

## OSCR Management Information – October 2018

Measure		Oct 18	Sep 18	Aug 18		Figures Apr-Oct 18	Figures Apr-Oct 17
<b>Charities and OSCR Online</b>							
1. Charities on the Scottish Charity Register	↑	24,494	24,492	24,489	↑	24,494	24,337
2. Number of charities that have come off the Register	↑	68	58	105	↑	433	314
3. Charities with an online user account	↑	24,038	24,026	23,994	↑	24,038	23,637
4. Percentage of charities registered for OSCR online	↔	98%	98%	98%	↑	98%	97%
<b>Registration</b>							
5. New applications for charitable status (including new applications to become a SCIO)	↑	108 (61)	72 (44)	85 (52)	↓	623 (389)	728 (452)
6. Outcome of applications for charity status							
(a) applications granted (refused)	↑	64 (1)	62 (1)	83 (0)	↓	542 (8)	576 (6)
(b) applications for SCIO granted (refused)	↓	36 (0)	41 (1)	55 (0)	↓	352 (3)	373 (4)
(c) applications closed with no decision made	↑	11	10	12	↓	75	126
(d) applications withdrawn by the applicant	↑	3	0	5	↓	19	30
7. Average number of days between receipt of an initial status application and decision	↑	68	64	65	↓	66	67
8. Percentage of status applications concluded within 90 days of receipt	↓	77%	80%	76%	↓	76%	77%
<b>Consent and Reorganisation</b>							
9. Number of requests for: (a) consent to changes	↑	79	50	67	↑	474	434
(b) charity reorganisation schemes	↑	28	6	8	↓	72	91
10. Number of: (a) consents granted (refused); and	↑	59 (2)	45 (0)	58 (0)	↑	425 (4)	403 (2)
(b) reorganisation schemes approved (refused)	↓	8 (0)	9 (0)	1 (0)	↑	50 (0)	58 (0)
11. Percentage of: (a) consents that were decided within the statutory deadlines	↓	98%	100%	100%	↑	100%	99%
(b) reorganisation cases that have met the statutory deadlines	↔	100%	100%	100%	↓	99%	100%
<b>Annual returns and Annual reports and accounts</b>							
12. Web links to charity accounts published on the Scottish Charity Register (running total)	↑	2,563	2,543	2,513	↑	2,563	2,199
13. Views of charity annual reports and accounts published on the Scottish Charity Register	↓	4,678	5,666	6,534	!↑	40,659	31,057
14. Charities with annual reports and accounts that have been viewed on the Scottish Charity Register	↓	1,937	2,518	2,787	↑	7,170	6,839
15. Percentage of charities failing to provide annual returns and accounts within 12 months of their accounting year end	↓	3%	5%	6%	↑	5%	4%
16. Percentage of charity annual return submissions flagged for further review following pre-publication checks	↓	3%	4%	5%	↓	5%	7%
17. Running total of former charities reporting to OSCR under s.19 (and the number that are SWRI)	↔	166 (13)	166 (13)	166 (13)	↓	166 (13)	170 (13)
<b>Concerns about charities and Notifiable events</b>							
18. Number of concerns about charities received from external sources (and those where it is appropriate for OSCR to act)	↑	36 (10)	28 (9)	45 (9)	↑	303 (90)	259 (93)
19. Percentage of concerns about charities resolved within 9 months (see note in descriptor)	↑	75%	54%	54%	↓	70%	74%
20. Number of notifiable events received	↓	18	24	15	!↑	121	48
<b>Reviews, complaints about OSCR and Freedom of Information Requests</b>							
21. Review of OSCR's decisions requested	↔	0	0	0	↑	3	1
22. Formal complaints about OSCR procedure or service standards	↓	0	1	2	↑	7	5
23. Freedom of Information requests	↓	3	5	2	↓	22	32
24. Freedom of information review requests	↔	0	0	0	↓	2	5

## What do these figures show?

### Charities and OSCR Online

1. The size of the charity sector in Scotland.
2. 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.
3. A count of the number of charities with an OSCR online user account. This shows the growth in uptake of online services over time.
4. The percentage of charities that have an OSCR online user account, shown as a proportion of all Scottish Charities.

### Registration

5. The number of organisations that have applied for charitable status. This number includes applications from UK-wide or 'cross border' charities. The figure in brackets refers to the number of applications to become a SCIO that are included in the overall figure.
6. Outcome of applications for charity status -
  - (a) the number of organisations granted charitable status and the number refused (shown in brackets).
  - (b) the number of applications for SCIO status granted (refused) that are included in the figures above.
  - (c) applications closed without a decision being made because the applicant has failed to respond to a request for information, or because there is likely to be a long delay in providing the information needed to make a decision.
  - (d) applications for charity status where the applicant has withdrawn the application.
7. How long the status application process has taken on average, from start to finish (this includes time with the applicant as well as time with OSCR).
8. The percentage of status applications in which the process from start to finish has taken less than 90 days (our non statutory target is to conclude 80% within 90 days and this includes time with applicant as well as time with OSCR).

### Consent and Reorganisation

9. How many requests we received for:
  - (a) consent under s.11, s.12 and s.16; and
  - (b) for approval of charity reorganisation schemes under s.39
10. How many requests for:
  - (a) s.11, s.12 and s.16 consents have been granted (number of refusals in brackets); and
  - (b) s.39 reorganisation where approval was given (refused).
11. Consent and reorganisation timescales:
  - (a) Percentage of s.11, s.12 and s.16 consents cases that were decided within the statutory deadline of 28 days (of receipt of a complete application).
  - (b) Percentage of reorganisation cases in which the statutory deadlines to acknowledge receipt within 14 days and issue a final decision within the required timescale (dependent of the type of reorganisation) have been met.

### Annual returns and Accounts

12. 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.
13. The number of views of charity annual report and accounts documents published on the Scottish Charity Register
14. The number of charities that have had their annual report and accounts documents viewed on the Scottish Charity Register
15. The percentage of charities each month that are failing to submit their annual return and accounts within 12 months of their accounting end date. This is one measure of charity compliance.
16. The percentage of annual return submissions in the month that have been flagged for further review following checks that indicated our current pre-publication criteria have been met. The remaining submissions are validated and the income and expenditure data is published on the Scottish Charity Register without initial checks being made.

17. Charities which are removed from the register but have remaining charity assets still have a duty to report to OSCR. The number in brackets refers to the number of Scottish Women's Rural Institutes that were removed in bulk from the Scottish Charity Register that are included in the figure above. This is a running total.

### Concerns about charities

18. This includes concerns from the public and referrals from other Regulators. The figure in brackets is the number of concerns received adjusted to show only those where it is appropriate for OSCR to act. This had been included from October 2016 onwards.
19. How quickly OSCR is able to close an inquiry - including making recommendations to be adopted by the charity. Our performance indicator is 75% to be resolved within 9 months. We have recently adjusted the way this figure is calculated to more accurately reflect the timescales for inquiries that are taken forward by OSCR. Comparable figures have been included in this table, however comparisons with data from tables published before May 2017 will not be accurate.
20. The number of notifiable events received. Included in our monthly management information from October 2018.

### Reviews, complaints about OSCR and Freedom of Information Requests

21. The number of challenges to decisions made by OSCR, indicating disagreement with OSCR's judgements and decisions.
22. An indication of dissatisfaction with OSCR's internal processes.
23. The number of Freedom of Information requests received in the month
24. Freedom of Information review requests received in the month.

### Notes –

- Figures 11a & 11b (in bold) show whether the statutory deadlines described in the Charities and Trustee Investment (Scotland) Act 2005 and Charities Reorganisation (Scotland) Regulations 2007 (as amended) have been met.
- Where N/A is stated this indicates either a new performance indicator where no previous comparator is available; or a change in the way the indicator has been calculated making it no longer accurate to compare with previous figures.

The arrows are intended to draw attention to general trends over the last few months, or when compared to the previous year. Figures to note are highlighted with an exclamation mark next to the arrow.