

Enabling activity: Independence and integrity | Electoral Commission Search
Enabling activity: Independence and integrity You are in the Annual Report and
Accounts 2022/23 section Home Our plans and priorities Annual Report and Accounts
2022/23 On this page What we are working to achieve Work done to achieve this aim
Performance indicators Ongoing and future work First published: 4 July 2023 Last
updated: 27 September 2023 What we are working to achieve The electoral system
depends on the Electoral Commission being an independent non-partisan body, and we
therefore hold ourselves to high standards of integrity. We work hard to ensure we
are respected for our expertise, and that our advice and decision making are free
from bias. Given our unique role, our integrity needs to be clear and demonstrable.
We demonstrate our independence and integrity by: taking decisions on the evidence
and being transparent about the reasons for them basing our policy positions and
recommendations on analysis of evidence effectively communicating our work and views
providing responsive services to those we support seek to maintain effective
governance arrangements. Work done to achieve this aim We published information on
closed regulatory investigations on a monthly basis, providing transparency on our
findings and any potential sanctions. We reviewed our Enforcement Policy, which we
refer to when running an investigation. We sought views to ensure the policy is as
clear and helpful as possible so that our approach to enforcement is transparent and
can be easily understood. We took an evidence-based approach when developing our
consultation response to the UK Government's Strategy and Policy Statement. The
response highlighted that the introduction of such a mechanism – by which a
government can guide the work of an electoral commission – is inconsistent with our
role as an independent regulator and the body that oversees free and fair elections.
We provided parliamentarians with briefings to support their consideration of the
Elections Bill as it passed through Parliament. Our education resources are designed
to be an independent source of material and information for educators to help them
teach the issue of politics, without having to stray into politics. We responded to
queries from members of the public, parliamentarians, administrators, and regulated
community, providing information and advice on the electoral system and democratic
participation. We received 89 freedom of information (FOI) requests. We aim to
respond to 90% of requests within the 20 working days statutory timeframe, and this
year we responded to 97.7% within that timeframe. We were asked to conduct internal
reviews into five FOI of our responses during the year, and all of these were
responded to within agreed timeframes. We received three subject access requests and
10 requests for erasure under the UKGDPR, all of which were responded to within the
statutory response time frame of one calendar month. We handled 28 complaints,
compared to 96 in 2021/22. Of these, three were still under consideration at the end
of the year. Of those completed, 17 were not upheld, two were partially upheld, two
were fully upheld, two were closed due to no clarification being received from the
complainant, and two were withdrawn. We use our complaints process as a chance to
learn, and opportunities for continuous improvement were fed back to the relevant
teams. We received one request for review by the Chief Executive. While this review
did not change the original outcome of the complaint, it did enable further
explanation and assistance. Our dedicated public information service responded to
11,829 public enquiries during the year, received by phone, post and email. Through
this service, we answered questions on a range of topics, including voter ID, voter
registration and postal voting. We also responded to over 14,800 queries received via
social media. We responded to 51 parliamentary questions at Westminster during
2022/23, including questions on voter ID – both on our campaign and the policy itself

– unincorporated associations, donations to political parties and the proposed Strategy and Policy Statement. Chris Matheson MP and Cat Smith MP, members of the Speaker's Committee, were our spokespeople in the UK Parliament and answered questions on our behalf during the year. Performance indicators

Indicator	Target	2022-23
Timely responses to social media enquiries	100%	100%
Timely responses to public enquiries via calls, letters and emails	100%	99.69%
Timely responses to valid Subject Access Requests	100%	100%
Timely responses to valid Freedom of Information requests	90%	97.7%

Ongoing and future work Election reports following the May 2023 elections will outline any recommendations we think are necessary to improve the system for voters, administrators, and campaigners. We will continue to provide accurate and impartial information, guidance and advice to our stakeholders. As we prepare for the UK Government's likely introduction of a Strategy and Policy Statement for the Commission, the Commission's commitment to independent decision-making remains firm. Navigation Previous Next Objective: A modern and sustainable electoral system Enabling activity: Skilled organisation where diversity is valued