

Trusted to Transform: Digital Transformation Stories

Setting a New Standard: How
Elmbridge Borough Council
Achieved Its Most Efficient Election

MODERN
DEMOCRACY

The Challenge

In May 2024, Elmbridge Borough Council ran one of its busiest elections—electing councillors and Police and Crime Commissioners on the same day across 65 polling stations, while processing over 25,000 proxy and postal voters. The introduction of Voter ID and rising postal vote volumes meant a faster, more efficient system was essential.

The Solution

Following an internal growth bid in late 2023, Elmbridge implemented Modern Democracy's Modern Polling platform for the May 2024 elections. Modern Democracy provided tailored training, an intuitive interface, real-time station oversight, and built-in Voter ID and ballot paper accounting tools.

With the introduction of the Election Act in 2022, the requirement for Voter ID, as well as the number of postal votes, it was clear this was something worth investing in.

Alex Mammous, Electoral Services Manager

The Results

Modern Polling delivered measurable efficiencies on its first full-scale use:



Reduced paperwork

Digital registers saved time and reduced errors



Faster set-up

All 65 stations confirmed live at 7am via the Modern Polling platform, removing the need for calls.



Quicker close-off

BPA's and VIDEF'S submitted automatically at 10pm, with guaranteed accuracy.



Increased visibility

Live turnout, battery, and station status tracking.



Greater staff confidence

Even first-time users navigated and ran processes with ease.

Future-ready elections start here

Modern Democracy is the UK's leading provider of Election Day solutions, combining over a decade of expertise with innovative tech to transform how elections are run.

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