

## **Customer Service Standards - Electoral Services**

### **Service Overview**

Electoral Services work on behalf of the Returning Officer and Electoral Registration Officer to fulfil a range of statutory obligations in respect of maintaining an accurate and complete register of electors and conducting elections in a secure and efficient manner.

The team are responsible for the planning, organisation, project management and risk assessment of all elements of national and local elections/referenda and maintaining the register of electors throughout the year. This activity includes conducting an annual canvass in which every property in the Borough is contacted to check the accuracy of the information we hold, prior to the preparation and publication of the Register of Electors on 1 December annually.

### **Our Customers Promise**

We will:

- Be professional and treat all customers fairly
- Deliver the service within an appropriate timescale
- Ensure our staff are knowledgeable
- Ensure all our staff are trained in Customer Care
- Ensure our staff are polite and friendly
- Ask our customers for feedback
- Use this feedback to help shape the services we deliver

### **Our Customer Groups**

Our customer groups include: Elected representatives, election candidates and agents, local & national media, members of the public, political parties.

### **Our Partners**

We work in close partnership with the Association of Electoral Administrators, Electoral Commission, Leicestershire County Council, Cabinet Office, Members of Parliament, Leicestershire Police, University of Leicester, County Elections Group.

### **Access**

Customers can access our service in the following ways:

#### **Online**

Electors can register to vote online

#### **Phone**

Our service can also be accessed by calling our Customer Service line on 0116 2888 961 (see our website for opening hours) the team will answer your query or connect you to Electoral Services for further information.

A copy of the Register of Electors is held at the Council Offices on Station Road and can be inspected by appointment.

### **Polling stations**

As a minimum, a review of polling stations is carried out every five years to evaluate accessibility and any potential barriers to voting that electors may face.

### **Our Standards**

<b>When you</b>	<b>We will</b>	<b>Timescale/Target</b>
Contact us by email	Respond as soon as possible and try to answer your enquiry in full.	Within 4 working days
Are a resident in the Borough	Ensure the register of electors is as accurate and complete as possible, with all eligible residents able to participate in the electoral process	Deliver a canvas communication to every property annually and take prescribed steps to obtain a response where required
Register to vote/ apply for free voter ID	Process your application promptly and confirm the outcome of your application once determined	Dispatch confirmation within 5 working days (If all required information received)
Apply to vote by post/proxy	Process your application promptly and confirm the outcome of your application once determined	Dispatch confirmation within 5 working days (If all required information received)
Have a disability	Keep our polling stations under regular review and make reasonable adjustments to ensure that voting is accessible to all	Every 5 years as a minimum
Are an election candidate, or are considering standing for election	Provide you with clear advice and ensure that election processes are transparent and legally compliant.	Full compliance with Electoral Commission performance standards for Returning Officers