OSCR Business Plan 2023-24

Indicator definitions and baselines

OSCR Business Plan 2023–24 provides details of our priorities for the year, along with indicators which we use to measure our success. The table below provides more context around the indicators by way of baseline figures from 2022–23 (where they are appropriate) and a more detailed definition of what is being measured.

Indicator	2022-23 Baseline	Definition
The percentage of charities who are not up to date with filing their annual return and accounts is less than 11%.	12%	The percentage of charities on the Scottish Charity Register who have not provided their annual accounts within 11 months of their accounting reference date reduces to less than 11%
The number of visitors accessing information about charities from our website increases by 5%.	831k	The number searches of the Scottish charity register increases by 5% in comparison to 2022–23.
The helpfulness rating for information about charities is 90%.	No data for 2022–23	Data gathering process currently being explored
80% of the public who provide feedback on their experience of using the website report they can find the	No data for 2022–23	Data gathering process currently being explored

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information they need on the OSCR website.		
The volume of publications on inquiries and lessons learned increases against the 2022–23 baseline of 11.	11	The number of inquiry reports and lessons learned reports published on the OSCR website increase compared to 2022–23.
The number of views and downloads of our guidance and tools from our website increases by 5%.	491k	The number of views of the charity guidance section of OSCR's website increases by 5% compared to 2022–23.
Helpfulness rating for our tools and guidance will be 90%.	No data for 2022–23	Data gathering process currently being explored
The number of calls received about OSCR online services reduces by 20%.	Reduce calls by 20% by year end against baseline of 1967 for 2022–23.	The number of calls received at OSCR about the OSCR Online/Annual return application reduce by 20% from the 2022–23 level.
The number of Freedom of Information requests we receive for information which we already publish decreases by 50%.	12	The number of Freedom of information requests received where the information is already published on OSCR's website reduces by 50% compared to 2022–23.
90% of status cases are completed within 6 months of receipt.	87%	A decision is made and a response issued in 90% of applications for charitable status cases within 6 months.
60% of concerns cases are completed within 6 months of receipt.	46%	A decision is made and a response issued in 60% of concerns investigated cases within 6 months.

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100% of consent applications are completed within 28 days.	95%	We will issue 100% of decisions within 28 days when prior consent is required as per the Charities and Trustee Investment (Scotland) Act 2005.
The proportion of incoming concerns which are not appropriate to OSCR reduces by 50%.	64%	The proportion of concerns which are not appropriate to OSCR (received from external sources) reduces by 50% compared to 2022-23.
People Survey Engagement Score increase to 60%.	56%	OSCR's Employee engagement index score from the annual Civil Service People Survey increases to 60%.
People Survey Proxy Stress Index decreases to 32%.	34%	OSCR's Proxy Stress index score from the annual Civil Service People Survey decreases to 32%.
People Survey Perma Index increases to 72%.	71%	OSCR's PERMA index score from the Civil Service People Survey increases to 72%. (The PERMA index measures the extent to which employees are flourishing at work).
People Survey L&D theme score increases to 50%.	35%	OSCR's Learning & Development theme score from the annual Civil Service People Survey increases to 50%.
Average working days lost to long term absence (AWDL) is under 7-day Scottish Government target.	1.1	The average working days lost per employee for absences more than 20 days is less than the Scottish Government target of 7.

Average working days lost to short term absence (AWDL) is under 7-day Scottish Government target.	4.4	The average working days lost per employee for absences less than or equal to 20 days is less than the Scottish government target of 7.
Our 2023-24 Business Plan activities will be delivered on time and by making use of our available resource.	n/a	We will deliver all priorities outlined in our 2023-24 Business Plan by the end of March 2024.
5% efficiency savings annually.	n/a	We achieve a 5% efficiency saving on our existing activities compared to 2022-23.
All MOUs and partnership agreements reviewed and refreshed.	n/a	Our Memorandums of Understanding with other besides will be reviewed and refreshed over the course of 2023-24.

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