

Leading the Way:

Modern Polling Delivering
With Robustness And
Transparency

MODERN
DEMOCRACY

The Challenge

Tower Hamlets' Returning Officer Rob Curtis delivers elections across one of the UK's most complex urban authorities.

With election administration subject to exceptionally high levels of oversight, from stakeholders, political parties, polling agents and external observers, the Council's Returning Officer requires a polling station solution that can deliver operational efficiencies without compromising confidence in integrity, transparency and resilience.

The Solution

Tower Hamlets' Returning Officer implemented Modern Democracy's Modern Polling platform across all 110 polling stations, providing exceptional transparency and oversight.

Modern Democracy worked closely with the Electoral Services team that encompassed comprehensive planning, testing and staff training. Approximately 330 polling station staff used the system on election day, designed to ensure every polling place opened on time, with devices functioning as expected and staff confident from the commencement of polling at 7am through to the close of polls at 10pm.

The elections control room used Modern Polling's live dashboard to monitor activity across all polling stations enabling queries to be responded to quickly throughout polling day.

"Because Modern Polling formed part of our polling station process, it came under exactly the same level of scrutiny as every other aspect of the election. It stood up to that scrutiny with flying colours."

Rob Curtis, Head of Electoral Services,
Tower Hamlets Council

The Results

Modern Polling was vital to successfully delivering the local council and Executive Mayor polls:



Proven reliability at scale:

Used successfully across 110 polling stations with confidence.



Stood up to scrutiny:

The software met the electorate's, stakeholders' and political parties' expectations for transparency; the post-election debrief supported continued use of Modern Polling.



Real-time operational control:

Live dashboard enhanced visibility, enabling faster responses to busy stations and more targeted polling inspector deployment.



Stronger staff experience:

Training and usability resulted in increased confidence; staff did not want to return to paper-based processes.



Automated admin and faster outputs:

Ballot paper accounts and key reports were produced quickly; digital marked registers enabled quicker information sharing with candidates and political parties.

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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