

APPENDIX 1

IDENTIFIED ISSUES/OPPORTUNITY ACTION PLAN

1 Nominations / Candidates and Agents				
No.	Identified issue(s)	Suggested solution(s)	Action(s)	Timescale
1.1	Technical issues accessing hybrid briefing sessions	Work with ICT for core team training and solutions and in the meantime arrange ICT support	Add request to the Election requirements ICT document and test webinar technology through M365	By September 2023 – Completed
1.2	Timeliness in candidates receiving their candidate information pack to enable them to attend key events	All correspondence during election period to be sent first class Key events highlighted in validation letter and on website to give earlier notification of key dates	All correspondence during period to be sent first class including key dates in validation letter Regularly update website with reminders to Candidates and Agents Use of Gov.Notify worked well for reminders. Ensure that this is continued	Next Election period
1.3	Inquorate parishes	Greater support and liaison with parish clerks	Engage with parish clerks more regularly and build relationships during working year	Build on this from May 2023 onwards
2 Polling day / Stations				
No.	Identified issue(s)	Suggested solution(s)	Action(s)	
2.1	Direction of voters to new polling stations where applicable	Communications to include 'please note your polling station may have changed' where necessary Continued promotion of change of poll card style from A5 card to A4 letter. Letter will clearly show relevant polling station and highlight changes where appropriate	Include in communication plans and poll station training.	From February/March 2024 as directed by lead PCC Authority (Southampton)

		Poll station staff to be instructed to use Democracy Club look up post codes and direct voters to their polling station		Beginning Feb 2024 for May Polls
2.2	Polling Station inspections target completion times were unachievable	Split checks over three visits	Review checklists	Before end 2023 and additionally before next Election period
		Submit one report for double polling stations	Review procedure for double polling stations	
2.3	Shared access to Polling Station information to enable all teams to access and update records during the Election period	Elections to hold all relevant polling station information and share to relevant supporting service area contacts i.e. Health and Safety, Grounds, ICT	Set up SharePoint area and grant permissions to relevant staff	Before September 2023 - Completed
3	Staffing			
No.	Identified issue(s)	Suggested solution(s)	Action(s)	
3.1	Loss of experienced staff due to increased workload, less attractive pay and higher pressures	Greater support and liaison with existing staff Continued promotion of need for temporary staff to support the Election process	19 poll clerks have been identified and endorsed by their presiding officers as candidates for future senior roles Contact to be made with these individuals at an early stage to offer them opportunity to work at PO at next poll if needed Continue to carry out engagement activities to attract new staff	December 2023 – continuous on the run up to 2024 PCC Election
3.2	Greater proportion of new / inexperienced staff	Ensure staff have access to effective, clear guidance concerning their role	Review training provision and job descriptions at all levels	By December 2023
3.3	Fewer NFDC staff volunteering	Consideration needs to be given to council wide expectations to support elections activities	Addition direction from RO supported by EMT to ensure we reach all available NFDC staff	December 2023 - continuous on the run up to 2024 PCC Election

4 Count				
No.	Identified issue(s)	Suggested solution(s)	Action(s)	
4.1	Adequacy of training and instructions	Simplified training.	Review training content and practical processes	Review and implement learning points before 2024 PCC Elections.
		Quick guide or 'one pager' for easy access guidance and consistency within teams. Practical hands-on training		
4.2	Count management and supervision	Ensure a clear senior lead and consistent approach amongst senior staff	Clear and documented roles and responsibilities	Review and implement learning points before 2024 PCC Elections.
		Ensure clear senior lead with overview of entire process.	Carrying out regular supervisor huddles throughout the day to update on progress	
		Senior Supervisors to work independently one to each half of the floor	Appointment of count manager to oversee the entire process	
4.3	Reduction in available space	Review alternative venues and arrangements such as split count venues/days	Explore alternative venues and compile an options appraisal for consideration by the Returning Officer	Before end of 2023
			Accept and mitigate against difficulties i.e., conducting count over two days, employment of additional supervisors and count staff	Before end of 2023
4.4	Use of grass skirts and associated inactivity	Employment of additional supervisor	Review number of count assistants per team i.e., great number of teams with less staff per table	Before 2027 Local Elections

			Use laptops to reconcile grass skirts on master sheet Employee deputy supervisor to monitor progress while grass skirts are being reconciled to better use available time and resource	
4.5	Adjudication of doubtful papers process	Review the process adopted for this count to avoid downtime and delay for this process	Review system for adjudication to ensure smooth flow of activities and speed up declaration of results	Early 2024
4.6	Parking and Transportation	Consider daytime count vs night time counting for adequate parking.	Discuss parking options with Freedom Leisure (eg parking on grassed areas)	By September 2023 – Completed
			Consider offering sustainable travel options	From December 2023
4.7	Results	Review process for results and final checks	To review the whole process of final checks and role of Head Table to ensure efficiency without the loss of accuracy identify ways to incorporate the results system to reduce double handling	From Jan 2024
			Establish the results system Mod.Gov to reduce double handling, provide real time information on declarations and display progress	From Jan 2024

5 Future Challenges				
No.	Identified issue(s)	Suggested solution(s)	Action(s)	
5.1	Implementation of Election Act Tranche 2 changes	Awaiting further Guidance to identify resource and risks	Core team to attend relevant training provided by AEA / DLUHC	From Oct 2023
			Create Operational and Project plan	From Oct 2023
5.2	Retention and appointment of staff	Continue to develop our Election staff strategy	RO/EMT to identify resource and availability	From Dec 2023
			Continue engagement plans for recruitment and promotion	From Oct 2023