Trusted to Transform:
Digital Transformation Stories

From Paper to Digital: How
Spelthorne Borough Council
Enhanced Polling Day Accuracy

The Challenge

Spelthorne Borough Council's election team were seasoned pros, but with mandatory Voter ID and a chance to go digital, they faced a key question: how to modernise without losing trust?

The Solution

After successful by-election trials, Spelthorne rolled out Modern Polling across all stations for May 2023 elections. Modern Democracy supported with tailored training, an intuitive interface, built-in Voter ID workflows, and expert support.

> I do not think I would have got through it without Modern Democracy helping me in the background... I had expert and pro-active support.
>
> **Liz Harvey, Electoral Services Manager**

The Results

The results from Spelthorne's first full-scale digital rollout were clear:

Faster set-up
No paper registers, no clerical paperwork, staff simply log in.

Fewer errors
Automatic ballot numbering & error prompts prevent common mistakes.

Easier Voter ID checks
All ID's are recorded automatically - no separate forms required.

Confident, empowered staff
Comprehensive training and intuitive design ensured teams were prepared and empowered on the day.

Instant reporting
No late-night paperwork, all BPA's and VIDEF's automatically available at close of poll.

Smooth scale-up
From 5 pilot stations to full borough-wide implementation in 4 months.

Future-ready elections start here

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