

2025-2026 KPI Report - Achieving our ambitions

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

Our Ambitions

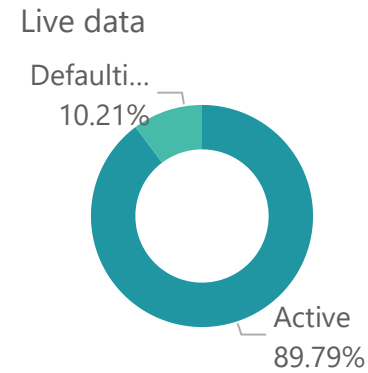
Measure	24-25 Baseline	25-26 Ambition	Current position	Month on month trend
1. The percentage of charities who are not up to date with filing their annual return and accounts is less than 8%, on 31 March 2026.	8%	<8%	10.2%	▲
2. Each month 80% of people providing feedback on their experience of using the OSCR Website say they can find the information they need.	12 of 12	12 of 12	12 of 12 months	▲

Ambition RAG Status: This shows the the RAG likelihood of us achieving this ambition by the end of the year.

Current Position RAG status: This shows the RAG rating of that particular months position. For some KPIs, these are measured accumulatively, the current position will not always reflect the overall year position.

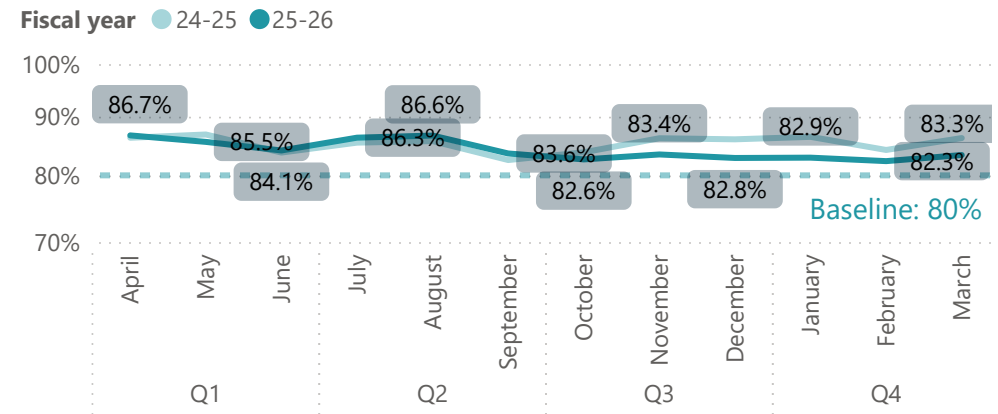
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1. Defaulting charities



We will incorporate a defaulting charities over time chart in here. Work is being done to develop the data to make this possible.

2. Feedback from OSCR website



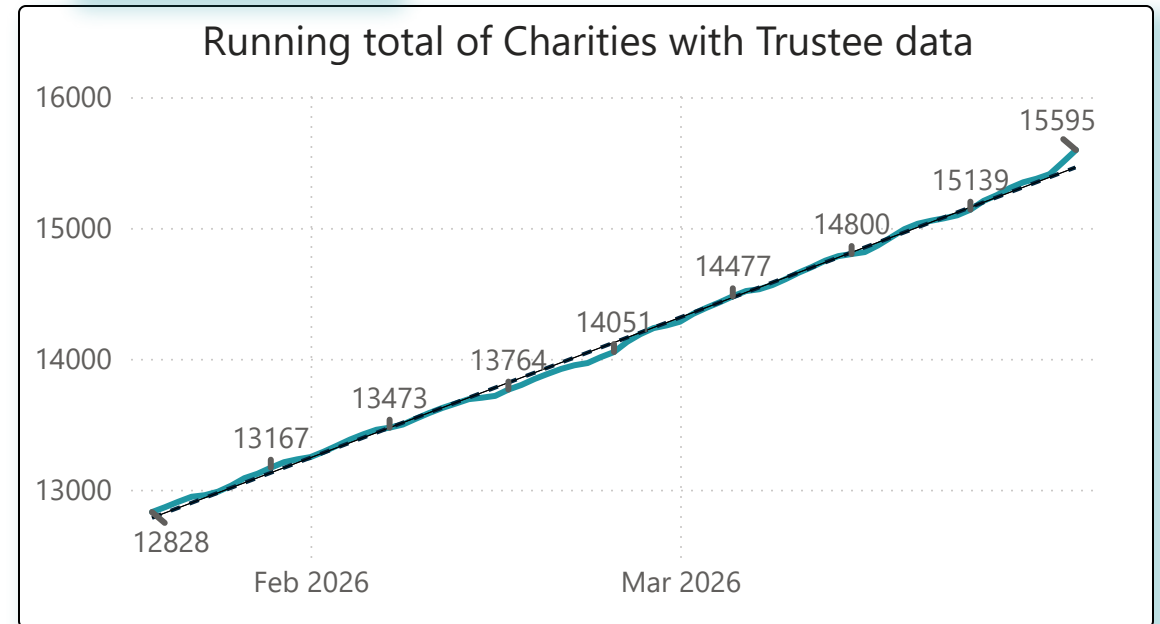
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Our Ambitions

Measure	24-25 Baseline	25-26 Ambition	Current position	Month on month trend
3. The Volume of Publications on inquiries and lessons learned increases against 2024-2025 baseline	13	>13	9	▬
4. The percentage of charities meeting the requirement to supply trustee data by 31 March 2026 is a minimum of 15%	n/a	>15%	62.4%	▲

4. % of charities with trustee data
62.4%



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

Our Ambitions

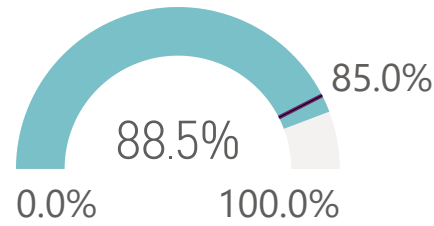
Measure	24-25 Baseline	25-26 Ambition	Current position	Month on month trend
5. Each month more than 85% of people providing feedback on our guidance say that they find it helpful.	12 of 12 months	12 of 12 months	10 of 12 months	▼
6. The number of charities reporting in their annual returns that they have an induction process for new trustees increases above the 2024-2025 baseline by 31 March 2026.	86.6%	>86.6%	91.3% (15424)	▲

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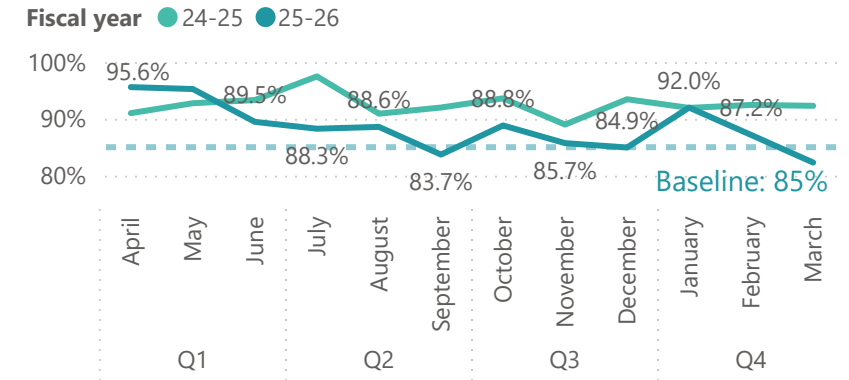
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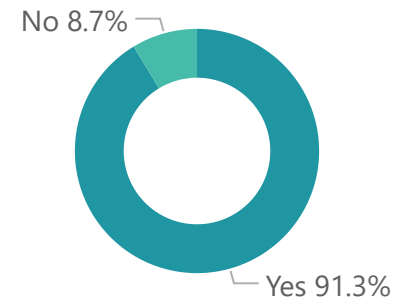
5. Positive feedback on our guidance (YTD)



5. Positive feedback on our guidance



6. Charities reporting they have an induction process (YTD)



2025-2026 KPI Report - Achieving our ambitions

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

Our Ambitions

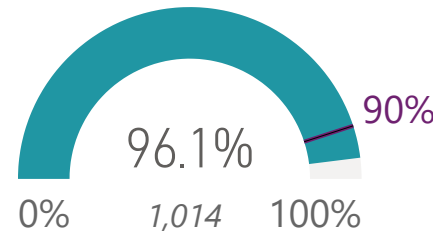
Measure	24-25 Baseline	25-26 Ambition	Current position	Month on month trend
7. 90% of charity registrations cases are completed within 6 months of receiving the application	96.8%	90%	96.1% (1,014)	▲
8. Where an application is clearly charitable we will aim to register it within 35 working days of when we receive it.	97.2%	97.2%	82.2% (332)	▲

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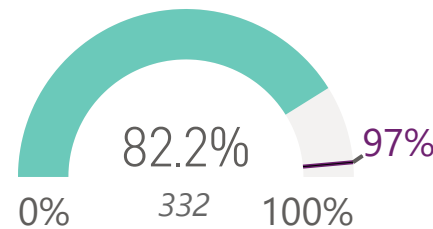
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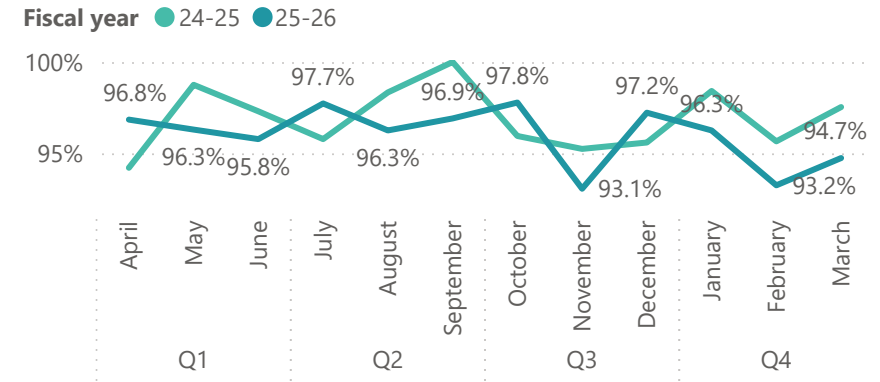
7. Closed within 6 months (YTD)



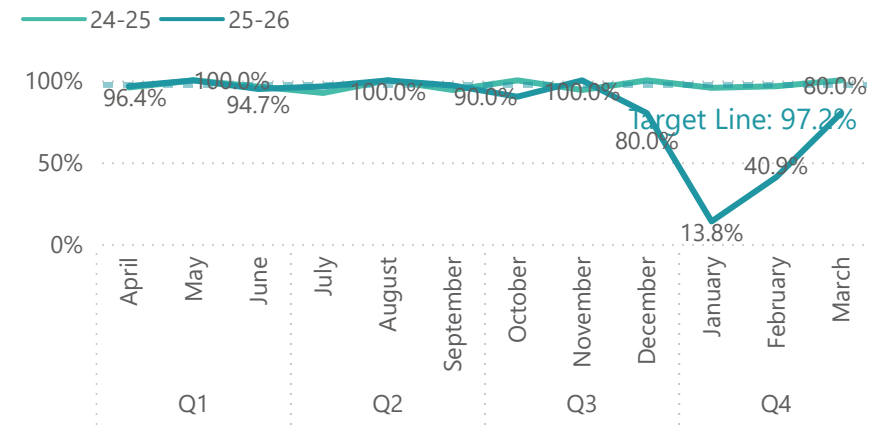
8. Ready to register cases closed within 35 working days (YTD)



7. Closed within 6 months



8. Ready to register closed within 35 working days (YTD)



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

Our Ambitions

Measure	24-25 Baseline	25-26 Ambition	Current position	Month on month trend
9. 60% of inquiries into charities are completed within 6 months of receiving a concern.	56.9%	60%	67.3% (315)	▼
10. The number of incoming concerns about charities not appropriate for OSCR to deal with does not increase above the 2024-2025 baseline of 311 by 31 March 2026.	311	< 311	478	▲

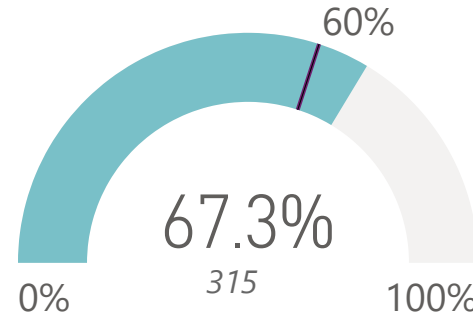
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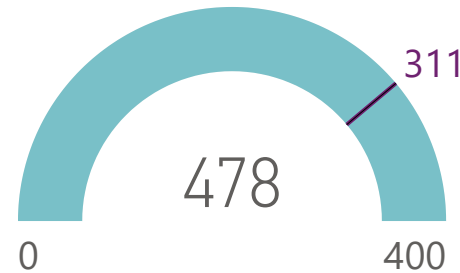
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9. Inquiries closed within 6 months (YTD)

Inquiry and low risk inquiry files



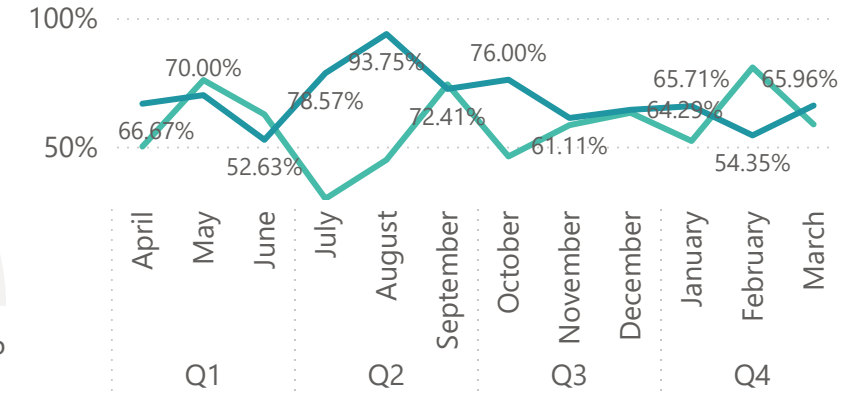
10. Not Appropriate Concerns (YTD)



9. Inquiries closed within 6 months

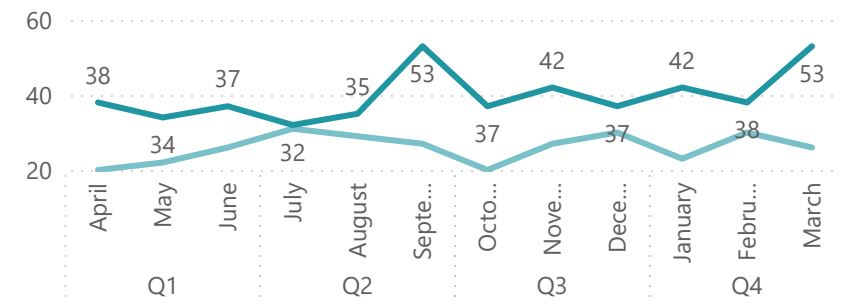
Inquiry and low risk inquiry files

Fiscal year ● 24-25 ● 25-26



10. Not Appropriate Concerns (YTD)

Fiscal year ● 24-25 ● 25-26



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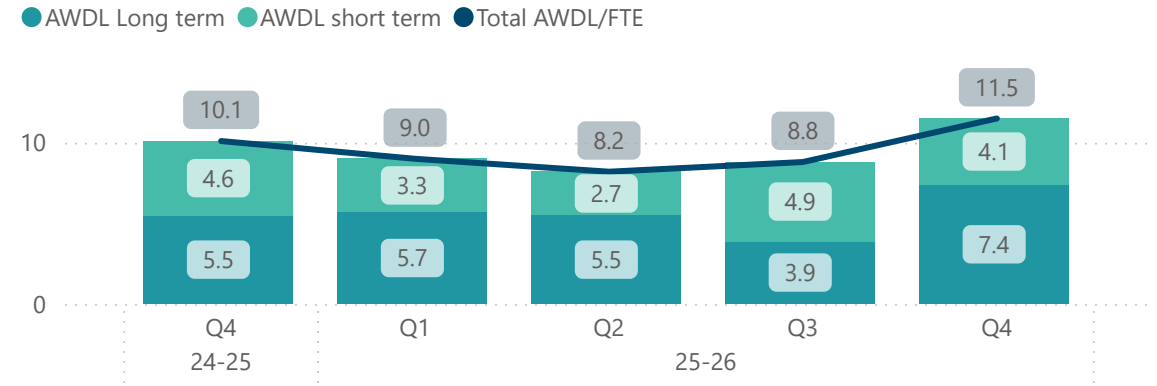
4 We will focus on our people and have a motivated, flexible and well supported workforce.

Our Ambitions

Measure	24-25 Baseline	25-26 Ambition	Current position
11. We will remain above the SG average for the People Survey Engagement Score	63.4%	60%	60%
12. Our people survey proxy stress indicator is lower than the SG average	26.5%	29%	32%
13. Our people survey L&D theme score increases from 55%	55%	> 55%	42%
14. Average working days lost to sickness absence (AWDL) is under the 7-day SG target.	10.1	<7 days	11.5

14. Average Working Days Lost (AWDL) to sickness absence.

Each quarter is received by SG HR and is a rolling 12 months snap at the end of the quarter



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

Our Ambitions

Measure	24-25 Baseline	25-26 Ambition	Current position
15. We will achieve 5% efficiency savings annually from our collaborative contracts		5%	
16. With partner organisations we will contribute to updating the UK's National Risk Assessment on money laundering and terrorist financing as it relates to non-profit organisations, by 31 December 2025.	n/a		Achieved

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