

New performance standards for EROs

Performance standard 1: Understand the particular challenges in your registration area and develop a plan for engaging with residents which responds to these challenges		
Challenge	What does the ERO need to do to meet the challenge?	What will demonstrate how the challenge has been met?
Using all available information, including data from the confirmation dry-run, to understand the key challenges in your local area	<ul style="list-style-type: none"> Carry out a comprehensive analysis and assessment of the results of the confirmation dry-run and use this to inform planning for the transition, identifying key challenges faced locally and ways to meet those challenges, including how you will best target residents who will not be confirmed Consider local data matching where appropriate, assessing the robustness of data source and standard of match 	<ul style="list-style-type: none"> Implementation plan, public engagement strategy and risk register, which cover the key areas set out in Electoral Commission guidance Documented decisions on whether local data matching is appropriate, and where local data matching is to be undertaken, a list of the data sources to be used, how the robustness of the data has been assessed, and what standard of match is being applied

Contextual data demonstrating the scope and scale of the challenge

- Number of residents rated red, amber and green following matching against Department for Work and Pensions data during the confirmation dry-run

Performance standard 2: Deliver your implementation plan, monitoring progress and making amendments where necessary		
Challenge	What does the ERO need to do to meet the challenge?	What will demonstrate how the challenge has been met?
Effectively delivering your implementation plan, ensuring it remains appropriate, using available data to monitor progress and keep it under review	<ul style="list-style-type: none"> Analyse and assess the results of the confirmation process, including reviewing how these compare to the confirmation dry run results Target residents who have not been confirmed to get them individually registered and monitor progress Send household enquiry forms to relevant properties Carry out all necessary steps as set out in Section 9A of the Representation of the People Act 1983 Identify and target under-registered groups Carry out registration activity in early 	<ul style="list-style-type: none"> Public engagement strategy updated as required to reflect the results of the confirmation process Implementation plan updated as required, including to reflect progress made

2015		
<p>Timely⁴ publication and supply of the revised register to those entitled to receive it</p>	<ul style="list-style-type: none"> • Publish and supply the revised register to those entitled to receive it 	<ul style="list-style-type: none"> • Date of publication of the revised register and date[s] supplied (including date[s] requested for those entitled to receive the register on request)
<p>Maintaining the integrity of registration and absent vote applications</p>	<ul style="list-style-type: none"> • Have in place processes to identify any patterns of activity that might indicate potential integrity problems, including what steps are to be taken to deal with any such problems 	<ul style="list-style-type: none"> • Details of what the threshold is for the number of absent vote applications being directed to any one address • Details of what steps are to be taken to deal with concerns about specific registration or absent vote applications • Details of how the approach to preventing and detecting electoral fraud is communicated to voters, candidates and other local contacts

⁴ As set out in our report on the performance of EROs in 2012, we will be working in the summer of 2013 to clarify what an acceptable timeframe for supply is, consulting with EROs and recipients of the register, and it is this definition of 'timely' that the standard and our guidance to be published in September 2013 will reflect

Contextual data demonstrating the scope and scale of the challenges and progress made in response to these challenges

- Number of residents rated red, amber and green following matching against Department for Work and Pensions data
- Where local data matching is undertaken, number of residents graded red and amber that were subject to local data matching and the results of the local data matching (numbers from red to green, amber to green)
- Number of confirmation letters sent to residents who have been confirmed that were returned as addressee no longer resident
- Number of residents not confirmed
- Number of individual invitations to register issued to non-confirmed residents
- Response rate for all non-confirmed residents and for absent voters – including numbers subsequently included on IER register, numbers unsuccessful, numbers of reminders issued, and numbers returned by response mechanism (including number provided by letter, number completed electronically and number returned through personal canvassers)
- Number of applications made through the exceptions route
- Number of electors on the register not registered individually
- Number of electors carried forward at the conclusion of the postponed 2013 canvass who are not registered individually and so not included on the 1 December 2014 register
- Number of electors who had an absent vote before 1 December 2014 who re-apply before May 2015 after becoming individually registered
- Total number of compulsory household enquiry forms issued and returned
- Total number of household enquiry forms issued at ERO discretion and numbers returned
- Number of individual invitations sent as a consequence of returned HEFs
- Response rate – including numbers subsequently included on the IER register, numbers unsuccessful, numbers of reminders issued, and numbers returned by response mechanism (including number provided by letter, number completed electronically and number returned through personal canvassers)
- Number of applications made through the exceptions route
- Number of reviews of registration undertaken and total number of electors deleted
- Number of amendments made (including name changes)
- Number of electors registered through rolling registration (via provision of identifiers)
- Number of electors registered through rolling registration (via exceptions process)
- Number of electors registered through rolling registration (via attestation)

e Number of applications to register via online channel