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Performance analysis 2021/22: Goal four You are in the Annual Report and
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2021/22 On this page Key achievements Performance measures Supporting the
organisation Impact of Covid-19 Commitment to EDI First published: 1 August 2022 Last
updated: 1 August 2022 Goal Four To provide value for money, making best use of our
resources and expertise to deliver services that are attuned to what matters most to
voters. This goal provides a focus to activities that support the organisation and
ensure we have the appropriate skilled people, resources, technology, systems and
governance. The aim is to deliver services that are efficient, effective and
economical. Key achievements To support our organisation, we: implemented our new
accountability arrangements with the Scottish Parliament and Senedd which came into
effect on 1 April 2021. reviewed and refreshed how we deliver legal services carried
out an all staff survey and used the results to identify areas for the Senior
Leadership Group to prioritise for development in line with our corporate plan. Key
initiatives include developing a behavioural charter and redeveloping our learning
and development approach. completed internal and external consultations on our new
Equality Diversity and Inclusion (EDI) strategy, a final version of which is now
being produced developed a race equality action plan through the Race at Work
Taskforce completed renovations of our working environment to support more flexible
ways of working continued to develop our quality assurance approach to help us
continuously improve our processes Performance measures Measure Performance Deliver
our Ways of Working project to deliver digitally enabled business change to reflect
the expectations on a modern employer and ensure the core ICT offering can support
those changes. Completed Stakeholder and staff satisfaction with IT tools Not Met /
Ongoing 1 Work with the Scottish Parliament and Senedd to implement our new
accountability arrangements, including a new funding formula and business plans for
Scotland and Wales Completed Implement our new People Strategy Ongoing Maintain high
staff engagement scores in the annual staff survey and ensure indicators such as
staff turnover are at appropriate levels Staff engagement score: 67% (Civil Service
average: 64%) Staff turnover: 14.2% Identify options, costs and benefits of
e-procurement and implement a new system accordingly Completed Monitor significant
variances on all budgets and, where appropriate, reduce these variances over the five
years of our Corporate Plan Completed Deliver a project to examine how well we manage
customer enquiries across the whole range of the Commission's work Completed
Supporting the organisation In common with all organisations, the Covid-19 pandemic
has transformed the way we work and presented major challenges. Our aim throughout
has been to maintain staff wellbeing, so we could continue to deliver without
interruption for voters and our electoral stakeholders. Returns to the office, as
conditions allowed, were managed with care, balancing staff safety and the benefits
of in-person collaboration. Responses to the staff survey that took place in autumn
2021 showed that 94% of respondents felt that the Commission effectively responded to
the Covid-19 pandemic. Nevertheless, we have learned and documented lessons from our
response to the pandemic, and are reviewing our crisis management plans accordingly.
Remote working has highlighted the need for substantial investment in our information
technology infrastructure to bring it up to date, support hybrid working and provide
an efficient and user-friendly working environment. This was the first year of direct
accountability to, and funding by, the Scottish Parliament and the Senedd, as
alongside our longstanding relationship to the UK Parliament. We have worked closely
with officials in all three parliaments in order to make a success of these unique

arrangements, and have agreed detailed mechanisms to ensure efficiency and transparency. We have made further progress on equality, diversity and inclusion, although this will remain a key priority as we develop the people strategy to underpin our new corporate plan. Our Race at Work Taskforce continues to ensure that the voices of our black, Asian and minority ethnic staff are heard and provide a force for change. We have consulted on a new Equality, Diversity and Inclusion strategy and enhanced our Equality Impact Assessment process. And we have groups dedicated to supporting staff with bullying and harassment, to supporting those with mental health issues and to promoting dignity and respect at work. Impact of Covid-19 Where government restrictions required, we have continued to work predominantly from home for much of the year. With the lifting of restrictions we started a phased return to the office that builds on our long-standing use of home-working to develop a hybrid approach. We embraced hybrid working in a way that allows us to balance business need and staff wellbeing. There were no significant additional financial costs to complete this work. Commitment to EDI The Commission serves a diverse democracy and is committed to equality, diversity and inclusion. We have taken a number of steps during the year to help us deliver on this commitment: •We have produced a new Equality, Diversity and Inclusion strategy, on which we consulted during winter 2021-22. We are grateful to those who commented and will publish a final version of the strategy during 2022-23; We refreshed our approach to Equality Impact Assessments as part of our ongoing compliance with the Public Sector Equality Duty; We brought in external consultancy to help us raise our awareness and knowledge of EDI issues, and now have a permanent senior lead; We have continued the work of our Race at Work Charter Task Force Report navigation links Previous Next Performance analysis 2021/22: Goal three Wales (devolved) annual report 2021/22 1. Staff survey results and network performance show that IT infrastructure performance has not been satisfactory. We have continued to roll out upgrades across infrastructure, devices and applications in this year, however implementation was delayed due to the impact of Covid-19. We shall evaluate in the coming year ■ Back to content at footnote 1