

10. Measuring our performance | Electoral Commission Search

10. Measuring our performance You are in the Corporate plan 2022/23 to 2026/27
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Measuring our performance The strategic objectives are underpinned by three key
factors First published: 25 April 2022 Last updated: 25 April 2022 Introduction

Throughout our plan we identify improvements we will deliver. These aim to benefit
the public, parties and campaigners, electoral administrators and parliaments. We
will measure how well we realise these improvements over the course of our Corporate
Plan using a range of indicators across the UK. We will use a mix of quantitative and
qualitative measures, using them to drive continuous improvements in our procedures
and skills. This will include annual and five-year targets against key measures.

Measuring our performance Strategic Objectives Improvements Performance indicators 1.

Accessible registration and voting Increased ease of registering and voting Public
satisfaction with the system of registering to vote Public satisfaction with the
process of voting Accuracy of the electoral register Completeness of the electoral
register Votes rejected and not included in the count for elections Public perception

that the process of voting is easy Additions to electoral registers during our public
awareness campaigns 2. Transparent political campaigning and compliant political
finance Maintained availability of information Publish donation and loan reports
within deadlines Publish statements of accounts within deadlines 2. Transparent
political campaigning and compliant political finance Increased confidence in
decision making Applicants are notified of the outcome of their registration

application within the working day targets Decisions on final notices issued for
representations within deadlines Progression and conclusion of investigations within
targets for complexity 2. Transparent political campaigning and compliant political
finance Increased compliance with electoral law Responses to requests for regulatory
advice on financial reporting within targets Public perception that appropriate
action will be taken by the authorities if a political party or a campaigner is

caught breaking the rules on campaign funding 3. Resilient local electoral services
Maintained quality of electoral services Formal Electoral Registration Officers and
Returning Officers performance assessment of when standards are not met Guidance
products for electoral administrators published on time with no substantive errors
Confidence that elections are well run Election reports published within deadlines 3.

Resilient local electoral services Maintained confidence in the electoral process
Public confidence in knowing how to register to vote Public confidence in how to cast
their vote 4. Fair and effective electoral law Improved accountability Election,

referendum and other reports responded to by the relevant government within deadlines
Responses to policy proposals and legislative consultations by the deadlines
Responses to elected members correspondence responded to within deadlines 5. A modern
and sustainable electoral system Improved security of the electoral system Public

perception that voting in general is safe from fraud and abuse 5. A modern and
sustainable electoral system Increased environmental sustainability Meeting
requirements if existing and emerging or new environmental legislation The strategic
objectives are underpinned by three key factors Key factors Improvements Performance

indicators 1. We demonstrate independence and integrity Improved reputation as an
independent regulator Responses to requests for advice from Electoral Registration
Officers and Returning Officers within deadlines 1. We demonstrate independence and
integrity Improved reputation as an independent regulator Responses to requests for

elections guidance from candidates and agents within deadlines 1. We demonstrate
independence and integrity Improved reputation as an independent regulator Responses

to requests and enquiries from the public within deadlines 2. We are a skilled organisation where diversity is valued Maintained staff well-being Staff engagement score from the annual employee survey 3. We are a learning organisation where improvement is continuous and resources are used efficiently Increased value for money Agreed auditors' recommendations that are implemented by the target date Navigation 9. Managing our costs Section 9 of our 2022/23 to 2026/27 corporate plan 11. Managing risk and opportunities Section 11 of our 2022/23 to 2026/27 corporate plan