



South Staffordshire Council

REGISTER OF ELECTORS POLICY

- ◆ The Electoral Registration Officer (ERO) **will not** do name searches either in person or over the telephone as to where a certain person may be residing in the area.
- ◆ The ERO **will not** do a confirmation of a name/address over the telephone to an enquirer e.g. credit reference agency. However, if an enquirer is our own elector – after establishing by security checks that this we are talking to the elector, we will confirm that the person is on the register. If the caller is another public body, e.g. other Council, the Police, the Elections Office will take their details and telephone them back via their main switchboard number.
- ◆ The ERO **will only** carry out a name search of the EDITED register if the enquirer puts the details of the person they want to find in a letter and sends this to the ERO accompanied by a cheque for £7.50. Alternately they could pay by card over the phone. If the ERO finds the person being looked for, a copy of the enquirer's letter will be forwarded to that person(s) informing them that the enquirer (or whose letter will be enclosed) is trying to contact them. A telephone call or letter will be made/sent to the enquirer informing them that we have found a possible match and that the enquirer's details have been forwarded. The ERO **will not** give the details they have found in the edited register to the enquirer.
- ◆ Where a person, whether individually or via a bank or building society, etc, require proof of residency, the ERO **will** provide a confirmation letter to be posted to the elector on the payment of a fee of £7.50 which **will** be charged in advance of issuing the confirmation letter. Telephone payments can be accepted or otherwise by cheque (made payable to "South Staffordshire Council") with an accompanying letter or by cash/card or cheque in person at the Council Offices. Alternately, the ERO will send a confirmation e-mail to the elector free of charge.

Steve Winterflood
Electoral Registration Officer

Last updated Sept 2010.