

Electoral Register - 2025 Annual Canvass

Briefing pack

Table of contents

Section	Page no.
Background	3 – 4
Canvass process and comms	5 – 15
Key dates	16
Contacts	17

Background

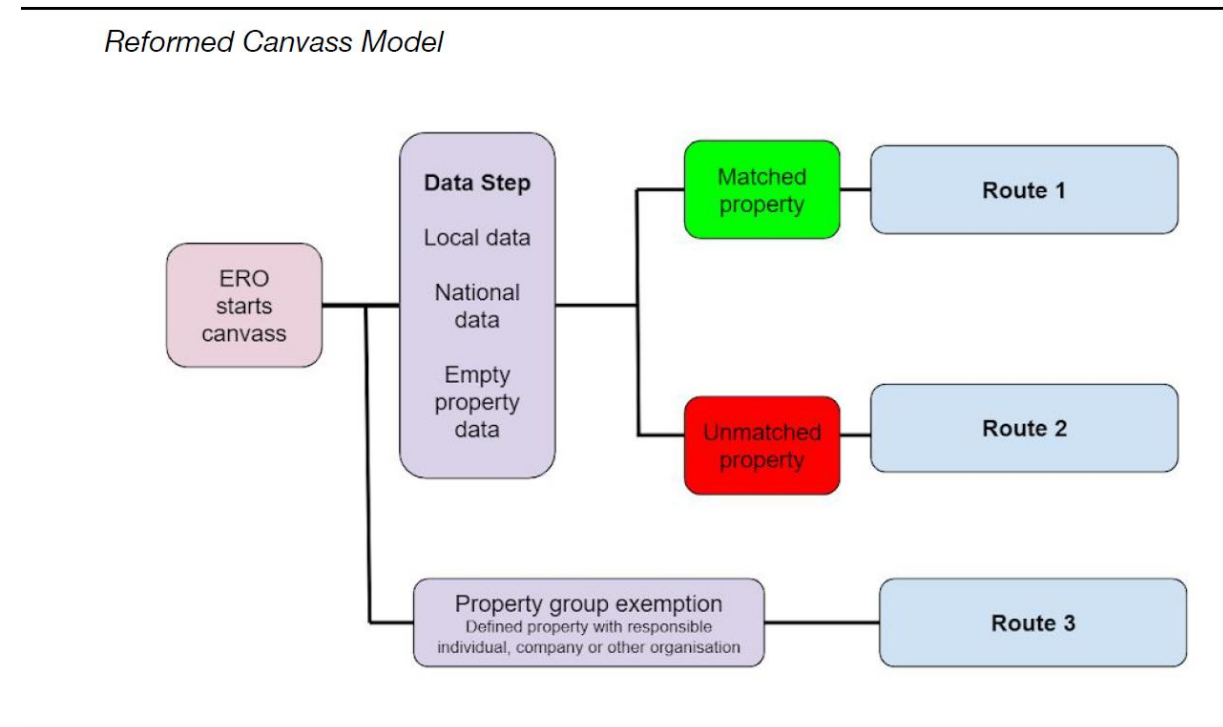
- The Electoral Registration Officer has a legal duty to undertake a canvass (each year, between 1 July and 30 November) of all households and to publish a revised Register of Electors by 1 December.
- The purpose of the canvass is to request that households check the list of those registered at the address and to either confirm that the information is correct or to provide an update.

Background

- Historically the canvass involved sending a form to every residential property in the district and this was then followed by a series of reminders and personal visits.
- The canvass changed in 2020 to streamline the process for those households where the ERO believes there has not been a change to household composition. To assist this, there is a separate data matching stage prior to any communication with residential properties.
- The Electoral Services Team completes a data matching exercise of the electoral register with national DWP data and local datasets such as council tax and Adult Social Care data. The purpose of this step is to check the household electorate with other datasets to allocate properties to two different canvass approaches

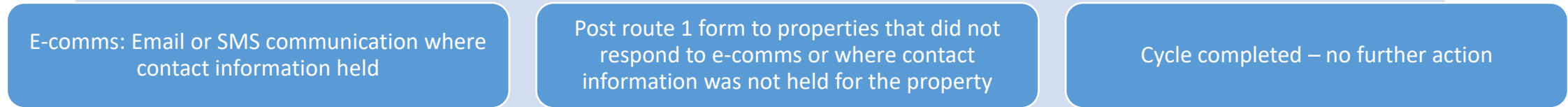
Canvass process and comms

- Route 1, 'reduced canvass' for properties where the data suggests there is no change in the household;
- Route 2, 'full canvass' for properties where the data highlights there could be a change to the information held for the property i.e. the person on the register no longer lives at the address;
- Route 3, separate process for properties where people live but do not form a single household i.e. care homes, student accommodation and military bases.

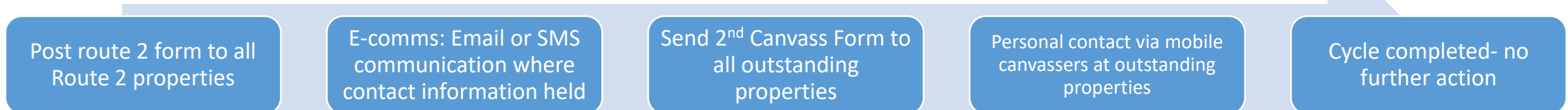


Canvass process and comms

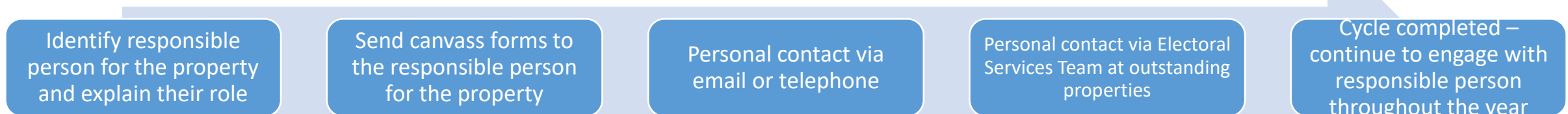
Route 1 Matched Properties



Route 2 unmatched Properties





Route 3 – pre-defined properties



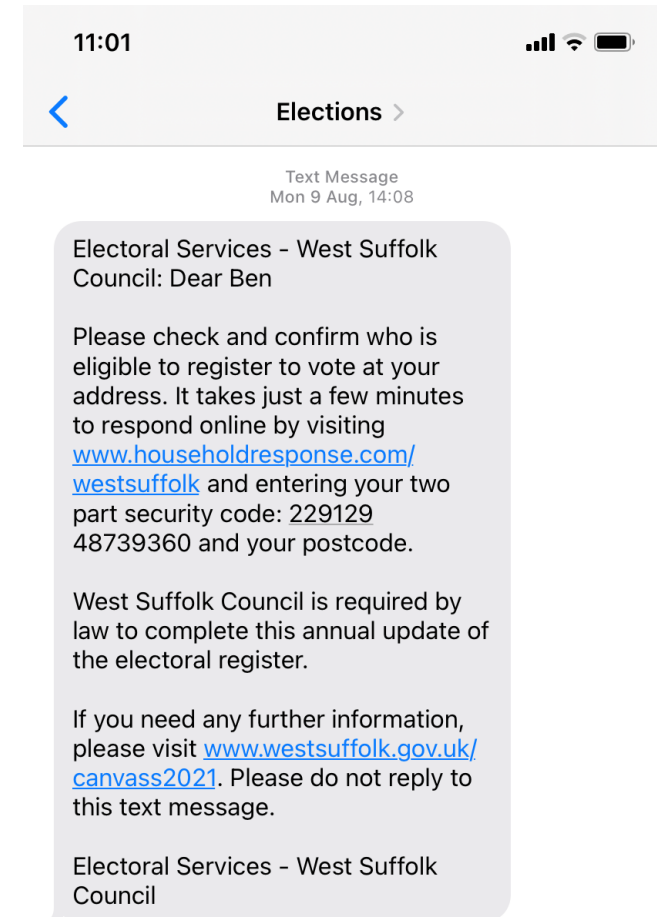
Route 1 and 2 - Email contact

- Email/SMS communication must be responded to. If no response is received then a form will be sent in the post.
- Emails to electors are always sent from elections@westsuffolk.gov.uk and they are addressed to the name of the elector
- Emails are only sent to electors that were 'matched' at the data matching stage i.e. we believe that they still live at the address.
- The email contains a link to the household response website where the contacted person enters the property postcode (which is not included on the email) and the 2 security codes that are specific to their property.

 elections@westsuffolk.gov.uk <input type="text"/>	
PLEASE RESPOND - Electoral Registration	3 Update your household information and submit Include the names and nationalities of everyone who lives at this address If you add any new people they will also need to complete a separate registration application . They can do this at gov.uk/register-to-vote . We will send each person a paper form if they do not apply online.
	West Suffolk Council is required by law to complete this annual update of the electoral register. If you need further information, please visit our website www.westsuffolk.gov.uk/canvass2021 . Please do not reply to this email. Yours sincerely Electoral Services West Suffolk Council West Suffolk House Western Way Bury St Edmunds Suffolk IP33 3YU
Please confirm who is eligible to be registered to vote at your address	We have contacted you via email as you have previously provided us with your email address.
Dear Ben Smith Please follow the steps below online by <input type="text"/> <input type="text"/> to confirm who is eligible to be registered to vote at your address. It takes just a few minutes to respond. Thank you.	If you want to unsubscribe from being contacted by email for the purposes of electoral registration, you should contact the Electoral Registration Officer by clicking this link and completing the online form. Please note, if we no longer hold your email address, we are still legally required to make contact with your property on an annual basis to update the electoral registration details. You will therefore receive future communication by post or telephone.
1 Visit the website www.householdresponse.com/westsuffolk	***** ***** This email is confidential and intended solely for the use of the individual to whom it is addressed. If you are not the intended
2 Enter your unique security code and postcode Your two part security codes are: Part 1: 229129 Part 2: 48739360	

Route 1 and 2 - SMS contact

- Email/SMS must be responded to. If no response is received then a form will be sent in the post.
- Sent from Elections
- Addressed to the name of the elector
- Emails only sent to electors that 'matched' at the data matching stage
- Contain a link to the household response website where the contacted person enters the property postcode (not included on the email) and the 2 security codes that are specific to their property.



Route 1 form - CCA

- Route 1 properties will receive a CCA communication advising them to check the information and respond if there are changes to make. The posted form only needs to be responded to if there are any changes.
- Form is prescribed by law and is addressed to the occupier
- Only sent to route 1 properties (i.e. all electors matched)
- Contain a link to the household response website where the contacted person enters the property postcode and the 2 security codes that are specific to their property.

West Suffolk Council

Address
West Suffolk Council
West Suffolk House
Western Way
Bury St Edmunds
Suffolk
IP33 3YU

Helpline
01284 757131

Email
elections@westsuffolk.gov.uk

Web
www.westsuffolk.gov.uk/canvass2021

Reference Number | Date

Dear _____

Is the electoral register information correct for this address?

You must respond if: any information is wrong, or if there are people eligible to register to vote at this address that are not included.	You do not need to respond if: all information is correct and includes everyone eligible to register to vote at this address.
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Information on who is eligible to register to vote can be found on page 2.
People we have registered to vote at this address:

Full Name	Nationality	Aged 76 or over (exempt from jury service)	Postal or proxy vote? (more info page 2)	Included on open register? (more info page 2)

If you need to change your Postal Vote or Opt out Status, or make any other changes, the easiest way is online. It only takes just a few minutes. To help us communicate with you digitally in the future, please provide your email address via the website.

- 1


Visit the website:
www.householdresponse.com/westsuffolk
- 2

Enter your unique security code: Part 1- _____ Part 2- _____
- 3

Update your household information and submit
Include the names and nationalities of everyone who lives at this address

Page 1 CCA-E-MONO

If you need to update this information you will be required to declare that the information is true. If you do not live at the address you will need to tell us who you are (e.g. landlord).
If you add any new people they will also need to complete a registration application. They can do this at gov.uk/register-to-vote. We will send each new person a form if they do not apply online.
If you have a query, or need further information, please contact us using the details on page 1.
Yours faithfully


Ian Gallin
Electoral Registration Officer

Who is eligible to register to vote?

You can register to vote if you are:

- Resident (usually live) in the UK and aged 16 or over (but you will not be able to vote until you are 18).

You must also be either:

- A British, Irish or European Union citizen, or
- A Commonwealth citizen who has leave to enter or remain in the UK, or who does not require such leave.

Postal and proxy votes

To arrange to vote by post or by proxy (someone you trust voting on your behalf) you can download an application form at electoralcommission.org.uk/voter. To change any existing postal or proxy vote arrangements contact us using the details on page 1.

The open register

The open register is an extract of the electoral register, but it is not used for elections. It can be bought by anyone and used for many purposes including confirming name and address details and direct marketing purposes. Removing your details from the open register does not affect your right to vote.
You can find out more information about both registers and how they may be used at gov.uk/register-to-vote or you can contact us using the details on page 1.

Privacy statement

We collect information under the legal basis of a task carried out in the public interest, as set out in the Representation of the People Act 1983 and related regulations. We look after personal information securely and follow data protection legislation.
If you opted-out of the open register we will only use the information you give us for electoral purposes, including matching it against other sources of data to support the electoral register. If you are currently registered, where applicable, we have processed your data correctly. We will not give personal information to anyone else, unless we have to by law. The law requires us to share your information with candidates, political parties and campaigners for democratic engagement purposes and credit reference agencies to check your identity when you apply for credit.
If you have not opted-out of the open register your name and address can be bought by anyone and used for lots of purposes, including direct marketing.
The Electoral Registration Officer is the Controller. They must have a policy document known as a privacy notice setting out how they process personal data. Refer to the privacy notice at www.westsuffolk.gov.uk/privacy/ or contact us to request a copy.
Ian Gallin
West Suffolk Council, West Suffolk House, Western Way, Bury St Edmunds, Suffolk IP33 3YU.
01284 757131

Page 2 CCA-E-MONO

Route 2 form - CCB

- Route 2 properties will receive a CCB communication in the post.
- Form is prescribed by law and is addressed to the occupier.
- The customer can respond online to update the information for their household. If nothing has changed and the information on the form is correct then one of the following automated response methods can be used:
 - **Online** - at www.householdresponse.com/westsuffolk
 - **Phone** – call the household response number (detailed on the form)
 - **Text (SMS)** – text NOCHANGE followed by the security code to 80212 (detailed on the form).
 - **Customer Services** - If a customer contacts Customer Services to report a no change, then the CS Agent will be able to action this.

Address
West Suffolk Council
West Suffolk House
Western Way
Bury St Edmunds
Suffolk
IP33 3YU
Helpline
01284 757131
Email
elections@westsuffolk.gov.uk
Web
www.westsuffolk.gov.uk/canvass2021
Reference Number | Date

Dear

You must respond so we can check who is eligible to register to vote.

People we have registered to vote at this address:

Full Name	Nationality	Aged 76 or over (exempt from jury service)	Postal or proxy vote? (more info page 2)	Included on open register? (more info page 2)

Information on who is eligible to register to vote can be found on page 2.

You are legally required to respond to this letter. Please respond by The easiest way is online. It takes just a few minutes.

- 1 Visit the website: www.householdresponse.com/westsuffolk
- 2 Enter your unique security code: Part 1- Part 2-
- 3 Update your household information and submit
Include the names and nationalities of everyone who lives at this address


If the details above are correct, you can also respond by:

- Calling 0800 197 9871 and when prompted enter part 1 and part 2 of your security code, or
- Texting NOCHANGE followed by your security code to 80212 (if nobody is eligible to vote include a reason after your security code e.g. empty, business, 2nd home, none, other).

Route 2 form - CCB

- A leaflet will be enclosed with the form to Route 2 properties advising them how to respond
- Route 2 properties must respond. If they do not respond then they will be sent reminders by email/SMS (where contact information is held).
- If a response is not received then a 2nd form will be sent which is a Canvass Form and allows for amendments to be made in writing and the form to be returned in a pre-paid envelope.
- If a response is still outstanding then personal contact will be made via mobile canvassers.

YOUR VOTE MATTERS
DON'T LOSE IT



**ACTION NEEDED -
RESPOND TODAY**

WHY HAVE I RECEIVED THIS FORM?

West Suffolk Council is required by law, to complete an annual canvass to update the electoral registration information for each property.

Please respond to the form to help ensure that all eligible residents are able to vote at the next election. It is a legal requirement to provide the information requested by the Electoral Registration Officer. Please respond now to prevent the need for reminder forms to be sent.

HOW TO RESPOND

If there are changes to report
The quickest and easiest way to respond is:

- **ONLINE** at www.householdresponse.com/westsuffolk. Please follow the online instructions. You will need the security code detailed on your form.

If there are no changes to report
Please respond using one of the automated methods below.

- **ONLINE** at www.householdresponse.com/westsuffolk (as above)
- **PHONE**: Call 0800 197 9871 (you will need the security code detailed on your form)
- **TEXT**: Text **NOCHANGE** followed by your security code to 80212 (if nobody is eligible to vote, please include a reason after your security code, for example: empty property, business premises)

I HAVE RECENTLY REGISTERED TO VOTE

If you have recently registered online at www.gov.uk/register-to-vote or via other communications, you will still need to respond to this form.

AM I REQUIRED TO PROVIDE MY PHONE NUMBER AND EMAIL ADDRESS?

Providing your phone number and email address is optional, however, doing so will enable us to contact you if we have any queries regarding your registration.

We will also be able to use your information to contact you electronically for electoral purposes which will reduce the need for costly postal communications.

Please note we will only use this information to contact you for electoral purposes. This information is not given to anyone else.

You should refer to the Privacy Notice at www.westsuffolk.gov.uk/privacy for further information relating to the processing of personal data.

ALL THE DETAILS ON THE FORM ARE CORRECT - DO I STILL NEED TO RESPOND?

Yes, even if there are no changes to report, you are still legally required to respond.

WHAT DO I DO IF THE HOUSE IS EMPTY?

If no-one is currently living at the property, you will still need to respond.

If nobody's details are on the form – you can notify us using one of our free automated response services. Please refer to the phone and text options in the 'How to Respond' section overleaf to confirm the property is still empty.

If someone's details are on the form, but the property is now empty, please refer to the 'how to respond' section for assistance with updating the details.

AM I ELIGIBLE TO REGISTER?

You must meet the three requirements below to be eligible to register.

- You are British, Irish, a European Union citizen or a Commonwealth citizen who has leave to remain in the UK or does not require leave to remain in the UK
- You live at the property
- You are aged 16 and over (however you will not be able to vote until you are 18)

The details of anyone who meets the above criteria, that is not already registered, should be added in your response to this form. If appropriate, please include their email address and telephone contact details so we can contact them electronically.

Any new people added in your response to this form will be invited to complete a separate, individual, registration application. This can be done quickly and easily online at www.gov.uk/register-to-vote. If they do not apply online, we will send each new person a form – either by email or post.


I AM A STUDENT / I HAVE A SECOND HOME?

Students are able to register both at their home address and at their university address, as they are entitled to vote in both areas. Equally, anyone living across multiple homes is entitled to register at both of the properties.

However, you are only able to vote once at the same national election and would need to choose which address to vote from.

NEED ANY MORE HELP OR ADVICE?

For further information, please visit our website www.westsuffolk.gov.uk/canvass2021



US FORCES

You still need to respond even if everyone living in the property is a US citizen.

Please respond online at www.householdresponse.com/westsuffolk and indicate which residents are ineligible to vote because of their nationality.

ACTION NEEDED - RESPOND TODAY

Route 2 form – canvass form

- Route 2 properties that do not respond to the CCB of email/SMS communication will be sent a canvass form in the post.
- Form is prescribed by law and is addressed to the occupier.
- The customer can complete and return the form using the pre-paid envelope provided or respond online to update the information for their household. If nothing has changed and the information on the form is correct then one of the following automated response methods can be used:
 - **Online** - at www.householdresponse.com/westsuffolk
 - **Phone** – call the household response number (detailed on the form)
 - **Text (SMS)** – text NOCHANGE followed by the security code to 80212 (detailed on the form).
 - **Customer Services** - If a customer contacts Customer Services to report a no change, then the CS Agent will be able to action this.

Route 2 form – canvass form

West Suffolk Council

Address
West Suffolk Council
West Suffolk House
Western Way
Bury St Edmunds
Suffolk
IP33 3YU
Helpline
01284 757131
Email
elections@westsuffolk.gov.uk
Web
www.westsuffolk.gov.uk/canvass2022
Reference Number | Date

Dear Resident

You must respond so we can check who is eligible to register to vote.

You are legally required to respond. Please respond by the easiest way is online. It takes just a few minutes.

1 Visit the website:
www.householdresponse.com/westsuffolk

2 Enter your unique security code: Part 1- _____ Part 2- _____

3 Update your household information and submit
Include the names and nationalities of everyone who lives at this address

If the details overleaf are correct, you can also respond by:

- Calling 0800 197 9871 and when prompted enter part 1 and part 2 of your security code, or
- Texting NOCHANGE followed by your security code to 80212 (if nobody is eligible to vote include a reason after your security code e.g. empty, business, 2nd home, none, other).

Alternatively, complete the form and post it back to us.

If you have a query, or need further information, please contact us using the details above.

Yours faithfully

Ian Gallin
Electoral Registration Officer

Canvass Form

1 Check who is eligible to register to vote

We need to know who lives at this address in order to check who is eligible to register to vote. The easiest way to respond is online.

- Go to www.householdresponse.com/westsuffolk and enter part 1 and part 2 of your security code.

If nothing has changed and the information below is correct, you can also:

- Call 0800 197 9871 and when prompted enter part 1 and part 2 of your security code.
- Text NOCHANGE followed by your security code to 80212 (if nobody is eligible to vote include a reason after your security code e.g. empty, business, 2nd home, none, other).

Your security code is _____

Alternatively, complete the form and post it back to us.

Add the details of anyone eligible to register to vote at this address. This includes anyone over the age of 16

Full Name	Nationality	Aged 76 or over (exempt from jury service)	Phone (optional)	Email (optional)
_____	_____	Yes <input type="checkbox"/> No <input type="checkbox"/>	_____	_____
_____	_____	Yes <input type="checkbox"/> No <input type="checkbox"/>	_____	_____
_____	_____	Yes <input type="checkbox"/> No <input type="checkbox"/>	_____	_____
_____	_____	Yes <input type="checkbox"/> No <input type="checkbox"/>	_____	_____

Providing an email and phone number gives a quick and easy way to contact you about your registration. Not enough space? Please write further names on a separate sheet of paper. Each person added will also need to complete a registration application. They can do this at gov.uk/register-to-vote. We will send each new person a form if they do not apply online.

2 Fill in this section if there is no one at this address who is eligible to register to vote

Please tick.

The property is empty

This is solely a business premises

This is a second home

None of the residents are eligible to vote because of their nationality. Please give their nationalities _____

Other reason (please state) _____

3 Declaration

As far as I know, the details on this form are true. I understand that it may be an offence to fail to provide the information asked for in this form and if convicted I may be fined up to £1000. I understand that it is an offence to knowingly provide false information in this form, or to do so with reason to suspect that the information is false and if convicted I may be imprisoned for up to six months, and/or face an unlimited fine.

Signature _____ Full name (CAPITALS) _____

Today's date (dd/mm/yyyy) _____ Phone (optional) _____

_____ Email (optional) _____

If you don't live at this address, please tell us who you are (e.g. landlord).

Who is eligible to register to vote?

You can register to vote if you are:

- Resident (usually live) in the UK and aged 16 or over (but you will not be able to vote until you are 18).

You must also be either:

- A British, Irish or European Union citizen, or
- A Commonwealth citizen who has leave to enter or remain in the UK, or who does not require such leave.

Postal and proxy votes

To arrange to vote by post or by proxy (someone you trust voting on your behalf) you can download an application form at electoralcommission.org.uk/voter. To change any existing postal or proxy vote arrangements contact us using the details on page 1.

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Privacy statement


We collect information under the legal basis of a task carried out in the public interest, as set out in the Representation of the People Act 1983 and related regulations. We look after personal information securely and follow data protection legislation. If you opted-out of the open register we will only use the information you give us for electoral purposes, including matching it against other sources of data to support the electoral register. If you are currently registered, where applicable, we have processed your data correctly. We will not give personal information to anyone else, unless we have to by law. The law requires us to share your information with candidates, political parties and campaigners for democratic engagement purposes and credit reference agencies to check your identity when you apply for credit. If you have not opted-out of the open register your name and address can be bought by anyone and used for lots of purposes, including direct marketing. The Electoral Registration Officer is the Controller. They must have a policy document known as a privacy notice setting out how they process personal data. Refer to the privacy notice at www.westsuffolk.gov.uk/privacy/ or contact us to request a copy. Ian Gallin
West Suffolk Council, West Suffolk House, Western Way, Bury St Edmunds, Suffolk IP33 3YU.
01284 757131

Route 2 – personal visits

- Route 2 properties that do not respond to the CCB, email/SMS or canvass form communication will receive 1 personal visit from a trained canvasser to encourage a response.
- The canvassers use electronic devices to record and store the information from the property and if there is no answer then they will leave a calling card advising why the visit was made and steps to take.

**Annual Canvass
of Electors**

**West Suffolk
Council**

YOUR VOTE MATTERS 

DON'T LOSE IT

Why have I received this card?

You have received this card because we have not heard back from you in response to a form that we sent recently about who lives in your property. You are required by law to respond. If you do not respond then you might not be able to vote in the next election. It could also adversely affect your credit score if you are not on the electoral register.

What do I need to do?

Check if you still have the form and follow the instructions to respond. The easiest way to respond is **online** following the instructions on the form. If you do not have the form, please contact us on 01284 757131.

Any questions?
Visit www.westsuffolk.gov.uk/canvass or call 01284 757131

Route 3

- Route 3 properties are properties where people live but do not form a single household i.e. care homes, student accommodation and military bases.
- HMOs could also be treated as Route 3 properties but the West Suffolk approach is to treat the individual rooms of HMOs as individual households. As a result HMOs are sent through the route 1 and 2 process.
- The approach at Route 3 properties is to identify a responsible person (i.e. care home manager) to be the contact and to update on residents who have moved in or out during the year. This applies to both the canvass and registration all year round.
- Route 3 properties do not go through the data matching exercise. Canvass forms are sent to the responsible person to request an update. If no response is received then telephone canvassing and personal visits are carried out.

Key dates – routes 1 and 2

- **Data matching (June)**

- Data matching with DWP data
- Local data matching with C/Tax and Adult Social Care data
- Manual data matching of no-match electors to identify those that didn't match due to typos, variants in spelling etc

- **Route 1 properties**

- SMS/Email communication – July
- Reminder SMS/Email communication – July
- CCA form postal despatch where email/SMS not held or did not respond to e-comms – August
- No further communication for route 1 properties

- **Route 2 properties**

- CCB forms postal despatch – July
- SMS/Email reminders (where details held) – July
- Canvass form (CF) postal despatch to non-responding properties – August
- Personal visits – September/October

- **Publication**

- The updated Electoral Register will be published on 1 December 2025 and distributed to those that have requested to receive it.

Raising awareness

- Briefing pack shared with members, LT and partner organisations, such as parish and town councils, that may be able to assist with sharing the messages
- Briefing pack also shared with Police and Trading Standards and they are also notified when personal visits begin.
- Web content is linked to on all canvass material and communication messages:
www.westsuffolk.gov.uk/canvass
- Customer Service are able to respond to FAQs and can assist customers that want to respond by telephone
- Press release is issued prior to 1st stage of communication with households and 2nd release to encourage responses prior to canvasser visits
- Social media posts throughout the canvass, especially at times of e-comms activity to reassure those that receive emails/SMS contact

Contacts

- Customer Services operates a helpline for Electoral Services on 01284 757131 answering queries and assisting electors as the first point of contact.
- The Electoral Services Team is available to answer any queries from customers which cannot be answered by Customer Services. Please email elections@westsuffolk.gov.uk and the query will be logged for an appropriate person to respond.
- For further information and guidance please visit www.westsuffolk.gov.uk/canvass or email elections@westuffolk.gov.uk