

Registration – Voter Registration Canvass 2008

Guide for Canvassers

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The purpose of the canvass

The aim of the voter registration canvass is to produce an accurate and up-to-date Voters List. This has to be published by 1 December.

The Voters List is also used by the Crown Court when they call people aged 18 to 70 for jury service.

Information is gathered from all households in the borough using voter registration forms.

By law, all households have to register. If a household has no-one who is eligible (for example, the property is empty, or all the residents are of an ineligible nationality) the form still has to be returned saying this. Most people will return their form by post, and households with NO changes to their details can register by phone. From this year, changes to the voters list can be made on the internet.

Key points...

Team Leaders

Canvassers are grouped into 16 teams, and a team leader heads each one.

Your team leader will usually be your first point of contact, but obviously you can still contact Electoral Services direct if your team leader is unavailable. Team leaders will be getting in touch with you when the canvass starts.

Briefings

ALL canvassers will be expected to attend a briefing with their team leader, this will be on:

Wednesday 3 September

The briefing will start at 6:00pm in the Hammersmith Town Hall. Further details are in your appointment letter.

This is when you will pick up your first forms, and you will also get to meet the rest of your team. Additionally, there will be briefings for canvassers who are doing the visit stage. You will receive details of this nearer the time.

Log book

It is important to keep a record of all your canvassing work in your log book. The log book will be given to you at your briefing.

Easy ways to register

We continue to make it easy for people to register. Hopefully, this will reduce the number of properties you have to personally call at during the visit stage.

For the 7th year, we have phone registration for “no change” households – including 9 language lines, and this year we are introducing registering by SMS text message for “no change” households.

For the 5th year, we are offering online/internet registration for “no change” households.

The timetable

		Wednesday 3 September	Stage 1 : Attend Hammersmith Town Hall at 6pm for briefing, and collect your first forms and other stationery.
Wednesday 3 September	to	Sunday 7 September	Deliver first forms to all households
		Thursday 25 September	Stage 2 : Collect first reminders from Electoral Services
Thursday 25 September	to	Sunday 28 September	Deliver first reminders to non-responders
		Thursday 9 October	Stage 3 : Collect 2 nd reminders from Electoral Services
Thursday 9 October	to	Sunday 12 October	Deliver 2 nd reminders to non-responders
Monday 13 October	to	Wednesday 22 October	Stage 4 : Briefing session for ALL canvassers doing visit stage
		Thursday 23 October	Collect visit forms from Electoral Services
Thursday 23 October	to	Monday 10 November	Visits to non-responders End of Canvass
		Friday 28 November	Voters List published

The timetable

It is **very** important to stick to the timetable. It has been carefully worked out to give you the best chance of getting a high response rate in your canvass area. If you don't stick to the deadlines we have given you, you will cause us the extra cost of printing more reminders than we need to.

If you cannot meet any one of the deadlines for collection or delivery of forms, or for carrying out visits, you should let your team leader know immediately. It may be possible to work around your availability, or we may be able to get someone else to cover your area temporarily.

If you are unable to carry out any of your duties because you are unwell, or because of other unforeseen circumstances, you should phone your team leader and complete the absence form provided. If you are working for the London Borough of Hammersmith & Fulham, please remember to phone your team leader at the same time that you phone work, if you are not going to be available to carry out your canvass duties.

Before you start the canvass

There are several things that you can do before you start the canvass.

- **Read this manual.**

If you have any questions or if anything is unclear, please ask your team leader.



- **Get to know your canvass area.**

You can save yourself a lot of time when it comes to delivering forms and making visits, if you have taken the time to decide what route you will take, and found out where the entrances are to “awkward” properties (flats above shops often have their entrances from side roads, for instance).

You can also find out about trade entrances and how to get into blocks that have security desks or reception points. Sometimes you may need to contact the management firm of a block to make sure that security will let you in when you call. If you get the contact details, Electoral Services can contact them for you – but you should try to find out about these types of properties before you come to collect your forms to allow us time to contact the company concerned.

- **Make sure that you have completed the paperwork that we have sent you**

- ✓ Have you checked/amended the personal details sheet we sent you?
- ✓ Have you told us the names of any helpers that you are using?
- ✓ If you work for the London Borough of Hammersmith & Fulham, please check that your ID badge is up-to-date.
- ✓ If you do not work for the council, make sure you get an ID badge from us.

Deliveries of forms - stage 1 - delivery of first form

When you collect your forms

Make sure that you have all the forms that are shown on your property tick list. You should do a quick check of this before you leave the Town Hall – if you don't, you may have to come back to collect some more forms or bring back forms that don't belong to you!



Delivering the forms

1. All households in your area must receive a form.

The first delivery is the only chance we get during the canvass to make sure that our records about properties in the borough are correct. It is very important that **every** household receives a form – residents may be disenfranchised if you do not take care at this stage.

Please take particular care that you have forms for households above shops and that, where a house is split into flats, you have a form for each flat. If you are unsure, you can ask a resident of the building for information.

If you find a household that does not have a pre-printed form, you must hand write the address on a blank one and put it in the letterbox. Tell Electoral Services you have done this by filling in the Extra Properties sheet. (Please put down as much detail as possible to help us make sure that we do not duplicate any properties.) If you come across a new large block of flats, do not hand write forms, but tell Electoral Services on the Extra Properties sheet so forms can be produced from the office.

Occasionally, Electoral Services may deal with a particular property directly from the office – if this affects you, you will be given a sheet telling you about it. There is no need to hand write a form or tell us about these properties.

2. All forms must be delivered to the correct address

Put the form through the letterbox, **do NOT leave them in communal areas or hallways**. Forms for basement flats **MUST** be delivered to the basement, not the main building. Make sure you are in the right block if you are delivering forms to blocks on an estate.

3. Don't deliver forms to addresses that are clearly non-residential

Sometimes, you will have a form for a house or flat that is no longer residential. Write the details on the envelope (e.g. "now an office") and bring the form back to Electoral Services

4. Any undelivered forms must be returned to Electoral Services.

Write an explanation of why you were unable to deliver them on EACH envelope. Do this when you are delivering forms – it can be hard to remember the details by the time you get home or bring the form in to Electoral Services. **Do not put forms in the Royal Mail post - if you can't deliver the forms yourself, bring them back to Electoral Services.**

5. Deliver forms to empty properties – new residents may move in soon.

If possible, you should leave a form - even in boarded up premises. If you can't get a form in at all, bring the form back with an explanation written on the envelope.

6. If you can't find a property, ask Electoral Services to send you a map of where it is. (Or use the council's EGIS system, if you have access to it)

7. Complete your log book when you go out to tell us when you delivered forms and how long it took you.

Deliveries of forms - stages 2 & 3 - reminders

As with the first form, you should **take great care to deliver forms to the correct addresses**. Any undelivered forms should be returned to Electoral Services with a full explanation of why you can't deliver them written on the envelope.

Late post

Electoral Services will try to remove any forms from your bundles for households that no longer need a reminder. However, if we receive a lot of late post, we may not be able to do this by the time you collect your forms. If this happens, we will provide you with a list of forms to pull out and return to us. You should wrap the list around the forms you have pulled out, secure the bundle with an elastic band, and then return the bundle to Electoral Services.

As with Stage 1, please make sure that you deliver the forms to the correct household and **do not leave them lying around in communal areas or on stairways**.

At the end of the Delivery Stages

If you are a "delivery-only" canvasser, you must return your Letter of Authorisation, helper's letter, ID badge (unless you already work for the London Borough of Hammersmith & Fulham), your log book and any other items that Electoral Services may have lent you.

Health and safety

Please be very careful to watch your step – we have had several canvassers suffer trips and falls because of uneven or slippery surfaces, particularly on steps.

Do not attempt to deliver forms if you believe that you are at risk of injury – but please return the forms to Electoral Services with an explanation of the circumstances, and we will deal with the property direct from the office.

Canvass forms can be heavy, so make sure that you do not try to carry too much, and use a bag such as a rucksack that distributes the weight evenly on your back and shoulders.

Take time to read the information leaflet provided by the RSPCA on how to deal with dogs.

Deliveries - key points

- **Pick up forms ON TIME**
- **ALL households in your area must receive a form at Stage 1**
- **ALL forms must be delivered to the correct address**
- **NEVER leave forms in communal areas or staircases**
- **Don't deliver forms to addresses that are clearly non-residential**
- **Undelivered forms must be returned to Electoral Services**
- **Deliver forms to empty properties**
- **You must complete your log book – we cannot pay you if you don't return it**



Stage 4 – visits

Why do we make personal visits?



By the time you come to collect your visit forms, Electoral Services will have received a response from about 70% of the properties in the borough. The figure varies in different canvass areas.

Contrary to popular myth, most residents do not try to avoid having their names added to the Voters List.

Some of the most common reasons why they have not responded to the forms you have delivered are:

- the resident has forgotten/has not had time/has lost the forms
- the resident cannot read/is confused by the form
- the resident is housebound
- the property may be empty
- the forms have been mistaken for junk mail and thrown away
- the resident has never received a form (especially in multi-occupied property)
- tenants do not realise they, and not the landlord, are eligible to register
- non-eligible people (especially foreign nationals) do not realise they still have to send back the form, even though they cannot vote
- some people do not realise they can vote, especially Commonwealth citizens
- new residents have already told the council (Council Tax, Housing Benefits, etc) they have moved in

A personal visit from you can make sure that eligible residents do not lose their right to vote, either because they have not fully understood the system, or they have not been able to respond to a delivered form.

Stage 4 – visits – before you start

These are the things you can do before the visit stage begins:

- Attend a briefing session
- Read the next few sections of the manual carefully. If you do not understand anything, ask your team leader.
- **Make sure that you know who can – and cannot - register to vote.**
- Check that your ID badge is up to date and that you have a Letter of Authorisation to take out with you when you make your visits.
- Remember to let Electoral Services have the name of anyone who is helping you carry out this work.

If you need to make special arrangements to get into particular blocks, remember to contact the management in good time so that their security personnel let you in when you call.

Briefings

This year, **ALL** canvassers will be expected to attend a training session about the visit stage. **You will only need to come to ONE session.** Your team leader will contact you to check your availability.

The training sessions will take place in Hammersmith Town Hall during the week beginning 13 October

Ideally, we would like you to be trained alongside other people from your team.

To help non-council staff we will also arrange some evening sessions. There will be more details nearer the time.

When you collect your visit forms

You will be given forms for the households that have not responded during the first part of the canvass. Each form shows the names of people who are currently registered to vote in that property.

Your job is to find out if the information we have is still correct, or, if not, to find out what the new details are. To do this you will need to ask someone who lives in the property for the correct information, and get them to sign the visit form to confirm that the details you have taken down are correct.

You must ALWAYS keep your visit forms – so please do NOT give them to residents, post them through doors, lose them or leave them on the Tube!

Health & Safety

Please be very careful to watch your step – we have had several canvassers suffer trips and falls because of uneven or slippery surfaces, particularly on steps.

Do not attempt to visit properties where you believe that you are at risk of injury – but please return the forms to Electoral Services with an explanation of the circumstances and we will deal with the property direct from the office.

Read the advice from the RSPCA about dogs.

Do not enter anyone's home.

Who can register to vote?

It is very important that you know and understand the rules for registration. **If you make a mistake, someone could lose their vote!** These rules are fairly complicated because they have to cover most of the cases that you are likely to come across.

15 October 2008

This is the key reference date to bear in mind.

For example, someone may be a Foreign National on 15 October, but they are expecting to be granted British Citizenship in the New Year. You would not register them now, but they can contact Electoral Services to register when their citizenship comes through.

The 3 tests

Before someone can register to vote, they have to meet 3 tests on 15 October. These are based on:

- **Citizenship**
- **Age**
- **Residence**



The tests in detail

- Be a British, other Commonwealth, Irish (Eire) or European Union citizen.
- Be 16 or 17 years old, (young people are registered in advance, and can vote from their 18th birthday).
- Be resident on 15 October 2008, at an address in the London Borough of Hammersmith & Fulham
- Be normally resident at that address, even though on 15 October 2008 they may be away temporarily, e.g. on holiday, in hospital, at university or college, reservists called up for service or training.

Citizenship

The **Nationality Checklist** below gives the full list of eligible countries whose citizens can register and vote in the United Kingdom.

Special care must be taken with some people because they wrongly think they do, or do not, have British citizenship.

Residence Permits/Leave of Stay

Some foreign nationals have permits from the Home Office to reside in the United Kingdom. **This does not give them the right to vote however long they have lived here.**

To be allowed to register to vote they must have been granted British (or another eligible) citizenship on, or before, 15 October. All people applying for, and granted, British citizenship receive a Home Office Certificate of Naturalisation and will have attended at citizenship ceremony.

Marriage

- A British person who has married a foreign national retains their British citizenship.
- A female foreign national who married a British citizen **before 1 January 1949 automatically got British citizenship.**
- If married **after 1 January 1949 she remains a foreign national** unless she has applied to the Home Office and been given a Certificate of Naturalisation as a British citizen.

Residence

Residence is usually straightforward, as it is where someone lives, sleeps, eats, etc. It is their “home”. But the following may arise:

Temporarily away

Someone who is not actually at an address on 15 October can still register there, **provided they are not away for more than 6 months** and their type of work will not prevent them from returning.

Two homes

People can, and do, live at more than one home. They are allowed to register at both addresses, provided they do actually live at both places. However, they can only vote once at the same election.

For instance, the courts have ruled that students can register at both their home address and their university/college address.

Another case where double registration is allowed is where a person uses one address during most of the working week, and another address at weekends.

However, some people wrongly believe that they are allowed to stay registered at an old address, such as their parent’s home, even though they no longer live there themselves. This means that it is very important that if someone tells you they are registered elsewhere that you make sure that they actually live at the other address. If they do not, they must register at the address where they live.

Prisoners

People who are serving a term of imprisonment are **not** allowed to register. Prisoners **held on remand CAN** register because they have not yet been tried.

Nationality checklist

Citizens of the countries listed below can vote at elections in the UK. Someone who is NOT a citizen of a country below is NOT allowed to vote.

Foreign nationals and refugees – EVEN IF THEY HAVE HOME OFFICE RESIDENCE PERMITS - cannot vote unless they are from a listed country.

Marriage to a British Citizen does NOT automatically confer British citizenship, if the marriage was after 1948. The spouse needs to have applied for citizenship.

Commonwealth countries

Antigua & Barbuda
Australia
The Bahamas
Bangladesh
Barbados
Belize
Botswana
Brunei
Canada
Cameroon
Cyprus
Dominica
Fiji
The Gambia
Ghana
Grenada
Guyana
India
Jamaica
Kenya
Kiribati
Lesotho
Malawi
Malaysia

Maldives
Malta
Mauritius
Mozambique
Namibia
Nauru
New Zealand
Nigeria
Pakistan
Papua New Guinea
St Christopher & Nevis
St Lucia
St Vincent & the
Grenadines
Seychelles
Sierra Leone
Singapore
Solomon Islands
South Africa
Sri Lanka
Swaziland
Tanzania
Tonga
Trinidad & Tobago

Tuvalu
United Kingdom
Uganda
Vanuatu
Western Samoa
Zambia
Zimbabwe

British Dependent Territories

Anguilla
Bermuda
British Antarctic
Territory
British Indian Ocean
Territory
British Virgin Islands
Cayman Islands
Falkland Islands
Gibraltar
Montserrat
Pitcairn, Henderson,
Ducie & Oeno Islands
St Helena (including
Ascension & Tristan
da Cunha)
Turks & Caicos Islands

Experience shows that citizens of **Australia, New Zealand** and **South Africa** are the most likely to be unaware that, by law, they have to register

Hong Kong

At the 'handover' to China, some Hong Kong residents became British Citizens or British Nationals (overseas) and can register to vote. Those who became citizens of the Peoples Republic of China cannot register.

Republic of Ireland

Citizens of the Republic of Ireland (Eire) can vote at all elections in the UK.

European Union countries

Austria	Germany	Poland
Belgium	Greece	Portugal
Bulgaria	Hungary	Romania
Czech Republic	Italy	Slovakia
Denmark	Latvia	Slovenia
Estonia	Lithuania	Spain
Finland	Luxembourg	Sweden
France	The Netherlands	

European Union citizens can vote at **local council (including the London Mayor and Assembly) and European Parliament** elections only.

By law, they must register for the **local council vote**; registration for European Parliament elections is voluntary, because their home country may give them voting rights there.

British and Irish citizens, although European Union citizens, are allowed to vote in all elections.

Malta and Cyprus joined the European Union on 1 May 2004. However, their citizens already have full voting rights in the UK.

Please note that Bulgaria and Romania joined the EU on 1 January 2007 and their citizens can now register to vote.

If you are in any doubt whether someone can register to vote or not, take their FULL names, their citizenship and any other relevant information. Electoral Services can then decide if they are eligible to vote or not, or make further enquiries where necessary.

When you are making your visits

► Always :

Make sure that you are not making unnecessary visits.

During the Visit Stage you will be sent (usually by email) a daily list of households that have registered. You do not need to call at these properties. (And you do not want to annoy residents who have already responded) Please write F.I.O (which is short for Form in Office) across the forms that you pull out this way, and return them to Electoral Services.

Take a black biro with you and at least one spare so that you can complete the forms. Ink pens wash out in the rain, so please don't use them. We also have problems scanning forms with coloured ink, so please don't use red /green/blue/dayglo pens.

Record the time and date you visit each property, every time you visit it

Always make a note of the date and time that you call at a property. This is invaluable if a resident complains that we have not tried hard enough to register them. Remember to take a watch with you.

Make sure that you are reasonably dressed –residents are more likely to respond well to you, and answer your questions, if they think you look respectable. You will also be able to work more effectively if you are warm, dry and comfortable, so take a raincoat or umbrella as we can't guarantee sunshine! If the weather is sunny, then make sure you wear suitable clothing and/or sun block.

Take your identity badge and letter of authorisation, and make sure your helper has their letter too. If you are asked for identification, show your badge and letter. Allow the resident to check your details with Electoral Services, or the Duty Officer at the Town Hall, if they want to.

Be firm, but friendly and polite. If someone answers the door to you, you should be able to get the information you need without having to call back again.

Remember to complete your log book after each day's work – it can be very difficult to remember the details when you come to the end of the canvass, and **you won't get paid without a completed log book.**

► Never:

Use other council records to complete voter registration forms

Several canvassers will have access to other council records, such as council tax or housing records as part of their ordinary jobs. These records must **NOT** be used to fill in voter registration forms – we need you to get information from residents themselves.

Go in to someone's home, even if you are invited.

Give your visit form away or deliver it through a letterbox.



If you are not sure about anything, contact your team leader!

On the doorstep - when a resident answers the door



Please make sure that you are calling at the right house or flat. Confirm the address with the resident if you are not sure (especially if you are dealing with a property that is split into several flats or rooms).

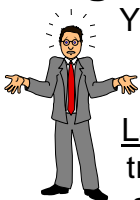
You will be given more details about how to fill in the visit form in a separate handout. However, the key things you need to do are

1. **Cross out the names of anyone no longer living at the address, or who is not eligible to vote.**
2. **Add the names of any new residents who are eligible to vote**
3. **Make sure you have found out the names and dates of birth of any 16 or 17 year olds living at the address**
4. **Make sure that you have found out which residents are aged 70 or over, if any (this makes sure they do not get called for Jury Service)**
5. **Confirm the nationalities of any electors you have on the form.**
6. **If there is no-one eligible to vote at the address, tell us why – e.g. the house is empty or all the residents are American (or some other non-qualifying nationality)**

We need to get the FULL names of electors, not just their initials. If you give in forms with initials only, your team leader will probably tell you to make another visit to the property to get the full information, so make the best use of your time and get all the information we need on the first visit. Occasionally, the resident who is giving you the information will not have the full information – if this is the case you must explain it clearly on the form, and we will follow it up from the office

If you are in any doubt about whether someone is eligible to vote or not, take their full name, their age, and their nationality and write it on the form, together with any other information that you have. Electoral Services will then be able to decide if the person should be added to the Voters List or not.

Language difficulties



You will meet some people who do not speak English. If you cannot speak their language, there are now two options:

Language Line: If you have a mobile telephone, you can use the Language Line translation service. This is simple to use, and will allow you to communicate easily with a non-English speaker. We will reimburse you the cost of the call.

Translation sheet: Show the resident the translation sheet and give them a blank form, after you have written their address on it.

Both the translation sheet and the language line sheet will be given to you when you collect your visit forms, and you should always carry them with you. **Remember to record what happened on your visit form.**

Resident says “already sent it back”

If a resident tells you they have already completed a form, you should explain that it has not yet reached Electoral Services, and ask them to complete one for you on the doorstep just in case the original has gone astray.

Refusals

Out-and-out refusals to complete a voter registration form are very rare.

You will have to make a judgement about the person you are speaking to, but you can try to persuade people to fill in the form by mentioning the following

- They will not be able to vote if they don't complete a form
- They may have difficulties in obtaining credit if they are not on the Voters List, because banks and shops check information from the Voters list when they decide whether or not to give credit
- They are obliged by law to complete the form and there is a maximum fine of £1000 for not completing it

If this is not successful, you should write down a full description of the person who is refusing to give you the information, together with brief notes of the conversation.

Please note that simply writing “not interested” is unacceptable – and you won't get paid for the form.

If you feel at all threatened, you should leave immediately, and write a note on the form about what has happened.

Entryphones

If you are calling at a block or house where entry is by entryphone, it is not always clear which buzzer you need to press, and you can only find out by trial and error. If this happens, it is a good idea to make a note on your form of the buzzer you need to ring, to avoid annoying other residents again if you have to call back.

Ideally, the resident of the flat that you are calling will come to the front door, or will allow you up to their flat's door and will sign your form for you. However, some residents are reluctant to do this. As long as you get FULL information through the intercom, you can complete the form for the resident. In the space for their signature you should write a short description of their voice (e.g. male/female, any identifiable regional accent), and then write “via intercom” on the visit form. Sometimes a person will call down to you through a window, and you can write “from 1st floor window” in the signature box, with a brief description of the person.

Please always make sure that you are speaking to a person who lives in the flat you have a form for, and not someone from another flat.

Record the time and date that you called at the property on the visit form.

Other sources of information

If someone other than the resident is giving you the information, such as a babysitter or builder, please make sure that you tell us who has signed the form (e.g. write “babysitter” under the signature).

Sometimes a resident tells you the information you want but can't sign the form for you. Please write a brief description of why they haven't signed on the visit form (e.g. through intercom / holding baby)

Neighbours should NOT be relied on to give correct information, except if a property is empty, or to confirm if an elderly person is still resident.

Security guards and receptionists

Sometimes you may be able to persuade a security guard or receptionist to let you in to knock on the doors of flats. Show them your ID badge and Letter of Authorisation, and explain what you are doing.

At other times you may find that guards and receptionists are under very strict instructions not to let any one in at all. Please ask them if they can give you the details of someone who can give you permission to enter the building. You should then contact that person to explain what you are doing and to arrange a time to visit the block again. Sometimes you may need Electoral Services to get in touch with your contact for you to explain why you need to be given access to the building. Please get in touch with your team leader if you need Electoral Services' help in this way.

Occasionally, you will come across security guards/receptionists who offer to help you complete the forms. If possible, you should get the forms filled in by residents themselves. However, receptionists are often well-placed to tell you that particular people have moved out, which flats are empty etc. As a last resort, (and please be very cautious about this), you can take information from them, but you should ask them to sign the forms for you, and you should note on the form that it is a receptionist / guard/porter who has completed it.

Record the time and date that you called at the property on the visit form

On the doorstep - no one is living in the property

Empty properties

If a property is empty, please cross out any names that have been printed on the form. Tick the “property empty” box on the form. It also helps us if you tell us on the form why you believe the property is empty – so you can write “no curtains, no furniture” or similar.

Record the time and date that you called at the property on the visit form

Boarded up properties

If you are happy that the property is empty, cross out all the names on the form and tick the property empty box on the form. Write “boarded up” on the form.

Record the time and date that you called at the property on the visit form

Demolished properties

You should not have forms for any properties that you have told us are demolished. However, if you do have a form for a house that does not exist, please write this clearly on the form, and cross out any names that have been pre-printed on the form.

Record the time and date that you called at the property on the visit form

On the doorstep – no one is at home when you visit

Record the time and date that you called at the property. You should keep calling at the property until you get someone in. It is a good idea to vary the times and days that you call – if you always call at the same time and on the same day of the week you are more likely to find that the people who live at the address are always out.

Think carefully about the area you are making your visits – in some areas you are more likely to have success in the late evenings, and others you may want to visit earlier. Older people may be reluctant to answer their door after dark. Sunday lunchtime is a very good time to call.

What to say ...

Canvassers always ask what they should be saying on the doorstep in the visit stages.

This is really a matter of personal style, but here are some suggestions

Make it very clear straightaway who you are and why you are there

SMILE !

'Good morning / afternoon / evening. Sorry to disturb you. I'm calling from the Elections Office at the Council, just checking details for the new Voters List. At the moment we've got (pre-printed names) (or: All I need is the names of people allowed to vote who live here.)

Is there anyone else living here – what are their nationalities?

Any 16/17 year olds?

Could you just sign for me to say I've got the details right?

Thank you very much, sorry to have disturbed you.'

Some other tips are:

Don't use jargon:

AVOID

"Electoral Registration Office"

"Hammersmith & Fulham Council"

"Register of Electors"

USE

"Elections Office"

"the Council"

"voters list"

Don't get into arguments

Don't mention they have had forms already - unless they ask you to leave one.

Don't mention the £1000 fine - unless they are a definite refusal.

If you call at a bad time - say you will come back on another day.

If there is doubt, make it clear you are not from a political party.

Don't take "No" for an answer!

Never come away with "not interested", "don't want to vote" on the form.

Remind them they have to register by law, although it is their choice whether they vote. What if they change their mind and want to vote on polling day? They will not be able to if they do not register now.

Point out that you have to be on the register to get most types of credit/mortgage, and to open a bank account.

Finally - at the end of the canvass

Return any visit forms you have left to Electoral Services.

Return your log book, any Letters of Authorisation, Helper's Letters, ID badges (if you do not work for the London Borough of Hammersmith & Fulham), and any other items lent to you.

Payments

Payment will be made in December salaries for council staff (or the pay run nearest 15 December for non-council staff), dependent on satisfactory work and the completion of necessary paperwork. Payment will be made directly into your bank account.



We will send you a sheet to show you how your pay has been calculated shortly before the money is paid into your account

Delivery Stages

Payment for 'delivery only' canvassers - 20p per household.

Payment for canvassers doing the visit stage (as well as the delivery stages) - 30p per household

The flat fee covers ALL three delivery stages.

Visit stage

The fees for the visit stage are on a sliding scale as shown below

percentage of visit forms filled in	fee per form
100%	£3.50
98%	£3.25
95%	£3.00
90%	£2.50
85%	£2.10
80%	£1.75
75%	£1.45
70%	£1.20
65%	£1.00
60%	90p

No visit form fee will be paid unless 60% of forms are filled in, and in such cases the delivery fee will be reduced to 20p per household.

Bonus payments ... and a warning

The best performing team will share a bonus of £1000.

In addition, the best canvasser in each of the other 15 teams will also share £1000.

Good performance does not only mean high returns. It also includes keeping to the timetable, providing information quickly, attending briefings, etc.

The Registration Officer is happy to reward good performance.

However, it has been known - in a very small number of cases over the years – for some “bad apples” to forge visit forms, giving the impression that more have been completed than is actually the case.

It is a criminal offence under the Forgery and Counterfeiting Act and the Theft Act to obtain monies by deception. On conviction, there are unlimited fines and up to 10 years imprisonment.

The Registration Officer will press for the severest penalties in any case of deception.

