Coventry Decides

Coventry City Council | ONE COVENTRY

Electoral Services Team contacts

Leanne Talbot Electoral Services Officer

Hannah Partridge Electoral Services Officer

All contact to electionstaff@coventry.gov.uk

024 7697 5226

Please do not contact individuals as your emails or Teams messages may be missed

Coventry City Council | ONE COVENTRY



Expectations

- be prepared to work with any partner
- be prepared to work in any area of the City
- be able to work evenings and weekends, depending on the area you are allocated you may have the opportunity to work during the day as well
- always go out with a partner
- record the hours you work as you work, the roads you are on and the partner you are working with on your timesheet and submit these every Monday even if they are a nil return
- record all actions against the property as you visit the property not once you are home following your visits (all information should be recorded on the tablet no emails should be sent to the team regarding electors or potential electors these should be on the tablet)
- start the calls/visits as soon as they are allocated to you not wait until the end of the time period given for the job to be completed
- if we feel that the number of visits in the allocated area are not reducing at a rate that would ensure the round is completed we will allocate additional resource to ensure that deadlines are met
- respond to any emails that require a response in a timely manner

Coventry City Council | ONE COVENTRY



The annual canvass process

- The Electoral Registration Officer is required to undertake an Annual Canvass of all households in the city to check that the information on the electoral register is accurate.
- It is a legal requirement for residents to provide information relating to their property.
- The canvass is an information gathering process and does not register or remove residents, it provides information for the ES team to undertake further actions

Coventry City Council | ONE COVENTRY



Your conduct

You are working on behalf of the Electoral Registration Officer for Coventry City Council. You must NOT:

- engage in conversations about politics or politicians
- make comments or jokes about politicians or parties
- make any kind of discriminatory comments
- harass or intimidate residents
- make visits outside the agreed hours (clarified later)

Coventry City Council | ONE COVENTRY



Data Protection and security

- When visiting please ensure that you are dealing with the correct address – we have multiple examples of errors here
- Be mindful that you are working with personal data and you must take all steps to safeguard it
- You are responsible for the tablet and personal information in your care you should report any loss immediately
- Don’t store usernames and passwords with the device and do not change the password.
- Do not alter the timings of the screen lock. It is set to ensure the tablet is secure.

Coventry City Council | ONE COVENTRY



Planning your workload

	Only those who are new to the canvass will need to undertake the online training this year
	Sync your tablet before and after your shift to ensure that you are working with the latest information
	We expect you to start the visits straight away. Liaise with your partner on which properties you will visit. DOOR KNOCKS – you must be out with your partner
	Plan your hours in advance by timing yourself on how many visits you can make in an hour.
	**Give yourself targets and LET US KNOW if you are struggling, there is no extension to the deadlines**

Coventry City Council | ONE COVENTRY



The tablet

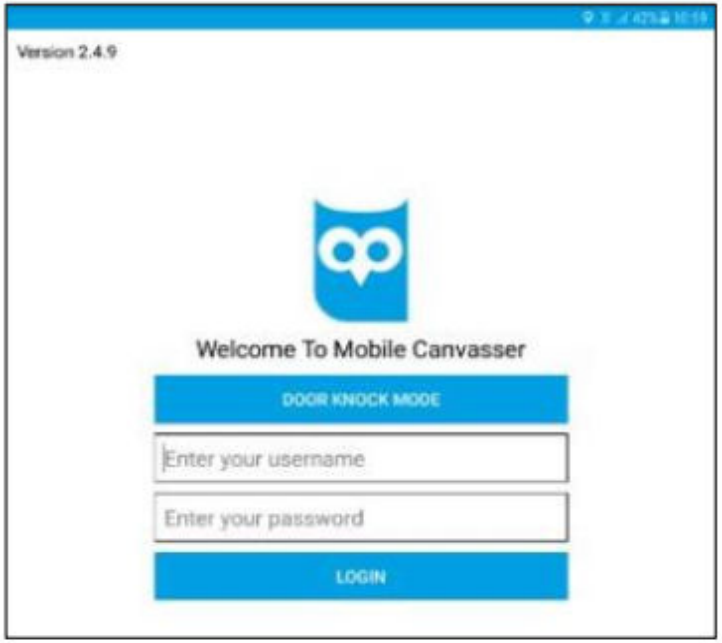
Coventry City Council | ONE COVENTRY

Your role as a canvasser – using the tablet

You will be using the allocated Samsung tablet for all calls and door knocks



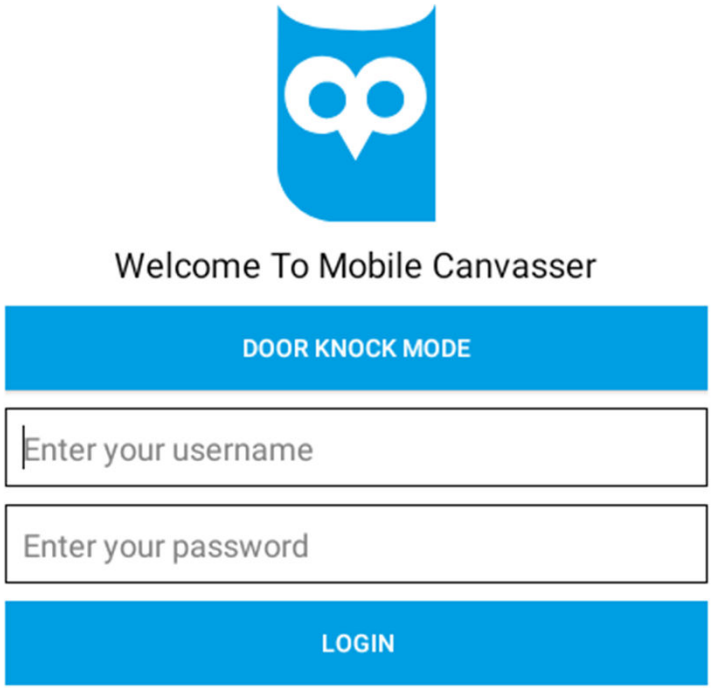
This is the Mobile Canvasser App which will be sitting on the Home screen



This is what the app looks like when you have clicked it.
The username and password will be emailed to you separately.

Coventry City Council | ONE COVENTRY

Your role as a canvasser – using the modes





The mode can be changed when already logged in using the icons at the top of the screen in streets view.

As you are door knocking please ensure that you log in on Door Knock Mode.

Coventry City Council | ONE COVENTRY

Door knock
Canvass

Coventry City Council | ONE COVENTRY

Your health, safety and security for door knocks

- You MUST undertake the work with your partner, your hours should match exactly (travel time is tolerated)
- You MUST be within close proximity to your partner throughout your shift
- You should keep in frequent contact with your partner
- Read the risk assessment and safe systems of work and use it
- Let someone other than your canvass partner know where you are going and when you expect to be home
- You MUST carry your mobile phone with you at all times and make sure it is audible

Coventry City Council | ONE COVENTRY



Customer Service

- You are a representative of Coventry City Council
- Please be friendly and open to listening to residents when calling them
- When speaking to residents on the doorstep be mindful that they may be cautious at your visit and concerned about sharing their details with you
- Uniform
- ID badges visible at all times

Coventry City Council | ONE COVENTRY



Your role as a canvasser – Stage 2 door knocks

- Have your tablet on the correct address when you knock the door and when someone answers, use the script to greet them
- Refusals – use 'No access-at risk' and make a short note and report any near misses
- Record any empty properties on the tablet
- Property Classifications – you will visit R2 properties and some may be multi-occupancy
- Parking permits
  - School Street Scheme (School Street scheme – Coventry City Council)

Coventry City Council | ONE COVENTRY



Your role as a canvasser –visits

Visit One successful	Log canvass response and tick Completed on the tablet and the property will be removed **FIRST VISITS FIRST!**
Visit One unsuccessful	Log on the tablet – Incomplete visit/Arrange revisit with occupier - and set a revisit slot AND post a canvasser calling card through the door
Visit Two successful	Log response on the tablet
Visit Two unsuccessful	Log no response on the tablet by ticking ‘Minimum Visits Made’ and Save and the property will be removed

Coventry City Council | ONE COVENTRY



Your role as a canvasser – door knock

Door is answered

Check current electors –
- names are correct
- nationality
- voting preference
- over 76 years old
- Open register preference

Pending electors
Check for duplicate names
Anyone else over 16

Make sure you log a canvass response where possible

The current details of the electors are displayed; their name, register status and nationality.

Name	Nationality	Markers
Alfred Schwager Registered elector	British	Z PV 76
Greg Schwager Registered elector	British	Z PV 76
Sue Webb Registered elector	British	Z PV 76
Bethany Langston Registered elector	British	Z PV 76

Actions

- Amend Elector
- Translation
- Delete Elector
- Authority Information

Coventry City Council

ONE COVENTRY

Your role as a canvasser – door knock

New people or pending electors?
Add them via the tablet if you are talking to them
You'll need –

- Name
- Date of Birth
- Nationality – you must select one from the drop down. If it does not appear they are NOT eligible and you should explain this to them.
- National Insurance Number
- Contact details
- Any previous names – i.e maiden name

* If you select an EU nationality you may be prompted to ask an additional question to determine of they can register

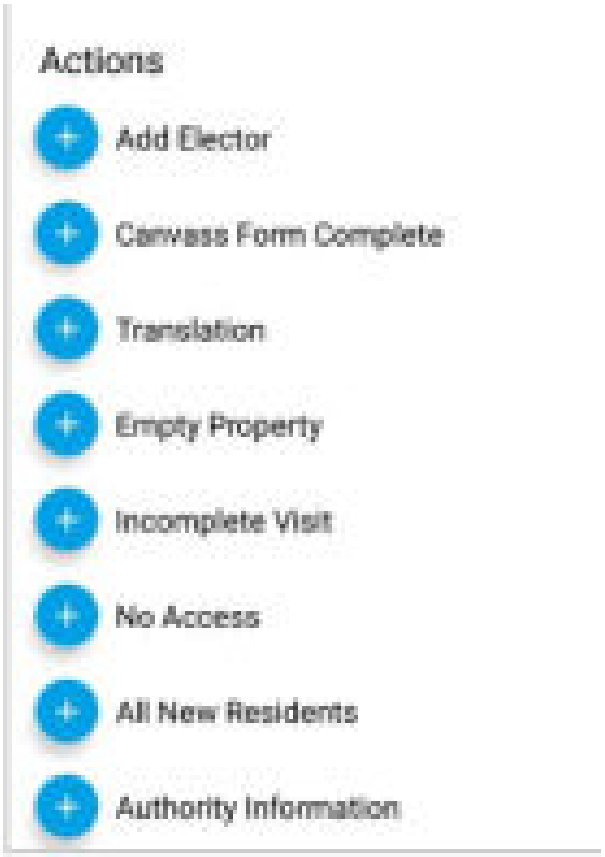


The minimum requirement here is First name and Surname. The SAVE option will not be available until these have been entered

If available, enter the new elector's Date of birth and National Insurance Number

Add their previous address details

Coventry City Council | ONE COVENTRY

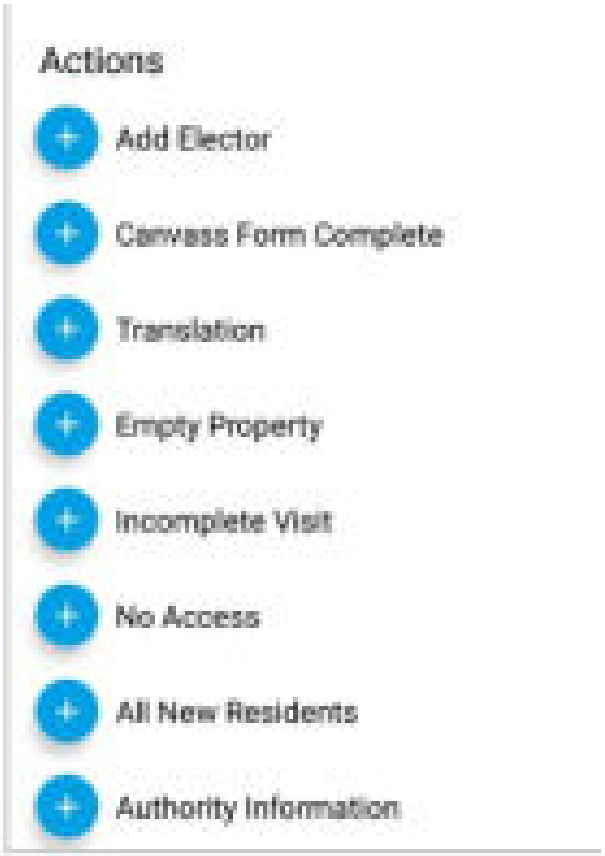


Canvass Form Complete - Use this option when all amendments have been made and the canvass form is complete. Tap **SAVE** to complete the action. The property will show with a shaded square or will no longer be visible.

Empty Property



Coventry City Council | ONE COVENTRY



Incomplete Visit - If a visit to a property does not result in a response, this can be recorded using the Incomplete Visit option. There are three options

Visit made – No Contact

Opens a Notes field for comments (optional). Tap **SAVE**

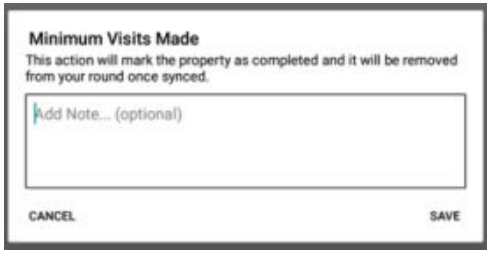
The property will show with half shaded square showing that a visit has been made but the property is still outstanding.

Arrange re-visit with occupier

If the occupier is busy or not available, use this option to arrange a date for a further visit.

Use the calendar to select a date and tap **OK**.

Minimum visits made



No access



Coventry City Council | ONE COVENTRY

If something goes wrong

- Report all accidents and incidents to Electoral Services by calling 024 7697 5226 or emailing electionstaff@coventry.gov.uk during office hours
- In an emergency – contact ESU on 024 7683 2208. This is for EMERGENCIES only. This includes anything that a local resident alerts you to.
- ESU will alert Liz and we will come back to you
- Call the Police if you are in imminent danger

Coventry City Council | ONE COVENTRY



Hours

Door knock canvass	
Dates and Times	
	Start = Monday 26 October
	End = Sunday 22 November
	Weekdays and Weekends 9am - 8pm
All properties must be visited twice if a response is not gained on the first visit. Second visits must be made at a different time to the first.	
WITH YOUR PARTNER/TEAM	

Coventry City Council | ONE COVENTRY



Timesheet deadlines & payments

	Excel timesheets must be completed and submitted weekly on a **Monday, regardless of the number of hours worked. Do not save all the hours until the end of the process.** Email to electionstaff@coventry.gov.uk and this will be acknowledged
	Our 1st deadline for payments to payroll = 04/11/2026. Will include hours submitted up to 02/11/2026 and the fee for attending the training
£	1st payment date = Monday 30 November
	Last timesheet deadline – Monday 23 November.
£	2nd payment date = Thursday 31 December
Rate of pay is currently **£13.2766 per hour** (plus holiday pay pro-rata)	

Coventry City Council | ONE COVENTRY

Name		
Canvass Area		
Work	**Door Knocking**	
Dates worked	**Monday 26 October to Sunday 1 November 2026**	

When submitting this time sheet you are confirming these are the hours worked whilst conducting the phone calls and door to door canvass for the Annual Canvass 2026. Payment will be withheld if timesheets are not submitted in this format on a weekly basis, even if it is a nil return.

Date work undertaken	Start Time	Finish Time	Hours worked	List the streets you visited	Partners name
Example: 10/12/2024	09:00	09:45	0.75	Abbey Road, Blondville Street, Cambridge Road	John Smith (JS)
Example 2: 10/12/2024	10:00	12:00	2	Abbey Road, Blondville Street, Cambridge Road 2nd visits	JG

Coventry City Council | ONE COVENTRY

Final thought – for information only

There is a requirement for some electors to re-apply for their postal vote
We have emailed the individuals where possible and there was an indicator on the canvass forms sent to the properties
There was also a leaflet included with the hard copy forms

Residents may mention this to you – you should advise them to follow the guidance on the form or leaflet

Coventry City Council | ONE COVENTRY



Electoral Services Team contacts

Leanne Talbot Electoral Services Officer

Hannah Partridge Electoral Services Officer

All contact to electionstaff@coventry.gov.uk

024 7697 5226

Please do not contact individuals as your emails or Teams messages may be missed

Coventry City Council | ONE COVENTRY

