support?

|  |
| --- |
|  |

Postal Voting

**Q13.** Please tell us more about your users’ overall experience of **voting by post**:

* Did they find this easy, or did any users encounter any difficulties with this process? If so, please provide an indication of what.
* Did they need support when completing their postal vote – what support?
* Were users able to vote independently?
* Were users able to vote in secret (if they wanted to)?

|  |
| --- |
|  |

Polling station voting

**Q14.** Whether they voted or not, did users generally know that at a polling station the following help and support is available?

|  | Yes | No | Don’t know |
| --- | --- | --- | --- |
| 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  |  |  |  |
| 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 can use equipment of your own (for example mobile phone apps such as a magnifier, text-to-speech or torch) to help you vote in the polling station |  |  |  |

**Q15.** For any users who voted at a polling station, any feedback on:

* Were they able to vote without assistance, or did they have help from someone they knew (a companion) or a member of polling station staff?
* Did they use any equipment to help? This may be things of their own, or equipment either provided by the local authority, or that they were able to request from the local authority (there is a question about this in more detail below).

|  |
| --- |

Companions

**Q16.** Any comments on users who took a companion to help them vote?

* How did they find out they could take someone?
* Were recent changes to who can be a companion helpful for your users in enabling them to have a companion? (it is now possible to have anyone 18 or over acting as your companion)
* How did the process work for them?
* Were staff aware of this right and helpful in accommodating a companion?
* Did taking someone make it easier for them to vote?

|  |
| --- |
|  |

Equipment

**Q17.** The Returning Officer at the local authority must provide reasonable equipment to enable or make it easier for people to vote. Before polling day, it’s also possible to ask for different equipment/changes to help people vote when they go to the polling station.

* How did they find out about this? Your organisation, their council, the media, friends/family etc?
* Did your users know about this? How did they find out about this? Your organisation, their council, the media, friends/family etc?
* Did your users ask for any equipment/changes to be provided so that they could vote or vote more easily in a polling station? What was requested?
* How did they request this? Did you support anyone with their requests?
* What was available on the day/what did they use? Were polling station staff aware of this right and helpful in making sure they had what they asked for?
* Did having the equipment make it easier for them to vote?

|  |
| --- |
|  |

**Q18.** Please tell us more about your users’ overall experience of in a polling station:

* Were users able to vote independently?
* Were users able to vote in secret (if they wanted to)?
* Were staff helpful?
* Were users satisfied with the way they were treated by polling station staff?

|  |
| --- |
|  |

**Q19.** Is there any other feedback you would like to pass on about how voting could be improved for your users?

|  |
| --- |
|  |

About you

**Q20.** Which organisation do you represent?

(Please select from the list) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Q21.** Where do you operate? Please select all that apply

|  | Answer |
| --- | --- |
| UK wide |  |
| GB wide |  |
| England |  |
| Northern Ireland |  |
| Scotland |  |
| Wales |  |

Working with The Electoral Commission

**Q22.** Did you use any of the Electoral Commission’s voter ID partner resources (for example posters, social media templates or videos)? Please select one

>Yes

>No

>Don’t know

**If ‘yes’ at Q22:**

**Q23**. How useful were the following voter ID resources produced by the Electoral Commission to your organisation and the people you support?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Very useful | Useful | Not very useful | Not at all useful | NA / Did not use |
| Guide for Staff and Volunteers |  |  |  |  |  |
| Voter Booklet |  |  |  |  |  |
| A5 Insert |  |  |  |  |  |
| Posters |  |  |  |  |  |
| Social media graphics |  |  |  |  |  |
| Social media template posts |  |  |  |  |  |
| Web banners |  |  |  |  |  |
| Template web/newsletter copy |  |  |  |  |  |
| Press materials |  |  |  |  |  |
| ‘Quick guide to voting’ animated series |  |  |  |  |  |

**Q24.** To what extent do you agree or disagree with the following statements about the Electoral Commission’s partner resources on voter ID:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Strongly agree | Agree | Disagree | Strongly disagree |
| The resources made it easier for our staff and/or volunteers to help the people we support to meet the new voter ID requirement |  |  |  |  |
| The resources made it easier for the people we support to apply for a Voter Authority Certificate (VAC) or Anonymous Elector’s Document (AED) if they needed one |  |  |  |  |
| The resources gave the people we support more confidence to cast their vote in these elections |  |  |  |  |
| Using the resources made the people we support more likely to vote |  |  |  |  |

**Q25.** How did you share resources with your staff, volunteers and service users? Please select all that apply.

>Email

>Your organisation’s website

>Social media

>Printed copies

>Other (please state)\_\_\_\_

**Q26.** In total, approximately how many people do you think you shared resources with on your channels? Please select one.

>0 (did not use)

>1-99

>100-499

>500-999

>1,000-9,999

>10,000 or more

**Q27.** Is there anything else you’d like to tell us about our voter ID resources for partners?

|  |
| --- |
|  |

 **Q.28. [For accessibility partners only]** The Electoral Commission issues guidance for Returning Officers on providing assistance with voting for disabled people. Based on the feedback received from your services users, do you have any comments on our guidance? What worked well? How might our guidance be improved?

|  |
| --- |
|  |

**This is the end of the survey. Thank you for your help - your feedback is important in helping us assess the impact of the changes to voting on your service users.**

**END OF SURVEY**