

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

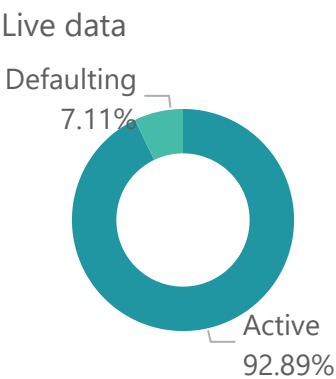
Measure	24-25 Baseline	25-26 Ambition	Current position	Month on month trend
1. The percentage of charities who are not up to date with filing their annual return and accounts is less than 8%, on 31 March 2026.	8%	<8%	7.5	■
2 Each month 80% of people providing feedback on their experience of using the OSCR Website say they can find the information they need.	12 of 12	12 of 12	3 of 3 months	▲

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

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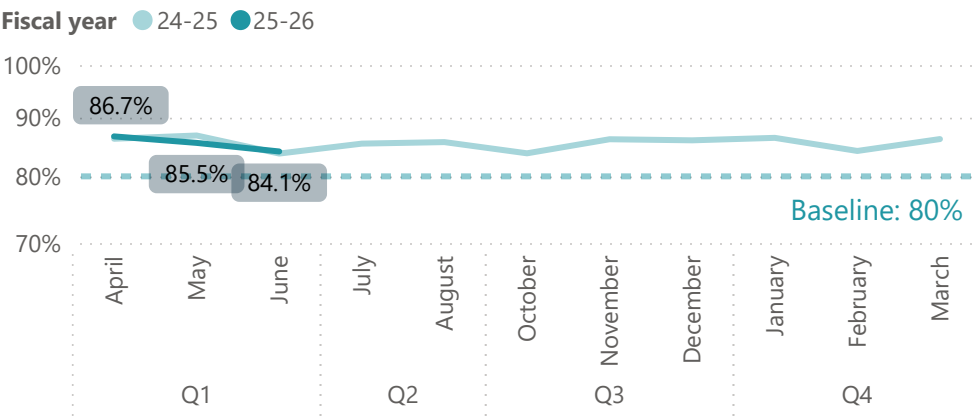
Amber rating is defined as being within 5% of our ambition. **Green rating** is defined as reaching or surpassing our goal.

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	1	▲
4. The percentage of charities meeting the requirement to supply trustee data by 31 March 2026 is a minimum of 15%	n/a	>15%	0	▲

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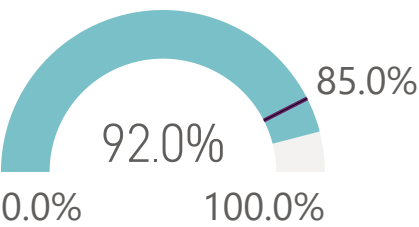
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2 We will provide charities with the tools and guidance they need to meet regulatory obligations

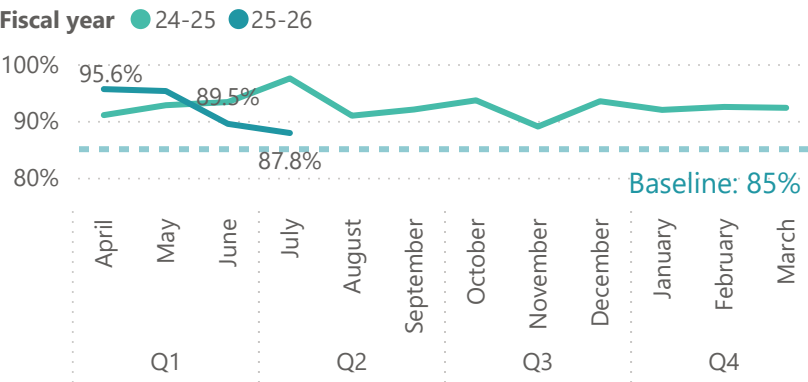
Our Ambitions				
Measure	24-25 Baseline	25-26 Ambition	Current position	Month on month trend
1 Each month more than 85% of people providing feedback on our guidance say that they find it helpful.	12 of 12 months	12 of 12 months	3 of 3 months	▲
2 The number of charities reporting in their annual returns that they have an induction process for new trustees increases above the 2024-2025 baseline by 31 March 2026.	86.6%	>86.6%	89.3% (4624)	▲

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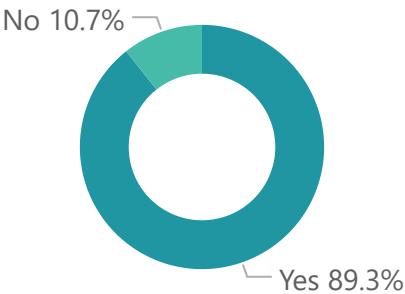
1 Positive feedback on our guidance (YTD)



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

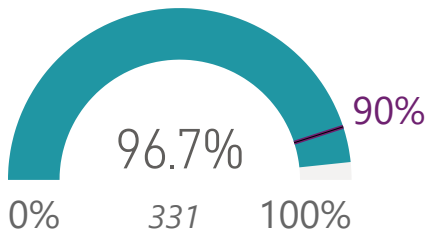
Measure	24-25 Baseline	25-26 Ambition	Current position	Month on month trend
1 90% of charity registrations cases are completed within 6 months of receiving the application	96.8%	90%	96.7% (331)	▼
1.2 Where an application is clearly charitable we will aim to register it within 35 workings days of when we receive it.	97.2%	97.2%	97% (101)	▲

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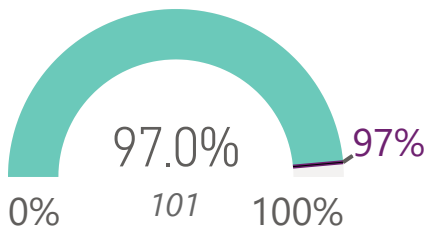
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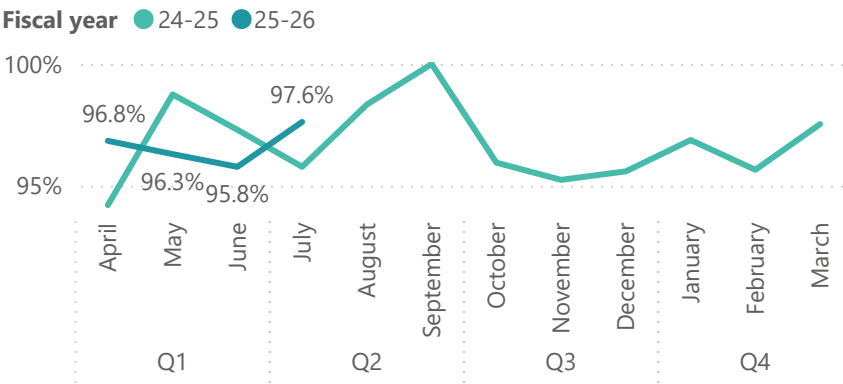
1 Closed within 6 months (YTD)



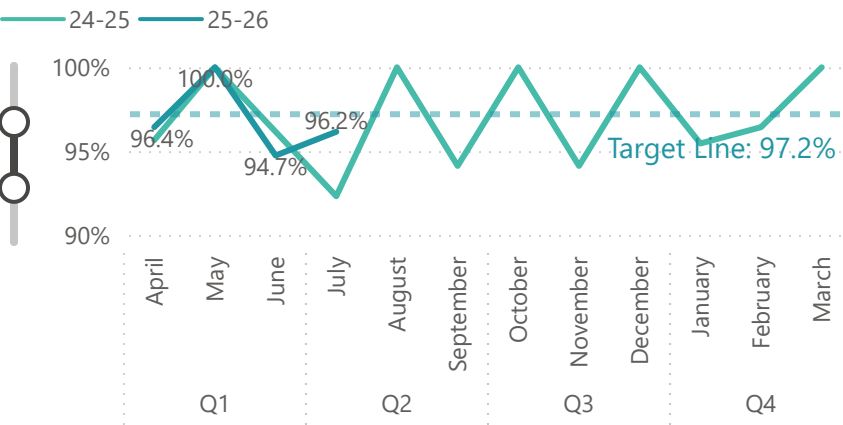
1.2 Ready to register cases closed within 35 working days (YTD)



1 Closed within 6 months



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



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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
2 60% of inquiries into charities are completed within 6 months of receiving a concern.	56.9%	60%	67.8% (87)	▲
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	138	▼

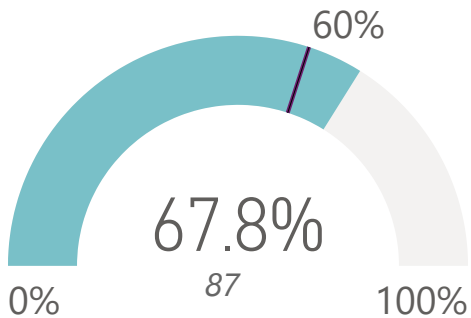
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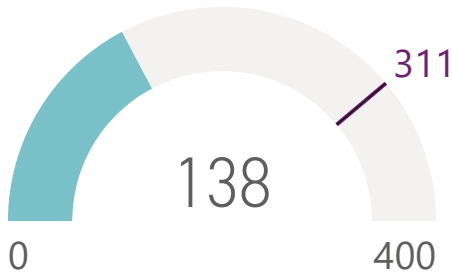
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2 Inquiries closed within 6 months (YTD)

Inquiry and low risk inquiry files



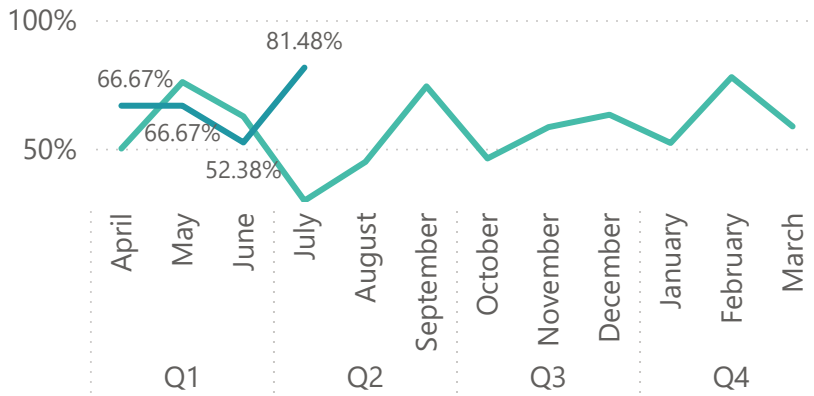
3 Not Appropriate Concerns (YTD)



2 Inquiries closed within 6 months

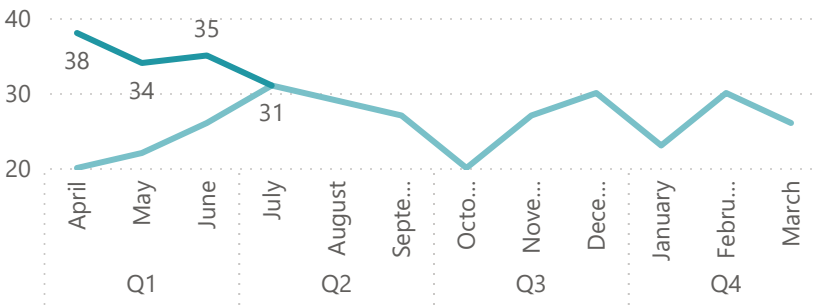
Inquiry and low risk inquiry files

Fiscal year ● 24-25 ● 25-26



3 Not Appropriate Concerns (YTD)

Fiscal year ● 24-25 ● 25-26



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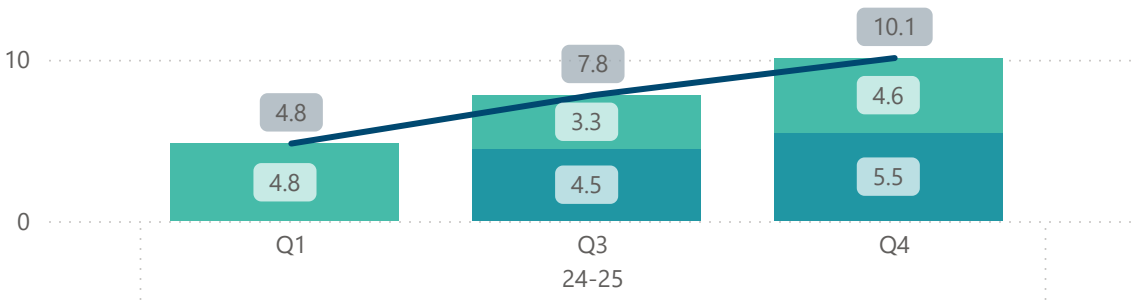
4 We will focus on our people and have a motivated, flexible and well supported workforce.

Our Ambitions			
Measure	24-25 Baseline	25-26 Ambition	Current position
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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