

## **OSCR BUSINESS PLAN 2017-18**

### **Our purpose and role**

The Scottish Charity Regulator is the independent registrar and regulator for around 24,000 charities in Scotland. We were set up under the Charities and Trustee Investment (Scotland) Act 2005 (the 2005 Act) and took up our formal powers in April 2006. We are a non-ministerial department and part of the Scottish Administration. As charity Regulator, we are operationally independent of the Scottish Government but take account of its policy priorities - and our work contributes to the delivery of the National Outcomes. As a publicly funded body we have a duty to deliver best value and in addition we carry out our work in accordance with the regulatory principles of being proportionate, accountable, consistent and transparent.

### **Our vision**

*Charities you can trust and that provide public benefit.*

### **Our functions**

Our regulatory functions are defined by the 2005 Act, which places a duty on us to:

- Determine which bodies are charities
- Keep an accurate public Register of charities
- Encourage, facilitate and monitor compliance by charities
- Identify and investigate apparent misconduct
- Give information and advice to Scottish Ministers.

### **Resources**

Our budget for 2017-18 is £3M. We have 50 Full-Time Equivalent (FTE) staff working from a single office in Dundee, where we share some support services with other public bodies.

### **Our plan for 2017-18**

Our work this year is designed to continue to achieve the strategic aims in our Corporate Plan 2017-20, and to make sure we continue to deliver a high-quality service across our range of core regulatory functions.

A more detailed operational plan underpins all of the activities in the business plan. The operational plan is overseen by our Support Services Team, and OSCR's Senior

Management Team (SMT) will monitor our progress against the activities throughout the year.

### **Our strategic aims**

Our Corporate Strategy 2017-20 sets out four strategic aims for OSCR:

1. Help the public to have more confidence in charities by:
  - *being an effective, targeted regulator*
  - *making information about charities more accessible*
2. Help charity trustees to understand and comply with their legal duties
3. Ensure registration & reporting is straightforward & proportionate
4. Review and improve the way we operate & deliver services to all stakeholders.

### **Our activities in support of our strategic aims**

The activities below are the main pieces of work we will do to help us achieve our strategic aims during 2017-18.

Across all our work we will be concentrating on:

**Targeted Regulation:** Across the whole organisation, we will continue to develop ways of working that will allow us to aim our efforts and resources at dealing with the issues that pose the highest risk to public trust and confidence in the charity sector. This work will be guided by our risk framework which will be regularly reviewed.

**Change/Continuous improvement:** To ensure that OSCR is more adaptable and confident with taking forward new ideas and ways of working.

In relation to each of our four strategic aims, we will undertake the following activities:

- 1 Help the public to have more confidence in charities by:**
  - **being an effective targeted regulator**
  - **making information about charities more accessible**

Our work will include the following:

- enhancing the information on the online Scottish Charity Register, and promoting improvements in the information charities themselves provide about their activities
- undertaking inquiries in response to concerns received

- continuing to fulfil our role in setting accounting standards as one half of the Charities SORP-making body.
- continuing to strengthen our working relationships with Scottish Ministers and other regulators to contribute to our effectiveness as a regulator
- working with stakeholders to develop effective responses to issues identified in the risk framework, including preventative approaches
- maintaining a good understanding of the external policy environment in which we operate and contributing to relevant consultations.

## **2. Help charity trustees to understand and comply with their legal duties**

We will continue to enhance our support across the charity sector through the provision of clear and targeted communications, training and guidance.

Our work in 2017-18 will include the following:

- publishing new guidance and updating some of our existing publications
- organising and hosting a number of engagement events and continuing to develop strong relationships with key stakeholders
- continuing the development of our website to make our information even more accessible and user friendly
- creating and maintaining an effective social media presence

## **3. Ensure registration and reporting is straightforward and proportionate**

We want to ensure that when organisations want to apply to be a charity and when charities have to report to us or seek consents, that the process and requirements are easy to understand and are appropriate to the organisation or charity concerned. Our ultimate aim is for 100% of our transactional services to be delivered online.

Our work will include:

- developing and implementing an online, interactive charitable status application form

#### **4. Review and improve the way we operate and deliver services to all of our stakeholders**

We will continue to operate as a Best Value organisation, working towards the principles as set out in the [Good Governance Standard for Public Services](#)

In 2017-18 our work will include the following:

- reviewing our casework processes to make sure they are better targeted on addressing risks to charities identified in OSCR's Risk Framework
- fulfilling our statutory duties in terms of complying with the requirements of applicable legislation
- delivering an effective financial management and payment process
- promoting the effective delivery and daily operation of OSCR's business infrastructure and online applications
- offering a good quality customer service across the organisation. We want everyone who interacts with us to experience a consistent level of customer service, irrespective of how customers choose to engage with us.