

Performance analysis 2020/21: Goal one | Electoral Commission Search  
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 2020/21 section Home Our plans and priorities Annual Report and Accounts 2020/21  
 First published: 15 September 2021 Last updated: 21 October 2021 Goal 1 To enable the  
 continued delivery of free and fair elections and referendums, focusing on the needs  
 of electors and addressing the changing environment to ensure every vote remains  
 secure and accessible. This goal captures our role in overseeing the delivery of  
 elections across all parts of the UK and focuses on three areas: delivering well-run  
 electoral events, maximising and modernising electoral registration, and tackling  
 electoral fraud. Goal 1 To help deliver well-run electoral events we: published  
 guidance and resources, and provided support to electoral administrators, candidates  
 and agents for the scheduled elections in May 2021, including those postponed from  
 May 2020; this included a range of supplementary guidance for administrators and  
 candidates and agents to support the delivery of the polls in the context of the  
 pandemic worked with stakeholders from across the electoral community to identify and  
 publish a shared set of high-level objectives for delivering successful elections in  
 the developing public health environment published a range of resources for local  
 authorities to use to help share messages about the safe running of the polls and the  
 voting options available worked with the National Police Chiefs Council, Crown  
 Prosecution Service (CPS) and the College of Policing to provide new guidance for  
 candidates and campaigners on recognising and reporting intimidation worked with  
 organisations supporting people with a disability to raise awareness of how to take  
 part in elections and what support they can expect to receive launched a new system  
 for processing applications for accreditation for electoral observers To help  
 maximise and modernise electoral registration, we: supported Electoral Registration  
 Officers (EROs) in Great Britain with delivery of the first annual canvass using the  
 reformed process; including through the provision of guidance and advice, and the  
 publication of supplementary guidance to support EROs with managing the canvass in  
 the context of the pandemic published a response to our consultation on performance  
 standards for EROs, and used the updated framework to inform our support and  
 challenge work with EROs throughout the canvass worked closely with the Chief  
 Electoral Officer for Northern Ireland on preparations for the electoral registration  
 canvass, now expected to take place in 2021 To help tackle electoral fraud, we:  
 worked with the police and local authorities to provide training and review integrity  
 plans to help prevent electoral fraud published updated data on alleged cases of  
 electoral fraud reported during 2019, and new data on a small number of cases  
 reported during 2020 worked with partners to prepare a campaign to raise awareness of  
 electoral fraud, ahead of the May 2021 elections delivered, with the National Police  
 Chiefs Council, our annual conference for police elections Single Points of Contact  
 as an online event worked with the City of London Police Economic Crime Academy to  
 host and contribute content to four training courses for police officers Performance  
 measures Measure Performance We publish 100% of guidance products relating to  
 electoral registration on time with no substantive errors 96.7% Achieved 1 We provide  
 accurate advice to Returning Officers (ROs) and EROs within three working days of  
 receipt of the request. (Target 100%) 99.4% Achieved 2 Additions to electoral  
 registers during our public awareness campaigns meet or exceed our targets (Target 0%  
 - no campaign was held) 0% Achieved 3 Our activities during the year Delivering well-  
 run electoral events Owing to the pandemic and the consequent decisions taken by the  
 UK's governments, there were no electoral events in 2020/21 apart from local  
 government by-elections in Scotland. The Commission therefore quickly focused in

2020/21 on supporting the electoral community to prepare for the elections scheduled – and rescheduled – for May 2021. To support administrators with preparing for and delivering polls in the context of Covid-19, we produced a suite of supplementary guidance and resources that reflected the specific requirements of managing the 2021 polls in a Covid-19 secure way. The supplementary guidance documents were designed to be read in conjunction with our suite of core guidance for Returning Officers and were developed in close consultation with the electoral community and public health bodies across Great Britain. We developed an extensive range of new voter information materials, to support public understanding of how to participate with confidence in the forthcoming elections in the changed context. These included resources focused on informing people about the voting options available to them, and encouraging forward planning, and resources communicating the safety measures that would be in place in polling stations. While used directly by the Commission, their primary purpose was to support local authorities and other stakeholders to provide accurate and timely information to their communities. Maximising and modernising electoral registration 2020 saw the first annual canvass in Great Britain run under a new reformed process allowing EROs to use national and local-level data to identify addresses where there is likely to have been a change in the people who are eligible to register to vote. This allows EROs to focus their resources in areas of greatest need. We see these reforms as an important step towards improving our electoral registration system and we intend to report on the running of the canvass, using data collected from EROs, in summer 2021. Our work to support the introduction of these reforms included providing extensive guidance and advice to help electoral administrators understand their new responsibilities, designing and delivering new voter registration forms, and ensuring our new performance standards for EROs are aligned with the new process. We also developed additional guidance to address the specific challenges of running a canvass in the context of the pandemic. Our scrutiny of proposals from the Northern Ireland Office and our continual dialogue with the Chief Electoral Officer for Northern Ireland on a full canvass of electors – originally planned for 2020 but now scheduled to take place in 2021 – have helped to ensure that preparations for the canvass have progressed well. Alongside the work undertaken by the Chief Electoral Officer, we will be running a new multimedia public awareness campaign across Northern Ireland to encourage the electorate to register during the canvass period. We have also committed to reporting on the conduct of the canvass, and plan to publish this in advance of the May 2022 Northern Ireland Assembly election. Tackling electoral fraud We provided guidance and advice to support EROs, ROs and the police to deal with electoral fraud. For the fourth year in a row, we also worked with the City of London Police Economic Crime Academy to host and contribute content to four training courses for police officers. We jointly organised the 16th Annual National SPOC (single point of contact) seminar which took place virtually for the first time, working with our partners at the National Police Chiefs' Council. We also supported SPOC seminars in Scotland and Wales, and provided dedicated election briefings for new SPOCs. Throughout the year, police forces across the UK sent us data about allegations of electoral fraud that they received and investigated. Every year we report on the number, type, and outcome of these allegations, to understand what has happened and how cases are resolved. We provided updates on outcomes from cases reported in 2019, including from the UKPGE, and also published data on the small number cases reported during 2020. [report navigation links](#) [Previous](#) [Next](#) [Annual Report and Accounts 2020/21](#)

Performance analysis: Goal two 1. 326 of 337 guidance products were published on time; for those not published as planned, these reflected conscious decisions to re-

prioritise work in order to be able to provide guidance on Covid-secure elections more quickly ■ Back to content at footnote 1 2. 2130 of 2143 requests for advice were responded to on time ■ Back to content at footnote 2 3. 2020 elections were postponed due to the Covid-19 pandemic, so no campaign was held ■ Back to content at footnote 3