

Elections Act 2022 – Temporary Voter Authority Certificates

1 Introduction

- 1.1 [The Voter Identification Regulations 2022](#) set out the conditions under which an Electoral Registration Officer (ERO) can issue a temporary Voter Authority Certificate (TVAC).
- 1.2 While our recent training was being delivered, Department for Levelling Up, Housing and Communities (DLUHC) officials issued clarification of the circumstances they consider a TVAC can be issued. This was different and more complex than originally understood, particularly for electors submitting additional documentary evidence close to polling day.
- 1.3 This advice note outlines the approaches EROs can take regarding TVACs and the options they have for dealing with documentary evidence after 5pm, six working days before the poll.

Contents	Pages
Background	2
What does this mean in practice	4
Scenarios	6
Key Statutory References	10
Appendix A - Template correspondence for documentary evidence electors	11
Appendix B – Timeline for Temporary Voter Authority Certificates	14
Appendix C – Temporary Voter Authority Certificate flowchart	15
Appendix D – Scenarios for Temporary Voter Authority Certificates	16

2 Background

- 2.1 Previously, it was generally understood the conditions under which a TVAC could be issued were:
- An elector must have applied for their substantive VAC by 5pm on the sixth working day before polling day;¹ **and**
 - The ERO has determined the substantive VAC after 5pm on the sixth working day before polling day and before 5pm on polling day;² **and**
 - The ERO is satisfied the substantive VAC may not be delivered to the elector in time for them to use the substantive VAC at the forthcoming poll.³
- 2.2 If the above criteria have been satisfied, the TVAC must be collected by the elector in person. The ERO can determine the location and times for collection.⁴
- 2.3 Provided the substantive VAC has been determined between 5pm on the sixth working day before polling day and 5pm on polling day, the TVAC can be collected up until the 10pm on polling day.
- 2.4 Our initial understanding was the ERO needed to have determined the VAC application after 5pm six working days before the election and by 5pm on polling day (the relevant period) to issue a TVAC. For example, if an elector brought documentary evidence in at 4.30pm on polling day, provided the ERO had determined the application by 5pm, the elector could be provided with a TVAC up until 10pm on polling day.
- 2.5 However, DLUHC's most recent clarification of the legislation, which is supported by the Electoral Commission, is the ERO needs to be satisfied the substantive VAC has been printed during the relevant period for a TVAC to be issued.
- 2.6 This is because TVACs are only available if the ERO is satisfied the issued substantive VAC may not be delivered in time for the poll.⁵ Therefore, the substantive VAC must have been issued¹ – i.e. printed.
- 2.7 We have expressed our strong concerns over the complexity this brings for both administrators and electors. It will be particularly difficult when dealing with documentary evidence.

¹ Please note wherever the word 'issued' is used in this document this should be taken to mean the substantive VAC has been printed by the government contracted print supplier.

The Association of Electoral Administrators

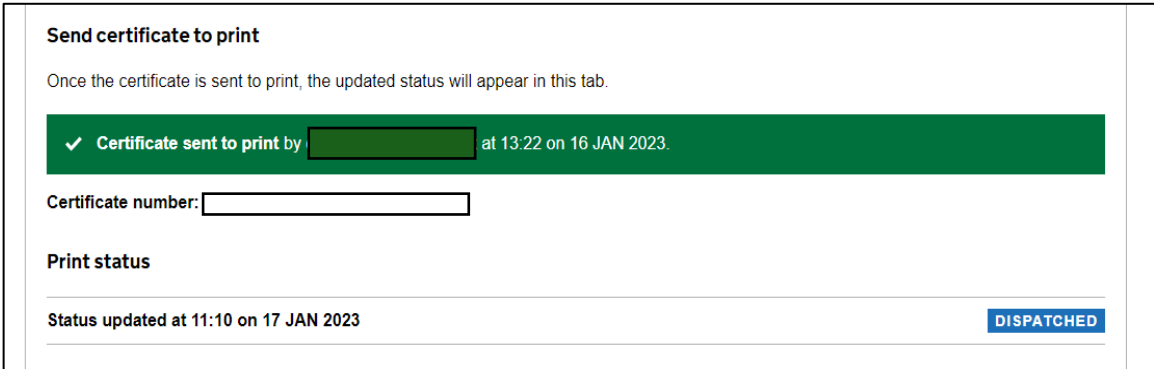


- 2.8 This will not change prior to May 2023 polls. However, we will continue to call for amendments to be made to the legislation that would allow for consistency and firm deadlines.



3 What this means in practice?

- 3.1 EROs can only issue a TVAC if they are satisfied:
- The elector applied for their substantive VAC by 5pm, six working days before the poll⁶; **and**
 - The substantive VAC is printed by the government contracted supplier after 5pm, six working days before the poll⁷; **and**
 - The substantive VAC is printed by the government contracted supplier by 5pm on polling day⁸; **and**
 - The ERO has reason to believe the substantive VAC may not be delivered in time to the elector for the elector to use the substantive VAC at the forthcoming poll.⁹
- 3.2 Therefore, EROs need to be satisfied the government contracted printer has printed the substantive VAC during the relevant period before they can issue a TVAC.
- 3.3 The service level agreement established between DLUHC, and the contracted printer stipulates substantive VACs will be printed 1-2 working days from being submitted for issue by the ERO. They are then delivered first class by Royal Mail.
- 3.4 The ERO portal print status is updated when the government contracted printer dispatches the substantive VAC. See example below.



- 3.5 It has been confirmed there will be a delay from the substantive VAC being printed and it showing as dispatched in the ERO portal. For example, if the batch of VACs being printed was small the delay could be an hour. However, the delay could be longer for larger batches as the ERO portal updates approximately an hour after the batch finishes processing.
- 3.6 The requirement for the substantive VAC to be **printed** after 5pm, six working days before the poll may result in more people being eligible for TVACs than originally envisaged.

The Association of Electoral Administrators



- 3.7 For example, it is reasonable to assume that anyone who applies for a VAC, six working days before the poll will be eligible for a TVAC if the substantive VAC does not arrive in time. It is also likely some electors who apply seven working days before the poll may also be eligible depending on the time their substantive VAC is printed.
- 3.8 We have outlined a couple of scenarios you may face in section four.

4 Scenarios

Scenario One – Electors applying close to the deadline and who are successfully verified

- 4.1 The intention is that electors applying close to the deadline of 5pm, six working days before the poll should still receive a substantive VAC in time to vote.
- 4.2 For example:
- An elector applies for their VAC at 10.00am, six working days before the poll;
 - The applicant is successfully verified against DWP data and is shown as registered;
 - The ERO approves their application at 4pm, six working days before the poll;
 - The government contracted printer prints and dispatches the substantive VAC five or four working days before the poll;
 - The elector receives their substantive VAC three or two working days before the poll;
 - The elector would be eligible for a TVAC if their substantive VAC did not arrive (as the substantive VAC was 'issued', i.e., printed during the relevant period).
- 4.3 If the elector contacts the ERO saying their substantive VAC has not arrived, the ERO can confirm when the VAC was printed by checking the ERO portal. Provided the substantive VAC was printed after 5pm, six working days before the poll but before 5pm on polling day, they can offer the elector a TVAC if they believe the substantive VAC will not arrive in time.
- 4.4 An ERO can issue a TVAC up until 10pm on polling day. However, the elector needs to collect the TVAC in person and vote at their polling station by 10pm. It is for the ERO to decide the location and times for collection.

Scenario Two – Electors who fail verification and need to provide additional documentary evidence or an attestation

- 4.5 The impact on electors who are required to provide documentary evidence or an attestation to prove their identity is just as complex.

The Association of Electoral Administrators



- 4.6 EROs cannot issue a TVAC unless the substantive VAC has been printed. The **deadline for submitting documentary evidence or attestation is not fixed**.
- 4.7 If the ERO receives the evidence or attestation, determines the application, and sends the substantive VAC to print in time for the government's contracted printer to print the VAC before 5pm on polling day, the ERO can issue a TVAC. **However, we cannot confirm at what time the print cut off will be.**
- 4.8 It would be reasonable to assume any applications determined by 5pm, two working days before polling day will be printed before 5pm on polling day. Applications determined before 5pm, one working day before poll may also be issued before 5pm on polling day, but EROs are unlikely to know this until the ERO portal is updated.
- 4.9 The key issues to consider are communicating this ambiguity effectively to electors and what processes the ERO will need to put in place to deal with applicants who applied in time but have subsequently been required to provide additional information.
- 4.10 In terms of **communication**, we recommend you make clear to electors who apply ahead of the deadline and need to provide documentary evidence or attestation that there are no guarantees they will receive a VAC if they submit documents after 5pm, six working days before the poll. This places the onus on the elector to submit documents early and gives them an administrative deadline for a particular poll.
- 4.11 You should also make clear there is a legal deadline of 28 working days after the day on which the ERO requests additional evidence to supply it by.¹⁰ Failure to provide additional evidence by this date can lead to the application being rejected.¹¹
- 4.12 The ERO can continue to process documentary evidence and attestations until 10pm on polling day. However, it should be made clear any evidence received after 5pm on polling day cannot result in a substantive VAC and TVAC being issued.
- 4.13 Any application for which additional documentary evidence is received after 5pm, two working days before the poll is also increasingly unlikely to result in a substantive VAC being both issued and delivered for the poll. However, if the substantive VAC is issued in time, a TVAC can be issued by the ERO.
- 4.14 We would suggest you proactively inform electors who submit additional documents two working days before the poll they may not receive a VAC. The ERO may also wish to advise that if they

The Association of Electoral Administrators



are eligible for a TVAC, they will likely need to collect it from the ERO on polling day.

- 4.15 You should make clear to electors they are also entitled to apply for an emergency proxy if their substantive VAC does not arrive in time for the poll. This acts as a contingency in the event their substantive VAC is not issued by 5pm on polling day.
- 4.16 An elector can apply for an emergency proxy (condition 2) if they have:
- applied for a VAC in the three months prior to the six-working day before the poll; and
 - not received their VAC by 5pm, six working days before the poll; and
 - their application has not been refused or withdrawn.¹²
- 4.15 Electors can apply for an emergency proxy any time after 5pm, six working days before the poll but by no later than 5pm on polling day. Their appointed proxy must have their own photo ID to vote.
- 4.17 We have provided a template letter/email in [Appendix A](#) that can be sent to documentary evidence electors outlining the requirements.
- 4.18 The ERO will need to ensure they have **robust processes** in place for dealing with last minute applicants. While it is envisaged the numbers should be small, it would be sensible to have an established process to deal with 'late' applications and where documentary evidence is required.
- 4.19 The ERO should consider the following:
- Do you wish (and have resource) to contact any electors with outstanding documentary evidence or attestation requests after 5pm, six working days before the poll to inform them of the limited period they have to submit documents and stipulate there is no guarantee they will receive a VAC in time for the poll?
 - Are you going to proactively check the ERO portal in this period and notify electors when their substantive VAC has been printed? Are you going to make them aware that if it has not arrived by polling day, they are now eligible for a TVAC?
 - Are you going to inform electors they can apply for an emergency proxy as a contingency in the event their substantive VAC is not printed by 5pm on polling day or are unable to collect a TVAC in person?

The Association of Electoral Administrators



- At what point is the ERO 'satisfied' the substantive VAC may not be delivered in time for the poll for late applicants – will this only be on polling day itself?
 - How will you provide sufficient capacity from two working days before the poll to check the ERO portal to establish if the substantive VAC has been printed and subsequently contact the elector to inform them that they are now eligible for a TVAC as unlikely to receive their substantive by the poll?
- 4.20 We fully acknowledge the scenarios outlined may not be seen to be administratively ideal, but they flow from DLUHC interpretation of 'issued' as 'printed'.
- 4.21 **We must stress however it remains each ERO's decision as to how they interpret the provisions and how they will administer the process in their areas.**
- 4.22 We will continue to express our concerns over the complexity this brings for both administrators and electors and request for urgent amendments to be made to the legislation that would allow for consistency and firm deadlines for both electors and administrators.

5 Key Statutory References

Key statutory references

[The Voter Identification Regulations 2022](#)

[Elections Act 2022](#)

Other useful guidance sources

[Electoral Commission - Voter Authority Certificates and Anonymous Elector's Documents](#)

The Association of Electoral Administrators



Appendix A - Template correspondence for documentary evidence electors

Application reference: [application reference]

Dear [name]

We have reviewed your Voter Authority Certificate application.

To process your application, we need to confirm your identity. You provided us with your National Insurance Number and date of birth to help us do that. Unfortunately, we have not been able to confirm your identity with the information you provided, and we need some further information from you.

What you need to do now

To enable us to confirm your identity, you need to provide some additional documents.

From the lists of documents below, please provide either:

- Three documents from List 1, or
- Two documents from List 1 and one document from List 2, or
- One document from List 1 and two documents from List 2, or
- Four documents from List 2

Note: The documents provided must refer to you by name.

List 1 - the following documents must have been issued in the United Kingdom, Channel Islands, or the Isle of Man, except for the final document in this list
Birth certificate
Marriage or civil partnership certificate
Adoption certificate
Firearms certificate granted under the Firearms Act 1968
The record of a decision on bail made in accordance with section 5(1) of the Bail Act 1976 (A Police bail sheet)
Driving licence, which is not in the form of a photocard

The Association of Electoral Administrators



Driving licence, granted other than in the United Kingdom or Crown Dependencies, which bears your photograph, and which must be valid for at least 12 months from the date you entered the United Kingdom

List 2 - any of the following documents can be provided

A bank or building society statement or a letter from a bank or building society confirming that you have opened an account with that bank or building society

Utility bill

Credit card statement

A statement of benefits or entitlement to benefits, such as Child Benefit or Housing Benefit

Mortgage statement

P45 or P60 issued by employer/former employer

Pensions statement

Council tax demand letter or statement

How to send us your documents

You can send documents by email at **[email]**. You can send PDF documents, such as downloaded copies of bills, or scans or photos of documents.

You can also send documents by post, at the address printed below. If doing so, please send clear photocopies, rather than original documents as we may not be able to return original documents to you.

When sending us your documents, please quote your name and application reference, stated at the top of this communication.

When do I need to send you the documents by?

If you wish to have a Voter Authority Certificate in time to vote at the **[election/referendum/recall petition]** taking place on **[date]**, you should return these documents by no later than **5pm** on **[6 working days before poll date]**. Failure to return your documents by this date may result in you not receiving a Voter Authority Certificate in time for the poll.

The Association of Electoral Administrators



If you cannot provide your documents by 5pm on **[6 working days before poll date]**, please contact the elections office on the details provided below to discuss the options available to you.

Failure to send these documents to us by **[date within 28 working days of ERO requesting documentary evidence]** could result in your application be rejected.

What if I can't provide any additional documents?

[If you are not able to provide the number or type of document requested, contact us on the details provided below, and we can advise on what other options may be available to you to help us to confirm your identity.]

OR [You can provide an attestation in support of your application. Email copies of attestations are not permitted. Please contact us as soon as possible for further details about attestations if you are unable to provide documentary evidence.]

If you need to contact us

If you have any questions about this request, you can contact us on these details:

[address]

[website]

[email]

[phone]

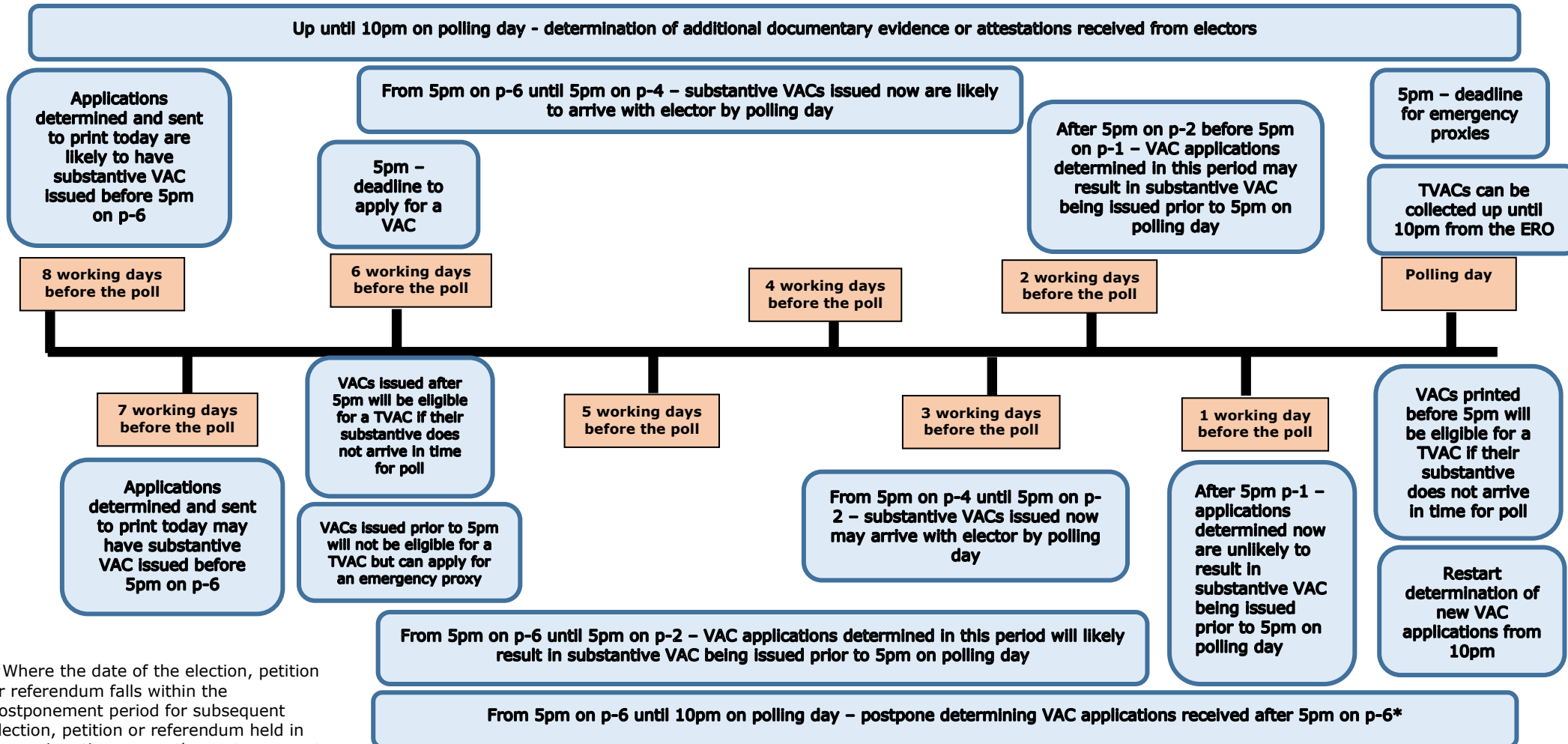
Yours sincerely

[Primary ERO contact]

The Association of Electoral Administrators

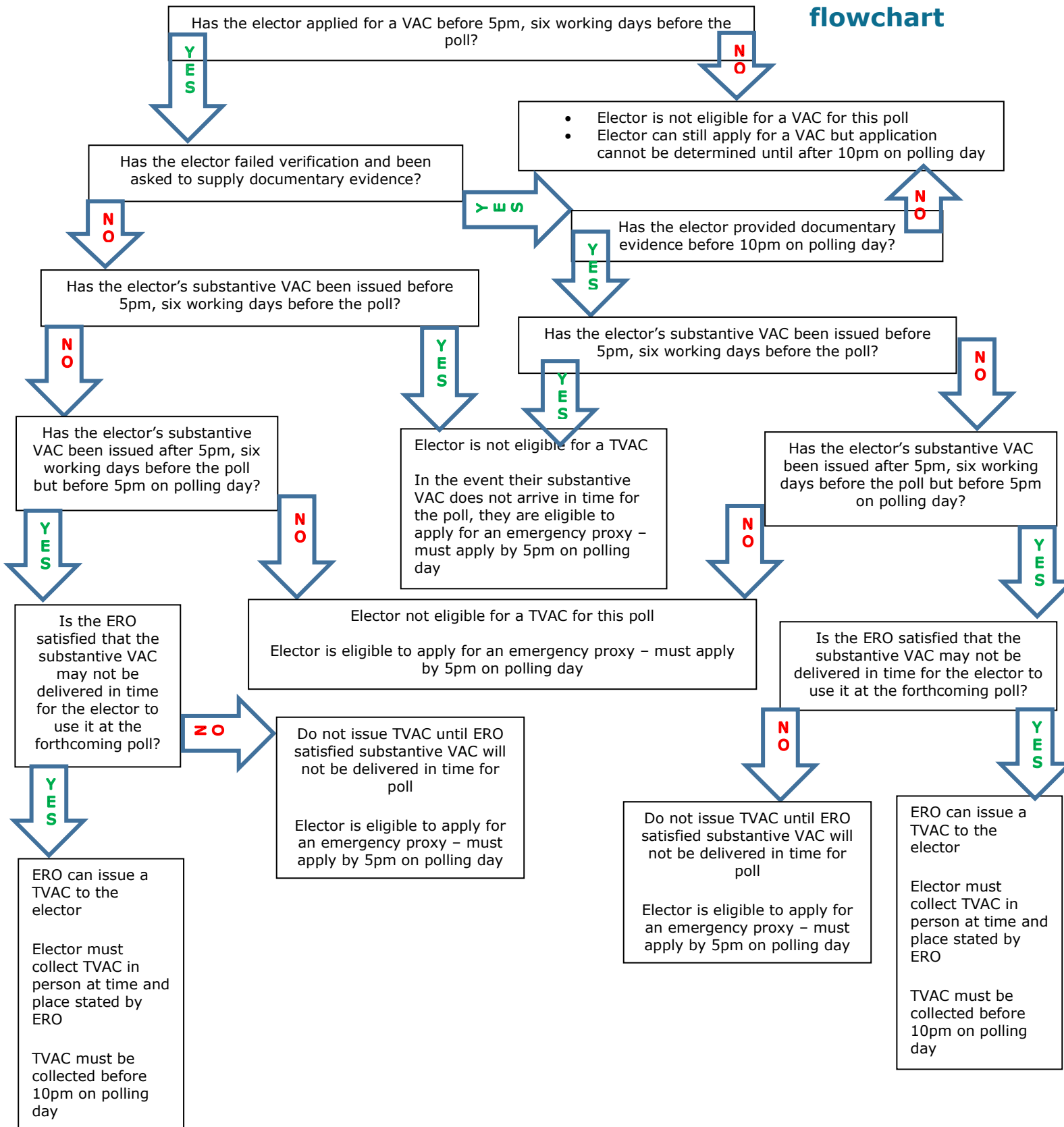


Appendix B – Timeline for Temporary Voter Authority Certificates



*Where the date of the election, petition or referendum falls within the postponement period for subsequent election, petition or referendum held in the registration area – the postponement period ends one working day prior to polling day for the initial poll

Appendix C – Temporary Voter Authority Certificate flowchart

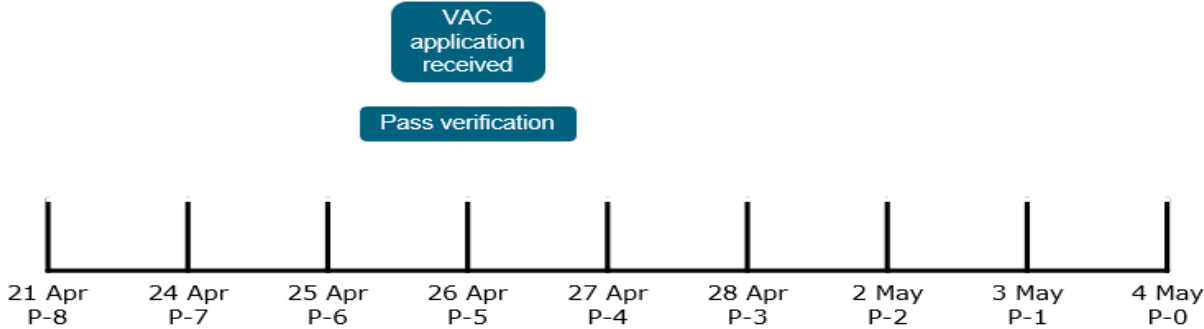




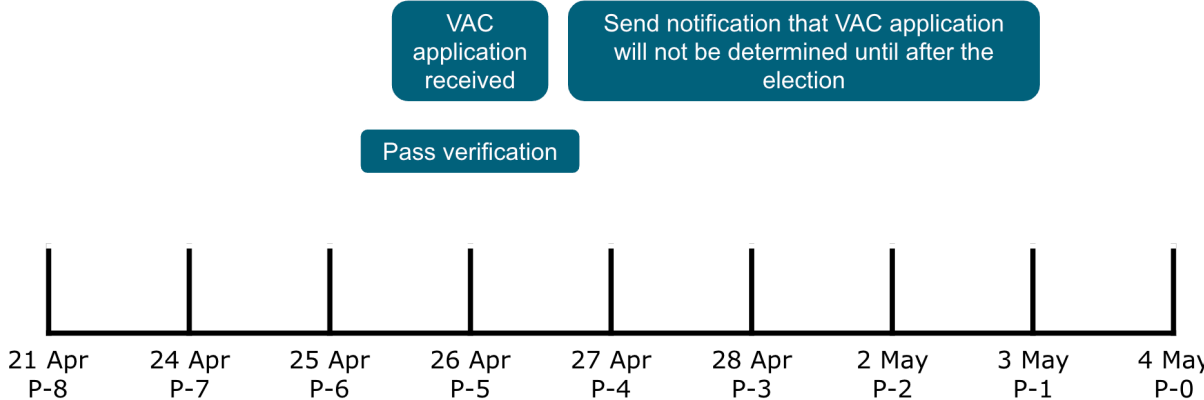
Appendix D – Scenarios for Temporary Voter Authority Certificates

Scenario one

A VAC application is received five working days before the poll and is subsequently verified. What do you do?



- You cannot determine VAC applications that are received after 5pm, six working days before the poll until after 10pm on polling day^{13 2}
- You are required to send a notification to any elector who applies for a VAC after 5pm, six working days before the poll to inform them their application will not be determined until after the forthcoming election¹⁴
- You are not required to send a notification where the person applies on polling day itself¹⁵



² If you have a subsequent poll in your area where the initial poll date falls within the postponement period for the subsequent poll, you can begin to determine applications one working day before the initial poll date.

The Association of Electoral Administrators



- The elector is not eligible for a TVAC or emergency proxy

Requirement	Action	
The elector applied for their substantive VAC by 5pm, P-6; and	Check application received date for VAC in ERO portal	✘
The ERO determines the VAC application AND the substantive VAC is printed by the government contracted supplier after 5pm P-6 and	Check print status on VAC in ERO portal	
The substantive VAC is printed by the government contracted supplier by 5pm on polling day; and	Confirm print status is updated before 5pm on polling day	
The substantive VAC may not be delivered in time to the elector for the elector to use the substantive VAC at the forthcoming poll	<p>Are there enough days for the VAC to be posted and received by the elector in time for the poll?</p> <p>Has the elector informed you the VAC has not arrived?</p>	
Are they eligible for an emergency proxy (condition 2)?	<p>Did they apply for their VAC in the three months prior to six-working day before poll but either did not receive it or something has happened to it since 5pm, six working days before the poll?</p> <p>Is it between 5pm, six working days before the poll and 5pm on polling day?</p>	✘

The Association of Electoral Administrators

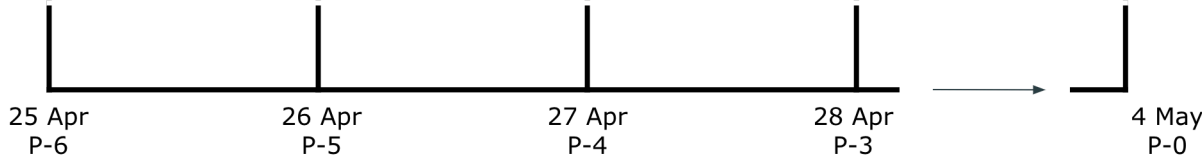


Scenario two

A VAC application is received at 2.30pm, six working days before the poll and passes verification shortly after. What do you do?

VAC application received at 2.30pm

Pass verification



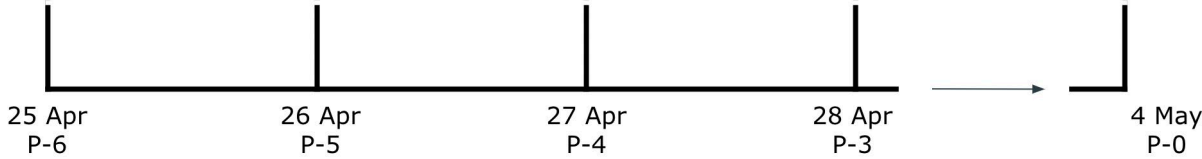
- Determine the application and send VAC to print as VAC application received before 5pm six working days before poll
- You can reasonably assume the VAC will be issued five/four working days before the poll and the elector should receive it by polling day

VAC application received at 2.30pm

Pass verification

Determine and send VAC to print

VAC printed and posted to elector by DLUHC service

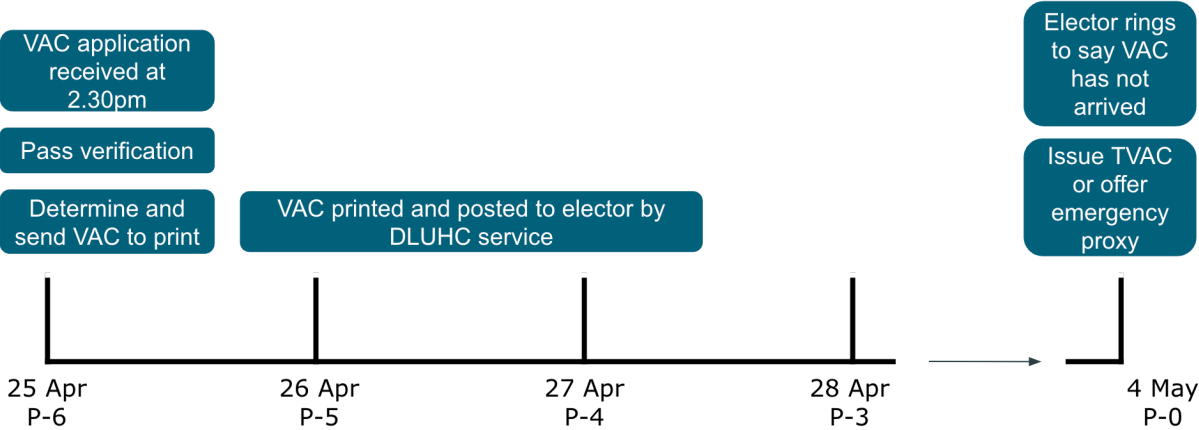


The Association of Electoral Administrators



The elector then rings on polling day to say they have not received their VAC in the post yet. What options do you have?

- You can issue them a TVAC or offer them an emergency proxy



- A TVAC can be issued as they meet the criteria. The VAC was issued after 5pm, six working days before the poll and before 5pm on polling day and the ERO is satisfied they have not received their substantive VAC in time for the poll
- As the elector is eligible for a TVAC, inform them they will need to collect their TVAC from the ERO in person at a time and place determined by the ERO but prior to 10pm on polling day
- The elector can also apply for an emergency proxy as they have applied for a VAC before 5pm, six working days before the poll but will not have received their VAC by that deadline, and their application has not been refused or withdrawn

Requirement	Action	
The elector applied for their substantive VAC by 5pm, P-6; and	Check application received date for VAC in ERO portal	✓
The ERO determines the VAC application AND the substantive VAC is printed by the government contracted supplier after 5pm P-6 and	Check print status on VAC in ERO portal	✓
The substantive VAC is printed by the government contracted supplier by 5pm on polling day; and	Confirm print status is updated before 5pm on polling day	✓

The Association of Electoral Administrators



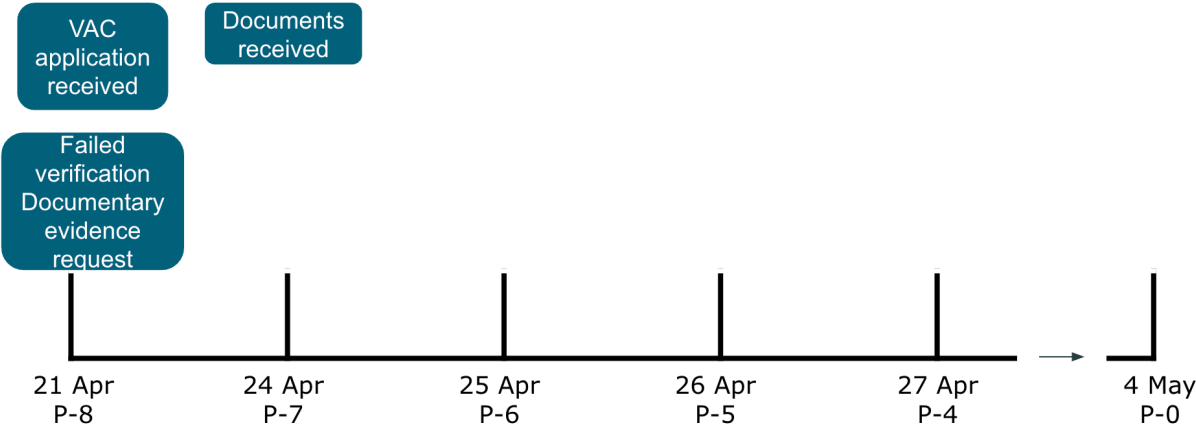
<p>The substantive VAC may not be delivered in time to the elector for the elector to use the substantive VAC at the forthcoming poll</p>	<p>Are there enough days for the VAC to be posted and received by the elector in time for the poll?</p> <p>Has the elector informed you the VAC has not arrived?</p>	<p>✓</p>
<p>Are they eligible for an emergency proxy (condition 2)?</p>	<p>Did they apply for their VAC in the three months prior to six-working day before poll but either did not receive it or something has happened to it since 5pm, six working days before the poll?</p> <p>Is it between 5pm, six working days before the poll and 5pm on polling day?</p>	<p>✓</p> <p>✓</p>

The Association of Electoral Administrators

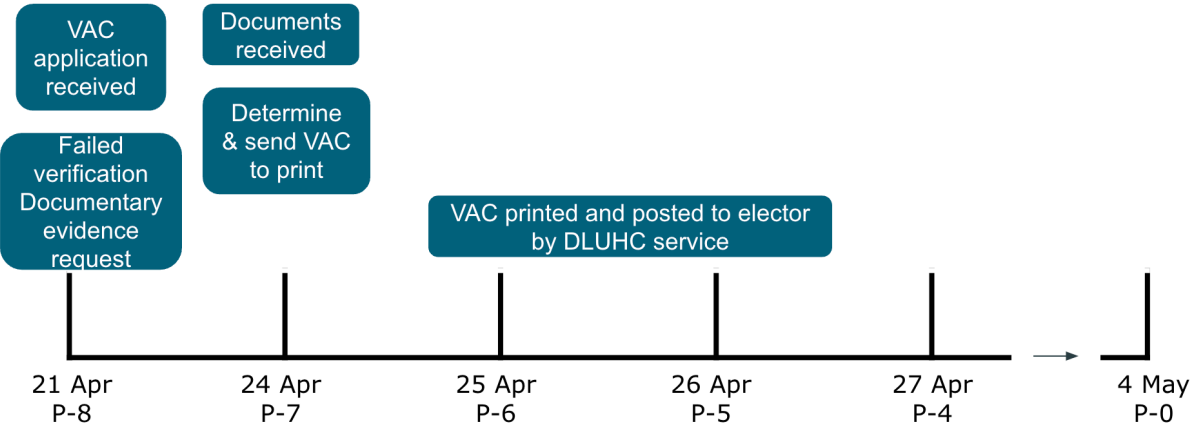


Scenario three

A VAC application is received eight working days before the poll but fails verification. The elector provides valid additional documentary evidence as requested, seven working days before the poll. What do you do?



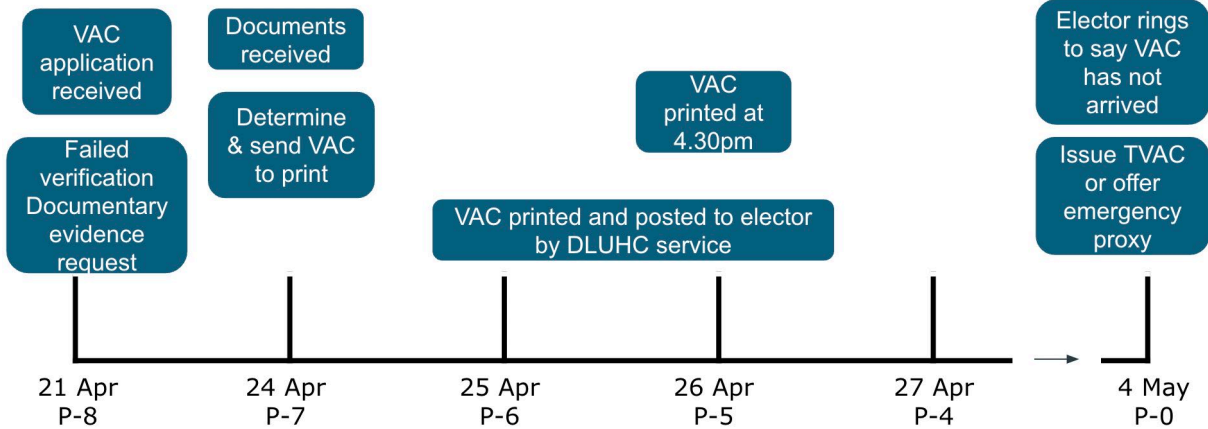
- Determine the application and send VAC to print as valid additional documentary evidence has been received before 10pm on polling day
- You can reasonably assume the VAC will be issued six/five working days before the poll and the elector should receive it by polling day



The elector then rings on election day to say they have not received their VAC in the post yet. When you look at the ERO portal, the VAC has been issued at 4.30pm five working days before the election. What options do you have?

- You can issue them a TVAC or offer them an emergency proxy

The Association of Electoral Administrators



- A TVAC can be issued as they meet the criteria. The VAC was issued after 5pm, six working days before the poll and before 5pm on polling day and the ERO is satisfied they have not received their substantive VAC in time for the poll
- As the elector is eligible for a TVAC, inform them they will need to collect their TVAC from the ERO in person at a time and place determined by the ERO but prior to 10pm on polling day
- The elector can also apply for an emergency proxy as they have applied for a VAC before 5pm, six working days before the poll but will not have received their VAC by that deadline, and their application has not been refused or withdrawn

Requirement	Action	
The elector applied for their substantive VAC by 5pm, P-6; and	Check application received date for VAC in ERO portal	✓
The ERO determines the VAC application AND the substantive VAC is printed by the government contracted supplier after 5pm P-6 and	Check print status on VAC in ERO portal	✓
The substantive VAC is printed by the government contracted supplier by 5pm on polling day; and	Confirm print status is updated before 5pm on polling day	✓
The substantive VAC may not be delivered in time to the elector for the elector to use the substantive VAC at the forthcoming poll	Are there enough days for the VAC to be posted and received by the elector in time for the poll?	

The Association of Electoral Administrators



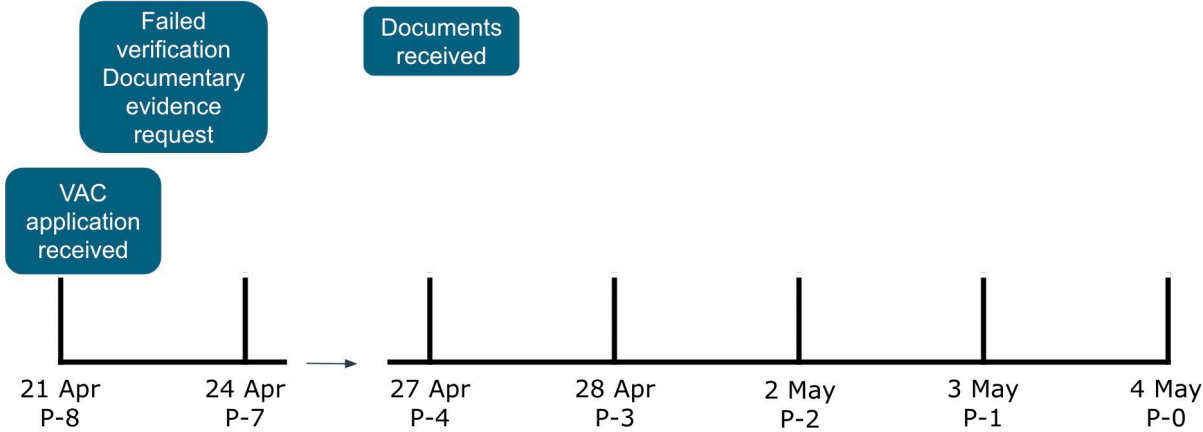
	Has the elector informed you the VAC has not arrived?	✓
Are they eligible for an emergency proxy (condition 2)?	Did they apply for their VAC in the three months prior to six-working day before poll but either did not receive it or something has happened to it since 5pm, six working days before the poll?	✓
	Is it between 5pm, six working days before the poll and 5pm on polling day?	✓

The Association of Electoral Administrators

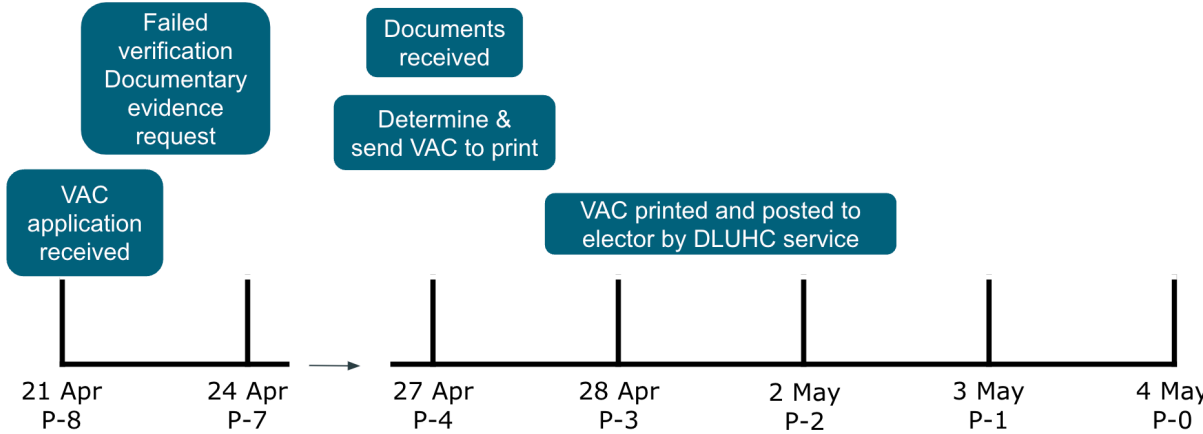


Scenario four

A VAC application is received eight working days before the poll but fails verification. Additional documentary evidence is requested and successfully returned but not until 4 working days before the poll. What do you do?



- Determine the application and send VAC to print as valid additional documentary evidence has been received before 10pm on polling day
- You can reasonably assume the VAC will be issued three/two working days before the poll and the elector should receive it by polling day
- You may decide to issue a TVAC to this elector on the basis that you are not satisfied the VAC will arrive in time. If you do issue a TVAC, you would need to contact the elector to let me know there is a TVAC issued to them and provide the information for them to collect the document

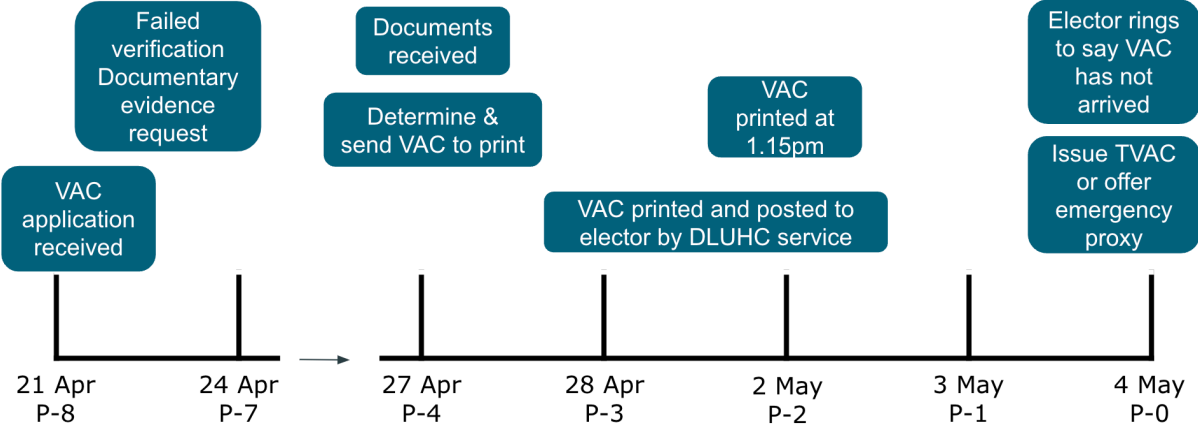


The Association of Electoral Administrators



The elector then rings on polling day to say they have not received their VAC in the post yet. When you look at the ERO portal, the VAC has been issued at 1.15pm two working days before the poll. What options do you have?

- You can issue them a TVAC or offer them an emergency proxy



- A TVAC can be issued as they meet the criteria. The VAC was issued after 5pm, six working days before the poll and before 5pm on polling day and the ERO is satisfied they have not received their substantive VAC in time for the poll
- As the elector is eligible for a TVAC, inform them they will need to collect their TVAC from the ERO in person at a time and place determined by the ERO but prior to 10pm on polling day
- The elector can also apply for an emergency proxy as they have applied for a VAC before 5pm, six working days before the poll but will not have received their VAC by that deadline, and their application has not been refused or withdrawn

Requirement	Action	
The elector applied for their substantive VAC by 5pm, P-6; and	Check application received date for VAC in ERO portal	✓
The ERO determines the VAC application AND the substantive VAC is printed by the government contracted supplier after 5pm P-6 and	Check print status on VAC in ERO portal	✓

The Association of Electoral Administrators



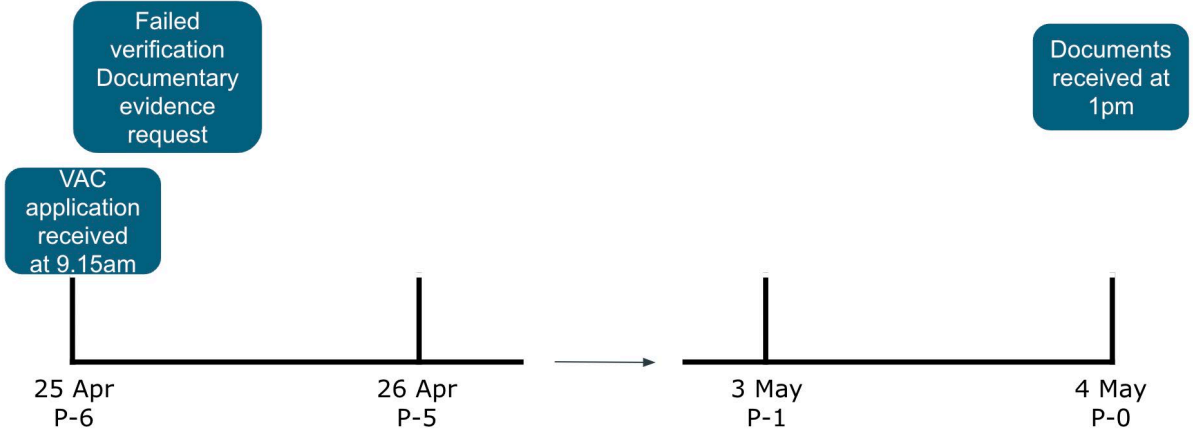
<p>The substantive VAC is printed by the government contracted supplier by 5pm on polling day; and</p>	<p>Confirm print status is updated before 5pm on polling day</p>	<p>✓</p>
<p>The substantive VAC may not be delivered in time to the elector for the elector to use the substantive VAC at the forthcoming poll</p>	<p>Are there enough days for the VAC to be posted and received by the elector in time for the poll?</p> <p>Has the elector informed you the VAC has not arrived?</p>	<p>✓</p>
<p>Are they eligible for an emergency proxy (condition 2)?</p>	<p>Did they apply for their VAC in the three months prior to six-working day before poll but either did not receive it or something has happened to it since 5pm, six working days before the poll?</p> <p>Is it between 5pm, six working days before the poll and 5pm on polling day?</p>	<p>✓</p> <p>✓</p>

The Association of Electoral Administrators



Scenario five

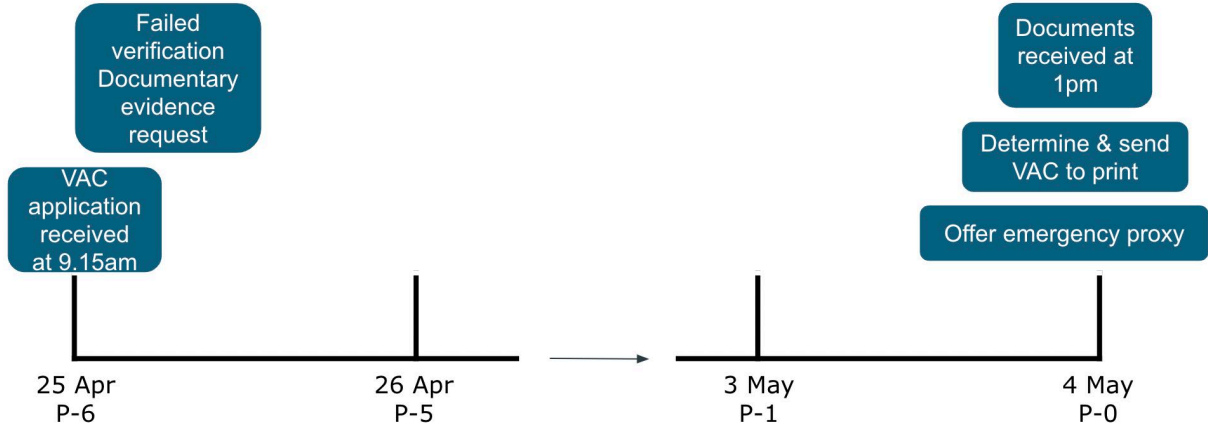
A VAC application is received before 9.15am, six working days before the poll but fails verification. Additional documentary evidence is requested and successfully returned at 1pm on polling day. What do you do?



- Determine the application and send VAC to print as valid additional documentary evidence has been received before 10pm on polling day

What options can you offer the voter?

- It is highly unlikely they can have a TVAC due to the time you have received their additional documentary evidence. They can appoint an emergency proxy



- If the VAC is issued before 5pm on polling day, the elector would be eligible for a TVAC provided the ERO is satisfied they may not receive their substantive VAC in time for the poll which at this point they would be

The Association of Electoral Administrators



- However, at this late stage it is unlikely the substantive VAC will be issued by 5pm on polling day resulting in the elector being ineligible for a TVAC
- You could check the ERO portal at 5pm to see if it has been issued. However, given it is unlikely you should advise the elector that it is unlikely the can have a TVAC
- The elector should be advised to apply for an emergency proxy as they have applied for a VAC before 5pm, six working days before the poll but have not received their VAC by that deadline, and their application has not been refused or withdrawn
- If they appoint an emergency proxy by 5pm on polling day they will still be able to cast their vote regardless of whether the substantive VAC is issued by 5pm

Requirement	Action	
The elector applied for their substantive VAC by 5pm, P-6; and	Check application received date for VAC in ERO portal	✓
The ERO determines the VAC application AND the substantive VAC is printed by the government contracted supplier after 5pm P-6 and	Check print status on VAC in ERO portal	✓
The substantive VAC is printed by the government contracted supplier by 5pm on polling day; and	Confirm print status is updated before 5pm on polling day	✗
The substantive VAC may not be delivered in time to the elector for the elector to use the substantive VAC at the forthcoming poll	Are there enough days for the VAC to be posted and received by the elector in time for the poll? Has the elector informed you the VAC has not arrived?	
Are they eligible for an emergency proxy (condition 2)?	Did they apply for their VAC in the three months prior to six-working day before poll but either did not receive it or something has happened to it	✓

The Association of Electoral Administrators



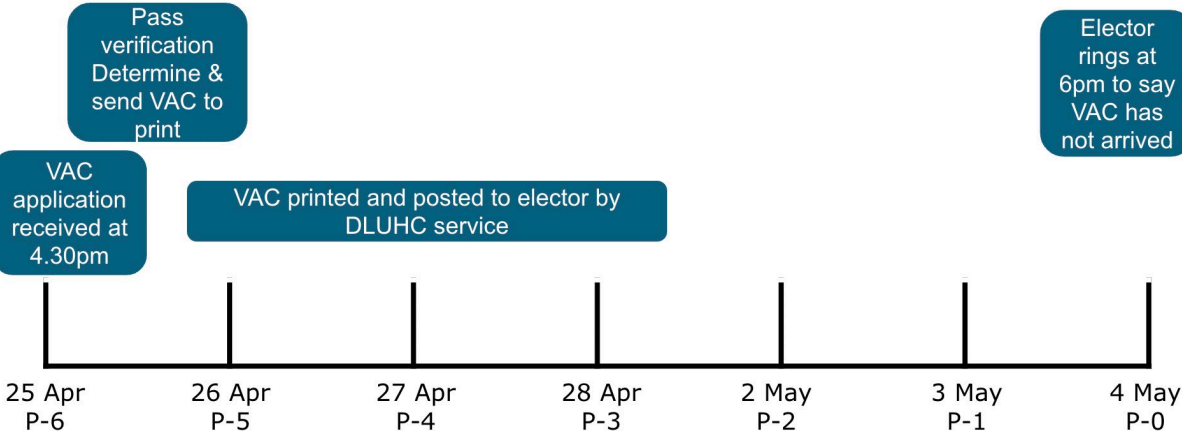
	<p>since 5pm, six working days before the poll?</p> <p>Is it between 5pm, six working days before the poll and 5pm on polling day?</p>	<p>✓</p>
--	--	----------

The Association of Electoral Administrators

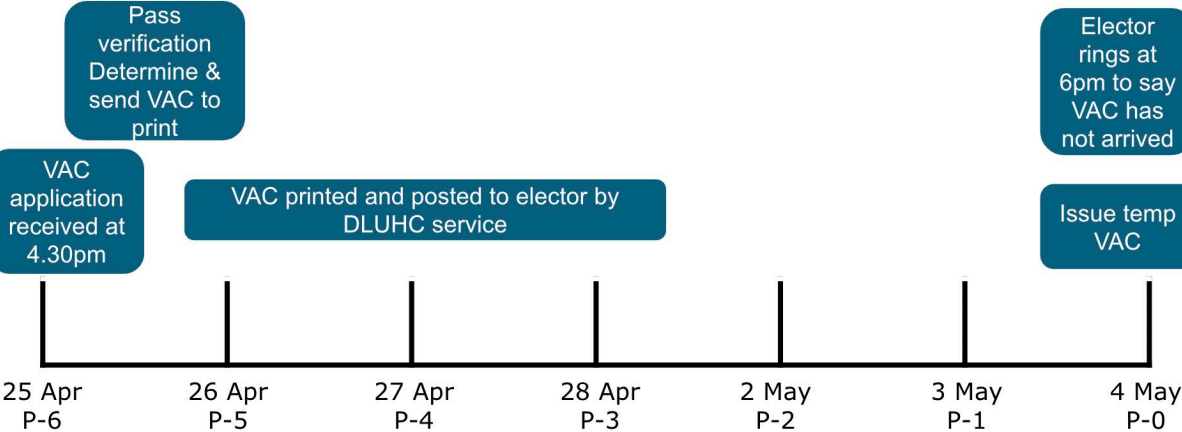


Scenario six

A VAC application is received at 4.30pm, six working days before the poll. You determine the application and send the VAC to print the next day. However, the elector rings at 6pm on polling day claiming they have not received their VAC. What actions can you take?



- You can issue them a TVAC, but not an emergency proxy



- A TVAC can be issued as they meet the criteria. The VAC was issued after 5pm, six working days before the poll and before 5pm on polling day and the ERO is satisfied they have not received their substantive VAC in time for the poll
- As the elector is eligible for a TVAC, inform them they will need to collect their TVAC from the ERO in person at a time and place determined by the ERO but prior to 10pm on polling day

The Association of Electoral Administrators



- The elector is no longer eligible for an emergency proxy as the deadline to apply has already passed (5pm on polling day)

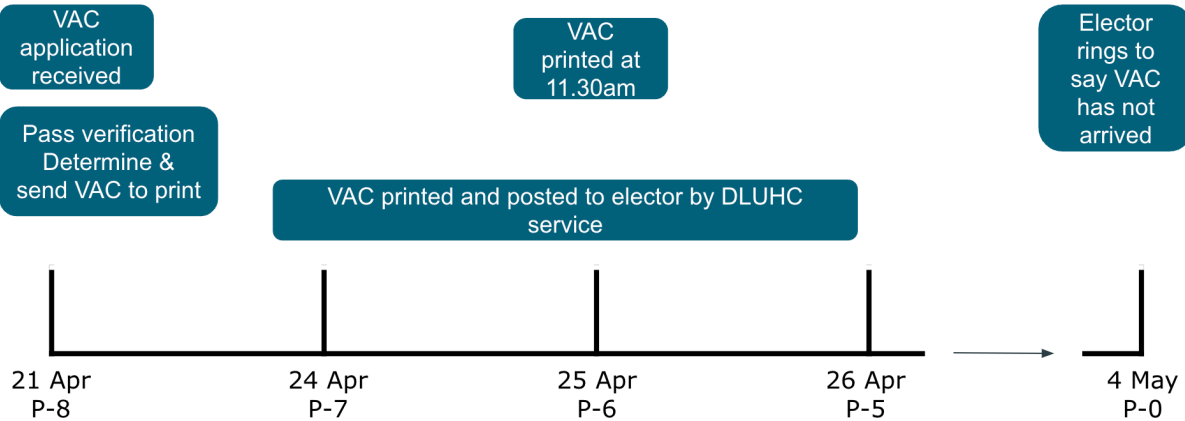
Requirement	Action	
The elector applied for their substantive VAC by 5pm, P-6; and	Check application received date for VAC in ERO portal	✓
The ERO determines the VAC application AND the substantive VAC is printed by the government contracted supplier after 5pm P-6 and	Check print status on VAC in ERO portal	✓
The substantive VAC is printed by the government contracted supplier by 5pm on polling day; and	Confirm print status is updated before 5pm on polling day	✓
The substantive VAC may not be delivered in time to the elector for the elector to use the substantive VAC at the forthcoming poll	<p>Are there enough days for the VAC to be posted and received by the elector in time for the poll?</p> <p>Has the elector informed you the VAC has not arrived?</p>	✓
Are they eligible for an emergency proxy (condition 2)?	<p>Did they apply for their VAC in the three months prior to six-working day before poll but either did not receive it or something has happened to it since 5pm, six working days before the poll?</p> <p>Is it between 5pm, six working days before the poll and 5pm on polling day?</p>	<p>✓</p> <p>✗</p>

The Association of Electoral Administrators

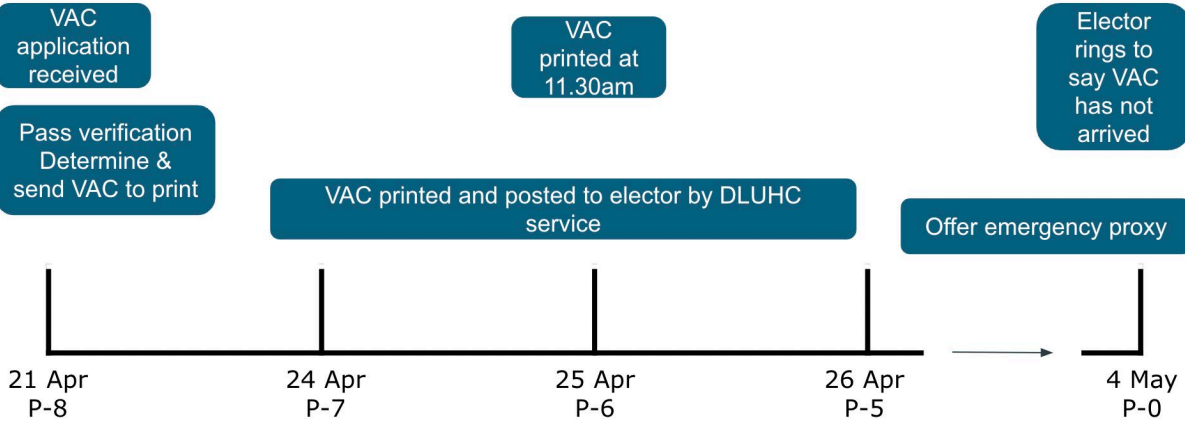


Scenario seven

A VAC application is received before 5pm, eight working days before the poll. It passes through verification successfully. You determine and send the VAC to be printed the same day. The VAC is issued by the government contracted printer at 11.30am six working days before the poll. The elector rings at 2pm polling day and says the VAC has not arrived. What actions can you take?



- The elector cannot have a TVAC but you can offer them an emergency proxy



- The elector cannot have a TVAC as their substantive VAC was issued before 5pm, six working days before the poll
- The elector should be advised to apply for an emergency proxy as they have applied for a VAC before 5pm, six working days before the poll but have not received their VAC by this date and their application has not been refused or withdrawn

The Association of Electoral Administrators



- The elector must return their completed emergency proxy application to the ERO by 5pm on polling day. If the elector fails to do this they will not be able to vote at this election

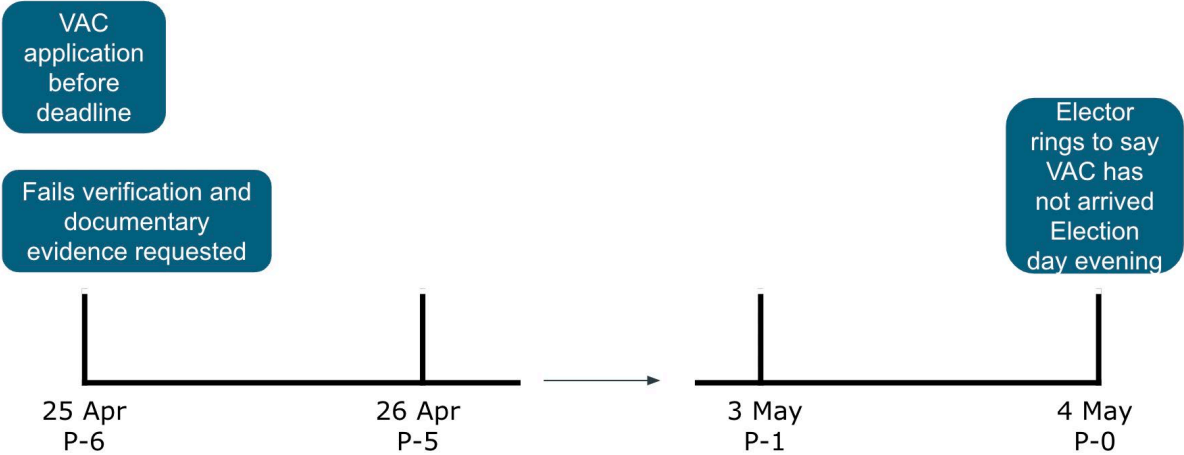
Requirement	Action	
The elector applied for their substantive VAC by 5pm, P-6; and	Check application received date for VAC in ERO portal	✓
The ERO determines the VAC application AND the substantive VAC is printed by the government contracted supplier after 5pm P-6 and	Check print status on VAC in ERO portal	✗
The substantive VAC is printed by the government contracted supplier by 5pm on polling day; and	Confirm print status is updated before 5pm on polling day	
The substantive VAC may not be delivered in time to the elector for the elector to use the substantive VAC at the forthcoming poll	<p>Are there enough days for the VAC to be posted and received by the elector in time for the poll?</p> <p>Has the elector informed you the VAC has not arrived?</p>	
Are they eligible for an emergency proxy (condition 2)?	<p>Did they apply for their VAC in the three months prior to six-working day before poll but either did not receive it or something has happened to it since 5pm, six working days before the poll?</p> <p>Is it between 5pm, six working days before the poll and 5pm on polling day?</p>	<p>✓</p> <p>✓</p>

The Association of Electoral Administrators

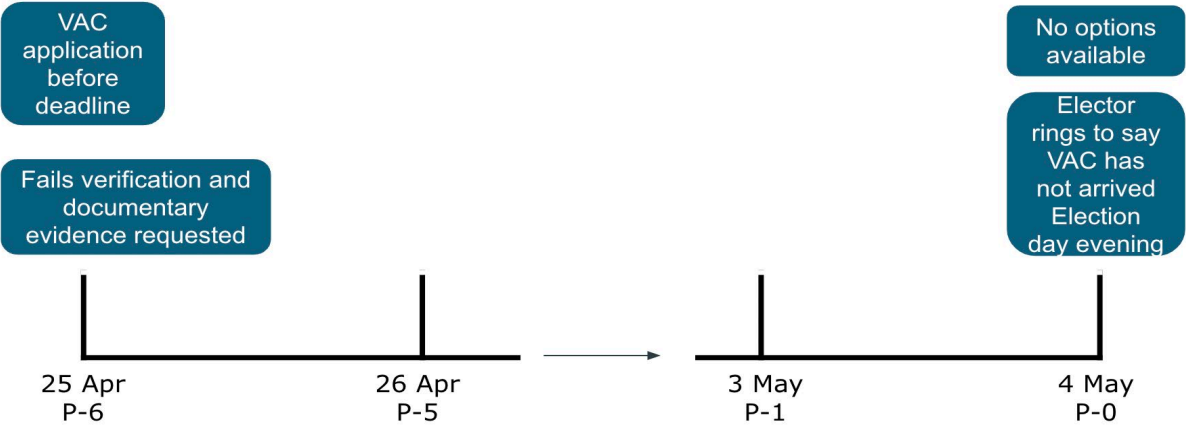


Scenario eight

A VAC application is received just before 5pm, six working days before the poll. The application fails verification, and you request additional documentary evidence. You do not receive the additional documentary evidence. However, the elector rings at 5.01pm on polling day to say they have not received their VAC. What options do you have?



- There is nothing that can be done for the elector to enable them to vote at the poll. Their application cannot be determined prior to 5pm on polling day so they will not be in receipt of a VAC or TVAC
- They are not eligible for an emergency proxy as the deadline to apply (5pm on polling day) has now passed
- The elector should be encouraged to return their documentary evidence at the earliest opportunity and no later than 28 working days from the date the ERO requested it to ensure they can receive a VAC and vote at future polls



The Association of Electoral Administrators



Requirement	Action	
The elector applied for their substantive VAC by 5pm, P-6; and	Check application received date for VAC in ERO portal	✓
The ERO determines the VAC application AND the substantive VAC is printed by the government contracted supplier after 5pm P-6 and	Check print status on VAC in ERO portal	✗
The substantive VAC is printed by the government contracted supplier by 5pm on polling day; and	Confirm print status is updated before 5pm on polling day	
The substantive VAC may not be delivered in time to the elector for the elector to use the substantive VAC at the forthcoming poll	<p>Are there enough days for the VAC to be posted and received by the elector in time for the poll?</p> <p>Has the elector informed you the VAC has not arrived?</p>	
Are they eligible for an emergency proxy (condition 2)?	<p>Did they apply for their VAC in the three months prior to six-working day before poll but either did not receive it or something has happened to it since 5pm, six working days before the poll?</p> <p>Is it between 5pm, six working days before the poll and 5pm on polling day?</p>	✗

The Association of Electoral Administrators



Endnotes

- ¹ Regulation 18 (1), The Voter Identification Regulations 2022 (TVIR 2022)
- ² Regulation 18 (3), TVIR 2022
- ³ Regulation 18 (2), TVIR 2022
- ⁴ Regulation 19 (4), TVIR 2022
- ⁵ Regulation 18 (2), TVIR 2022
- ⁶ Regulation 18 (1), TVIR 2022
- ⁷ Regulation 18 (3), TVIR 2022
- ⁸ Regulation 18 (3), TVIR 2022
- ⁹ Regulation 18 (2), TVIR 2022
- ¹⁰ Regulation 7 (2)(a)(i), TVIR 2022
- ¹¹ Regulation 7 (2)(a)(ii), TVIR 2022
- ¹² Regulation 56A (4), Representation of the People (England and Wales) Regulations 2001; Regulation 56A (4), Representation of the People (Scotland) Regulations 2001
- ¹³ Regulation 10 (1)(a), TVIR 2022
- ¹⁴ Regulation 10 (1)(b), TVIR 2022
- ¹⁵ Regulation 10 (2), TVIR 2022