

INTEGRATING REGISTRATION AT SERVICE TOUCH POINTS POSTER 1

The electoral registration form becomes available at certain service touchpoints. Appropriate signage that raises awareness of both their presence



INTEGRATING REGISTRATION AT SERVICE TOUCHPOINTS POSTER II

The electoral registration form becomes available at certain service touchpoints. Appropriate signage that raises awareness of both their presence



Job Centres



Post office



Libraries



Day Centres



Case worker/ Outreach worker

Even if you are **homeless**, you have the right to be **part** of the conversation.

REGISTER TO VOTE HERE 

 It's easy, ask our staff how!

or call 020 8489 1000 

or register online at gov.uk/register-to-vote-no-fixed-abode 

YOUR VOTE MATTERS
DON'T LOSE IT 
RUN BY THE ELECTORAL COMMISSION

INTEGRATING REGISTRATION AT SERVICE TOUCHPOINTS

Insights

“I did a promotion in advance of the general election at the homeless shelter... And when I was there, there was only one individual that didn’t want to complete the application. They were all quite willing... out of a group of about 20, it was just one”

Integration could be successful but service touchpoints have to be trusted and appropriate.

Giving options for how people engage is important. Any poster or other communications should give people the option to engage online, by phone, in person or by paper.

Homeless people may require support to register. Signposting or providing forms will not be sufficient. There should be someone who can support the homeless person to register there and then.

"Everyone moves, hostels and that, but the staff help me as well, how to register, and I'm still registered now, out here."

Barriers

Foodbanks especially have been identified as inappropriate due to the stigma of people accessing them, and the fact that people are often urgently in need when accessing them. There was also a feeling that people should not be ambushed with registration.

“Putting the posters in a food bank might be contentious as those who use food banks may feel it is the fault of government or politicians that they have to use a food bank.”

"People that are going to foodbanks, a lot of them are going to be embarrassed and just want to get in and get out."

Staff may not have the capacity or training to be able to provide this support. And the homeless person may have more urgent needs...

“And after, you’ve spoken to them about other stuff because their priority is, well I’m sleeping on the street. Could do with a new sleeping bag or whatever.”

“If you wanted these services to take on this additional role you would have to fund them appropriately to do so.”

Opportunities

Engaging with people in a place or at a time when they expect to be filling in forms or doing other official business. Avoiding social situations such as dinners for places like the Job Centre and meetings with key workers.

“Councils and GPs should run a drop-in service where people can come along and register to vote face to face.”

“You know there’s no reason why we couldn’t potentially if we had staff there [at emergency shelters] that we’d done some work with, we can give them a tablet and they could literally sign people up with the tablet”

“...it’s quite important though, even if you are homeless, you have the right to be part of the conversation. Because that’s inclusive of homeless people. So, they’re not feeling a sense of being left out...”

“If they are hoping to get a home, you know if they want the bank account, if they do get some kind of housing, they will need to be on the register. You know, they should at least be on the register to open a bank account. So, maybe suggesting it’s the first step. So, if you want to open a bank account it’s advisable to be on the electoral register”

Changes to Poster

Poster 1

‘We can be...’ - this message was liked. The tone isn’t right. Doesn’t stand out and appears a bit ‘moody’

Nothing on the poster suggested it was relevant to those who experience homelessness.

Start off with "Are you homeless?" to attract homeless people.

Add a section on the poster about how they can register online.

Colours too dark, looks like a poster for drug rehab.

Didn’t like the phrase ‘no fixed abode’ and the use of the term ‘declaration’ is off putting.

‘No fixed abode’ isn’t direct enough to suggest homelessness.

Poster 2

Be explicit that it is a free number

like the informality of typeface but text should be as clear as possible so those with reading difficulties can read.

Colours are bright but the poster isn't eye catching. Es look like 5s. Feels the poster is being flippant about a serious issue. Make important issues bigger.



Local Authorities



Homeless groups

DECLARATION OF LOCAL CONNECTION ONLINE

Currently those with no fixed address have to register on the electoral roll using a paper form. One intervention idea was to make the DoLC available online.

GOV.UK Register to vote

← Back

What is your address?

Enter the postcode where you live and where you would like to register to vote.

Postcode

Find address

▶ [I don't know what postcode to use](#)

▶ [I don't have a fixed abode](#)

You can still register to vote even if you do not have a fixed address. This could be because:

- you are homeless or have no fixed address
- you are a person who has been remanded in custody, but you have not yet been convicted of any offence
- you are a patient in a mental health hospital

To register, you need to give an address where you would be living if it were not for your current situation or an address where you have lived in the past. If you are homeless, you can give details of where you spend a substantial part of your time.

You can register to vote if you do not have a fixed address [here](#).

Contact your local Electoral Registration Office

Feedback Privacy Cookies Built by the Government Digital Service

OGL All content is available under the [Open Government Licence v2.0](#), except where otherwise stated

© Crown copyright

GOV.UK Register to vote

← Back

No fixed address

Please provide the postcode of the address where you spend a large part of your time

Postcode

Find address

▶ [I can't provide a postcode](#)

Please provide details of the address or place where you spend a large part of your time

Address

County

Please select your county

Local Authority

Choose your local authority

Continue

GOV.UK Register to vote

← Back

How would you like to receive information about your registration?

I will collect correspondence from my electoral registration office

Please deliver correspondence to an address

Please provide the address or place where you would like to receive correspondence

Address

Post code

Continue

DECLARATION OF LOCAL CONNECTION ONLINE

Insights

The DoLC should be online so that those who choose to do so can complete online. Local authorities were also in support of putting the form online.

“There’s too many words in there... There’s just too much information.. they’ve got a lovely form to fill out which with all due respect, a lot of times people maybe filling in forms isn’t their strong point”

“some of these boxes have to be like this to enable the software to read them”

The online version participants were shown was favoured because it was shorter, simpler and used less jargon.

When engaging with marginalised groups previously, LA found they prefer online services as they are free.

Online access was contested. Almost all homeless participants we spoke to had access to the internet but most asserted that online access for rough sleepers would be very limited. However, hostels, libraries, day centres and by mobile phone were all identified as areas where homeless people would be able to get online.

People wanted choice in how they were contacted. Some people did not want to share their phone numbers and would prefer contact via email. Other people expressed that phone numbers often change and therefore it would not be useful to use this as a contact.

Barriers

There are small numbers of applications in total. No LA we conducted research with received over 30 DoLC forms per year. Several of these were not used by homeless people, but by those living on canal boats or in caravans.

Currently, when a DoLC form is received, it gets passed on to a senior member of staff as junior members don't understand what to do with it

The EU referendum did engage the homeless population to cast their vote but few have re-registered.

“Street homeless people do not have computer access or a phone. Lots of libraries are refusing homeless people access or access to services. To use a library you need a fixed address to prove you're in the catchment area to use that service.”

Opportunities

“Anonymous voter registration has helped when registering homeless citizens but the awareness of this is limited.”

Syncing with the Electoral Management Software like other online applications would be helpful.

If DoLC is online, opportunity for staff or contractors to go to shelters with tablets to sign citizens up.

Changes to the online form

LAs were largely positive about the online form but had concerns about the clarity of information. Current DoLC page isn't user friendly. A big wall of text underneath post code entry explaining homelessness and that you can register - turns people off. DoLC should be its own separate tab or page.

“That first page. Name, fixed or permanent address, even the people that live on a narrow boat or whatever are just going [to be turned off]”

The wording doesn't specifically highlight homelessness.

"No fixed abode" is an old fashioned term and excludes people such as boat dwellers. People who could use the DoLC may not relate to this term.

On the form itself, is it possible to have a box to state what your housing situation is: River boat, Caravan, street etc.

Even on the shorter online form some of the information requested seems unnecessary. Confusing messaging on "where do you spend most of your time"

Asks for too much information eg previous address.

Any online form would have to ask people to select their local authority so that the application is directed to the correct LA office.

Could we add in a section where users select from a list of train/ bus stations within the LA to help identify their postcode?



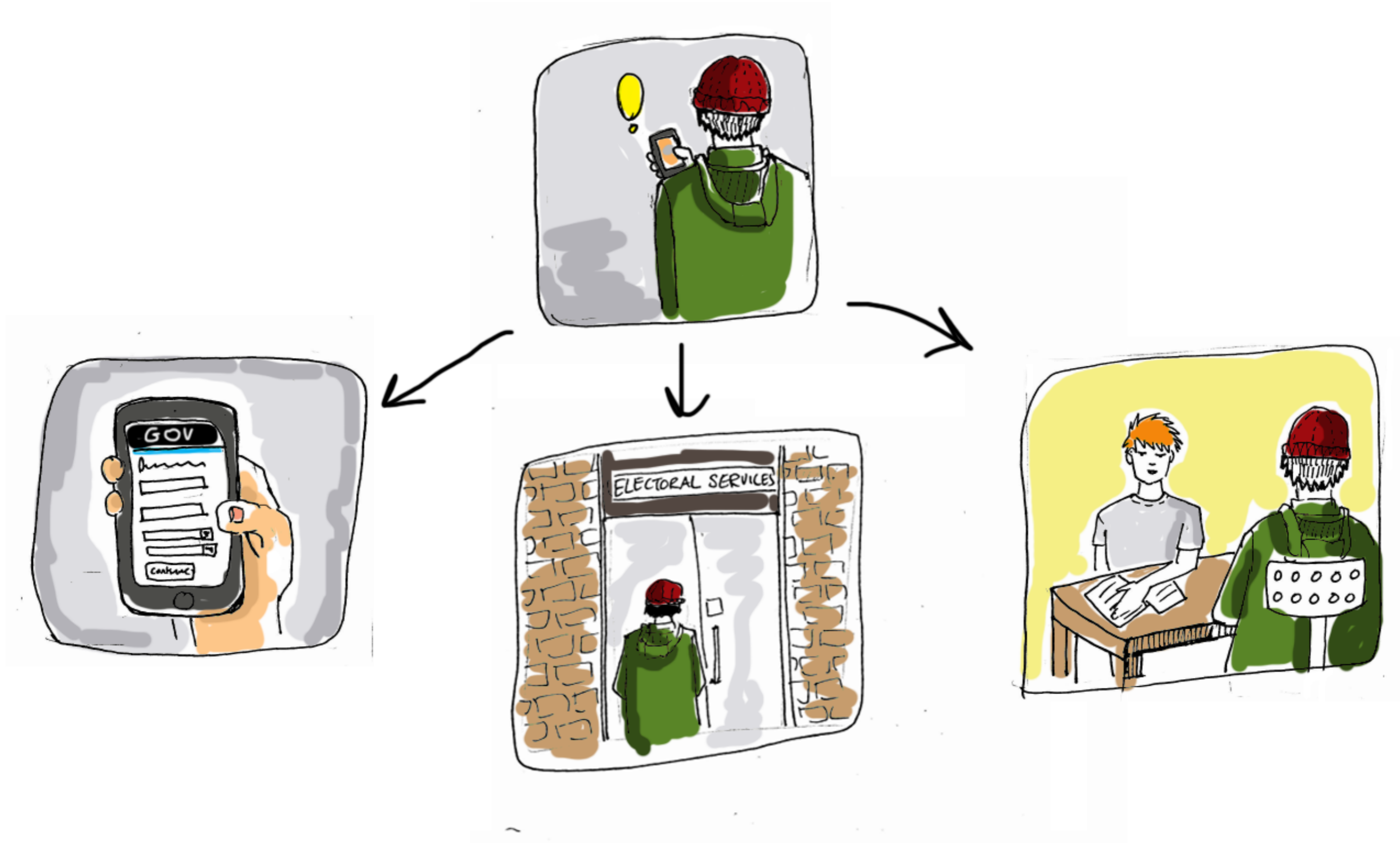
Local Authorities



Homeless groups

DECLARATION OF LOCAL CONNECTION TEXT REMINDER

Sending text reminders to those with no fixed address to re-register using the DoLC. This has to be done annually otherwise the individual is struck off the electoral roll.



DECLARATION OF LOCAL CONNECTION TEXT REMINDER

Insights

People often already received text reminders for other services and found them helpful. As an option for people, the feedback was mostly positive. Especially if there was an option for people to renew their DoLC via text.

“Do you want to re-register? Yes. Thank you... So easy. Just do it that way because it should be easier for people. Having to go and fill it in all over again. Just be like do you want to re-register to vote? Yes. Done.”

All members of one homeless group have pay as you go sims from services like giff gaff for financial reasons, rather than contracts - this may be because contracts requires providing more information like an address.

“Any text service would have to be completely free to the user.”

“Text would be an easier and less intimidating way for homeless people to engage with the DoLC.”

All prefer getting a text reminder rather than a call - might not be in the right headspace, intimidating being called by the council etc - feels an automated system has less opportunity to try ‘influence’.

Barriers

There is a concern that low usage of DoLC means it would not be good value to provide a text service.

There were also concerns that homeless people change their phone number often.

Contact details tend to be more emails than mobile phone numbers.

General mistrust with government and feels that sharing with one service could result in that being mishared - may need to push the fact it is from the commission and is independent.

Texts from the government could be ignored as ‘junk’.

Declaration needs renewed after it is a year old – this means they run out at different times of the year depending on when they were submitted. Therefore, only one or two need renewed every week – might not be worth using a text service for such a small number. Administrators felt it would be easier to phone them.

Opportunities

More than one Council had an outgoing text service that could be used.

“We’ve got a text service as well... our printer deals with the text service on our behalf... The text service is for canvas registration”

“We’ve got two options for texts at the moment. We’ve got a system that our emergency planning team have, but that’s full texts. It’s not individualised, and then we’ve got the notify service, which we can use... But they’re not a reply-to, so you can’t just reply to the text”

Rechargeable battery packs were desired and useful object - opportunity for promotion/information communication?

“I’ve got a power bank battery charger. It’s great.”

Coventry have a Trello board of common questions from citizens so the face-to-face team can answer. Could we add information about the DoLC onto FAQ systems so that public facing staff can be better informed?

Changes to text reminder

Text messaging is a useful way of contacting people however most respondents felt that any reminder should be sent out across multiple channels and offer multiple ways of registration.

“It’s important for the individual because if you just get one choice, then obviously people aren’t going to be able to do what they need... People who have households, if they’re entitled to have choices, why aren’t the homeless entitled to have choices?”

There aren't that many homeless people in Oxford, so LA staff are happy enough for every one to come in to the office to register or renew.

Electoral offices would want control over the wording in order to avoid jargon.



Local Authorities



Homeless groups

DECLARATION OF LOCAL CONNECTION FORM

Currently those with no fixed address have to register on the electoral roll using a paper form. We showed this form to Homeless groups and LA's to see what they thought of the current system.

Electoral registration form for someone with no fixed or permanent address
Register to vote

Registering 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.

Only one person can register to vote using this form. Use **black ink** and write in CAPITALS. All information requested on this form must be provided (unless stated otherwise) or your application may be delayed.

1 Your full name

First name(s)

Surname

2 Changed your name?

Please give us your most recent previous name (optional).

Please tell us the date you changed your name (optional). (More info P5)

3 Your date of birth

If you don't know your date of birth please tick if you are:
Under 18 18-75 Aged 76 or over

(Don't know your date of birth? Please see section 8) (More info P5)

4 Your nationality

If you have more than one nationality, please include them all. (Don't know your nationality? Please see section 8) (More info P5)

5 Your National Insurance number

You may find this on your payslip, or on official letters about tax, pensions or benefits.

(Don't know your National Insurance number? Please see section 8)

6 Don't know your date of birth, nationality or National Insurance number? Please tell us why

If you can't provide these details we may ask you for other documentary evidence before processing your application.

.....

.....

7 Moved house in the last 12 months?

No Yes If yes, please give any previous address where you have lived during the last year or your application may be delayed.

Postcode

If this address was overseas, were you registered in the UK as an overseas voter? No Yes

8 How would you like to receive information about your registration?

I will collect correspondence from my electoral registration office.

Please deliver correspondence to this address.

Postcode

Do you live at another address? No Yes

If you also live at another address don't give us the address now, but we may ask you for more information later.

9 Your address for registration

Please tick ONE statement about your address:

I have no fixed address – please give us the address or place where you spend a large part of your time in Address 1.

I am a mental health patient living in a mental health hospital – please give both of the following:

- the name and address of the hospital in which you are being treated in Address 1
- and the address where you would be living if you were not a mental health patient or where you have lived in the past in Address 2.

I am a person who has been remanded in custody – please give both of the following:

- the name and address of the place in which you are being detained in Address 1
- the address where you would be living if you had not been remanded in custody or where you have lived in the past in Address 2.

Address 1

Postcode

We may need to contact you to ask about how much time you have spent at this address.

Address 2

Postcode

10 Contact details

Telephone no. (optional)

Email (optional)

Providing an email address gives us a quick and easy way to contact you about your application.

11 The open register

The open register is an extract of the electoral register, but is not used for elections. It can be bought by anyone and is often used to confirm name and address details.

Please tick if you do not want your name and address to be included in the open register. (More info P5)

12 Registering anonymously?

I have also submitted an application to register anonymously

13 Can't vote in person?

If you are unable to go to the polling station in person on polling day, please choose how you would like to vote and we will send you an application form, or you can download an application form at yourvotematters.co.uk

By post By proxy (someone voting on your behalf)

14 Declaration

I confirm that I am a British, Irish, European Union or qualifying Commonwealth citizen. (Qualifying Commonwealth citizens are people who have leave to enter or remain in the UK or who do not require such leave)

To the best of my knowledge, the information in this form is true.

I understand that the information I have given on this form will be used on the electoral register. I understand that it is an offence to knowingly give false information in this form, and that I could face an unlimited fine and/or up to six months in prison.

Signature

Today's date

If you need help filling in this form please contact your Electoral Registration Officer. You can find their address at yourvotematters.co.uk

DECLARATION OF LOCAL CONNECTION FORM

Insights

People thought that the DoLC is too long, complex and asked for information that they didn't feel was necessary.

Within the local authorities that we spoke to, very few DoLC are used - usually in the tens. Additionally, non-homeless people make up some of these in some local authorities eg boat dwellers.

“Everytime a form is revised it seems that they are made longer. This is off putting to everyone.”

"I know you would say, homeless, well really? How can it be time consuming, because you're just on the streets? But... But you're always whizzing around doing something. Moving from one spot to another, whatever.

There was some perception that filling out a DoLC marks you as homeless and different from other citizens.

“it is like affirming for you, you are homeless, you have to do something differently because you are homeless”

“You shouldn't have to renew your DoLC yearly, only when your situation changes or before an election.”

Barriers

Several homeless participants felt a lack of trust towards the government when reviewing the current DoLC form. Either the form asked for too much information and homeless people felt monitored and also its length was intimidating for users. They felt the form was deliberately design to exclude them.

“Especially in today’s world, a lot of people are quite big brotherish kind of thing. It’s a way of checking up on you”

“I wouldn’t be worried about giving any of the information, it’s just that some of the information I wouldn’t have like telephone number, email address, at the moment I’ve got a mobile, but I still haven’t got an email. But if I didn’t have either of those things, would that matter? But if I can register anonymously, that would seem to me that it doesn’t matter. That I don’t necessarily have to give all this information”

Incorrect information on forms stops some applications especially if the correspondence address or telephone number is incorrect/missing.

“The form that you download from the website now is two or three pages, it looks like a lot to fill in, it is. And when it arrives we have to cut it up and make it into a single page to be able to scan it into the system. Because declarations, the systems were set up as a single page. Every time a form is revised, it’s made longer. It just seems that people can’t resist.”

Opportunities

Local authorities can produce variations of the DoLC - Oxford's version is popular for being simpler to use.

Changes to the online form

Form needs to be one page to encourage people to complete it.

Confusion over the sentence ‘address you would be living’ - they felt that it was not clear what address they were being asked to put in, and that a majority of homeless people would not be able to provide this



Local Authorities



Homeless groups

TENANCY DEPOSIT SCHEME DATA SHARING

Could we encourage landlords to add in the email address of new tenants when registering them for the TDS. The act would send an email reminder to the new tenant about their deposit being secure and a line to the registration website.

The screenshot shows the TDS website interface. At the top left is the TDS logo with 'Insured' and 'Custodial' labels. A navigation bar includes 'Homepage', 'Tenants', 'Agents', 'Landlords', 'About TDS', and 'News & Blog'. A prominent blue button reads 'Add a new custodial deposit'. Below this is a 'Deposit details' form with the following fields:

- Deposit amount: £ 1000.00
- Amount to protect: £ 1000.00
- Deposit received date: 05 September 2017
- Tenancy start date: 01 October 2017
- Expected end date: 30 September 2018
- Number of tenants: 2
- Rent amount (per calendar month): £ 0.00
- Deposit reference: (empty field)

At the bottom, there is a section titled 'New tenants may need to register to vote.' with a dropdown menu for 'Let the Electoral Registration Office know of a change in this household'. The dropdown options are 'No change', 'Partial change in household' (highlighted), and 'Total change in household'.

This screenshot shows an email from 'Tenancy Deposit Scheme' with the subject 'Register to vote in your new home'. The email content includes:

- Greeting: 'Dear Brian,'
- Text: 'Settling into a new home can be a very busy period and registering to vote may not be the first thing on your mind. However registering to vote now can save you hassle in the future, as well added benefits to your credit score. It takes no more than 5 minutes to register online.'
- Text: 'We at TDS are working with the Electoral Registration Office to help new movers register to vote.'
- Text: 'You can register online [here](#)'
- Text: 'Alternatively you can contact your local [Electoral Registration Office](#) and ask them to post a form to you.'
- Closing: 'Have your voice heard in your new community! Yours sincerely,'

This screenshot shows an email from 'Electoral Registration' with the subject 'Register to vote in your new home'. The email content includes:

- Greeting: 'Dear John Smith,'
- Text: 'Congratulations! We have received notice from your Tenancy Deposit Scheme that you have recently moved.'
- Text: 'Settling into a new home can be a very busy period and registering to vote may not be the first thing on your mind. However registering to vote now can save you hassle in the future, as well added benefits to your credit score. It takes no more than 5 minutes to register online.'
- Text: 'We at the Electoral Registration Office are working with the to help new movers register to vote.'
- Text: 'You can register online [here](#)'
- Text: 'Alternatively you can contact your local [Electoral Registration Office](#) and ask them to post a form to you.'
- Closing: 'Have your voice heard in your new community! Yours sincerely,'

TENANCY DEPOSIT SCHEME DATA SHARING

Insights

People were very supportive of a nuge email from TDS with a link to online registration. People expressed a preference that this email come from TDS rather than Government.

"You're moving into a new place, so it comes with that you have to reregister or you have to register with this property, you know, this time."

"Receiving an email from the government might be a bit scary."

Local authorities were generally quite wary of data-sharing suggestions, either due to GDPR concerns or past difficulties in accessing data. When they had been successful at accessing data such as council tax rolls this data was often incomplete. However, there was a consensus that this particular type of data would be helpful if it were in the correct format.

An insight from local authorities was that they had previously had success when integrating registration with other administrative tasks such as student enrollment. This was successful as the form looked like it was part of enrollment. Can we duplicate this with deposit registration?

Barriers

Not all tenants have their deposits registered in a scheme, particularly those in informal arrangements.

"So in terms of with friends that's then like a cash agreement that I've had with them, so I've always had the cash back... whereas through letting agents, it's like the deposit scheme. But I just haven't really had a positive experience with that"

"I mean there are still pockets where somebody will register and they'll go into the unknown address queue and we discover that a three bedroom house has somehow been subdivided into six. Six flats that the landlord would never... they're probably not even listed as a land that's HMO because they don't want anybody to find out and they'll particularly probably get annoyed... they want to be registered and stuff , but they've let the cat out of the bag that this property has been subdivided"

Opportunities

Changes

Would need to be a legal requirement for TDS to do this?

Prompt to the tenant is better than landlord initiated data sharing.

A prompt on the website to register to vote at your new address may be useful too if data sharing proves too difficult.

If receiving an email, could involve a guide to registering as an attachment.

Potential to have an email sent to the council at the beginning of tenancy and the end of the tenancy.

Local Authorities did not understand the simplicity of the idea. And continued to mention barriers to data sharing within LAs and third parties. We would need to improve how we communicate about this idea.

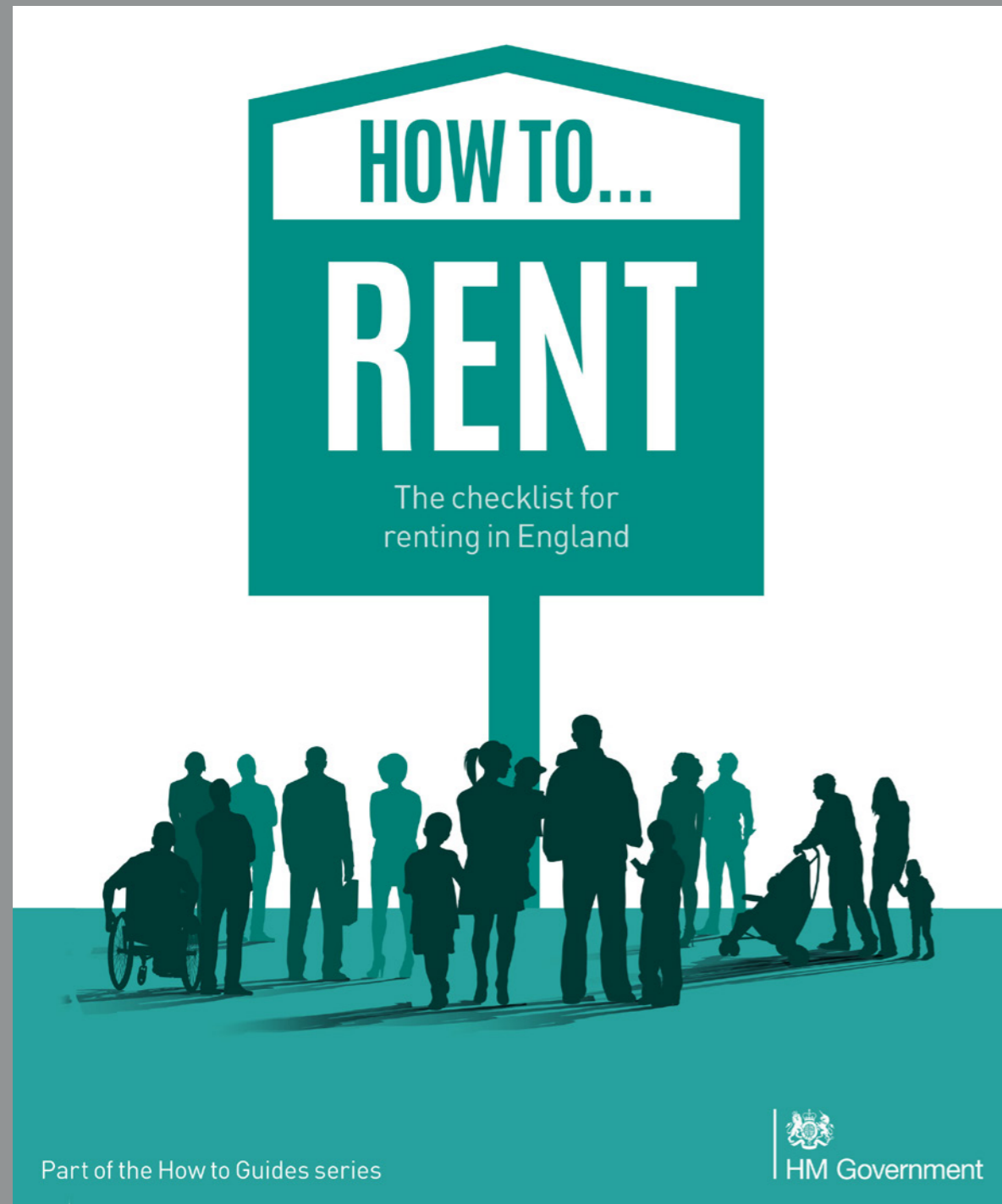


Local Authorities



Frequent Movers

Could we insert a voter registration form into a tenancy pack, given to private renters when they move into their new home?



Part of the How to Guides series

 HM Government

Make sure you register to vote at your new home or risk harming your credit score

YOUR VOTE MATTERS

MAKE SURE YOU'RE IN



Register online now at www.gov.uk/register-to-vote

When you've found a place

Check the paperwork

- Tenancy Agreement.** Make sure you have a written tenancy agreement and read it carefully to understand your rights and responsibilities. The landlord or agent usually provides one but you can request to use a different version. The government has published a [model tenancy agreement](#) that can be used.
If you have any concerns about the agreement, seek [advice](#) before you sign.
- Meter Readings.** Remember to take meter readings when you move in. This will help make sure you don't pay for the previous tenant's bills.
- Contact details.** Make sure that you have the correct contact details for the landlord or agent, including a telephone number you can use in case of an emergency. You are legally entitled to know the name and address of
- Code of practice.** Check whether the landlord or agent is managing the property in accordance with the [code of practice](#).
- Register to vote.** Make sure you register to vote at your new home either [online](#) or by post. Contact your local Electoral Registration Office for support. **Remember** you may harm your credit score the longer you are not registered.
- Inventory.** Agree an inventory (or check-in report) with your landlord before you move in and, as an extra safeguard, make sure that you **take photos**. This will make things easier if there is a dispute about the deposit at the end of the tenancy. If you are happy with the inventory, sign it and keep a copy.
- Register to vote.** Make sure you register to vote at your new home either [online](#) or by post. Contact your local Electoral Registration Office for support. **Remember** you may harm your credit score the longer you are not registered.

The landlord must provide you with:

- **A copy of this guide** *How to rent: The checklist for renting in England* either as a hard copy or, if you agree, via email as a PDF attachment.
- **A gas safety certificate.** The landlord must provide one at the start of the tenancy and within 28 days of each annual gas safety check, if there is a gas installation.
- **Deposit paperwork.** If you have provided a deposit, the landlord must protect it in a government approved scheme within 30 days and provide you with prescribed information about it. Make sure you get the official information from your landlord, and that you understand how to get your money back at the end of the tenancy. Keep this information safe as you will need it later.
- **The Energy Performance Certificate.** This will affect your energy bills and the landlord must provide one (except for Houses in Multiple Occupation). Properties let on tenancies entered into after 1 April 2018 must have an [EPC rating of at least 'E'](#) (unless a valid exemption applies).

If your tenancy started or was renewed after 1 October 2015 your landlord cannot evict you with a Section 21 notice (no fault eviction) if they have not provided you with these documents. You can still be [evicted](#) with a Section 8 notice if you break the terms of your tenancy.

The landlord should also provide you with:

- **A record of any electrical inspections.** All appliances must be safe and checks every 5 years are recommended.
- **Evidence that smoke alarms and any carbon monoxide alarms** are in working order at the start of the tenancy. Tenants should then regularly check they are working.

Insights

There was a positive response to including a banner on the how to rent guide. Tenants liked it and it would not require anything additional for the landlord or letting agency.

The idea of the banner on the 'How to Rent Guide' was positively received by all participants in Manchester.

Barriers

Very few participants received a tenancy pack and often agreements were unofficial.

In one tenancy participant was asked not to register at that address as the tenancy was not official.

Local authorities have previously found it difficult to engage landlords or letting agencies, especially when asking them to do something such as include a registration form in a tenancy pack.

Even when entering into a more formal tenancy where the deposit is protected and there is a tenancy agreement, a renter hasn't been given a tenancy pack. "I did get just like an agreement to which I was... Yes. I just signed that one. There was no welcome pack."

Coventry trialled this and letting agents hated it as it was extra work.

"[Agents asked] Who's going to supply the forms to us to put in these packs? And then they were like, well, what's in it for us? Its another bit of work for us to do, and we're not getting anything for it"

"I don't really think the paper form would influence me to register to vote."

Opportunities

Add registering to vote in the 'How to rent guide'. Possibly give advice to letting agents to go through the pack with tenants.

The administrators currently use keychain loops to engage, this could be useful when new keys are handed out to tenants.

Changes

A leaflet would be better than a form as want to encourage people to register online.

LAs would rather be receiving online forms.

If putting a registration form in a tenancy pack it should be the same style as the rest of the pack.

Messaging around credit rating can be effective.



Local Authorities



Frequent Movers

Provide better data driven tools to target outreach for the canvass and identify new people to register.

Mr Bartosz Horbaczewski
 51 Prayle Grove
 London NW2 1BB
 Our Reference: HMOM/16/53024
 Licence Number: HMOM/16/53024
 LICENSED PROPERTY: 6 Prayle Grove, London, NW2 1AR
 Licence Start Date: 2017-04-12
 Licence Expiry Date: 2022-04-12
 Rooms: 5
 Permitted number of occupants: 6

Licence Start Date ▾
 2005-08-04 - 2014-12-01 | 2014-12-03 - 2016-07-19 | 2016-07-22 - 2017-05-24 | 2017-05-30 - 2017-05-31

197 Locations Found
 Licence Start Date: 2005-08-04 - 2014-12-01 | Licence Start Date: 2017-05-30 - 2017-05-31 | Licence Start Date: 2016-07-22 - 2017-05-24 | Licence Start Date: 2014-12-03 - 2016-07-19

Our Reference	Licence Number	Licencee name 1	Licencee name 2	Licencee Address 1	Licencee Address 2	Licencee Address 3
HMOM/16/54447	HMOM/16/54447	Mrs Chandrika Wimalaratne		361 Cockfosters Road	Barnet	
HMOM/15/51926	HMOM/15/51926	Tigress Land Limited		35 Allington Road	London	
HMOM/16/53024	HMOM/16/53024	Mr Bartosz Horbaczewski		51 Prayle Grove		London
HGLIC/06/20138/1	LN/200112471/R1	Gerald	Kennedy	6 Princes Avenue	Finchley Central	London
HMOM/16/53419	HMOM/16/53419	Mr Wai	Fong Lo	62 Croft House	21 Heritage Avenue	London

Insights

Some geo-mapping already goes on in local authorities and all were keen to make better use of it. However, there were concerns about staff capability and IT support.

Coventry use geo-mapping when divvying up canvass work for contractors. With a more robust geo-mapping tool, they could 'wipe off' certain houses / streets off their lists.

The geo-data received for registration tends to be a huge divide between rich and poor.

Coventry perform a BAU canvass in January to 'mop up' those leftover from the main canvass. They have tablets which are linked to head office and produce live data. They'll receive updates of areas where registration is low. They don't have actual maps, just street names which get put onto maps. If standardised maps were created for canvassing, that could be useful for an LA.

Homeless people are not canvassed. Canvassing teams walk past street homeless; they're not expected to stop and talk to them. Homeless citizens are moved on in a lot of city centres. Wouldn't have accurate placements of homeless people.

Barriers

Previously had tablets for canvassing but there were lots of IT/network issues and so they were scrapped.

Opportunities

Would be helpful to track areas with lots of movement or areas of new builds.

Geomapping could help with the new properties for which they don't have a UPRN.

Postcoded hotspots in city centres: have dedicated areas in the city / town where homeless people can register to vote and have that area as their local connection. Could put collection points for homeless citizens to collect their correspondence.

Coventry have Neighbourhood Enforcement Officers who move on the homeless. These teams might have data/information on homeless citizens. We could look in to other cities and if they have these types of roles.

Changes

