



Cabinet Office

Elections & Registration Round-Up

The Issue: Tuesday 7 June

As you will be aware at 10:15pm on Tuesday 7 June there was an issue with the Government's Register to Vote website that meant individuals could not complete applications. We are extremely disappointed that, despite extensive load testing, the website could not cope with the enormous and unprecedented demand that hit it that evening.

What We've Done So Far...

To ensure that those who failed to submit an application during the downtime have an opportunity to register we have extended the deadline to midnight tonight. Emergency legislation was laid before Parliament today to ensure the extension is legally compliant and we have been updating the GOV.UK website to ensure users are aware of the new deadline.

To do this we have had to ask EROs to delay publication of the referendum register until 20 June. We know that the revised timetable puts extra strain



We have been using as many media channels as possible, including Ministers' Twitter accounts, Facebook, and the GOV.UK pages to make sure the message is getting out to the public. The EC and local authorities across the country have been crucial partners in making sure

on you at an already extremely busy time, but we believe that this was the best solution given the exceptionally challenging circumstances.

Preparing for Tonight

Over the last 24 hours we have done as much as possible to ensure that what happened on Tuesday night does not happen again. There is another big debate this evening, so we have doubled the capacity of our servers to enable it to handle 4x what it could for the General Election. We have developed surge management capability to help control any large spikes in user traffic. You should also have received communication regarding additional file runs but please feel free to contact the [Live Service Team](#) if you have any queries.

New Guidance on Pensions

We've issued new guidance this week to advise on pensions matters for Returning Officers and staff working on elections. The guidance can be found on the [AEA website](#). We recommend that you consult the guidance when completing the relevant sections of your claims for the recent PCC elections. If you have any queries please contact [Ash Smith](#) or [Joe Reddington](#).

the message is seen. We are also ready with materials to use tonight via Twitter and other channels.

We'd like to thank all electoral services teams for their patience, hard work and resilience during this extremely busy and challenging period. It has proven difficult to communicate decision making processes in real time, especially as it has relied on legislative and Parliamentary timetables.

Government Ministers have made it totally clear that we will offer additional resources to EROs to cover any reasonable costs incurred due to the extension of the deadline.

We will give you more information about this as soon as the dust has settled.



Register to vote

IER Digital Service

| | |
|--------------------|-------------|
| Total applications | 19,400,523* |
| % online | 78% |
| Last 7 days | 1,398,113 |

* These are Programme figures and should be treated as confidential. Please note, this figure refers to the total number of applications made to date, including duplicate applications.

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Share your success stories - contact our [editorial team](#).

Elections & Registration Round-Up is the Cabinet Office's weekly newsletter for electoral administrators, suppliers, partners and experts involved or interested in electoral services in the UK.

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