

About Canvass reform

Canvass Reform has been introduced to make the process more streamlined for both the electoral administrators and residents.

As part of the process electoral administrators are able to use National and Local data matching to identify which correspondence is best suited to a property.

Has your household received a letter?

A letter lists everyone who is currently registered at the address, who was identified as a match during data matching (these letters are only sent to properties who have a complete match).

If the details of the letter are correct we do not require a response, however, if there are amendments to be made or a person to be added you can do this by visiting www.northumberlandresponse.com/northumberland and enter the security codes, which are stated on your letter. If you do not have access to the internet they can ring the office on 01670 624811.

Has your household received a canvass Form?

A Canvass Form (same as the forms previously used) lists everyone who is currently registered at the address (these forms are sent to properties who did not have a complete data match) Unlike a letter, you are required to respond even if the information is correct. To confirm the information is correct you can call 0800 1979871 and follow the automated instructions, or text 80212 in the body of the text you must write "NO CHANGES" followed by your security codes.

There is also an online option available which will allow you to confirm the information is correct, as well as make amendments to an individual, remove an individual or add a resident who is not on the form. You can do this by visiting www.northumberlandresponse.com/northumberland and enter the security codes, which are stated on your letter. Alternatively, you can complete the form and return it in the envelope provided or call the office on 01670 624811.

Please ensure you respond by the date stated on your Canvass Form.

This years canvass is taking place during challenging times, with this in mind we are urging people to respond using either by online, telephone or text. For those who are returning the form by post this will be sent directly to our scanning bureau partner who is handling our returned forms.

Do I need to include my email address and phone number on the Canvass Form?

You are invited to include them, but you do not have to. We will use this information only in connection with your registration, and it helps us to contact you if there is a problem.

I have already returned a Canvass Form, do I need to return the registration form (ITR) I've received too?

You should complete and return the registration form (ITR) or register online by visiting the [GOV.UK](#) registration page. The Canvass Form is not a registration form, but instead provides us with information on who lives in your household. This means we can invite other residents to register to vote if we need to.

I've returned a registration form, do I need to return the Canvass Form I've just received too?

You should complete and return the canvass Form even if you registered to vote online or by returning a completed paper form. The canvass Form provides us with information on who else lives in your household. We can then invite other residents to register to vote if we need to.

The prepaid envelope has a London address on, is this correct?

In these uncertain times, those who are returning their form by post, will be sent directly to our scanning bureau partner who is handling our returned forms. Our partner is based in London.

About online registration

Can I register online?

You can make an application to register online, but ultimately local electoral registration staff will decide if that is a successful application. So your registration is not complete until the application has been accepted. Online registration is available for ordinary electors, overseas electors, armed forces voters (and their spouses or civil partners) and crown servants (and their spouses or civil partners). The online registration system can be accessed by visiting the [GOV.UK](#) registration page.

My online form won't submit

If you have your date of birth and national insurance number, you can also phone us on 01670 624811 to register. The online service is designed with one question per screen and provides clear error messages when something has gone wrong, so it should be straightforward to find out what the problem is.

How will I know if my online registration was successful?

You'll be sent a letter from local electoral registration staff confirming that your registration was successful, or asking for more information if that is required. If you have provided your email address or phone numbers, you may be contacted that way instead.

Will my email address or phone number be used for anything else?

If you provide an email address or phone number as part of your application, this will only be used to contact you about your application to register to vote. We won't give it to anyone else, or use it for any other purpose unless we are required to do so by law.

Can I register someone else online?

No, everybody needs to register themselves. It's straightforward and quick and you can register online by visiting the registration page. If you are unable to register yourself, it's okay to get help to fill in your details but you must make the declaration yourself.

Can I include someone else on the form?

No, this is an individual registration form. If you know someone who wants to register to vote, they can do so by visiting the registration page or we can send them a paper registration form.

If I have applied online, do I need to return the paper form you sent me?

You don't need to return the paper form if you have completed an online application.

Difficulties registering and accessibility to registration

How do I find my national insurance number?

A national insurance number is a reference number used by government. The easiest place to find your national insurance number is on official paperwork, such as your national insurance card, payslips or letters from the Department for Work and Pensions or HM Revenue and Customs (HMRC). Students may be able to find it in their university registration details or application for student loan. If you still can't find it, you can use the [HMRC enquiry service](#).

If you don't have access to the Internet you can call the national insurance registrations helpline on 0300 200 3502.

Please be aware HMRC won't tell you your national Insurance number over the phone, they'll post it to you.

Alternatively, you can write to:

HM Revenue and Customs

National Insurance Contributions and Employer Office National Insurance Registrations

Benton Park View

Newcastle upon Tyne

NE98 1ZZ

Most people in the UK have a national insurance number. If you do not have one, you will be asked to explain why you are unable to provide it. Local electoral registration staff may contact you to ask you for proof of identity.

I don't know my date of birth

If you do not know your actual date of birth, you may have been given an official one in the past and this can be used to register to vote. This can be found on paperwork, including a passport, adoption certificate, driving licence or naturalisation certificate.

If you do not have one, you will need to explain why you are unable to provide it in your registration application. Local electoral registration staff may contact you to ask you for proof of identity.

I don't have internet access - how can I register?

You can use computers in local libraries, Contact centres and internet cafes. We can also send you a paper electoral registration form for you to fill in and post back to us.

If you have your date of birth and national insurance number, you can also phone us on 01670 624811 to register.

I am unable to read the letter I was sent from you

We recently wrote to you about the new electoral registration system. Please contact us on 01670 624811 for assistance.

Can information be provided in another format (braille, large print, etc)?

Some information is available in alternative formats.

If you want to register to vote, please visit the [GOV.UK](https://www.gov.uk) registration page which works with assistive technologies such as screen readers or we can send you a application to register form in your preferred format where available, or if you have your date of birth and national insurance number, you can also phone us on 01670 624811 to register.

I don't want to register online, what other ways can I register?

It's easy to register online, but if you can't or don't want to we can send you a paper registration form for you to fill in and post back to us.

If you have your date of birth and national insurance number, you can also phone us on 01670 624811 to register.