

OSCR BUSINESS PLAN 2018-19

Our purpose and role

The Scottish Charity Regulator is the independent registrar and regulator for around 24,000 charities in Scotland. We were set up under the Charities and Trustee Investment (Scotland) Act 2005 (the 2005 Act) and took up our formal powers in April 2006. We are a non-ministerial department and part of the Scottish Administration.

As charity Regulator, we are operationally independent of the Scottish Government but take account of its policy priorities; and our work contributes to the delivery of the National Outcomes.

As a publicly funded body we have a duty to deliver best value. We carry out our work in accordance with the regulatory principles of being proportionate, accountable, consistent and transparent.

Our vision

Charities you can trust and that provide public benefit.

Our functions

Our regulatory functions are defined by the 2005 Act, which places a duty on us to:

- Determine which bodies are charities
- Keep an accurate public Register of charities
- Encourage, facilitate and monitor compliance by charities
- Identify and investigate apparent misconduct
- Give information and advice to Scottish Ministers.

Resources

Our budget for 2018-19 is £2.95m. We have 47 Full-Time Equivalent (FTE) staff working from a single office in Dundee, where we share some support services with other public bodies.

Our plan for 2018-19

Our work this year is designed to continue to achieve the strategic aims in our Corporate Plan 2017-20, and to make sure we continue to deliver a high-quality service across our range of core regulatory functions.

A more detailed operational plan underpins all of the activities in this business plan.

The Operational Plan is overseen by OSCR's Senior Management Team (SMT) and our Support Services Team monitor progress against targets throughout the year.

Our strategic aims

Our Corporate Strategy 2017-20 sets out four strategic aims for OSCR. These are:

1. Help the public to have more confidence in charities by:
 - *being an effective, targeted regulator*
 - *making information about charities more accessible*
2. Help charity trustees to understand and comply with their legal duties
3. Ensure registration & reporting is straightforward & proportionate
4. Review and improve the way we operate & deliver services to all stakeholders.

Our activities in support of our strategic aims

The activities below are the main pieces of work we will do to help us achieve our strategic aims during 2018-19.

1 Help the public to have more confidence in charities by:

- **being an effective targeted regulator**
- **making information about charities more accessible**

Our work will include the following:

- ensuring that our internal processes for dealing with safeguarding issues in charities are fit for purpose
- undertaking inquiries in response to concerns received
- refining and developing our risk framework and risk assessments of charities
- continuing our role in setting accounting standards as one half of the Charities SORP-making body.
- continuing to strengthen our working relationships with Scottish Ministers and other regulators to contribute to our effectiveness as a regulator
- supporting continuous improvement across the organisation by identifying and developing Quality Assurance models in priority areas.

2. Help charity trustees to understand and comply with their legal duties

We will continue to enhance our support across the charity sector through the provision of clear and targeted communications, training and guidance.

Our work in 2018-19 will include the following:

- improving sector compliance through targeted stakeholder engagement
- maintaining a good understanding of the external policy environment, taking appropriate action where necessary
- offering a good quality customer service across the organisation. We want everyone who interacts with us to experience a consistent level of customer service, irrespective of how customers choose to engage with us.

3. Ensure registration and reporting is straightforward and proportionate

We want to ensure that when organisations want to apply to be a charity and when charities have to report to us or seek consents, that the process and requirements are easy to understand and are appropriate to the organisation or charity concerned. Our ultimate aim is for 100% of our transactional services to be delivered online.

Our work will include:

- testing and implementing an online, interactive charitable status application form
- monitoring the assets of former charities.

4. Review and improve the way we operate and deliver services to all of our stakeholders

We will continue to operate as a Best Value organisation, working towards the principles as set out in the [Good Governance Standard for Public Services](#)

In 2018-19 our work in this area will include:

- fulfilling our statutory duties in terms of complying with the requirements of applicable legislation
- delivering an effective financial management and payment process
- promoting the effective delivery and daily operation of OSCR's business infrastructure and online applications
- working towards delivery of the Scottish Government's 2020 people Strategy, by having:

- an environment where colleagues can thrive and be successful;
- a culture which supports consistently good management and development of colleagues.