

10. Measuring our performance in Wales | Electoral Commission Search

10. Measuring our performance in Wales You are in the Corporate Plan for Wales 2022/23 to 2026/27 section Home Our plans and priorities Corporate Plan for Wales 2022/23 to 2026/27 On this page Measuring our performance The strategic objectives are underpinned by three key factors First published: 25 April 2022 Last updated: 25 April 2022 Summary 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 for Wales and 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
 - Increased 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 Members of the Senedd's 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 oral and written Senedd questions within timeframes
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 in Wales Section 9 of our 2022/23 to 2026/27 corporate plan for Wales 11. Managing risks and opportunities in Wales Section 11 of our 2022/23 to 2026/27 corporate plan for Wales