OSCR Key performance indicators – July 2021

Measure		May 21	June 21	July 21		Apr 21-Jul 21	Apr 20- Mar 20
The Public have confidence in Charities							
1. Public trust in charities (Bi-Annual)	↔	-	-	~	↔	n/a	7.02
2. Public awareness of OSCR (Bi-Annually)	↔	-	-	~	↔	n/a	24%
3. Percentage of adults who have given time/money/goods to a charity in the past 12 months (Bi-Annually)	↔	-	-	~	↔	n/a	93%
4. Percentage of external concerns from the public which are outside the scope of OSCR (Monthly)	↑	69%	65%	70%	↑	64%(ave)	Not recorded
5. Number of Scottish Charity Register searches carried out (monthly)	↓	95145	93941	85211	↑	366978	n/a
6. Running total of web links to Charity accounts published on the Charity Register (Monthly)	↑	3197	3231	3238	↑	n/a	3182
7. Twitter Engagement Rate (monthly)	↓	1.5%	1.3%	1.2%	↓	1.2%(ave)	1.3%
8. Facebook post engagements (Monthly)	↓	109	190	83	↓	101(ave)	267 (average)
9. OSCR reporter subscribers (Bi-Monthly)	↓	-	9491	-	↓	9517(ave)	Not recorded
10. OSCR reporter open rate (Bi-Monthly)	↓	-	46.4%	-	↓	46.9%(ave)	2357 (average)
11. OSCR Reporter click rate (Bi-Monthly)	↓	-	16.4%	-	↓	22.8%(ave)	410 (average)
12. Number of charity accounts awaiting redaction and publication (Monthly)	↑	476	236	514	↑	443(ave)	not recorded
13. Number of visitors to OSCR website (Monthly)	↓	71869	70473	62019	↑	277317	397,025
14. Number of views of Section 33 reports (Monthly)	↑	6	16	57	↑	86	2182
15. Number of news items viewed (Monthly)	↓	3793	4064	2175	↑	16165	5480 (average)
16. Number of charities who have come off the register (Monthly)	↓	45	41	21	↑	186	461
17. Number of charities reporting to OSCR under s19 (Monthly)	↔	67	68	68	↔	n/a	66
18. Number of open inquiries (Monthly)	↑	117	131	207	↑	152(ave)	n/a
19. Number of concerns received and where it is appropriate for us to act (Monthly)	↑	12	14	22	↑	71	Not recorded
20. Value of assets released by charity re-organisation (Annually)	↔	-	-	~	↔		-
Charities are well run and thriving							
21. Number of views of guidance on website (monthly)	↓	29627	27778	22462	↑	108963	108963
22. Number of views of online training videos and guides (monthly)	↓	1100	1161	719	↑	4480	4480
23. Average Days taken to carry out initial risk assessment (Monthly)	↓	38.0	48.9	36.3	↓	39(ave)	39
24. Number of open status applications (Monthly)	↓	314	313	293	↓	305(ave)	305
25. Number of open compliance cases (Monthly)	↑	194	226	241	↑	214(ave)	214
26. Number of notifications received (Monthly)	↓	142	156	131	↓	162(ave)	162
27. Number of open consents (Monthly)	↓	198^	279^	65	↓	193(ave)	193
28. Number of notifiable events received (Monthly)	↓	4	11	9	↓	13(ave)	13
29. Number of charities late in submitting an annual return and annual report and accounts to us (monthly)	↔	no data	no data	3211	↓	3211	Not recorded
30. Percentage of consents that were decided within 28 days (Monthly)	↑	93%	96%	100%	↑	97%(ave)	97%
31. Percentage of reorganisation cases that have met the statutory deadline (Monthly)	↔	82%	100%	n/a	↔	89%(ave)	89%
Charities are at the heart of a vibrant and sustainable Scotland							
32. Number of meetings held with Ministers and SG officials (Quarterly)	↔	-	26*	-	↔	26	Not recorded
33. Has obligation to hold parliamentary reception been fulfilled (Annually)	↔	-	-	-	↔	n/a	No
34. Lay Annual Report and Accounts before Parliament by October (Annually)	↔	-	-	-	↔	n/a	Yes
35. Percentage awareness of OSCR amongst MSP's (Annually)	↔	-	-	-	↔	n/a	83%
36. Total number of organisations we have worked with (Annually)	↔	-	-	-	↔	n/a	Not recorded

37. Number of Section 33 reports published (Monthly)	↔	0	0	0	↔	0	

The Scottish Charity Regulator is a highly effective organisation

38. Reduce CO2 emissions by 5% (Annually)	↑	-	-	-	↑	n/a	tbc
39. Average days taken to process low risk status applications from date of risk assessment (monthly)**	↔	No data	No data	9.1	↔	9.1 (ave)	Not recorded
40. Average days taken to process low risk notifiable events from date of risk assessment (monthly)**	↔	No data	No data	0.0	↔	0 (ave)	Not recorded
41. Average days taken to process low risk concerns from date of risk assessment (monthly)**	↔	No data	No data	10.0	↔	10 (ave)	Not recorded
42. OSCR Customer Satisfaction score (Monthly)	↔	No data	No data	No data	↔		Not recorded
43. Formal complaints about OSCR procedure or service standards (Monthly)	↓	3	9	1	↑	14	5
44. Percentage of complaints dealt with within 20 days (Monthly)	↑	100%	92%	100%	↑	98%	100%
45. Long term sickness absence levels (quarterly)	↔	-	5.8	-	- ↔	n/a	6.7
46. Short term sickness absence levels (quarterly)	↔	-	3.5	-	- ↔	n/a	3.3
47. Engagement score from Civil Service People Survey (Annually)	↔	-	-	-	- ↔	n/a	51%
48. Discriminated percentage from the Civil Service People Survey (Annually)	↔	-	-	-	- ↔	n/a	12%
49. Bullied/harassed percentage from the Civil Service People Survey (Annually)	↔	-	-	-	- ↔	n/a	6%
50. Proxy stress indicator from the Civil Service People Survey (Annually)	↔	-	-	-	- ↔	n/a	35%
51. OSCR Payment performance (Quarterly)	↔	-	99%	-	↔	99%(ave)	91%
52. Percentage of Board appraisals carried out (Annually)	↔	-	-	-	↔	n/a	

Estimate based on feedback from colleagues, final process to be implemented for next quarter

**New process implemented July, figures available from end of July*

^*Error with duplication of cases on objective*

What do these figures show?

The public have confidence in Charities

1. How much trust the Public has in charities from the bi-annual general public survey.
2. The percentage of the public are aware of the Scottish Charity Regulator from the bi-annual general public survey.
3. The percentage of adults have provided time/money/goods to a charity in the past 12 months from the bi-annual general public survey.
4. The percentage of concerns that which are risk assessed as 'Not Appropriate' to OSCR.
5. The number of Scottish Charity Register searches carried out on either a Charity number or keyword.
6. The number of charities on the Scottish Charity Register that have provided a web link to their published accounts in their most recent annual return. This is a running total.
7. This uses the number of times a tweet is on individual feeds and the number of interactions to provide a measure of the impact of the tweet
8. This uses the number of interactions with the post to measure the impact with the post.
9. The number of subscribers to OSCR's bi-monthly newsletter
10. The percentage of OSCR newsletter subscribers who open the email
11. The percentage of OSCR newsletter subscribers who click on links within the email
12. The number of Charity Accounts currently awaiting redaction before posting on the Scottish Charity Register
13. Total number of visits to OSCR website
14. The number of times an S33 report is viewed on the website
15. The number of times a news item is viewed on the OSCR website

16. The number of charities that have come off the Scottish Charity Register. This includes voluntary removals and charities found to no longer meet the charity test, including removals resulting from our search processes finding a charity no longer to be active.
17. Charities which are removed from the register but have remaining charity assets still have a duty to report to OSCR.
18. The number of inquiries into charities which are currently ongoing (Low, Med and High)
19. The number of concerns which have been received in the month and it is appropriate for OSCR to investigate further (including S46)
20. The value of assets released by a Charity once OSCR have approved a re-organisation if the purpose of the reorganisation is to release assets.

Charities are well run and thriving

21. The number of times guidance provided by OSCR has been viewed via the website.
22. The number of times OSCR produced online training videos and guides have been accessed via YouTube and the website
23. The average number of days taken from initial contact to completion of the risk assessment for status applications, concerns and notifiable events
24. The number of status applications which have been risk assessed and are awaiting a decision. This includes those awaiting risk assessment
25. The number of concerns awaiting completion, this includes those awaiting risk assessment
26. The number of notifications we have received
27. The number of consents which are awaiting completion
28. The number of notifiable events received

29. The number of charities who are outside the 9 month deadline to submit their annual return and report to OSCR
30. Percentage of s.11, s.12 and s.16 consents that were decided within the statutory deadline of 28 days (of receipt of a complete application)
31. Percentage of reorganisation cases in which the statutory deadlines to acknowledge receipt within 14 days and issue a final decision within the required timescale (dependant on type of reorganisation) have been met.

Charities are at the heart of a vibrant and sustainable Scotland

32. The number of times OSCR has held meetings with Ministers and SG officials to discuss matters surrounding charities
33. This shows whether OSCR has held an annual Parliamentary reception to raise OSCR's profile
34. Demonstrates whether OSCR has fulfilled its obligation to lay its Annual Report and Accounts before parliament by the deadline
35. A measure of the awareness of OSCR work by MSP's
36. This measures the number of times OSCR has worked with relevant organisations to improve regulation and to support charities
37. The number of S33 inquiry reports published on the OSCR website. This provides an indication of when OSCR has been required to publish an inquiry report when we have chosen to do so to share useful lessons for the wider sector

The Charity Regulator is a highly effective organisation

38. This measures whether or not OSCR has reduced emissions in line with SG goals
39. The number of days taken to process low risk status applications after risk assessment
40. The number of days taken to process low risk notifiable events applications after risk assessment
41. The number of days taken to process low risk concerns applications after risk assessment
42. A measure of the service customers have had after interactions with OSCR
43. Number of formal complaints received
44. Percentage of complaints dealt with within 20 days
45. The average number of working days lost to long term sickness absence
46. The average number of working days lost to short term sickness absence
47. The overall OSCR Engagement score from the Civil Service people survey
48. The percentage of people within OSCR who felt discriminated against from the Civil Service people survey
49. The percentage of people within OSCR who felt bullied/harassed from the Civil Service people survey
50. The OSCR proxy stress indicator from the Civil Service people survey
51. The number of payments to contractors made within SG guidelines
52. The percentage of appraisals carried out with Board Members by the Chair