



Department for Levelling Up,
Housing & Communities

DLUHC Digital Update

31st January 2023



Agenda

1. Voter Authority Certificate

1. Performance and insights on the live digital service
2. Upcoming service improvements

2. Summer '23 Measures



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Voter Authority Certificate – the live service



Total applications for GB submitted through the online service up to 24/01/23 – 6,801 (all online, none by paper)

England – 6,609

Scotland - 97

Wales - 95

Service Uptime - 100%

User satisfaction: 82%

Total number of Voter Cert Applications successfully processed for dispatch by HH as of 24/01/23- 3,637

At the time of writing, there are 794 due to be mailed on 25/01/23

EROP Statuses, reported morning of 25/01/23 - includes 42 applications by post and 61 in-person applications

Received	In progress	On hold	Approved	Rejected	Sent to print
1,487	112	586	38	215	4,518

Notes:

- Received – this is not *total* received, but rather those apps in the portal that have yet to have any action taken on them by an ERO
- Approved – these are batched and 'sent to print' at 15-minute intervals
- The EROP figures include postal and in-person applications and data from the morning of 25/01/23 and are therefore larger than the online service figures



Feedback and Continuous Improvements

Feedback	Reported	Improvement	Fixed
Dual-language VACs arriving in England	16th Jan	Implemented override immediately with the printer and deployed fix	20th Jan
Date formatting improvements	19th Jan	Implemented a fix the same day	19th Jan
Error in Welsh-language addresses	18th Jan	Dual-language certs in Wales put on hold until fix was released on 24th Jan	24th Jan
Certs marked for collection getting sent to electors	20th Jan	Affected a small handful of certs issued before reported and fixed	24th Jan
Register Checker issues	19th Jan	Caused by 3 distinct issues	Hotfix coming soon
Incorrect ERO names in the Portal	16th Jan	An ERO-facing issue with a fix coming soon	TBC



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Voter Authority Certificate – the Roadmap



Citizen-facing service

- Duplicate application checker
- Enhanced photo guidance
- Semi-integrated Register to Vote to Voter Authority Certificate applications
- Supplementary documentation upload journey
- Further enhancements based on feedback & insights from launch, May elections etc.



ERO Portal - Functionality

- Data Retention
- Anonymous Electors
- Temporary Certificates
- Undo Actions & Mitigate Erroneous Determinations
- Processing applications with pending RTV
- Rejection Letter
- Reprint of certificates
- Changes required for boundary changes / mergers etc
- Comms – further gov.uk notify integration
- EROs ability to process applications outside of EROP



ERO Portal - Usability

- Case Sorting
 - Case Filtering
 - Case Listing Updates
 - ERO Notifications
 - Create manual application enhancements
 - Displaying Register Check info
 - TBD
- These will be prioritised based on a number of factors
 - Private Beta findings
 - ERO research
 - ERO feedback from
 - drop-in sessions
 - Support requests
 - Training sessions



ERO Portal – Post May Elections

- User Groups & Role Permissions Enhancements
- Alternative Addresses
- OCR
- Case Management / Timeline
- Audit Trail Enhancements
- Bulk Processing
- Simple Case Processing
- Deadline Management
- Status Enhancements & Tracking

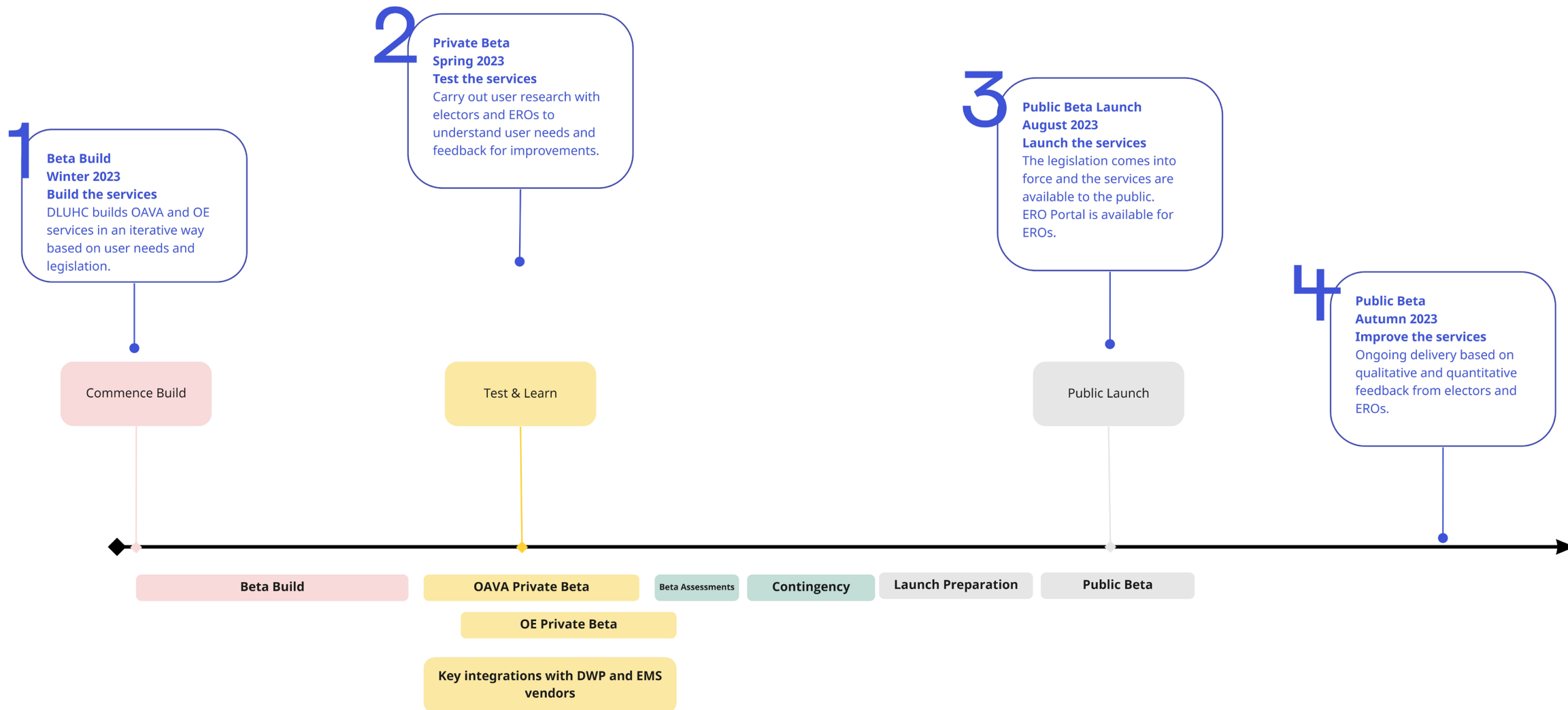


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Summer '23 - an update on digital development

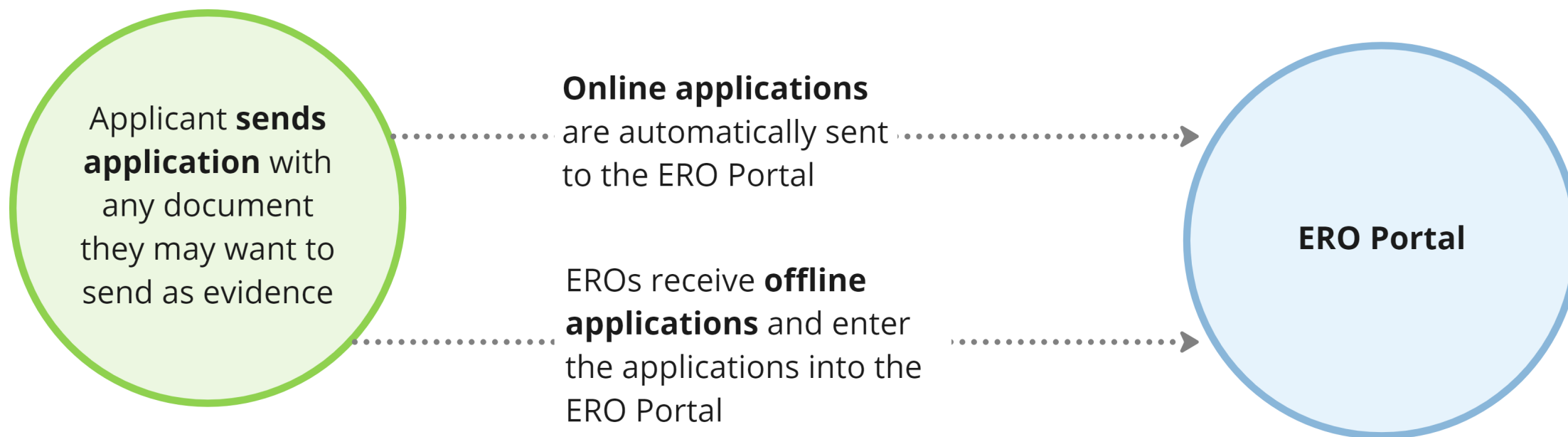


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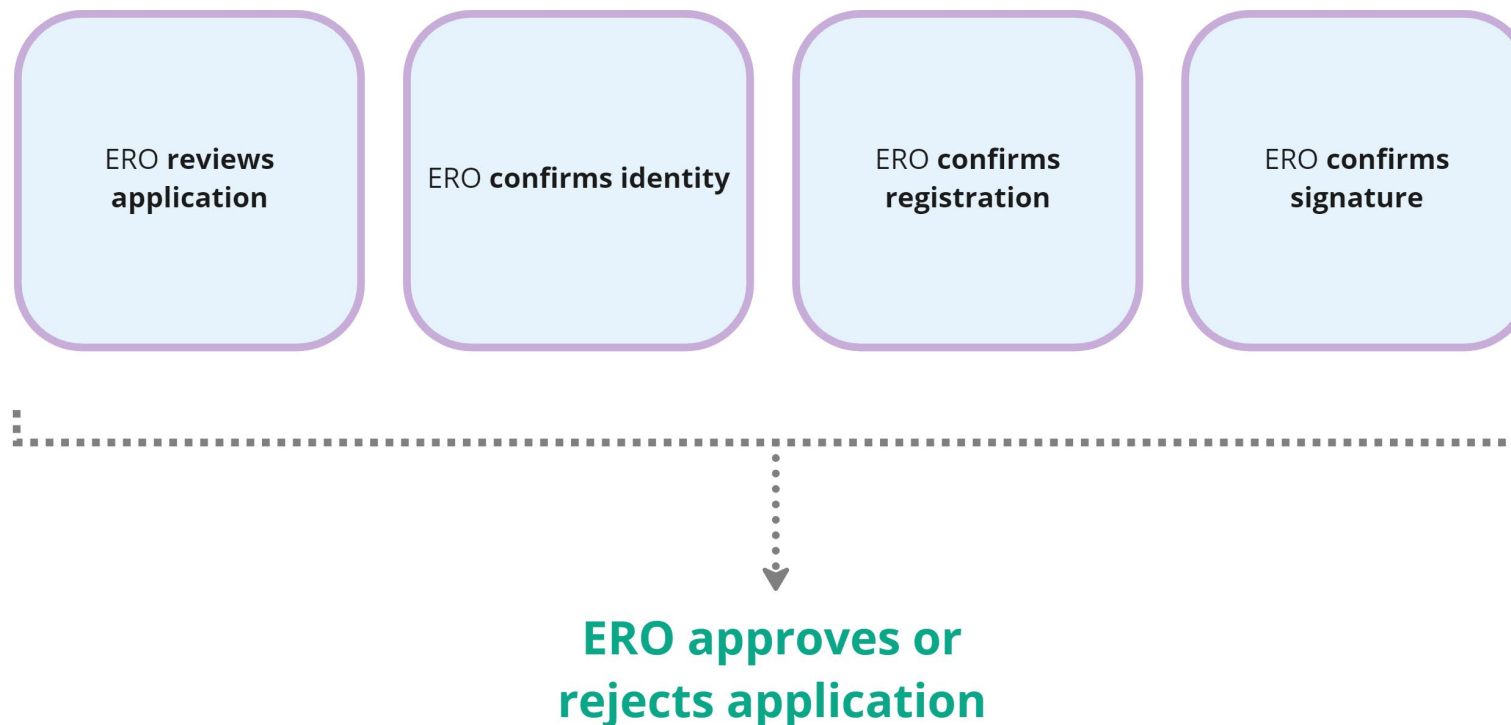
Get applications into the ERO Portal - proxy*, postal and overseas electors registration



*EROs will enter Emergency Proxy applications into the EMS and will be processed there



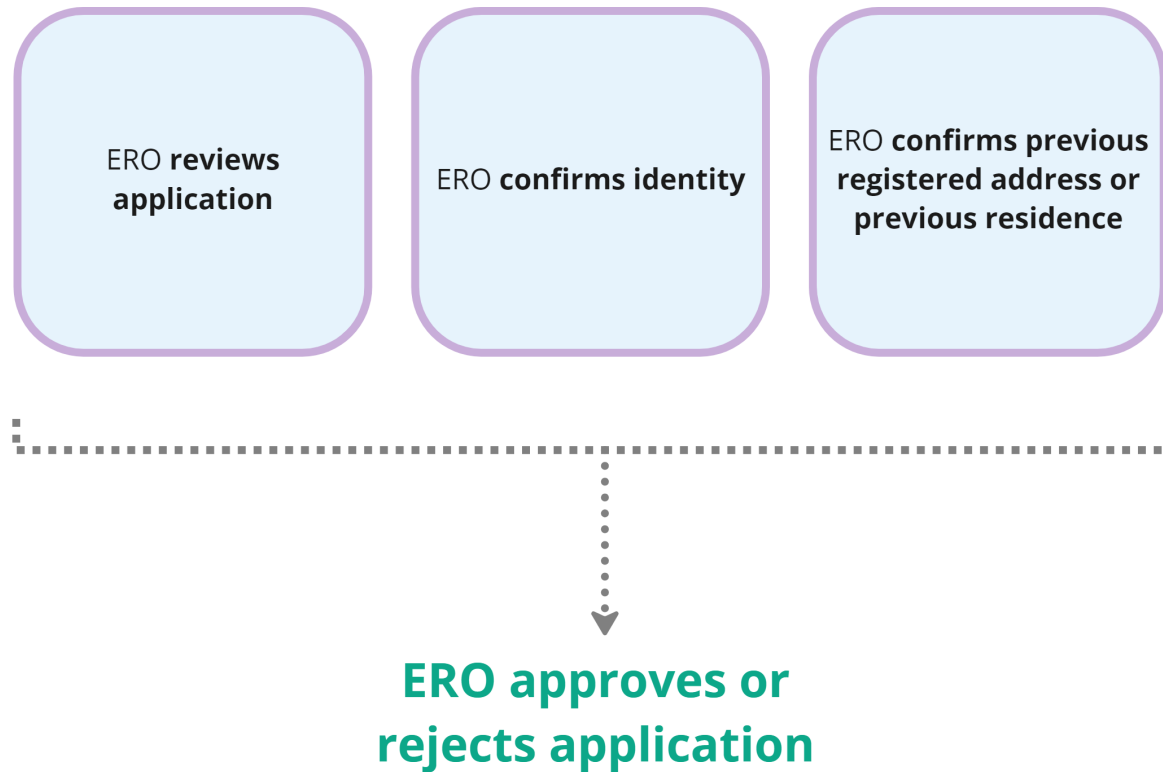
Postal and proxy* applications on the ERO Portal



*EROs will enter Emergency Proxy applications into the EMS and will be processed there

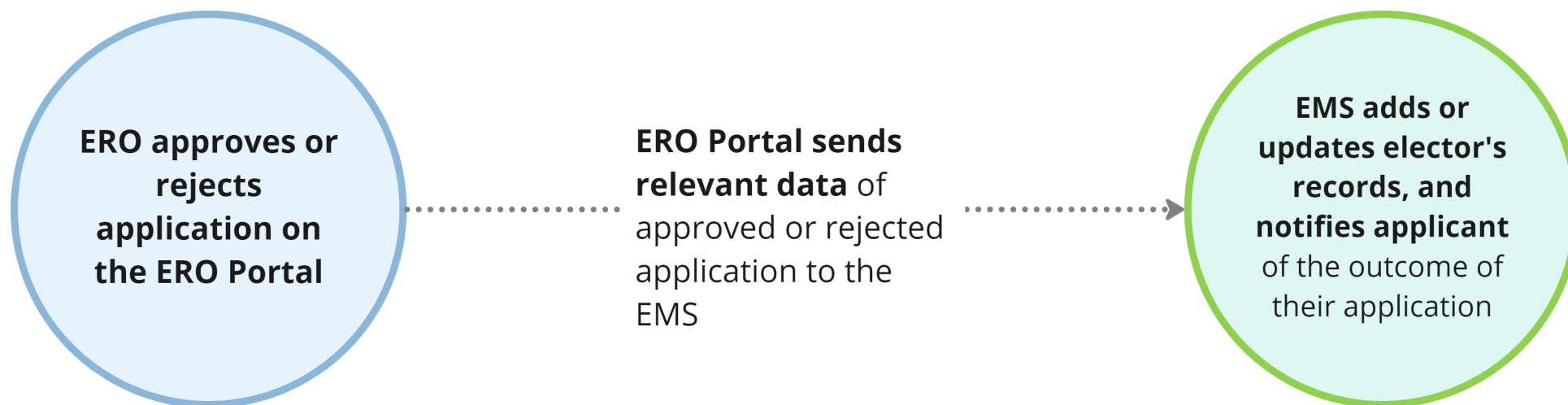


Overseas electors applications on the ERO Portal





Determined applications - proxy*, postal and overseas electors registration



*EROs will approve or reject Emergency Proxy applications on the EMS, and the EMS will automatically add or update the elector's records