

We also asked our wider staff team for their comments on the various stages of the elections. Again, we had some very useful feedback. A large number of staff responded, so the table below covers examples of the range of opinions shared, along with some direct quotes.

Subject	What was positive?	What wasn't so positive?	What can we do to improve in the future?
Training (polling station training & I-pad training)	<ul style="list-style-type: none"> • 'Informative' • 'Clear and concise' • 'Engaging and entertaining' • Delivered with consideration for individuals learning styles.' • Having someone answering the Teams questions as they came up was very useful • The handbook is very useful • The videos in the I-pad training were useful 	<ul style="list-style-type: none"> • 'Too fast' • Difficult to pitch the training to suit new and experienced attendees • There was a lot of information to absorb, especially for first-timers • Some technical issues with Teams • Some couldn't hear properly • Online training seen as impersonal • 'A little too comprehensive' – covering too much that doesn't come up on the day • Some technical issues accessing the I-pad training • The I-pad training made things seem more complicated than they actually were • Needed more information about the close of poll processes • The I-pad training wasn't useful or challenging enough • Some people thought there were issues with the quiz 	<ul style="list-style-type: none"> • Consider running separate sessions for new and more experienced staff • Facilitators could repeat the question they've been asked so everyone can hear • Mixture of responses – some want more online training, some want more in-person training • Role play and/or videos of polling station issuing process and different scenarios would be very welcome • Could send out handbook in advance of training so participants can read it first • Use of Slido for Q&A/scenarios could be useful • Suggestion of a break part-way through • More information needed on Voter ID icons • Request to make I-pad training available again as a refresher • In person training would be useful for I-pads so staff could have a 'dummy run'
Polling station/polling day/pack up	<ul style="list-style-type: none"> • Excellent location • Good building and facilities • Any issues quickly resolved • I-pads very useful, easy to use and accurate • Much easier with I-Pads 	<ul style="list-style-type: none"> • Some electors struggled to find their station • Some turned up at the wrong polling station • Pack-up is 'faffy' and instructions could be clearer • No kitchen • Premises old and dirty • A candidate was a little unhelpful on the day • Too much paperwork 	<ul style="list-style-type: none"> • All road lists need to be in alphabetical order • Large-scale maps of the area, including nearby polling stations, would be useful • More seals should be provided • Suggestion to do PO briefing away from ballot boxes so POs aren't distracted by looking through the contents

	<ul style="list-style-type: none"> ‘... when the electors had their Poll Card the process was seamless’ Pack-up checklist worked well 	<ul style="list-style-type: none"> Pack-up instructions were incomplete I-pads slowed down the process Poor internet access 	
Staff/Staffing	<ul style="list-style-type: none"> ‘Excellent team’ ‘Very professional, supportive and good company’ Jobs rotated equally Anna was particularly singled out for a lot of praise in terms of staffing 	<ul style="list-style-type: none"> Some training emails were confusing The day was too long One felt their PO was ‘controlling’ The elections team had to deal with a lot of people dropping out – some at the last minute 	<ul style="list-style-type: none"> Suggestion that staff should work half the day only
Count training	<ul style="list-style-type: none"> ‘Straightforward’ ‘Simple and to the point’ Gave confidence when things were new (kangaroo boards) 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">
Count refreshments/ breaks	<ul style="list-style-type: none"> ‘The pizza van was genius’ ‘Excellent’ Positive comments about the snack bags 	<ul style="list-style-type: none"> A bit more variety and alternatives to pizza would have been welcome Some didn’t like the snack bags Some didn’t feel the provision of food throughout the day was adequate Some queues for lunch Some people going back for more food before others had received any food at all 	<ul style="list-style-type: none"> Stagger breaks and lunch more Encourage everyone to bring reusable cups and water bottles to reduce waste
Count – staff/ process/ briefing etc	<ul style="list-style-type: none"> Work was allocated fairly, even though some people were faster than others ‘Superb team’ I-pads were great ‘once I got the hang of them’ Kangaroo boards were easy to use and accurate 	<ul style="list-style-type: none"> Issues with the I-pads if the candidates were listed in a different order to the ballot paper Briefings ‘brief and chaotic’ The large counting boxes didn’t work very well Not all tasks shared equally Some staff ‘overbearing’ 	<ul style="list-style-type: none"> Need more communication about long the sessions will go on for Could look at count processes to see if they could be improved

	<ul style="list-style-type: none"> • 'A well run and organised count' • Supervisors were 'calm and organised' • Working in pairs worked well 		
Postal vote opening	<ul style="list-style-type: none"> • Briefings and guidance were 'brilliant... they talked us through absolutely every detail of the process' • Friendly environment to work in • The teams on the tables worked well together • 'Brilliantly supportive and lovely atmosphere' 	<ul style="list-style-type: none"> • Briefings a little repetitive • Comments on some observers being 'off-putting' 	<ul style="list-style-type: none"> • Suggestion that new people were given the briefing separately rather than all hearing it every day
General comments	<ul style="list-style-type: none"> • 'It is such a well-oiled machine and runs really well' • 'Everyone worked well and the elections team did a fantastic job' • 'I feel like part of a team and am actually looking forward to the next one' 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • 'Everyone employed in the council should have a crack at a role on polling day'

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.