

Annual Canvass FAQs

What is the Annual Canvass?

Every year, the Council is required by law to conduct an annual canvass of electors to maintain an accurate and up-to-date electoral register.

The new electoral register will be published on the 1st of December 2023. The deadline for responses to be included on the December register is the 15th of November 2023.

What is Data Matching?

At the beginning of the canvass, the electoral register is sent securely to the Department of Working Pensions (DWP) for data matching. Electors' names and address will be matched against National Insurance details and other records held by the DWP. Data matching may also be supported by local data matching (e.g. Council Tax data).

This data matching process will determine one of three possible routes which properties will go down in a chase-cycle for information. These cycles will involve various communication methods, including digital, postal forms and in-person canvasser visits.

How does this affect me?

The data matching stage will break your property down into one of three routes which will determine how we communicate with you to update our records. The three routes are as follows:

- **Route 1** – all individuals within a property have been matched with either national or local data
- **Route 2** – only some/none of the individuals within a property have been matched with either national or local data
- **Route 3** – residential/nursing homes and student accommodation

Each route will involve its own processes and communication methods determined by the information we hold for your property.

Not all properties will receive the same communication.

What type of communications will I receive?

The type of communication you will receive is dependent on the route your property is processed through and what information we hold for the property. You may be contacted by one or more of the following ways:

- By telephone (text or by call)
- By e-mail
- By post (CCA, CCB, CCB-E or canvass form including a canvass form for empty properties)
- By a visit from an electoral canvasser

Below are examples of the types of communication you may receive:

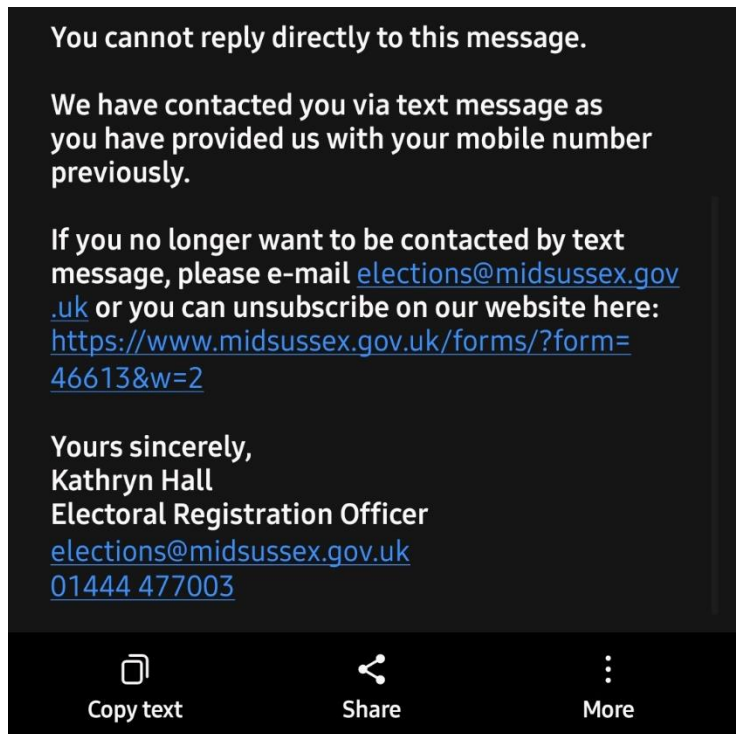
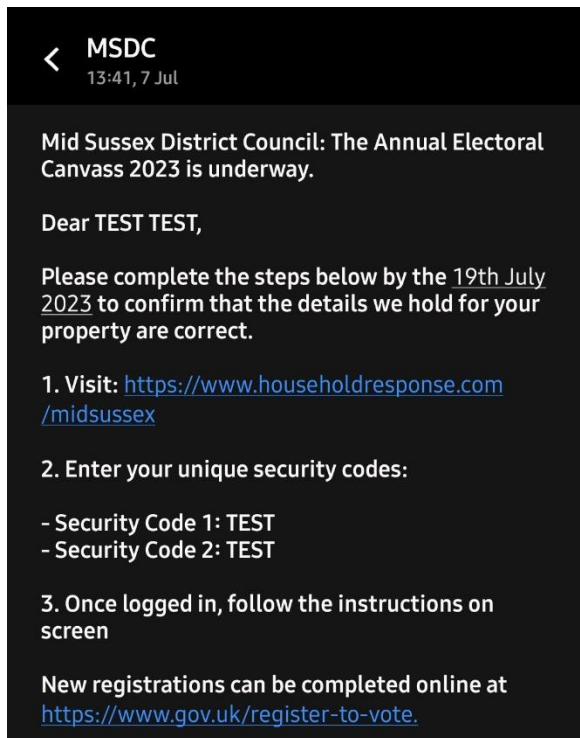
E-Communications

Text Message:

A text may be sent to households where we hold a mobile number for at least one member of the household and their data has been matched.

The domain name of the text message will read "MSDC".

An example of this text message can be seen below:



Dispatch Date	10 th July 2023
Response Deadline	19 th July 2023

If you are unsure if the text message you have received is genuine, please contact the electoral services team using the following methods:

E-mail: elections@midsussex.gov.uk

Telephone: 01444 477003

E-mail:

E-mails may be sent to households where we hold an e-mail address for at least one member of the household and their data has been matched.

The e-mail domain is as follows: mid.sussex.district.council@notifications.service.gov.uk



Dear TEST TEST,

The Annual Electoral Canvass 2023 has now commenced.

By law, the Canvass is conducted every year to update the electoral register.

You are requested to follow the steps below to respond. As part of your update, you will need to confirm whether there are any changes to the electoral register details we hold for your property.

It takes just a few minutes online, please respond by 19th July 2023.

- Visit the website:
<https://www.householdresponse.com/midsussex>
- Enter your unique security code
Part 1: TEST
Part 2: TEST
- Update your household information and click submit

You can also respond by:

Phone: 01444 477003

E-mail: elections@midsussex.gov.uk

If you add any new people, they will also need to complete a registration application. They can do this at <https://www.gov.uk/register-to-vote>.

We will send each person a form if they do not apply online.

We have contacted you via email as you provided us with your email address previously.

If you no longer want to be contacted by email, please e-mail elections@midsussex.gov.uk or you can unsubscribe on our website here: <https://www.midsussex.gov.uk/forms/?form=46613&w=2>.

If you have a query or need further information about the annual canvass, please contact us using the details above or visit our website here: <https://www.midsussex.gov.uk/elections-voting/annual-canvass/>.

Yours sincerely

Kathryn Hall

Electoral Registration Officer

elections@midsussex.gov.uk

01444 477003

Dispatch Date	10 th July 2023
Response Deadline	19 th July 2023

If you are unsure if the e-mail you have received is genuine, please contact the electoral services team using the following methods:

E-mail: elections@midsussex.gov.uk

Telephone: 01444 477003

Postal Communications:

Canvass Communication A (CCA) Form

An example of this form can be seen below:

CCA

«The Resident/Occupier»
«PostalAddress1»
«PostalAddress2»
«PostalAddress3»
«PostalAddress4»
«PostalPostcode»
«Data»

Dear «Resident/Occupier»

Is the electoral register information correct for this address?

You must respond if:
any information is wrong, or if there are people eligible to register to vote at this address that are not included.

You do not need to respond if:
all information is correct and includes everyone eligible to register to vote at this address.

Information on who is eligible to register to vote can be found on page 2.

People we have registered to vote at this address:

Full Name	Nationality	Aged 16 or over (except from jury service)	Current voting method? (see page 2)	Included on open register? (see page 2)
«There is no one currently registered to vote at this address»				
«Full Name1»	«Nationality1»	«YES/NO»	«Postal/Proxy/» «Ballot/Station»	«YES/NO»
«Full Name2»	«Nationality2»	«YES/NO»	«Postal/Proxy/» «Ballot/Station»	«YES/NO»
«Full Name3»	«Nationality3»	«YES/NO»	«Postal/Proxy/» «Ballot/Station»	«YES/NO»
«Full Name4»	«Nationality4»	«YES/NO»	«Postal/Proxy/» «Ballot/Station»	«YES/NO»

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MID SUSSEX DISTRICT COUNCIL

Mid Sussex District Council
Oaklands, Oaklands Road
Haywards Heath
West Sussex, RH16 1SS
01444 477003
elections@midSussex.gov.uk
www.midSussex.gov.uk
Reference number «Ref.»

If you need to tell us about any changes, the easiest way is online. It takes just a few minutes.

- 1 Visit the website
www.householdresponse.com/midsussex
- 2 Enter your unique security code
Part 1: «unique security code»
Part 2: «unique security code»
- 3 Update your household information and submit
Include the names and nationalities of everyone who lives at this address

You can also respond by:

☎ Phone: 01444 477003
✉ E-mail: elections@midSussex.gov.uk

If you need to update this information you will be required to declare that the information is true. If you do not live at the address you will need to tell us who you are (e.g. landlord).

If you add any new people they will also need to complete a registration application. They can do this at gov.uk/register-to-vote. We will send each new person a form if they do not apply online.

If you have a query, or need further information, please contact us using the details on page 1.

Yours faithfully
Kathryn Hall
Kathryn Hall
Electoral Registration Officer

Who is eligible to register to vote?

You can register to vote if you are:

- Resident (usually born in the UK and aged 16 or over (but you will not be able to vote until you are 18))
- 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.

Postal and proxy votes

To arrange to vote by post or by proxy (someone you trust voting on your behalf) you can download an application form at electoralcommission.org.uk/voter. To change any existing postal or proxy vote arrangements contact us using the details on page 1.

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The open register

The open register is an extract of the electoral register, but it is not used for elections. It can be bought by anyone and used for many purposes including confirming name and address details and direct marketing purposes. Removing your details from the open register does not affect your right to vote. You can find out more information about both registers and how they may be used at gov.uk/register-to-vote or you can contact us using the details on page 1.

Privacy statement

We collect information under the legal basis of a task carried out in the public interest, as set out in the Representation of the People Act 1983 and related regulations. We look after personal information securely and follow data protection legislation.

If you opt-out of the open register we will only use the information you give us for electoral purposes, including matching it against other sources of data to support the electoral register. If you are currently registered, where applicable, we have processed your data correctly. We will not give personal information to anyone else, unless we have to by law. The law requires us to share your information with candidates, political parties and campaigners for democratic engagement purposes and credit reference agencies to check your identity when you apply for credit.

If you have not opted-out of the open register your name and address can be bought by anyone and used for lots of purposes, including direct marketing.

The Electoral Registration Officer is the Controlling Officer. They must have a privacy document known as a privacy notice setting out how they process personal data. Refer to the privacy notice at www.midSussex.gov.uk or contact us to request a copy. Kathryn Hall, Electoral Services, Mid Sussex District Council: 01444 477003

Continuation of electors registered at this address.

Full Name	Nationality	Aged 16 or over (except from jury service)	Current voting method? (see page 2)	Included on open register? (see page 2)
«Full Name1»	«Nationality1»	«YES/NO»	«Postal/Proxy/» «Ballot/Station»	«YES/NO»
«Full Name2»	«Nationality2»	«YES/NO»	«Postal/Proxy/» «Ballot/Station»	«YES/NO»
«Full Name3»	«Nationality3»	«YES/NO»	«Postal/Proxy/» «Ballot/Station»	«YES/NO»
«Full Name4»	«Nationality4»	«YES/NO»	«Postal/Proxy/» «Ballot/Station»	«YES/NO»

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Canvass Communication B – Empty Property (CCB-E) Form

Dispatch Date	31 st July 2023
Response Deadline	21 st August 2023

Canvass Form (CF)

Dispatch Date	30 th August 2023
Response Deadline	20 th September 2023

Canvass Form – Empty Property (CF-E)

Dispatch Date	30 th August 2023
Response Deadline	20 th September 2023

How do I know if the text message I received is legitimate?

Text messages will be sent from the domain of 'MSDC'. Photo examples of how this text will look can be found in this document.

How do I know if the e-mail received is legitimate?

E-mails will be sent from the following domain:
mid.sussex.district.council@notifications.service.gov.uk.

Photo examples of how e-mails will look can be found in this document.

How do I know which form I received?

You can tell which form you have received by looking at the letters in the top left-hand corner of the letter. This will either contain:

- CCA
- CCB
- CCB-E
- CF
- CF-E

Why do I need to respond?

It is a legal requirement to respond to the annual canvass, even if you have updated your details recently.

How do I respond?

The ways in which you can respond to canvass communication depends on the type of communication received.

Type of Communication Received	How do I respond?
E-mail	<p>Online –</p> <ul style="list-style-type: none"> - Visit the website: www.householdresponse.com/midsussex - Enter unique security codes noted on your e-mail - Update household information as required and clicking submit <p>Telephone – Call 01444 477 003</p>
Text	<p>Online –</p> <ul style="list-style-type: none"> - Visit the website: www.householdresponse.com/midsussex - Enter unique security codes noted on your text message - Update household information as required and clicking submit <p>Telephone – Call 01444 477 003</p> <p>PLEASE NOTE YOU CANNOT RESPOND VIA TEXT</p>
Telephone	Please follow the instructions over the telephone.
CCA Form	<p><u>You only need to respond if there are changes</u></p> <p>Online –</p> <ul style="list-style-type: none"> - Visit the website: www.householdresponse.com/midsussex - Enter unique security codes noted on the form - Update household information as required and clicking submit <p>Telephone – Call 01444 477 003</p>

<p>CCB Form OR CCB-E Form for Empty Properties</p>	<p>FOR CHANGES or CCB-E</p> <p>Online –</p> <ul style="list-style-type: none"> - Visit the website: www.householdresponse.com/midsussex - Enter unique security codes noted on the form - Update household information as required and clicking submit <p>Telephone –Call 01444 477 003</p> <p>FOR NO CHANGES (CCB only) –</p> <p>Online – Using the same details as above</p> <p>Telephone – Call 0800 197 9871 and enter unique security codes when prompted</p> <p>Text – Text NOCHANGE followed by your unique security codes to 80212</p>
<p>Canvass Form (CF) OR Canvass Form for Empty Properties (CF-E)</p>	<p>Online –</p> <ul style="list-style-type: none"> - Visit the website: www.householdresponse.com/midsussex - Enter unique security codes noted on the form - Update household information as required and clicking submit <p>Telephone –Call 01444 477 003</p> <p>By post – Sign and date the declaration box and then pop the form in the provided self-addressed envelope and return via the post</p>

What will happen once I respond to the canvass?

Once we have received your canvass response, any changes you have made to the property will be processed. You will no longer receive any further communication regarding the canvass for this year.

If you have requested a postal or proxy vote, you will be sent an application form for completion.

If you have added new individuals to the register at your property, we will be in contact with them to invite them to register.

There are people listed at my property who do not live here, what should I do?

When responding to the canvass, please note the individuals who require removing from your property via the Household Response Service.

Alternatively, you can use the other relevant contact methods depending on the communication received to request their removal from the electoral register.

My property is a second home, what should I do?

When responding to the canvass, please note that your property is a second home via the Household Response Service.

Alternatively, you can use the other relevant contact methods depending on the communication received to update this information with us.

My property is a holiday home, what should I do?

When responding to the canvass, please note that your property is a holiday home via the Household Response Service.

Alternatively, you can use the other relevant contact methods depending on the communication received to update this information with us.

The occupants of my property are not eligible to be registered to vote, what should I do?

You can notify us if none of the occupants are eligible to be registered to vote via the Household Response Service.

Alternatively, you can contact us directly on 01444 477003 or by e-mail at elections@midsussex.gov.uk.

What is the Open Register?

The open register is an extract of the electoral register but is not used for elections. It can be bought by any person, company or organisation.

You will be auto-enrolled onto the open register unless you request otherwise. The open register will contain your name and address.

Removing your details from the open register does not affect your right to vote and **will not affect whether you appear on the electoral register on your credit file.**

To update your open register preferences, please visit our website [here](#) and complete the relevant form.

Why do you need to know if I am 76 or over?

Individuals aged 76 and over are exempt from jury service. To ensure only those who are eligible are called for jury service, we need to identify those who are exempt by requesting your date of birth.

How do I change my voting preference?

You can either vote via post or proxy.

You can apply to vote by post [here](#).

You can apply to vote by proxy [here](#).

If you wish to cancel your absent vote, contact us directly on 01444 477003 or by e-mail at elections@midsussex.gov.uk to request this.

Why are you contacting other members of my household such as children / those who are the non-responsible persons for the property?

Unfortunately, our systems are unable to identify who is the responsible person for a property when sending communications. As a result, other members of your household may be contacted regarding the annual canvass. To amend this for future canvassing, please contact us at elections@midsussex.gov.uk or 01444 477003.

My neighbours received a different method of contact compared to my property, why is this?

Each household may receive a different range of communication. This is dependent on the information we hold for the property, in particular – contact information.

Why are you contacting me using my e-mail address and/or telephone number and how can I change this?

We will be using contact details held on record to contact some properties in the District.

If you would like to unsubscribe your contact information, please complete the communication preference change form on our website found [here](#).