

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

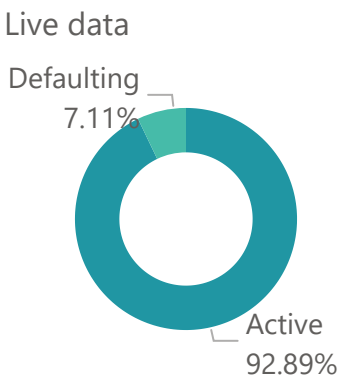
Measure	24-25 Baseline	25-26 Ambition	Current position	Month on month trend
1. The percentage of charities who are not up to date with filing their annual return and accounts is less than 8%, on 31 March 2026.	8%	<8%	7.1%	▬
2 Each month 80% of people providing feedback on their experience of using the OSCR Website say they can find the information they need.	12 of 12	12 of 12	5 of 5 months	▲

Ambition RAG Status: This shows the the RAG likelihood of us meeting 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.

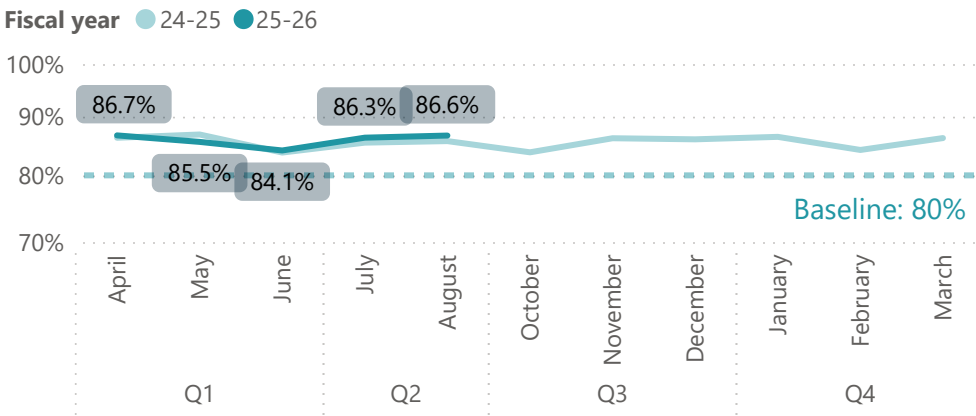
Amber rating is defined as being within 5% of our ambition. **Green rating** is defined as reaching or surpassing our goal.

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



OSCR
Scottish Charity Regulator

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	4	▲
4. The percentage of charities meeting the requirement to supply trustee data by 31 March 2026 is a minimum of 15%	n/a	>15%	16.5%	▲

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

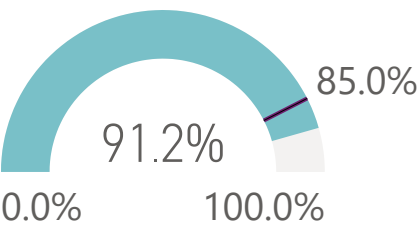
Our Ambitions				
Measure	24-25 Baseline	25-26 Ambition	Current position	Month on month trend
1 Each month more than 85% of people providing feedback on our guidance say that they find it helpful.	12 of 12 months	12 of 12 months	5 of 5 months	▲
2 The number of charities reporting in their annual returns that they have an induction process for new trustees increases above the 2024-2025 baseline by 31 March 2026.	86.6%	>86.6%	89.5% (5946)	▲

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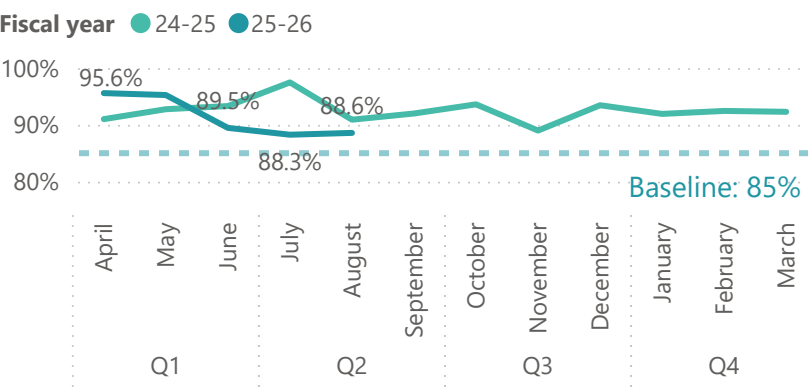
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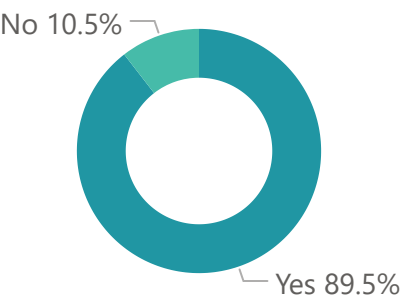
1 Positive feedback on our guidance (YTD)



1 Positive feedback on our guidance



2 Charities reporting they have an induction process (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

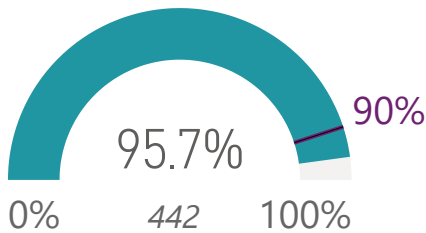
Measure	24-25 Baseline	25-26 Ambition	Current position	Month on month trend
1 90% of charity registrations cases are completed within 6 months of receiving the application	96.8%	90%	95.7% (442)	▼
1.2 Where an application is clearly charitable we will aim to register it within 35 workings days of when we receive it.	97.2%	97.2%	97.8% (136)	▲

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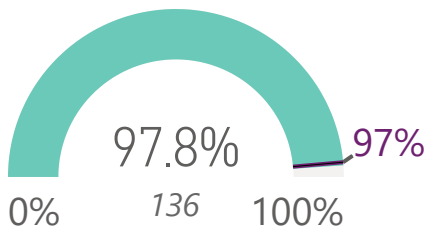
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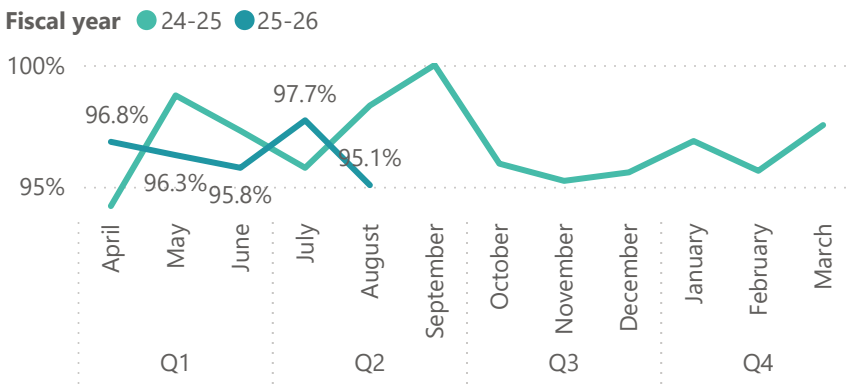
1 Closed within 6 months (YTD)



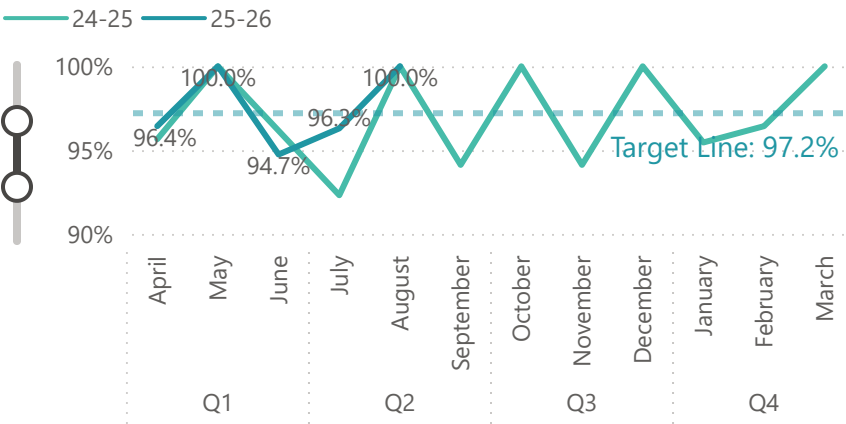
1.2 Ready to register cases closed within 35 working days (YTD)



1 Closed within 6 months



1.2 Ready to register closed within 35 working days (YTD)



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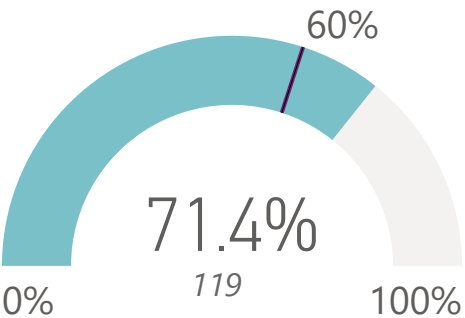
Our Ambitions				
Measure	24-25 Baseline	25-26 Ambition	Current position	Month on month trend
2 60% of inquiries into charities are completed within 6 months of receiving a concern.	56.9%	60%	71.4% (119)	▲
3 The number of incoming concerns about charities not appropriate for OSCR to deal with does not increase above the 2024-2025 baseline of 311 by 31 March 2026.	311	< 311	186	▼

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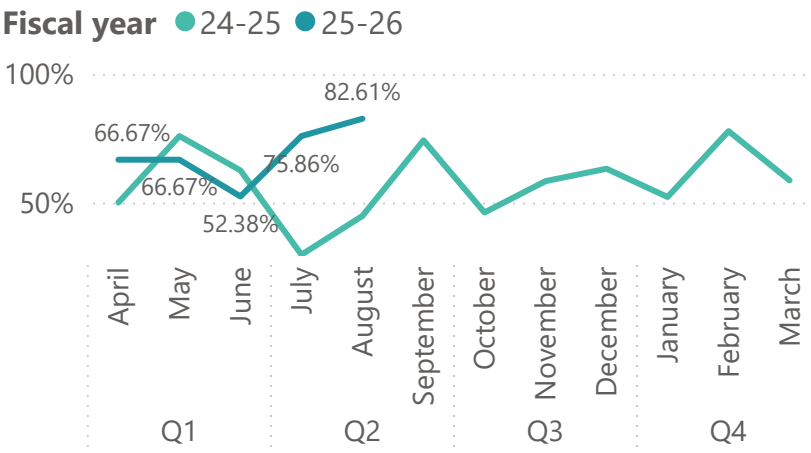
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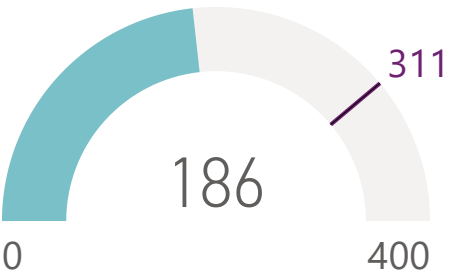
2 Inquiries closed within 6 months (YTD)
Inquiry and low risk inquiry files



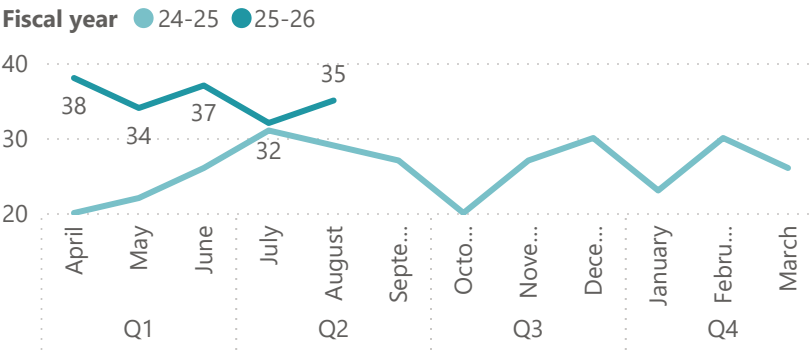
2 Inquiries closed within 6 months
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3 Not Appropriate Concerns (YTD)



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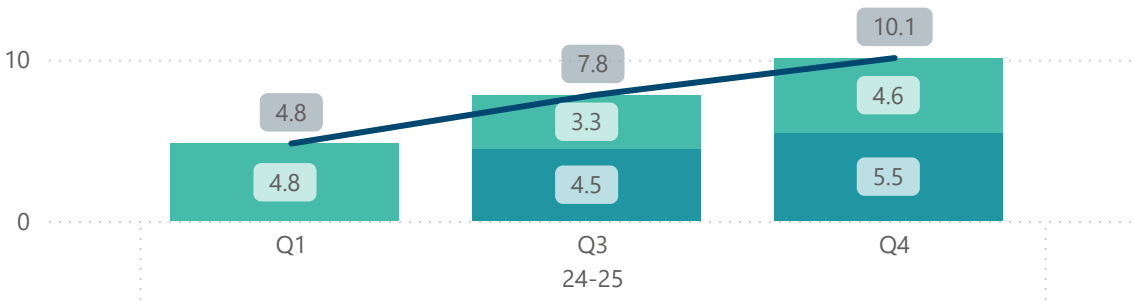
4 We will focus on our people and have a motivated, flexible and well supported workforce.

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

4. 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

● AWDL Long term ● AWDL short term ● Total AWDL/FTE



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