

Introduction

Following completion of the independent investigation into problems with the electoral registers during the London Mayoral and GLA elections on the morning of Thursday 5th May, the council is now undertaking a full and independent review of our election service to ensure any wider concerns are investigated and addressed where needed. Former Chief Executive and Returning Officer for Sunderland City Council, Dr Dave Smith has been appointed to carry out this review.

We would like to hear from residents about the effectiveness of the election and electoral registration service, specifically we would like to hear about personal experiences of:

- publicity information provided about elections in Barnet
- registering to vote
- polling stations
- applying for a proxy vote or postal vote,
- using the elections helpline
- and any general comments you would like to make about your experiences.

Please take the time to give us your views. It should only take about five to ten minutes.

To ensure personal information about you is secure, all of your answers will be treated in the strictest confidence, and will be stored securely in an anonymous format. The information you choose to give us under the 'About You' section is also anonymous so we cannot identify you from it.

Please be assured all your answers will be stored in accordance with our responsibilities under the Data Protection Act 1998.

Your participation in this important review is greatly appreciated.

Please press 'NEXT' to continue to the next page.

SurveyMonkey and data protection statement

The London Borough of Barnet uses SurveyMonkey to host surveys and collect responses.

The London Borough of Barnet complies with all its duties under the Data Protection Act 1998.

The council has investigated the data assurance and legal framework which SurveyMonkey provides and is satisfied that it meets the requirements of the Data Protection Act 1998.

You can read more about Barnet's privacy statement here: www.barnet.gov.uk/privacy.

If you have any questions about this statement please email first.contact@barnet.gov.uk.

How to complete this survey:

We have tried to make the questionnaire as easy as possible to complete.

Many of the questions have a range of options for you to choose from. Please choose the option closest to your opinion and tick the relevant box or boxes.

Please select 'Next' to continue on to the next page.

Section 1: Information about Electoral Registration

In the run up to an election various information and publicity materials are provided on how to register to vote and the different options for voting on the day, including voting in person, by proxy or by post.

1. To what extent do you agree or disagree that the information and publicity materials on how to register and the different options for voting are clear and easy to understand? (Please tick one option only)

- Strongly agree
- Tend to agree
- Neither agree or disagree
- Tend to disagree
- Strongly disagree
- Have not seen any of this information

2. Please give reasons for your answer: (Please type in your answer)

Section 2: Registering to vote

3. Now thinking about your experiences of registering to vote for an election in Barnet, to what extent do you agree or disagree with the following statements? (Please tick one option for each statement)

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Don't know / not sure
I receive enough information about how to register to vote and the process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The registering to vote process is straightforward	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the registering to vote process in Barnet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. If you disagree with any of these statements please give reasons for your answers: (Please type in your answer)

Section 3: Polling stations

5. What is the name of your allocated polling station? (Please select from the following list)

6. To what extent do you agree or disagree with the following statements about polling stations? (Please tick one option for each statement)

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Have never voted in a polling station
The information provided about the location of my polling station is clear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Voting at polling stations is straightforward	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the location of my polling station	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7. If you disagree with any of these statements please give reasons for your answers: (Please type in your answer)

Section 4: Applying for a proxy vote

A proxy vote is when you nominate someone else to vote on your behalf on the day of the election.

8. To what extent do you agree or disagree with the following statements about applying for a proxy vote? (Please tick one option for each statement)

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Have never applied for a proxy vote
I receive enough information about how to apply for a proxy vote	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for a proxy vote is straightforward	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the process for applying for a proxy vote in Barnet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. If you disagree with any of these statements please give reasons for your answers: (Please type in your answer)

Section 5: Applying for a postal vote

A postal vote is when you apply to vote by post rather than voting in person at a polling station.

10. To what extent do you agree or disagree with the following statements about applying for a postal vote? (Please tick one option for each statement)

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Have never applied for a postal vote
I receive enough information about how to apply for a postal vote.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Applying for a postal vote is straightforward	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the process for applying for a postal vote	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. If you disagree with any of these statements please give reasons for your answers: (Please type in your answer)

Section 6: Election helpline

12. During the election period the council runs an election helpline, to what extent do you agree or disagree with that the following statements? (Please tick one option for each statement)

	Strongly agree	Tend to agree	Neither agree nor disagree	Tend to disagree	Strongly disagree	Have never called the helpline
The helpline is easy to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff are able to provide me with the information I require	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. If you disagree with any of these statements please give reasons for your answers: (Please type in your answer)

14. Do you have any further comments to make about the Election Registration Service in Barnet? (Please type in your answer)

About you

Barnet Council is required by law, under the Equality Act 2010, to pay due regard to equalities in eliminating unlawful discrimination, advancing equality of opportunity and fostering good relations between people from different groups. One way we do this is to assess the impact of our services and practices on different groups. The information collected here will help the council to ensure that our policies and services are fair and accessible, assess the impact of policies, services and decisions on the protected characteristics covered by the Act and demonstrate compliance with the law.

To assist us in complying with our duty under the Equality Act 2010 we would like to encourage you to complete the following questions. Collecting this information will help us understand the needs of our different communities.

Please be assured that all the answers you provide will be treated in the strictest confidence and will be stored securely in an anonymous format. All information will be stored in accordance with our responsibilities under the Data Protection Act 1998.

For the purposes of this questionnaire we are asking five of the protected characteristics included in the Equality Act 2010.

About You: Gender

15. Are you: (Please tick one option only)

- Female
- Male
- Transgender
- Prefer not to say
- Other (please specify)

About you: Age

16. In which age group do you fall? (Please tick one option only)

- | | |
|-----------------------------|---|
| <input type="radio"/> 18-24 | <input type="radio"/> 55-64 |
| <input type="radio"/> 25-34 | <input type="radio"/> 65-74 |
| <input type="radio"/> 35-44 | <input type="radio"/> 75+ |
| <input type="radio"/> 45-54 | <input type="radio"/> Prefer not to say |

About you: Ethnic origin

17. What is your ethnic origin? (Please tick one option only)

- Asian / Asian British - Bangladeshi
- Asian / Asian British - Chinese
- Asian / Asian British - Indian
- Asian / Asian British - Pakistani
- Any other Asian background (please specify below)
- Black - African
- Black - British
- Black - Caribbean
- Any other Black / African / Caribbean background (please specify below)
- Mixed - White and Asian
- Mixed - White and Black African
- Mixed - White and Black Caribbean
- Mixed - any other Mixed / Multiple ethnic background (please specify below)
- White - British
- White - Greek / Greek Cypriot
- White - Gypsy or Irish Traveller
- White - Irish
- White - Turkish / Turkish Cypriot
- White - any other
- Other - Arab
- Prefer not to say
- Any other ethnic group (please specify)

About you: Disability

The Equality Act 2010 defines disability as, 'a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities'.

In this definition, long-term means more than 12 months and would cover long-term illness such as cancer and HIV or mental health problems.

18. Do you consider that you have a disability as described above? (Please tick one option only)

- Yes
- No
- Prefer not to say

About you: Disability

19. Please select the definition/s from the list below that best describes your disability/disabilities:
(Please tick all that apply)

- Hearing (such as deaf, partially deaf or hard of hearing)
- Vision (such as blind or fractional/partial sight. Does not include people whose visual problems can be corrected by glasses/contact lenses)
- Speech (such as impairments that can cause communication problems)
- Mobility (such as wheelchair user, artificial lower limb(s), walking aids, rheumatism or arthritis)
- Physical co-ordination (such as manual dexterity, muscular control, cerebral palsy)
- Reduced physical capacity (such as inability to lift, carry or otherwise move everyday objects, debilitating pain and lack of strength, breath, energy or stamina, asthma, angina or diabetes)
- Severe disfigurement
- Learning difficulties (such as dyslexia)
- Mental illness (substantial and lasting more than a year, such as severe depression or psychosis)
- Prefer not to say
- Other (please specify)

About you: Faith

20. What is your religion/belief? (Please tick one option only)

- Agnostic
- Atheist
- Baha'i
- Buddhist
- Christian
- Hindu
- Humanist
- Jain
- Jewish
- Muslim
- Sikh
- No religion
- Prefer not to say
- Other religion/belief (please specify)