We asked candidates and agents for their comments on the various stages of the elections, and we had some very useful feedback, and the main areas are covered below:

Subject	What was positive?	What wasn't so positive?	What can we do to improve in the future?
Briefings	• 'Informative' • 'Excellent'	• Delivery of information was too fast • too much paperwork	• More information about the forms needed • More publicity needed
Nominations		• Forms overly complicated with very little guidance – especially difficult for neuro-divergent candidates • Inconsistencies in checking • Informal checks didn't pick up all alterations • Hand delivery was inconvenient and difficult, especially for people who work • Inconvenient having to come back to make very small corrections • Conflicting advice given to candidates • Candidate's full address should not appear on any public documentation • Too much paperwork • Too complicated	• Suggestion: have the forms all online – so they can get checked then printed out and signed once they're approved • Return to in-person checking appointments
Postal Voting		• Very poor service of Royal Mail in delivery and return of postal votes • Some electors did not receive their packs • Staff in opening sessions were 'grumpy and unwelcoming'	• Explore other possible means for delivery
Polling stations	• Staff were 'very professional', 'friendly', 'efficient' 'calm' • Stations had good access and parking	• Some electors need a polling station nearer their homes • Candidate was refused a glass of water • 'Tucked away' location • Poor signage • Use of meeters-and-greeters was 'intrusive'	• Very specific feedback regarding individual polling stations and locations will be looked at closeley • 'Tea and coffee to be available to candidates'

		• Use of tablets made issuing slow, causing queues	
Count	• 'Thorough' • 'Good'	• Very slow • 'Staff mostly sat doing nothing' • 'One table did nothing for 2 hours' • Verification took too long and sorting could be done at that stage • No information as to what was going on and why nothing was happening • Lunchbreak took too long as not staggered and queues for food • Went on too late • Recount of ballot papers by staff sitting on the floor was unacceptable • Staff member unhelpful being asked to check a bundle • Criticism of behaviour of one candidate • Screens inhibited communication • 'Shambles' • 'Frustrating'	• Staff should be given an allowance to bring their own food in (provide microwaves?) • Stagger lunch breaks more effectively • Table supervisors to communicate with observers as to what's going on • Better training for staff • Look at bottle-necks in the process
Post-election / Expenses		• No point in returning forms for nil return • Frustrating having to do same forms for district and parish • No acknowledgment of receipt or response to enquiry	
General comments	• 'Good information on website' • 'ADC delivered a free and fair election. Thank you.' • 'I was thoroughly impressed with the procedures at Arun. Competently and professionally handled. Thank you.'	• 'Very disappointed with the implementation of Voter ID, totally unnecessary other than to disenfranchise certain demographics.' • 'Not convinced that the possible level of election fraud warranted the photo ID requirement. Some people said they wouldn't vote in protest.'	

	• 'Thanks to all the staff involved - especially the elections team for answering random or obscure questions on email!' • 'Overall I felt that the process was excellent and beautifully managed. Officers and clerks worked extremely hard throughout the entire process. Thank you very much indeed.'		

It should be noted that some opinions were expressed more often (for example, the complexity of the nomination papers, the issues around Royal Mail's delivery of postal votes, the length of time for the verification and the count), whereas some were only expressed by one or two responders. Also, we need to look at where we can make improvements (for example, a return to in-person nomination checking appointments – if we have the space, and the use of resources at the count), and where we are governed by the legislation in place (for example the hand-delivery of nomination papers, and the statutory verification and count processes).

We would like to thank the people who responded for taking the time to give us their feedback, and we will use this to put in place improvements for the next election wherever we can.