



Association of Electoral Administrators
National Seminar 2009
Hilton Newcastle Gateshead Hotel



pakflatt



National Seminar Programme 2009

Is your Electoral Services Unit fit for purpose and the challenges of the forthcoming General Election?

Are you ready for a snap general election? What if it happens during the canvass? New legislation will require changes to procedures and careful pre-planning! What if it happens next May alongside other elections?

Find out the key issues and discuss your concerns at this important and timely event.

Hear about real-life problems experienced by those who were not prepared or were caught unawares, and discover how to make sure your ESU is fit for purpose now – rather than after it all goes pear-shaped!

9.00 a.m.	Registration, tea/coffee and visit exhibition stands	
9.50 a.m.	Opening of Seminar: Welcome The context for the day	John Turner, Chief Executive AEA Liz Read, Chairman AEA, (Chair of the Seminar)
10.00 a.m.	Keynote speech	Jenny Watson, Chair of the Electoral Commission
10.30 a.m.	What could go wrong? – Warrington: a case study	Jan Souness, Warrington BC
11.15 a.m.	Coffee/Tea break & visit exhibition stands	
11.45 a.m.	Project managing an election – Cornwall: a case study	Paul Hamill, Cornwall Council
12.15 p.m.	Key issues for a Parliamentary General Election	John Owen, AEA Andy Tiffin, Hart DC
1.00 p.m.	Lunch & visit exhibition stands	
2.00 p.m.	Lessons from Northern Ireland: a case study	Douglas Bain, EONI
2.30 p.m.	Is your ESU fit for purpose?	John Turner, AEA
3.00 p.m.	Coffee/Tea break & visit exhibition stands	
3.30 p.m.	Available support	Karen Quintmere, EC John Owen, AEA John Turner, AEA
4.15 p.m.	Review of the Day - Thoughts, Questions	Liz Read, AEA
4.30 p.m.	Close of Seminar	Bill Crawford AEA

Chief Executive's welcome

I am delighted to welcome you to the Association's 6th National Seminar. We brought back the Seminar four years ago after a gap of several years and have had very successful events at Reading, Coventry and Hinckley. Feedback from those events persuaded us that we should organise the National Seminar on an annual basis. After the challenges of the last 12 months, I am sure that this Seminar will be just as stimulating and challenging as the last three, particularly in the light of the elections in June and the anticipation of the General Election to come.

The effect of performance standards and the approach adopted by the Electoral Commission has been keenly felt over the past 12 months which is why we have concentrated the emphasis of this year's National Seminar on improving standards and, in that context, the planning and preparations for the General Election which must be held within 9 months of the date of the Seminar. On the basis that it is always good to learn from the past, we will be using the experience of colleagues who have had to face significant challenges in the conduct of elections in 2008 and this year. We will also hear about significant issues which affect the conduct of elections in Northern Ireland which will provide some interesting and thought provoking challenges. We will then be looking forward to consider the key issues in preparing for the General Election and, in that context, to think about the tests which need to be applied to the present arrangements for electoral services and to learn about what support and assistance is available for those responsible for providing electoral administration in this country.

All in all, today's programme will hopefully allow you to leave here with a better idea of what lies ahead as we reflect on what changes might still be in store and what needs to be done now to prepare for what lies ahead. The programme has been prepared on the basis of providing you with as much information as possible about the challenges to be faced in the registration of electors (e.g. what happens if the General Election is called during the canvass period) and the conduct of elections over the next 12 months or so.

I would personally wish to place on record the Association's thanks to my colleagues and to Bill Crawford and the Sunderland team, John Owen, James Stevens and Sue Bedford in particular for their sterling work in making this Seminar possible. Equally, our thanks are due to all our guest speakers for so readily agreeing to speak today and for giving up their time to be with us at this event. I am particularly grateful to the new Chair of the Electoral Commission, Jenny Watson, for agreeing to make the keynote speech today. We look forward to hearing what she has to say in her first official visit to an AEA national event, now that she has been in office for several months.

Our thanks are also due to our commercial colleagues who support us by taking exhibition space and providing sponsorship of today's event. The exhibition always provides an interesting focal point in parallel to the plenary sessions. This year, we have again provided a good exhibition to complement the National Seminar. It is a measure of the interest in our activities that this has occurred and, with a large national election on the horizon, this could not be a better time to take stock and see what is available in the market place. Please take time to support our exhibitors by visiting their stands within the exhibition.

I sincerely hope that you will enjoy and benefit from the National Seminar and that you will take full opportunity of what it has to offer. I also hope that what you take away from this Seminar will assist your work in the coming months and help you to face the challenges of the General Election whenever it is called.

John Turner, Chief Executive, September 2009

John Turner Chief Executive, Life Vice-President and Chairman of the Qualifications & Examining Boards

John retired as Deputy Chief Executive and Director of Public and Support Services at Norwich City Council in October 2003. He was the Electoral Registration Officer and Returning Officer for the City until March 2005. He has been involved in elections for well over 20 years.

He runs his own consultancy business and you can guess what the core business is. Away from elections, his main interests revolve around local football (not supporting Norwich City), travelling, and his two grandchildren who keep him happy but poor!



Liz Read - Chairman

Amongst many other duties Liz has been involved with Elections and Electoral Registration for 20 years, she has held a number of posts at Blaby District Council in those 20 years and is now the Democratic Services Manager and Deputy ERO/RO. Liz has been an active member of the AEA for over 15 years. Liz is currently the Chairman of the AEA and prior to her election as Deputy Chairman was Chairman of the East Midlands Branch for 5 years. She has also been the branch Treasurer for 2 years and is now the Branch Education & Training Officer. Liz has been involved in training with the AEA since the European Training Project in 1999, she also holds the AEA Diploma.



Jenny Watson

Jenny's working life has been spent in the public and not for profit sector. As well as being the second Chair of the Electoral Commission, she is currently a board member of the Audit Commission and of the charity Money Advice Trust, which runs National Debtline/Business Debtline.

Jenny was the last Chair of the Equal Opportunities Commission prior to the creation of the Commission for Equality and Human Rights. She was the EOC's Deputy Chair for five years before that, and is a past Deputy Chairman of both the Banking Code Standards Board, and of the Committee on Radioactive Waste Management.

In 2004 she was a founding director of Global Partners and Associates, leaving to take on the role of Chair at the EOC. She has also worked in a number of human rights organisations, including Liberty and Charter88.



Jan Souness

Jan has worked in Local Government since 1974, for three councils Liverpool, Knowsley and Warrington. During that time she has worked in most departments including Social Services, Housing, Committee Services and Corporate. She was Head of Organisational Development at Knowsley and came to Warrington as Head of Human Resources and for the last four years has been Head of Service for the Chief Executives Directorate responsible for areas such as Performance, Policy, Communications and PR, Research, Emergency Planning and Neighbourhood Working. She has led large scale change projects such as Customer Contact and Area Coordination.



Throughout her career Jan has had a keen interest in the democratic process and sees it as the added value that Local Government brings to the provision of good public services. Her involvement has primarily been by supporting elections by undertaking various roles from counting assistant to Deputy Returning Officer.

Jan was asked to lead the team working with John Turner supporting the Independent Review following the May 2008 elections in Warrington. Since December 2008 Jan has been Head of Service responsible for the Elections Team in Warrington working closely with the Chief Executive and Returning Officer in implementing the recommendations of the review.

Paul Hamill

Paul Hamill has been an independent project manager since 1991 delivering projects across sectors including defence, police, central government, transportation and local government.



The projects undertaken have varied in size, complexity and objectives including major systems implementations, business process re-engineering, information management and company re-organisations. Through these projects Paul has built a reputation for being able to consistently deliver projects.

Currently Paul is a programme manager within the Cornwall Council's transition team. In his role as a programme/project manager, he brings a wealth of experience to the table, providing independent oversight, governance, mentoring and skills on major high risk and high budget projects and programmes.

Paul was appointed as project manager of the Cornwall Council's election project in late February 2009 following the decision to run combined European and County Council elections. Before joining the elections project Paul had no prior experience of elections other than voting.

John Owen AEA(Dip.) Training Manager

John has been involved with the AEA since its inception (1987) and has served as National Secretary and National Treasurer. He has always been active in the education and training area, as an examiner and trainer, and was the editor of the well-received guidance manual on the introduction of rolling registration and postal voting on demand (in 2001). He was appointed to this post in 2007 and is currently a member of the AEA Qualifications Board, the Electoral Commission's Elections and Registration Working Group, the MoJ's Elections Delivery Group and the AEA's Foundation course writing team. He has over 30 years' electoral experience at 5 dissimilar authorities.



Andy Tiffin

Andy's first experience of elections was the combined European and local government poll in 2004 at which, and with only 6 months experience in local government to his name, just surviving seemed an over ambitious expectation.

Prior to joining local government he worked in management and process redesign within the financial services sector.

Since 2008 he has been Democratic Services Manager at Hart District Council taking on responsibility for the committee services function of the authority in addition to his electoral responsibilities.

He is currently Vice Chair of the Hampshire and IOW Election Manager's Group, the Education and Training Officer for the AEA Southern branch and is Deputy RO for his authority.



Douglas Bain CBE TD Advocate

Douglas has been the Chief Electoral Officer for Northern Ireland since June 2006. As such he is the Electoral Registration Officer for the 18 constituencies in Northern Ireland and the Returning Officer for all elections held there. He is also an assessor to the Boundaries Commission for Northern Ireland and the Local Government Boundaries Commissioner.



Douglas is an Advocate by profession. He moved to Belfast in 1988 to undertake security related work. He was appointed CBE in 2006 for services as a Director of the Northern Ireland Prison Service. Outside work his main interests are horse riding and golf.

Karen Quintmere

Karen Quintmere is Head of Electoral Administration at the Electoral Commission. Karen was elections officer on the Isle of Wight before joining the Commission in 2002, and managed the Commission's Electoral Practice Team for 3 and a half years. She has also been responsible for managing the work of the Commission's four regional offices in England. Karen is responsible for leading the Commission's work across a range of electoral administration issues, including training, support and professional development for electoral administration and work on strategies for preventing and detecting electoral malpractice.



Bill Crawford OBE Executive Director (Commercial)

Bill was elected to this post at Blackpool in February 2006. He has always worked in electoral administration in the North-East: at Newcastle, Gateshead and Sunderland, where he is currently the Head of Electoral Services.



His AEA connection can be traced back to the early 80s at an old NALGO elections training course run by Rod Tuck, who was assisted by Charles Lasham, Andrew Scallan and George Smith. Bill's involvement in the organisation of Seminar began in 1989 when he was asked by Charles Lasham to assist with the AEA's second Seminar in Scarborough. He has been an integral part of the Conference Working Party ever since.

Exhibitor Details



Exhibitors at this event

We are grateful to the following exhibitors for supporting this event.

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|----|-------------------------------------|----|----------|
| 2 | Aero-Vote | 18 | CHS Ltd |
| 3 | Electoral Reform Services & eXpress | 19 | Dsi Cmm |
| 4 | Professional Election Solutions | 20 | Pakflatt |
| 5 | Postal Vote Solutions | 21 | Pakflatt |
| 7 | Shaw & Sons | | |
| 11 | Intelligent Addressing | | |
| 13 | Print UK | | |
| 14 | Smith & Ouzman | | |
| 15 | Smith & Ouzman | | |
| 16 | Opt2 Vote | | |
| 17 | Print Image Network | | |

Organisation	Aero Vote Ltd		
Contact Name	Bimal Patel	Stand	2
Telephone	01296 485 131	Fax	01296 485 097
Email	bpatel@aero-vote.co.uk		

Aero Vote is one of the leading suppliers of election and registration solutions, providing bespoke and professional services to support secure voting and successful registration events.

Our large in-house production capacity with secure on-site warehousing and existing logistical network makes us one of the premier dedicated manufacturers and supplier to numerous councils and local authorities.

Aero Vote operates with accurate planning and information, combined with our attention to detail on every project, making us a valuable partner in organising and running an election. For more information please send all your enquiries to bpatel@aero-vote.co.uk or call us on 01296 485 131

Organisation	Electoral Reform Services & eXpress		
Contact Name	Hannah Lake	Stand	3
Telephone	020 8365 8909	Fax	020 8365 8587
Email	enquiries@electoralreform.co.uk		

Electoral Reform Services and eXpress have joined forces to provide the UK's most dynamic end to end solution for electoral administrators.

Together we provide the market leading electoral registration and elections management software, the country's most popular telephone, internet and SMS registration system. We can help with all aspects of electoral services from elections, by-elections, BID ballots, referendums, Scottish Health board elections and the annual canvass. Everything is taken care of by our friendly and experienced project managers. Find out more about how ERS and eXpress can help to take the stress out of managing electoral services by visiting our stand today.

Organisation	Professional Election Solutions		
Contact Name	David Redhead	Stand	4
Telephone	0191 491 4300	Fax	0191 491 1878
Email	david.redhead@election-solutions.co.uk		

Professional Election Solutions are proud to display, new to the UK the "Ultimate Polling Booth". Having already sold 14,000 units for the European elections, it is a proven product.

Manufactured from an aluminium frame and weighing only 16kg it can be assembled in seconds and flat packs to 75mm depth.

DDA compliant, the "Ultimate" also has a number of optional extras including LED lighting, poster holders and a bag cover.

After the election, the stand can be used for display or for presentation purposes with add on white board and flip chart.

Organisation	Postal Vote Solutions		
Contact Name	Margaret O'Neil	Stand	5
Telephone	0161 248 2600	Fax	0161 256 2121
Email	info@postalvotesolutions.com		

Postal Vote Solutions, part of the Paton Brown Group, is one of the UK's leading suppliers of secure, on time, electoral material including personalised poll cards, ballot papers, postal vote packs and canvass forms. From the initial design through to print production you can be assured that Postal Vote Solutions will provide a comprehensive service with everything being handled in-house. Visit stand 5 to arrange a free consultation and see how your organisation can benefit from the excellent service and good value for money we provide. For more information please contact Murray Warner or Kelly Mallon.

Organisation	Shaw & Sons		
Contact Name	Julie Goddard	Stand	7
Telephone	01322 621 100	Fax	01322 550 553
Email	julie.goddard@shaws.co.uk		

Shaw & Sons provide the most extensive and complete range of material for use by Returning Officers and their staff in connection with electoral registration and the conduct of elections. Buy... Return... Recycle... Shaw's now offer a recycling scheme for Presiding Officer's Sundries Wallets. Return your empty wallets to us and receive a credit against future purchases of sundries packs. Full packs and refill packs are also available to purchase. Visit the Shaw & Sons stand to discuss the full range of forms, envelopes, ballot boxes and other equipment available.

Organisation	Intelligent Addressing		
Contact Name	Catherine Teare	Stand	11
Telephone	020 7747 3500 (ext 130)	Fax	020 7747 3501
Email	ctear@intelligent-addressing.co.uk		

Intelligent Addressing is an information management specialist and data provider, focusing on land and property address information. Joint venture partner with local government in the development of the National Land & Property Gazetteer, IA manages the national datasets, the NLPG and National Street Gazetteer, for local government. For the CORE project, IA has matched 140 electoral registers to the NLPG returning an average match rate of 97.31%. IA also offers a validation service for LAs who have completed their data matching. Please visit the Intelligent Addressing stand for more information.

Organisation	Print UK.com		
Contact Name	Kay Witty	Stand	13
Telephone	01753 567 100	Fax	01753 567 200
Email	kay@print.uk.com		

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Organisation	Smith & Ouzman		
Contact Name	Tim Matthews	Stand	14 & 15
Telephone	+44 (0) 1323 524000	Fax	+44 (0) 1323 524024
Email	timmsmith-ouzman@fsmail.net		

Smith & Ouzman Limited was formed in 1946 and is a privately owned company based in Eastbourne.

Our expertise is proven with our handling of many time critical elections projects for many UK and International clients. These also include many major elections within Africa, the Middle East and Eastern Europe.

The service that Smith & Ouzman provides includes a full design studio, in house IT programming and software development, secure warehousing and stock maintenance, fulfilment, distribution and intelligent mailing, catering for both large and small requirements.

Most importantly, all production takes place and is managed within our own highly secure premises, with an extensive and flexible range of printing, finishing and mailing equipment.

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Website: www.smith-ouzman.com

Organisation	Opt2 Vote		
Contact Name	Claire Fawl	Stand	16
Telephone	028 7137 1111	Fax	028 7137 8869
Email	cfawl@opt2vote.com		

OPT2VOTE is one of the premier election service providers in the UK, providing outstanding expertise and knowledge across all areas of election management.

OPT2VOTE is experienced in providing election solutions for Parliamentary, European, County, Local and Parish/Community elections in addition to Referenda. OPT2VOTE has printed over 20 million ballot papers and 10 million postal packs in the last five years. The OPT2VOTE portfolio includes the following products: • Print • Poll Cards • Ballot Papers • Postal Packs – Automated solution - single issue & combined • Postal Vote Management Solution (PVMS) • PVMS Remote (Remote PI and cross boundary checking facility) • PVMS Return (Online checking of returned postal votes) • E-Canvass – Telephone, Internet & SMS

Organisation	Print Image Network Limited		
Contact Name	Stephen Power/John Foster/Tony Slater	Stand	17
Telephone	0161 975 6040	Fax	0161 975 6050
Email	sales@printimagenetwork.com		

The multi-award-winning supplier of postal vote packs and proud members of the AEA and MoJ printing sub-group committee. Independent surveys show our postal vote pack provides an 80%+ response and is one of the easiest methods for the electorate to understand and use correctly. Combine with our supply of ballot papers, (books, large print & Braille), poll cards with and without maps and CNLs for an efficient, reliable, election print service. After a successful performance at the Euro and County Elections in June, we are ready to help you deliver a first class Parliamentary Election, whenever it may be. Talk to us today to reserve your space. Print Image Network - winner of the "Government Opportunities Excellence in Public Procurement Award 2008".

Organisation	CHS Ltd		
Contact Name	Mark Calway	Stand	18
Telephone	07799 490 485	Fax	01730 260 677
Email	markc@cashhandlingsystems.co.uk		

CHSL has worked with councils to help improve the quality and accuracy of counting ballot papers. The recent elections proved successful when using a low cost solution of counting machines at the election counting halls to quickly check voting numbers and provide accurate reliable figures. This also eliminated doubt where recounts may have been suggested and past problems associated with solely manual counts.

Organisation	Dsi Democracy Solution		
Contact Name	Simon Verdon	Stand	19
Telephone	07957 880 480	Fax	08450 518 200
Email	simonverdon@dsigroup.com		

dsicmm democracy solutions offer a complete solution for electoral management and elections printing. Our approach is to bring choice and innovation without compromising on quality, service or security.

With a range of elections stationery items, including a choice of postal voting packs, ballot books and poll cards, supported by a range of complementary software packages, we look forward to being of service to you.

Organisation	Pakflatt		
Contact Name	Patrick McGonagle	Stand	20 & 21
Telephone	02871 287111	Fax	02871 287780
Email	patrick@pakflatt.com		

Pakflatt are election equipment experts.

We have successfully provided a growing range of products for the Polling Station for the last 23 years to election administrators throughout Europe, The United States and numerous emerging democracies. We have distribution in North America, Africa and Europe with offices in Virginia and Hong Kong. Every year we introduce new and effective products to our range, so give us a call on the stand to see what's new

AEA Annual General Meeting and Conference 2010

The Association's Annual General Meeting and Conference will be held at the Hilton Hotel, Blackpool from Sunday 31st January until Wednesday 3rd February 2010.

There will be an interesting and stimulating programme of plenary and workshop sessions together with a number of lively social events.

Full details and booking forms will be sent to members later this month. Book early to avoid disappointment as places are limited at this very popular venue.

Directions and Hotel Information

Less than a mile from Newcastle main line Central station, 6 Miles from Newcastle International Airport, Half mile from Newcastle city centre and Minutes from the A1.

From the A1 North and South.

- Exit onto the A184 and follow signs to Newcastle and Gateshead.
- Continue on this road straight over the roundabout towards Gateshead.
- At the first set of traffic lights continue straight on.
- At the second set of lights turn left onto the Tyne Bridge approach road.
- Turn left into Bottle Bank. The hotel is on the left.



