

WANDSWORTH BOROUGH COUNCIL

FINANCE AND CORPORATE RESOURCES OVERVIEW AND SCRUTINY  
COMMITTEE - 29TH SEPTEMBER 2010

Report by the Assistant Director of Administration (Support and Democratic Services) concerning the performance of services in the Administration Department's Support and Democratic Services Division in 2009/10 together with plans for service improvement in 2010/11

SUMMARY

This report includes the annual reports and performance measures for the services within the Support and Democratic Services Division of the Administration Department, i.e. Support Services (Appendix 1), Committee Services (Appendix 2), the Register Office (Appendix 3), Wandsworth Interpreting Service (Appendix 4), Electoral Services (Appendix 5), Supplies Advisory Unit (Appendix 6) and the Corporate Human Resources Service (Appendix 7) in 2009/10. Appendix 8 deals with divisional safeguarding issues and property matters. The report also incorporates the performance measures (2009/10) and areas for improvements in each of the service areas for 2010/11. There are no staffing or financial implications in this report.

GLOSSARY

DPA	Data Protection Act 1998	ES	Electoral Services
EU	European Union	FOIA	Freedom of Information Act
HR	Human Resources	SAU	Supplies advisory Unit
WIS	Wandsworth Interpreting Service		

RECOMMENDATION

1. This report is submitted to the Finance and Corporate Resources Overview and Scrutiny Committee for information. No decisions are required on it by the Council, the Executive or the regulatory and other committees. However, if the Committee approve any views, comments or additional recommendations on the report, these will be submitted to the Executive for its consideration.

INTRODUCTION

2. The Support and Democratic Services Division was created as part of the reorganisation of the management structure of the Administration Department approved by the General Purposes Committee in March 2008 (Paper 08-140). The Division is comprised of seven main services: Support Services, Committee Services, the Register Office, Wandsworth Interpreting Service, Electoral Services, Supplies Advisory Unit and finally, the Corporate Human Resources Service. Individual reports on the work and performance of these services are attached as appendices to this report. All of the services have service improvement plans in place for 2010/11 and details of these are set out in the

individual reports. Appendix 8 deals with safeguarding issues and property matters.

### SUMMARY

3. The seven main services within the Division and their roles and responsibilities and details of current issues are briefly summarised below.
4. The Support Services Section (see Appendix 1) provides the administrative support to the entire Administration Department and to all Members of the Council. As such its remit includes the coordination of the devolved departmental HR, financial coordination, departmental administration, the Leader's Office and the Council switchboard. Corporate roles include the initial processing of tender documents received by the Council, responsibility for affixing the Council's Common Seal and the management of the Council's responsibilities in terms of the Freedom of Information Act 2000 (FOIA) and the Data Protection Act 1998 (DPA). The Section also provides IT services to Members and administers the Members' Allowances Scheme. The key issues for the Section over the last 12 months were: preparing for the new intake of councillors and the new administration following the Council elections; the increased volume and complexity of FOI requests particularly from commercial and media organisations; and the introduction of new corporate financial systems within the Department.
5. The principal functions of Committee Services Section (see Appendix 3) centre around managing the Council's formal decision-making processes and the wide range of issues that this involves. This role ensures that the Council carries out its decision-making in a lawful, efficient and effective manner which is a prerequisite for good governance. Less known functions of Committee Services are providing a school admission/exclusion appeals service for more than 40 schools, the management of a Street Numbering/Naming service, dealing with complaints against the Council via the Local Government Ombudsman and working closely with the Electoral Services Office on the crucial and demanding role of organising, staffing and supervising elections. The principal issues for Committee Services in 2009/10 were preparations for the Council and Parliamentary elections that took place on 6<sup>th</sup> May 2010, introduction of new "executive arrangements" concerning delegation of the Leader's executive powers, extended use of online information systems (Modern.Gov), the development of a new petitions scheme (to include e-petitions from 2010) and the management of school admission appeals arising from additional requests for the service from voluntary and foundation schools. Revised Government arrangements for handling complaints about Member misconduct were first used in practice during 2009/10. Finally, Committee Services underwent a small reorganisation during the year, resulting in the deletion of one senior post. The annual report for this service is attached as Appendix 2.
6. The Register Office – see Appendix 3 - was a Charter Mark service. The core duties of the Register Office continue to be the registration of births, deaths, marriages and civil partnerships. These have been supplemented by new functions relating to citizenship. All residents who make successful applications

for British nationality are required to attend a ceremony organised by the Register Office at which they must take an oath and pledge of allegiance. This role prompted the development of a new and very popular service for residents whereby the Register Office would check the applications for nationality and legalise copies of the accompanying documents. The Registrar General recognised the high quality service provided by this office and, in February 2009 granted greater freedoms and self-management under what has been termed New Governance; this was used to put parts of the service on a more commercial footing resulting in a target of £50,000 being set for newly generated income.

7. The Wandsworth Interpreting Service (WIS) – see Appendix 4 - was also a Charter Mark service. Its brief is to overcome language barriers that prevent or frustrate the access of residents to public services. The service was established in 1987 as a community-based resource and has been a fundamental part of the Council's commitment to equality of opportunity in service delivery since its inception. The Service has adapted over the years to the changing pattern of demand for language services by reacting quickly and positively to the altering need for specific languages arising from world tensions and the subsequent change in the pattern and form of immigration from world hotspots. In 2006 the Service was extended to cover sensory impairment with the consequential accelerated development of a significant sign language service. The Service was reorganised in 2009 with a more slim-line staffing arrangement focusing on meeting the core language needs and greater involvement in the promotion of English language classes and the encouragement of greater independence.
8. Electoral Services – see Appendix 5 - is a highly regarded service which was also a Charter Mark service and continually maintains high standards of work. Its core duty is the statutory function of compiling the Register of Electors and assisting the Returning Officer with the conduct of elections – alongside the work of organising and supervising of elections carried out by the Committee Services Section. The compilation of the Register is an incredibly time-consuming and intensive task that requires a high level of management and innovation in order to maintain a consistently high number of eligible electors actually being on the Register. The main work pressures in 2009/10 arose from preparing for the complex combined Parliamentary and Borough Council elections, rolling registration and the continued increase in applications for postal voting.
9. The Supplies Advisory Unit (SAU) – see Appendix 6 - was established in 1988 as part of a process of devolvement of the procurement function to service departments to ensure that there was a central source of expert professional advice and scrutiny. The Unit has responsibility for the renewal and management of a number of multi-departmental contracts, the recruitment of suppliers as well as ensuring compliance with the EU legislative dimension of all contracts. When equipment reaches the end of its useful working life SAU also has corporate responsibility for ensuring that disposals comply with all of the environmental legislation whilst minimising costs and maximising resale values. In 2009/10 the main issues for the SAU related to adherence to EU procurement legislation, compliance with the new environmental electrical

equipment disposal Regulations, contract compliance and maintaining the list of approved suppliers.

10. Corporate Human Resources – see Appendix 7 - is the main strategic service overseeing the Council's management of its workforce. Staff are the Council's most crucial and valuable asset and as such must be nurtured, developed and retained and this critical activity is led by Corporate HR. This relatively small streamlined service covers the broad range of HR functions, ranging from recruitment, training, employee relations, workforce planning to occupational health and safety, equal opportunities, remuneration management, staffing management information, etc. The Service is also actively involved in determining the most effective tactical implementation of the Council's overall staffing strategy. Operational delivery of the HR service is largely devolved and carried out at department level with advice and central monitoring by the Corporate HR Service. The HR function is extremely complex and demanding mainly because of a continuous flow of legislation, judgments or case law and national initiatives which must be adopted or taken into account. Particular achievements in 2009/10 were the development of a multi-agency Adult Workforce Strategy; reviewing e-recruitment with award of a new two-year contract; approval and implementation of single status; and achieving reducing levels of sickness levels across the Council.

## CONCLUSION

11. The services described in this annual report deliver high-quality services to the Council and/or residents. They are all small compact units compared to their equivalents in other councils and in this respect do a remarkable job for their size. The commitment, dependability and flexibility of the staff in services like these are crucial to the continuing success of the Council and production of this annual report provides the Committee with an opportunity to see the wide range of duties that they perform and to acknowledge their achievements.

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21st September 2010

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## **Background papers**

No background papers were used in preparation of this report.

All reports to the Overview and Scrutiny Committees, regulatory and other committees, the Executive and the full Council can be viewed on the Council's website ([www.wandsworth.gov.uk/moderngov](http://www.wandsworth.gov.uk/moderngov)) unless the report was published before May 2001, in which case the Committee Secretary (Mr. G.S Collins on 020 8871 6021 or [gcollins@wandsworth.gov.uk](mailto:gcollins@wandsworth.gov.uk)) can supply it if required.

Annual Quality and Performance Review, 2010/11 of Electoral Services

GLOSSARY

AEA	–	Association of Electoral Administrators
CORE	–	Co-ordinated Online Record of Electors
EA Act 2006	–	Electoral Administration Act 2006
EC	–	Electoral Commission
ERS	–	Electoral Reform Society
ES	–	Electoral Services
EU	–	European Union
IER	–	Individual Electoral Registration
MOJ	–	Ministry of Justice
PPE Act 2009	–	Political Parties & Elections Act 2009
SMS	–	Short Message Service
UK	–	United Kingdom

SERVICE AIMS AND OBJECTIVES

1. The Service undertakes, on behalf of the Proper Officer – namely the Director of Administration – the statutory function of compiling the electoral register for the Borough in accordance with the various Representation of the People Acts, the EA Act 2006 and the PPE Act 2009, as amended by extensive subsequent legislation and laid down in various Regulations and Circulars. He is also responsible, under the Juries Act 1974, for compiling the list of names of those eligible for jury service. The Director of Administration, also in his role as Proper Officer, is responsible as the Returning Officer for the running and conduct of elections and referenda in the Borough under the relevant Representation of the People Acts, as amended.

PERFORMANCE MEASURES

2. Background statistics are set out in Annex A. These show the overall performance of ES for 2009/10.
3. There is currently one top line Council indicator for performance measures for ES, which is for the percentage of electoral registration forms returned: -

Ref	Indicator	Actual 2007/08	Actual 2008/09	Actual 2009/10	Target 2009/10	Target 2010/11
Top line	The percentage of electoral registration forms returned	90.1%	92.7%	94.5%	92.5%	94.5%

## COMPLAINTS

4. 13 complaints were received by the ES in 2009/10 compared to 24 in 2008/09. The decrease was due to less being received at the European Parliamentary election, which generates less interest and less contention, taking place in 2009. Most complaints received were as a result of policy issues or mistakes when the register was being compiled. All of the latter concerned preparation of the Electoral Register and were all corrected subsequently.

## 2009 ANNUAL AUDIT

5. In 2009 the Service once again looked at how it could improve the way the annual audit (known locally as the annual canvass) is carried out in Wandsworth, in order to increase the number of eligible people registered to vote, and as a result produce a more accurate register. The annual audit was carried out between August and November 2009 and resulted in overall returns for the canvass in 2009/10 showing a 94.5% return. This response rate was 1.8% higher than in 2008, and should be compared with the Council's target figure of 92.5% set for the Borough. The figure achieved in 2009 is 4.2% higher than the Inner London average and the second highest of the 12 Inner London boroughs.
6. The number of household units recorded for the annual audit was 132,458, and the number where up to date information was received, either as a result of returned registration forms or for empty property, increased by 3,296 (+3%) from 124,099 to 127,395. The number of non-responding households consequently decreased to 5,063. There was an increase in the electorate on the December 2009 Register by 674 (+0.3%) names, from 226,132 to 226,806. The electorate figure achieved in 2009 is the highest of all of the 12 Inner London boroughs. The electorate figure achieved and published by 1st September 2010 reached 232,251 (see Rolling Registration below).
7. To achieve such a high return requires a great deal of effort and planning. The increase in returns in 2009 occurred due to the continuation of the policy of making four personal calls to non-responding households, the use of the ERS internet, telephone and text (SMS) re-registration systems. These alternative forms of registration were publicised and promoted extensively throughout the canvass period, but particularly during September 2009 due to the Royal Mail industrial action which occurred at that time.
8. In addition the registration form and information leaflet, which are delivered to every household in the Borough, were revised and simplified with clearer information. In 2009, the number of telephone re-registrations was 10,941, internet re-registrations 11,800 and text (SMS) re-registrations 4,729, resulting in a combined total of 27, 470 from these innovative forms of re-registration, an increase of 5,611 (+26%) on the previous year.
9. Despite the 1.8% increase in responses; there are still great difficulties in canvassing

households within the Borough. In particular gaining access to the increasing number of blocks of flats (both Council and private) with integral security systems is problematic. The most up to date survey carried out by ES shows us that there are now 1,865 residential blocks comprising 40,319 units with integral security systems. Of these 5,312 cannot be accessed to carry out personal calls and these can only be canvassed by post.

10. Another factor influencing the response rate is the percentage of residents who do not respond because they are not eligible, i.e. they are neither EU nor Commonwealth citizens. In addition, due to changes in the law over the past few years, the registration form itself, despite our local efforts to simplify it, has become increasingly complicated and difficult to complete. Given the preponderance of highly mobile younger residents in the 20-39 age range, many of whom are Commonwealth citizens, it is inevitable that this is a particular factor in non-response.
11. Whilst being happy with the higher 1.8% increase in returns in 2009 an extensive range of checks and balances ensures accurate registration against Council tax records. Furthermore the Council's policy is also only to delete names from the Register after this process has taken place, and consequently, in many cases of non-registration, these residents are known to be still in occupation and hence their names are retained on the Register.
12. The claimed electorate percentage return figures for all the inner London borough councils are shown in Annex B. However, caution should be exercised in making any comparisons between councils, as local circumstances vary between boroughs on the interpretation of calculating the return figures.

#### ROLLING REGISTRATION

13. After the annual canvass takes place legislation gives residents the possibility to join the register (known as rolling registration) up to 11 working days before an election takes place. With the EA Act 2006 requirement to maximise registration this aspect of work has increased considerably since originally being introduced in 2001 as new residents could now register as soon as they took up occupancy. The number of additions, deletions and register name changes has increased significantly in this period and can be attributed to extensive publicity by ES locally and the EC nationally.
14. At 1st September 2010, the electorate figure achieved and published had reached 232,251, which was due to 15,160 additions, 9,715 deletions and 1,269 changes, totalling 26,144 entries (+72%) on the previous year having been carried out since publication of register on 1st December 2009, an increase of 5,445 names (+2.4%). This increase was primarily due to the increased interest as a result of the 6 May 2010 elections (see Parliamentary and Borough Council elections 2010 below).

## 2010 ANNUAL AUDIT

15. With the introduction of individual electoral registration expected in 2012 (see Introduction of individual electoral registration below) no changes have been implemented for 2010 annual audit which is currently taking place.

## INTRODUCTION OF INDIVIDUAL ELECTORAL REGISTRATION

16. The PPE Act 2009 has put in place a statutory timetable for the introduction of IER against the present requirement of household registration where minimal information is required. The Coalition Government's intention is to enable ESs to collect personal identifiers from all members of the household who are eligible to register – date of birth, signature and national insurance number. The intention is that this will assist in the prevention of electoral fraud taking place in particular with postal voting, and they have now indicated that they wish to accelerate implementation to commence in 2014.
17. Further primary legislation to replace the IER provisions in the PPE Act 2009 will be published a draft Bill in 2011. The proposal is that from July 2014, all new electors and anyone wishing to retain an absent vote must be individually registered, and during the 2014 annual canvass all existing registered electors will be invited to become individually registered. Anyone seeking to register individually will be required to provide personal identifiers that can be used to authenticate their identity. However, electors will be given time to get used to the new provisions: electors who do not register individually or who fail to adequately provide their identifiers in 2014 will be carried forward until after the General Election and only removed from the register if, on conclusion of the 2015 canvass they have failed to individually register. This should help maintain registration levels through the transition period.
18. A report will be made to the Committee and the Executive in due course on the implications of the introduction of this new requirement.

## PARLIAMENTARY AND BOROUGH COUNCIL ELECTIONS 2010

19. The Parliamentary and Borough Council elections took place on 6th May 2010 and were the first time that these had been combined to take place on the same day. Turnout was higher with 66.42% for the Parliamentary (59.2% in 2005) and 62.72% for the Borough Council (34.1% in 2006).
20. The Parliamentary election verification and count and the Borough Council election verification were both held from 10pm on Thursday 6th May 2010. This was a mammoth operation which stretched our resources to their limit. The complete Town Hall complex, including various locations within it which had not used before on election night were utilised to enable this combined election process to take place. Over 450 staff were recruited to carry out both of these exercises. All three

Wandsworth Parliamentary Constituency ballot papers were verified, counted and the results declared by 1-50am; some 3 hours before results were declared anywhere in London. The Borough Council count commenced at 1-30pm on Friday 7th May 2010. All 20 Ward results were declared by 5pm.

21. In order to assist and streamline the election processes and assist political parties and independent candidates, more detailed briefings in particular with the nomination process proved invaluable. Positive feedback has been received from political parties on the new procedures and documentation used.
22. The high demand for 11 day late registration at the combined Parliamentary and Borough elections was anticipated following its introduction in the EA Act 2006. A large number of applications were received between 1 March and 20 April 2010, with 6,853 new names added, 1,585 names deleted and 147 changes made, totalling 6,585 transactions in this exceptionally busy period.
23. The other significant aspect of the EA Act 2006 which affected both elections was the ongoing resources required for the continued collection of personal identifiers (i.e. maintaining signatures and dates of birth which are required to be captured on all postal and proxy voter applications). This information has to be scanned and stored electronically and kept accurately up to date, in order to be checked against returned postal vote applications at the time an election takes place. The number of postal votes issued for the Parliamentary election was 34,715 (28,889 returned 83.21%), and 37,266 (28,889 returned 81.57%), for the Borough Council elections.
24. Postal voting is becoming a much more significant part of the electoral process in this Borough. It should be noted that the process is also more complex as the law now requires postal voters to provide signatures and dates of birth with their returned ballot papers and these must be checked against the elector's original postal voting application to safeguard against fraud. ES and Election Management staff dealt with these demands effectively and efficiently within incredibly tight deadlines.
25. Given the high rate of return for postal voters it is quite clear that postal voting still continues to be a growth industry demonstrated by the heavy promotion of this form of voting by all political parties. This number of applications for postal votes is expected to rise to 40,000+ at future elections as it seems that the perception among political parties is that elections can be won or lost on postal voting.
26. As previously reported to this Committee the EA Act 2006 has increased pressure on ES, and Election Management staff when an election takes place. Internal management arrangements are put in place and additional temporary staff resources are brought in to deal with the additional work that is required at the time of elections taking place, which will continue to be required at all future elections. The only issue beyond the Council's control is the tight election timescales set by Parliament.

### ACHIEVEMENTS AND PROGRESS IN 2009/10

27. There is an on-going review of the Service and improvements and enhancements in quality and service delivery is constantly being sought. Several initiatives achieved in 2009/10 were:
- a) increased the percentage of households registrations to 94.5% and improved accuracy of the electoral register;
  - b) investigating other Council records to improve the accuracy of the electoral register;
  - c) carrying out all postal canvasses in areas of the Borough where there is difficulty in gaining access;
  - d) working closely with EC and AEA on the European Parliamentary election;
  - e) preparing detailed plans for conduct of the Parliamentary and Borough Council elections in May 2010;
  - f) submitting collection of electoral registration financial information in July 2009 and performance indicator data required by EC in December 2009;
  - g) finalising work for implementation of standardisation of address registration data (CORE) by December 2009;
  - h) preparing the Council recommendation to change the name of the Roehampton Ward to 'Roehampton and Putney Heath Ward'; and
  - i) continuing links with existing outreach groups and establishing links with new ones in the Borough.

### TARGETS AND MAIN ISSUES FOR 2010/11

28. Several initiatives have already been implemented or planned for in 2010/11, and these are:
- a) Further improve electoral registration and election management as required by EA Act 2006 by maximising registration and undertaking enough information to identify and register potential electors;
  - b) work closely with Cabinet Office, EC and AEA for Parliamentary and Borough Council elections in May 2010, and proposed Referendum on changing the voting system for Parliamentary elections in May 2011;
  - c) encourage voters to use postal and proxy voting facilities at future elections;
  - d) submit various statutory information to EC, namely performance standards for Acting Returning Officer election information by June 2010, the collection of financial information on electoral registration and the cost of running elections by July 2010, and the electoral registration performance indicator data by December 2010;
  - e) fully implement safeguarding for all ES canvass staff under the requirements of the Children Act 2004;

- f) implement requirements of the PPE Act 2009, which primarily relates to conducting an election during the annual canvass period;
- g) prepare for collection of personal identifiers (signatures and dates of birth on all absent voter applications, both postal and proxy);
- h) ensure the Service promotes democracy as part of the Local Democracy, Economic Development and Construction Act;
- i) identify electoral reform requirements of the Coalition Governments Political Reform proposals and the implications for the Council as a result of the introduction of these;
- j) prepare for the introduction of IER ;
- k) carry out review of polling districts, polling places and polling stations and submit recommendations to the Council; and
- l) assist the Census Liaison Manager in preparation for the 2011 Census.

#### CONCLUSION

29. Overall 2009/10 proved yet again to be another exceptionally busy year for ES – including involvement in the management of elections – being highly pressurised in carrying out the European Parliamentary Election in 2009 and preparation for the Parliamentary and Borough Council Elections in May 2010.

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Neil Kennett  
Head of Electoral Services  
Support and Democratic Services Division

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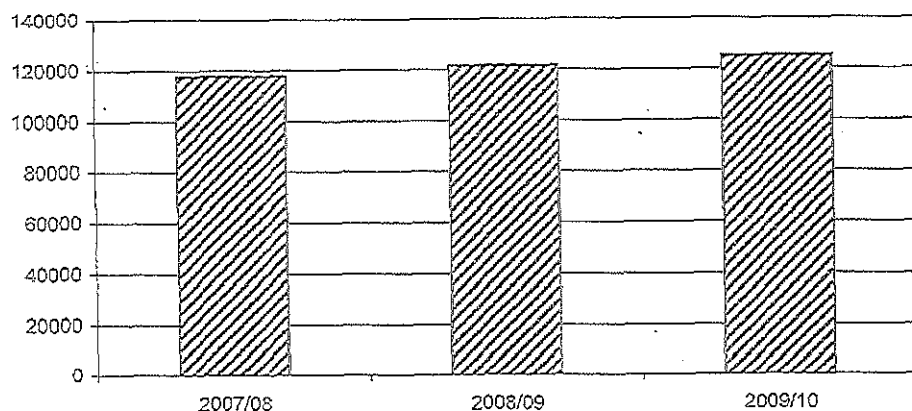
ADMINISTRATION DEPARTMENT  
SUPPORT AND DEMOCRATIC SERVICES DIVISION

ELECTORAL SERVICES

BACKGROUND STATISTICS

	2007/08	2008/09	2009/10	Target 2009/10	Target 2010/11
<b>BUDGET</b>					
revenue budget available (electoral reg)	769	878	876	869	867
<b>SERVICE OUTPUT MEASURES</b>					
no. residents on main register	221779	226132	226806	226500	230000
rolling registration - no. additions	7285	8002	7918	8500	16000
rolling registration - no. deletions	6309	8992	7258	9000	9500
rolling registration - no. changes	920	1001	1186	1100	1400
no. applications dispatched overall	130420	131147	132458	131500	133000
no. empty properties found	2729	2504	2279	2600	2500
no. dispatched minus empty properties	127691	128643	130174	128900	130500
no. applications returned	117653	121595	125116	117100	125200
no. reminders sent (1)	66027	66940	69004	63100	62600
no. 16/17 yr old population registered	1297	1401	1341	1400	1400
no. telephone re-registration (2)	9540	9186	10941	9200	10000
no. online re-registrations (2)	9665	9550	11800	9600	10500
no. text (sms) re-registrations (2)	n/a	3123	4729	3200	4000
no. students registered on registration days	680	774	1047	800	1100
no. postal voters	26243	29535	33164	33000	33200
no. postal votes at election (3)	0	29571	29614	35000	35000

no. applications returned



PERFORMANCE MEASURES

	2007/08	2008/09	2009/10	Target 2009/10	Target 2010/11
<b>BUDGET MEASURES</b>					
% electoral reg revenue budget spent	100%	99%	98%	100%	100%
income from sales of register as % cost of electoral registration service	0.6%	0.6%	0.7%	0.6%	0.7%
<b>PRODUCTIVITY MEASURES</b>					
budgeted unit cost per registration	£3.27	£3.61	£3.62	£3.56	£3.39
actual unit cost per registration	£3.14	£3.52	£3.50	£3.56	£3.39
av. sickness days per fte permanent employee	7	2	6	2	2
% calls answered in 15 seconds	94%	92%	92%	100%	100%
% visitors dealt within 5 minutes	100%	100%	100%	100%	100%
% responses to letters in 10 days	100%	100%	100%	100%	100%
<b>DEMAND/LEVEL OF SERVICE</b>					
no. non-responding households	10128	7048	5063	11800	5300
no. visitors dealt within 5 minutes	5952	5430	5146	6000	6000
no. telephone calls received	11389	16341	20743	18500	21000
<b>OUTCOME/QUALITY OF SERVICE</b>					
no. complaints at elections	0	16	11	0	0
no. complaints (ES) non-election	7	8	2	0	0
% complaints dealt with in 10 days	100%	100%	100%	100%	100%
% electoral registration form "A"s returned	90.1%	92.7%	94.5%	92.5%	94.5%
% 18+ population registered (by comparison with published register)	99.4%	94.4%	99.4%	99.4%	99.4%
% 16/17 population registered (by comparison with published register)	0.6%	0.6%	0.6%	0.6%	0.6%
% adult population included on the register of electors (AC LIS147) compared to ONS census	95.0%	96.1%	96.0%	96.2%	97.3%

Manager's Comments:

- (1) Number of reminders sent required at first personal call stage higher due to Royal Mail industrial action during September 2009.
- (2) Increase in the use of telephone, online and text (sms) re-registrations due to Royal Mail industrial action and extensive promotion of these facilities during September and October 2009.
- (3) Number of postal votes expected for the European Election did not materialise as political parties did not carry out any local or national campaigns.

17/09/2010 17/09/2010 17/09/2010



DECEMBER 2009 INNER LONDON BOROUGH  
ELECTORATE AND CLAIMED PERCENTAGE RETURNS

Borough	2009 Electorate December	2008 Claimed percentage for forms returned	2009 Claimed percentage for forms returned
Camden	150,625	92.46%	93.34%
City of London	6,582	83.25%	85.94%
Greenwich	162,803	92.34%	91.55%
Hackney	156,755	84%	90.2%
Hammersmith & Fulham	124,096	97.53%	96.5%*
Islington	145,390	90.3%	93.1%
Kensington & Chelsea	105,397	86.48%	87.5%
Lambeth	212,514	91.1%	91.3%
Lewisham	180,159	91.84%	91%
Southwark	192,937	91.36%	92.1%
Tower Hamlets	160,278	86.84%	81.79%
Wandsworth	226,806	92.7%	94.5%
Westminster	143,125	86.94%	85.55%
Total electorate	1,967,467		
Averages		89.78%	90.34%

\* Hammersmith & Fulham published on 4 January 2010 due to a by-election and therefore had one month extra to compile the register.

