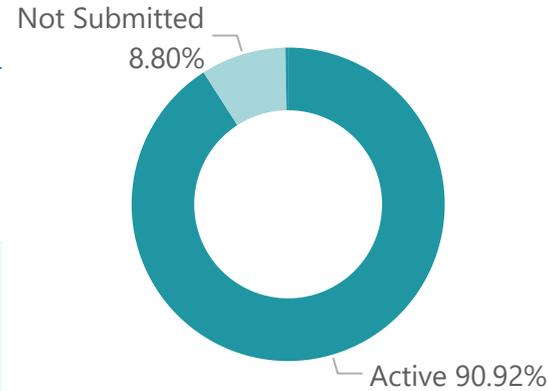# Board Dashboard 2024-25

1 We will ensure the public have access to the information they need about charities in Scotland and how they are regulated.

OSCR

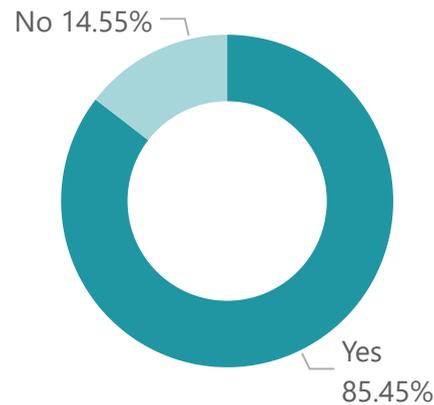How will we know we are succeeding

KPI	23-24 Actual	24-25 Goal	YTD
1. The percentage of charities who are not up to date with filing their annual return and accounts is less than 8%.	10.1%	8 %	8.9 %
2. 80% of the public who provide feedback on their experience of using the website report they can find the information they need on the OSCR website.	82%	80 %	85.4 %
3. The number of visitors accessing information about charities from our website increases by 5%. *	321,344*	337,411	102,740**
4. The volume of publications on inquiries and lessons learned increases against the 2023-24 baseline of 11.	11	> 11	3
5. Implementation programme actions are on track in line with agreed commencement dates for the 2023 Act.	N/A	To review at year end	

1. The percentage of charities who are not up to date with filing their annual return and accounts is less than 8%.
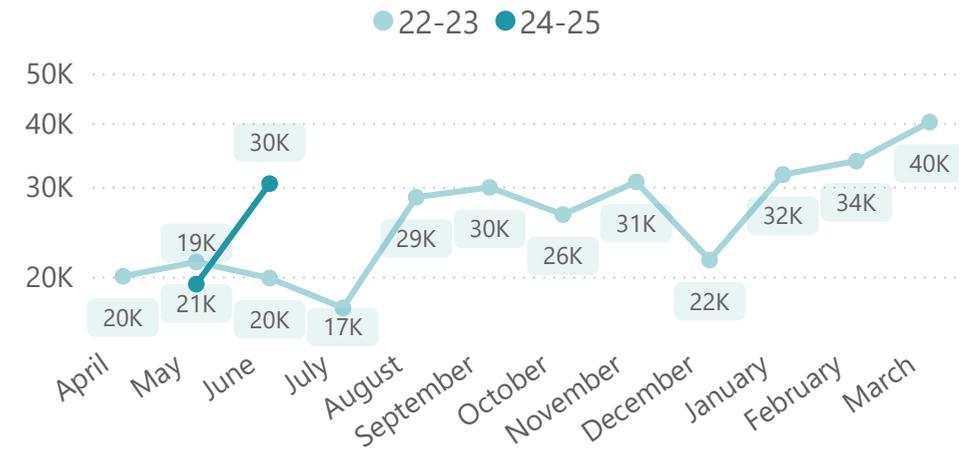
Not Submitted 8.80%

Active 90.92%

2. 80% of the public who provide feedback on their experience of using the website report they can find the information they need on the OSCR website.

No 14.55%

Yes 85.45%

1. The percentage of charities who are not up to date with filing their annual return and accounts is less than 8%.

● 23-24 ● 24-25

3000 — 2922, 2775, 2727, 2687, 2618, 2510, 2467, 2354, 2497, 2419, 2268, 2520
11%
2500 — 2462, 2372

April May June July August September October November December January February March

3. The number of visitors accessing information about charities from our website increases by 5%.

● 22-23 ● 24-25

50K
40K — 40K
30K — 30K, 29K, 30K, 31K, 32K, 34K
20K — 20K, 19K, 21K, 20K, 17K, 26K, 22K

April May June July August September October November December January February March

Board Dashboard 2024-25
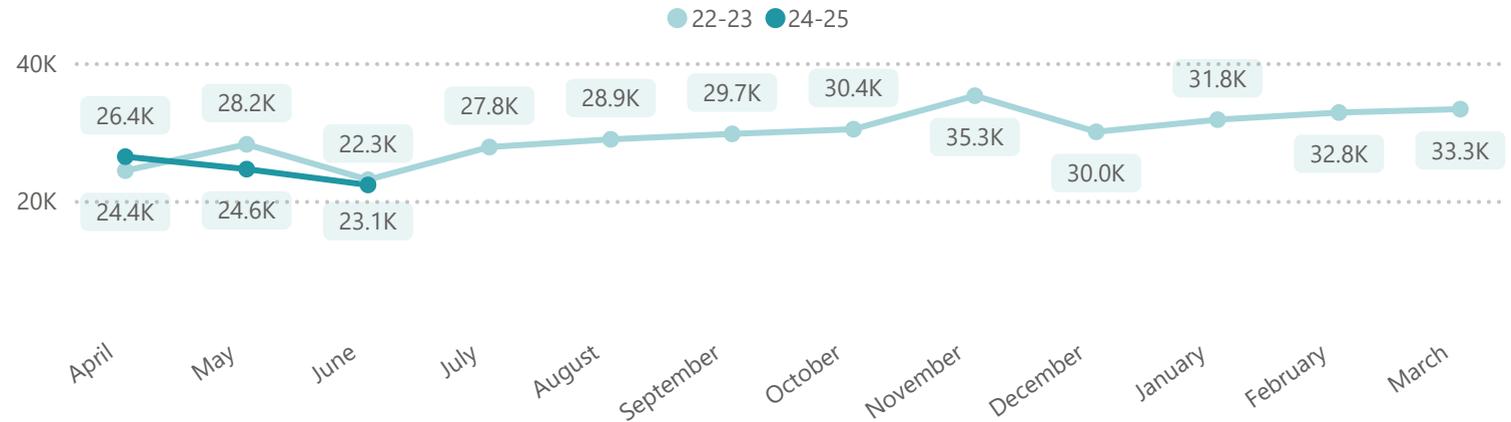
OSCR
Scottish Charity Regulator

2 We will provide charities with the tools and guidance they need to meet regulatory obligations

How will we know we are succeeding

KPI	23-24 Actual	24-25 Goal	YTD
6. The number of views and downloads of our guidance and tools from our website increases by 5% compared to 2022-23 figure of 355,798*	355,798*	373,587	94747
7. Helpfulness rating for our tools and guidance will be 90%.	71%	90 %	78 %
8. We will have clear protocols and guidance in place for use of our new powers and identified sources of appropriate potential interim trustees.	N/A	To review at year end	

6. The number of views and downloads of our guidance and tools from our website increases by 5% compared to 2022-23 figure of 355,798*

22-23 24-25

40K

26.4K   28.2K   27.8K   28.9K   29.7K   30.4K   35.3K   31.8K
                22.3K   32.8K   33.3K
24.4K   24.6K   30.0K

23.1K

April May June July August September October November December January February March

7. Helpfulness rating for our tools and guidance will be 90%.

80%

60%

40%

20%

0%

79%

18%

4%

Helpful   Neither helpful nor unhelpful   Unhelpful
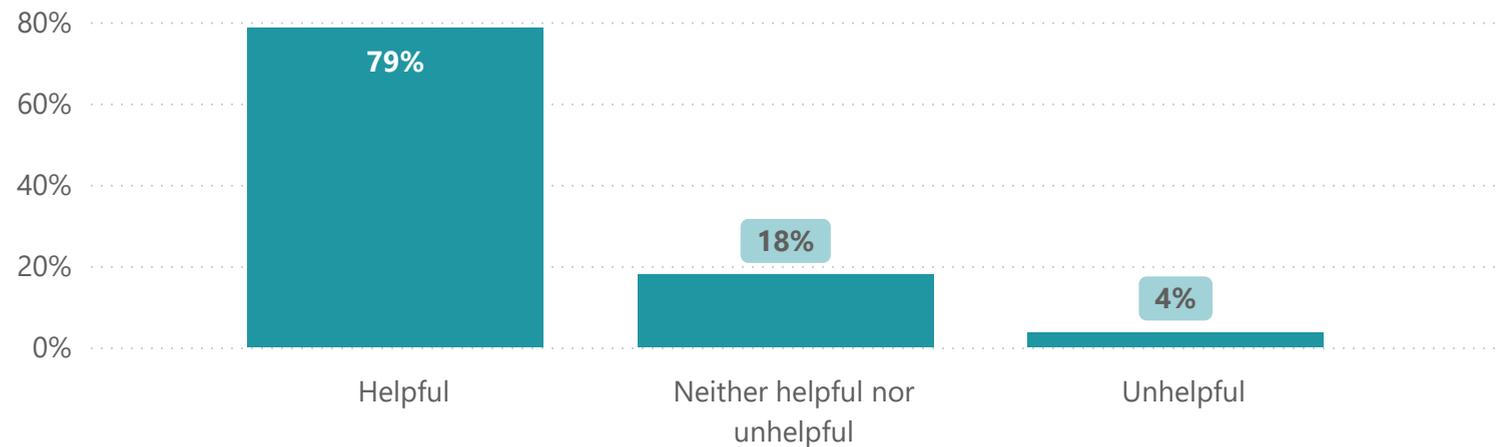
Board Dashboard 2024-25

3 We will deliver smart, responsive and effective regulation that positively impacts on Scotland's charity sector and its beneficiaries
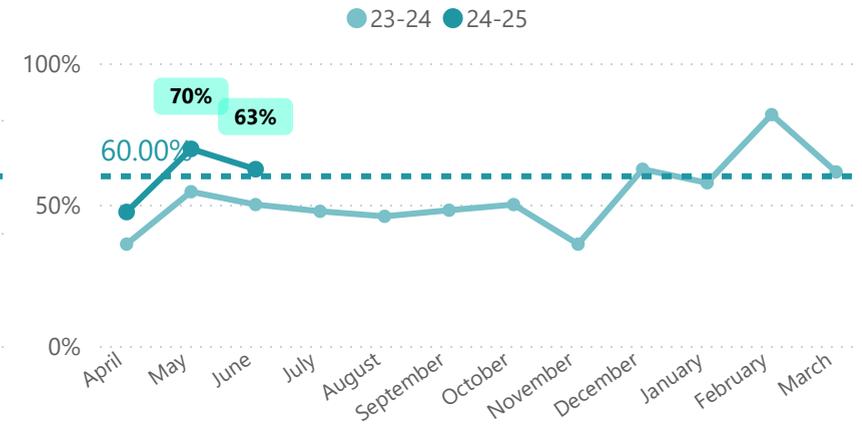
OSCR
Scottish Charity Regulator

How will we know we are succeeding

| KPI	23-24 Actual	24-25 Goal ▼	YTD
9. 90% of status cases are completed within 6 months of receipt	97 % of 795	90 %	95.5 %
10. 60% of concerns cases are completed within 6 months of receipt	50 % of 210	60 %	53.25 %
11. 100 % of consent applications are completed within 28 days.	100 % of 551	100 %	97.5 %
12. The percentage of incoming concerns not appropriate for OSCR to deal with is less than 55%.	59 % of 530	<55 %	51.5 %

9. 90% of status cases are completed within 6 months of receipt
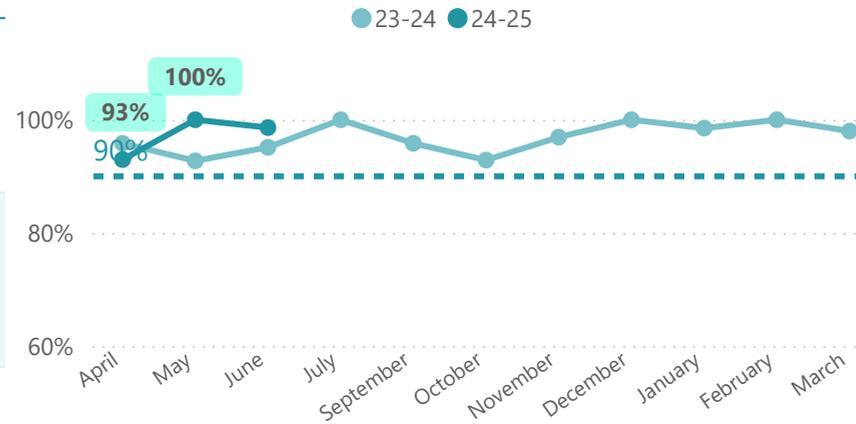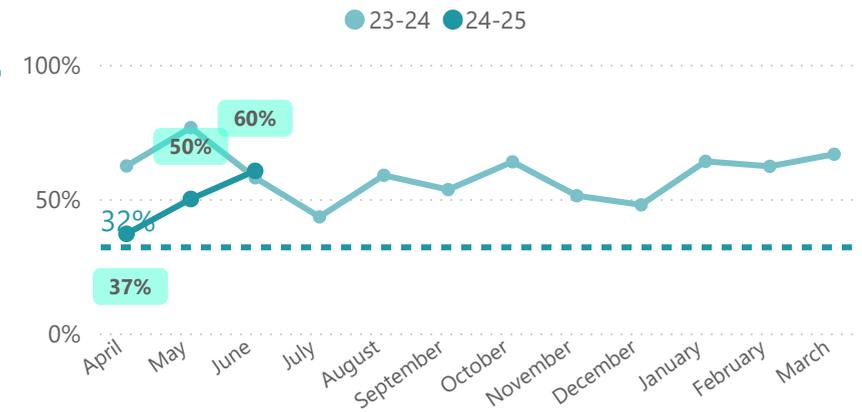
● 23-24 ● 24-25

10. 60% of concerns cases are completed within 6 months of receipt

● 23-24 ● 24-25

11. 100 % of consent applications are completed within 28 days.

● 23-24 ● 24-25
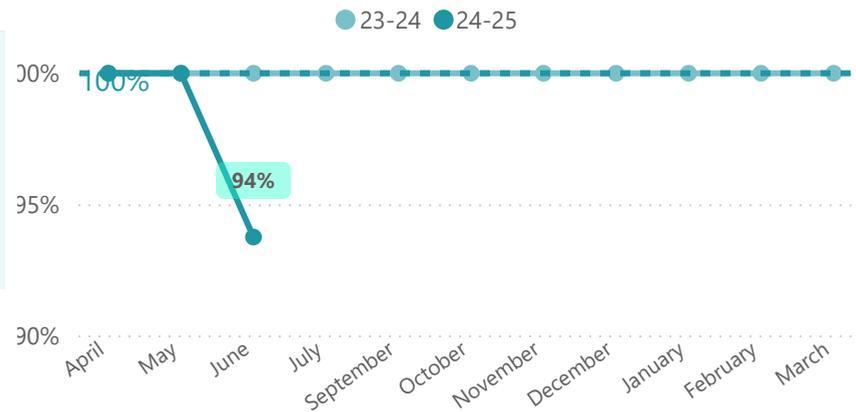
12. The percentage of incoming concerns not appropriate for OSCR to deal with is less than 55%.

● 23-24 ● 24-25

Board Dashboard 2024-25

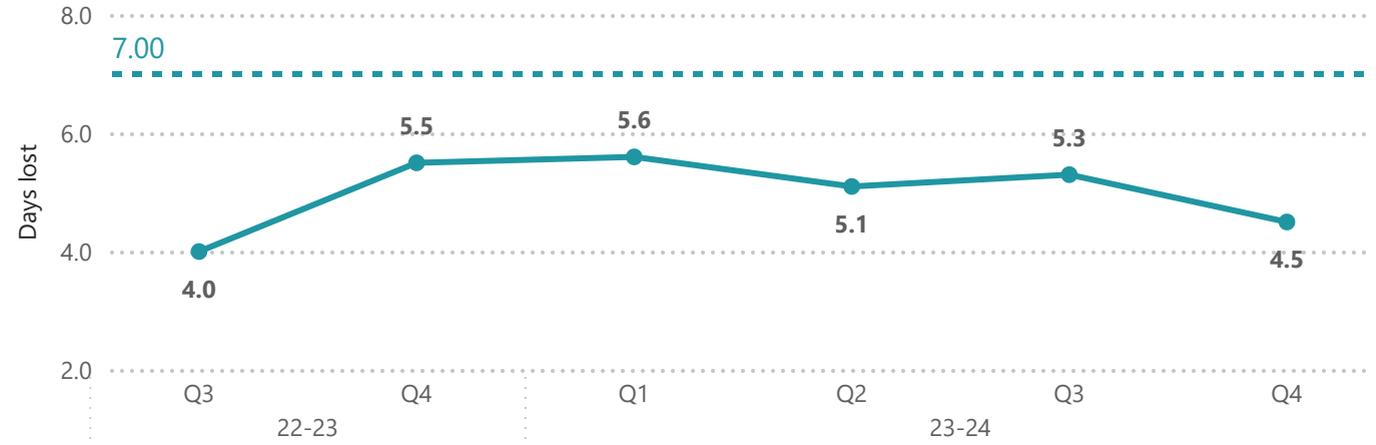**4 We will focus on our people and have a motivated, flexible and well supports workforce.**

How will we know we are succeeding

KPI	23-24 Actual	24-25 Goal	YTD
13. We will increase our People Survey Engagement Score from 65%.*	65%	65 %	
14. People Survey Proxy Stress Index decreases to 30%.*	27%	30 %	
15. People Survey Perma Index increases to 72%.*	71%	72 %	
16. People Survery L&D theme score increases to 55%.*	51%	55 %	
17. Average working days lost to sickness absence (AWDL) is under 7-day Scottish Government target.**	1.5	<7	

Figures are received quarterly from Scottish Government. Figures received after the end of the relevant quarter.

**AWDL figures are calculated on a rolling 12 months instead of year to date.*

17. Average working days lost to sickness absence (AWDL) is under 7-day Scottish Government target.**

17. Average working days lost to sickness absence (AWDL) is under 7-day Scottish Government target.**

Board Dashboard 2024-25

5 We will maintain a focus on best value, continuous improvement and collaboration.

OSCR
Scottish Charity Regulator

How we will know we are succeeding

18. 5% efficiency savings annually.

19. All MOUs and partnership agreements reviewed and refreshed.

18. This is calculated by Scottish Governments at the end of the financial year using information around our contracts and contract management.

19. To be evaluated at year end.