

Coventry Decides

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



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



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)








Data Protection and security

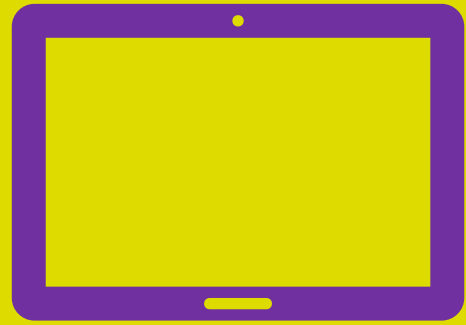
- When calling and visiting please ensure that you are dealing with the correct address – we have multiple examples of errors here
- Be mindful that you are working with personal data and you must take all steps to safeguard it
- You are responsible for the tablet and personal information in your care 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.



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
	Don't leave the calls or visits until just before the deadline. Liaise with your partner on which properties you will call or visit. DOOR KNOCKS – you must be out with your partner
	Plan your hours in advance by timing yourself on how many calls/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





The tablet



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.



Your role as a canvasser – using the modes

 Welcome To Mobile Canvasser DOOR KNOCK MODE Enter your username Enter your password LOGIN	 Welcome To Mobile Canvasser TELEPHONE CANVASS MODE Enter your username Enter your password LOGIN	Select Mode <input type="radio"/> Door Knock <input checked="" type="radio"/> Telephone Canvass CANCEL OK
--	---	--

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



the tablet is in Door Knock mode. Tap to see an option to change to Telephone Canvass mode if you have been given access to this mode.



the tablet is in Telephone Canvass Mode. Tap to change to Door Knock mode if you have access to both modes.





Telephone Canvass



Your role as a canvasser – Stage 1 phone calls

- You will need to call non-responding properties that we have permission to call
- Undertake the calls from home using your own phone
- Make sure you have selected Telephone Canvass mode and have your tablet on the correct address when you make the call.
- When you get an answer
 - Make sure the person you are speaking to is still residing at the address you are calling about
 - Use the script



Who ya gonna call?

- You can only contact the electors who have the phone symbol next to their name. These electors have met certain criteria. Any electors who do not meet the criteria will be greyed out and they must not be called.
- You should call all those who have the symbol next to them to gain a response.

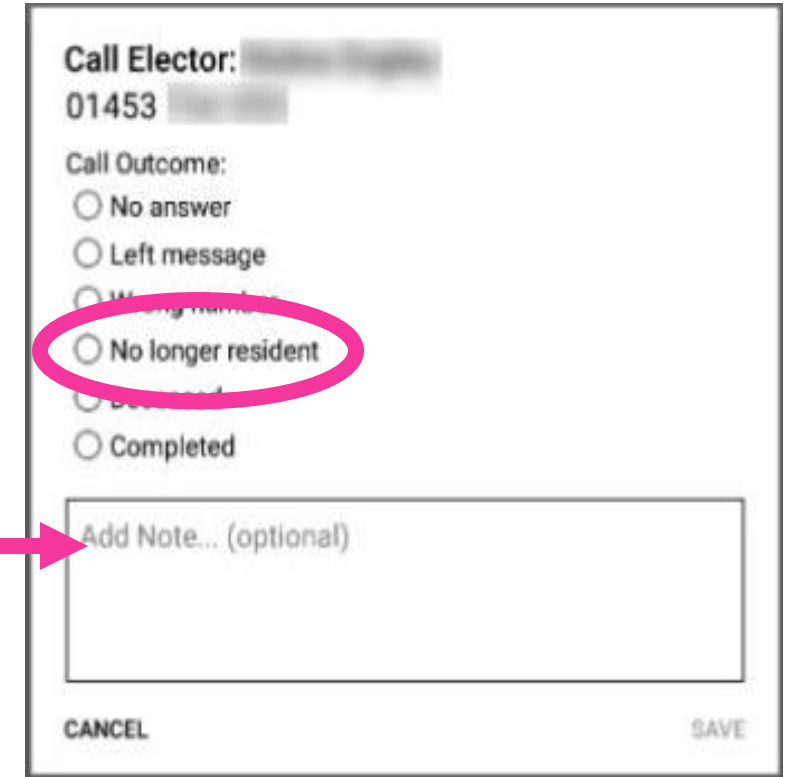
	Edris A Grinling Registered Elector
 	Hailey Heron Registered Elector 07333 123456
 	Harry I P Heron Registered Elector 07333 123456



Your role as a canvasser – Stage 1 phone calls

No longer there?

- Ask them to confirm if they moved with anyone from the previous address so you can remove those residents
- Ask them if they are already registered at their new address? If not, tell them to register online at www.gov.uk/registertovote (or text them)
- If the address is in Coventry – Click 'No longer resident' and type the new address in the Notes field. We will update our system.
- If this is the only person with a telephone symbol the address will be removed from your tablet and will have to be door knocked to gain the canvass response.



Call Elector: [redacted]
01453 [redacted]

Call Outcome:

- ☐ No answer
- ☐ Left message
- ☐ Wrong number
- ☒ No longer resident
- ☐ [redacted]
- ☐ Completed

Add Note... (optional)

CANCEL SAVE

Make sure you log a canvass response where possible



Your role as a canvasser – Stage 1 phone calls

Call is answered and resident confirms they are still at the address

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	  
 Greg Schwager Registered elector	British	  
 Sue Webb Registered elector	British	  
 Bethany Langston Registered elector	British	  

Actions

-  Amend Elector
-  Translation
-  Delete Elector
-  Authority Information



Your role as a canvasser – Stage 1 phone calls

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

* If you select an EU nationality you may be prompted to ask an additional question to determine if they can register. The system will alert you to this.

The screenshot shows the 'Mobile Canvasser App' interface. At the top, it displays the address '5 Cotswold Road, Xpress Town'. Below this is the 'Add Elector' section. It includes fields for 'Title (optional)', 'First name', 'Middle name(s)', and 'Surname'. There are red exclamation marks next to the 'First name' and 'Surname' fields. Below these are fields for 'Nationality' (with a dropdown menu showing 'British'), 'DD/MM/YYYY' (Date of Birth), 'National Insurance number', and 'Email address'. There are checkboxes for 'Unsubscribed', 'Postal voter', 'Exclude from the Open Register', and 'Aged 75 or over'. Below these is the 'Previous address' section with five fields for 'Previous address 1' through 'Previous address 5', and a field for 'Previous address postcode'. The 'Evidence (Please select one)' section has radio buttons for 'None' (selected), 'Passport', 'Biometric Residence Permit', 'EEA Identity Card', 'Photo Driving License', and 'Northern Ireland Electoral ID Card'. At the bottom is a 'Notes' section with a text area labeled 'Enter notes (Optional)'.

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

Call Elector: [REDACTED]
01453 [REDACTED]

Call Outcome:

- ☐ No answer
- ☐ Left message
- ☐ Wrong number
- ☐ No longer resident
- ☐ Deceased
- ☐ Completed

Add Note... (optional)

CANCEL SAVE

- **No answer**

If there is no answer to the call, this option can be taken. This will log the date and time the call was made and that there was no reply. The property will display with a half shaded square, indicating that a call has been made but the property is still outstanding.

- **Left Message**

If a message was left, this option can be used, and details of the message could be added the notes area if required. The property will display with a half shaded square, indicating that a call has been made but the property is still outstanding.

- **Wrong Number**

If the call could not connect or connected to someone unrelated to the property, the Wrong number option will remove the telephone number from the elector. The property will display either with a half shaded square, if there are other electors available to be called, or fully shaded and completed if this was the only elector at the property available for the telephone canvass.

- **No longer Resident**

If another person answers the call and informs that the person being called is no longer resident, this option can be used.

- **Deceased**

Use this option is you are informed the person you are trying to call is now Deceased.

- **Completed**

If the elector confirms there are no changes, the Completed option can be selected. The property will be marked as complete and will show with a fully shaded square or will no longer be visible, depending on your View Preference settings.



Your role as a canvasser – Stage 1 phone calls

Call One successful	Log canvass response and tick Completed on the tablet and the property will be removed FIRST CALLS FIRST!
Call One unsuccessful	<p>Log your action on the tablet this can be</p> <ul style="list-style-type: none">- No answer- Left message – even if you have spoken to the elector and they have said they will do it online- Wrong number (if you get a message that states can't complete call you can use this one)- No longer resident- Deceased <p>YOU MUST MAKE YOUR SECOND CALL AT A DIFFERENT TIME OF THE DAY</p>
Call Two successful	Log response on the tablet
Call Two unsuccessful	Log response on the tablet BUT the property will remain listed





Door knock Canvass



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



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	  
 Greg Schwager Registered elector	British	  
 Sue Webb Registered elector	British	  
 Bethany Langston Registered elector	British	  

Actions

-  Amend Elector
-  Translation
-  Delete Elector
-  Authority Information



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

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

The screenshot shows the 'Mobile Canvasser App' interface. At the top, it displays the address '5 Cotswold Road, Xpress Town'. Below this is the 'Add Elector' section. It includes fields for 'Title (optional)', 'First name', 'Middle name(s)', and 'Surname'. There are red exclamation marks next to the 'First name' and 'Surname' fields. Below these are fields for 'Nationality' (with a dropdown menu showing 'British'), 'DD/MM/YYYY' (date of birth), 'National insurance number', and 'Email address'. There are checkboxes for 'Unsubscribed', 'Postal voter', 'Exclude from the Open Register', and 'Aged 75 or over'. Below these is the 'Previous address' section with five fields for 'Previous address 1' through 'Previous address 5', and a field for 'Previous address postcode'. At the bottom is the 'Evidence (Please select one)' section with radio buttons for 'None' (selected), 'Passport', 'Biometric Residence Permit', 'EEA Identity Card', 'Photo Driving License', and 'Northern Ireland Electoral ID Card'. Finally, there is a 'Notes' section with a text area for 'Enter notes (Optional)'.

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

Your role as a canvasser – Stage 2 door knocks

You will visit properties to gain a response to either the canvass and/or an Invitation to Register. **FIRST VISITS FIRST!**

You will make at least two attempts to make contact with each property and make notes on the tablet as you go.

Visit One successful	Log response on the tablet
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



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](#))



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



Actions

- + Add Elector
- + Canvass Form Complete
- + Translation
- + Empty Property
- + Incomplete Visit
- + No Access
- + All New Residents
- + Authority Information

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

Empty Property

☐ Empty

☐ Boarded Up

☐ For Sale

☐ Second Home

☐ Business

☒ Short Lets

☐ Student Property

☐ No Eligible Residents

Nationalities...

☐ Other (please state)

to let sign, no furniture or curtains confirmed by neighbour

CANCEL SAVE



Actions

- + Add Elector
- + Canvass Form Complete
- + Translation
- + Empty Property
- + Incomplete Visit
- + No Access
- + All New Residents
- + Authority Information

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

Minimum Visits Made
This action will mark the property as completed and it will be removed from your round once synced.

Add Note... (optional)

CANCEL SAVE

No access

No Access

☐ Occupied but no response

☐ Gated

☐ Could not locate

☐ At risk

Add Note...



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 or Sharon and we will come back to you
- Call the Police if you are in imminent danger



Hours

Telephone canvass	
Dates and Times	
	Start = Friday 10 October
	End = Friday 24 October
	Weekdays and Weekends 9am - 8pm
All properties must be called twice if a response is not gained on the first call. Second calls must be made at a different time to the first call.	
ON YOUR OWN FROM HOME	

Door knock canvass	
Dates and Times	
	Start = Friday 31 October
	End = Sunday 23 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	



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 = 05/11/2025.
Will include hours submitted up to 02/11/2025 and the fee for attending the training



1st payment date = Friday 28 November

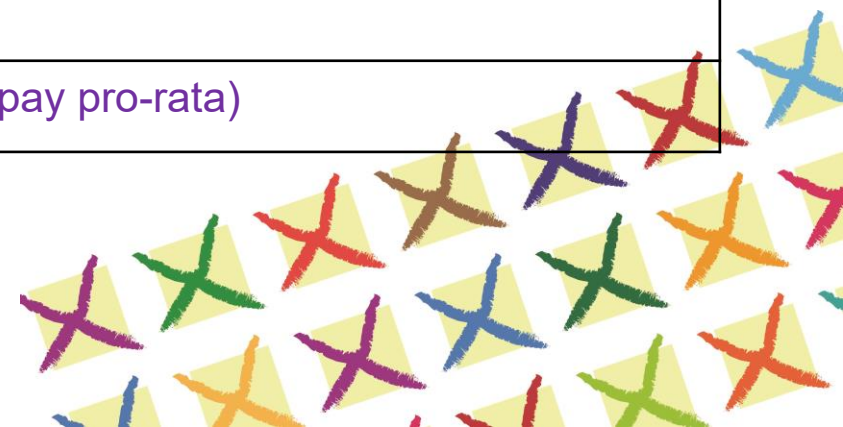


2nd deadline for payments to payroll = 02/12/2025. Should include hours from 03/11/2025 to 01/12/2025



2nd payment date = Wednesday 31 December (subject to change)

Rate of pay is currently **£12.6539 per hour** (plus holiday pay pro-rata)



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



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

