










OSCR Business Plan 2020-21

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Overview

This year the Scottish Charity Regulator (OSCR) has a Business Plan that is based on our upcoming **Corporate Plan 2020-23**. It reflects the lockdown situation we find ourselves in now and will transition to reflect our overall ambitions and priorities for the year ahead. Making sure that the public know that we are a strong, effective and enabling regulator is a vital part of how we will enable them to continue to have confidence in Scotland's charities.

OSCR's joint work with government, other public bodies and third sector organisations has never been more vital. Our immediate priority is to make sure that clear, consistent and comprehensive information, relevant to the present situation, is available to Scottish charities and that as an organisation our resources are targeted at supporting delivery of functions, which are critical to this. As an enabling regulator, it is vital that we support the Scottish charity sector to operate to the very highest of standards and to make sure that public confidence, trust and understanding of charities remains strong. In times such as these, this has never been more important.

We will make sure that we gather and analyse information and data on the impact of the COVID 19 pandemic on Scottish charities and use this to inform and influence policy and practice on a local and national level.



Our purpose and role

Our purpose

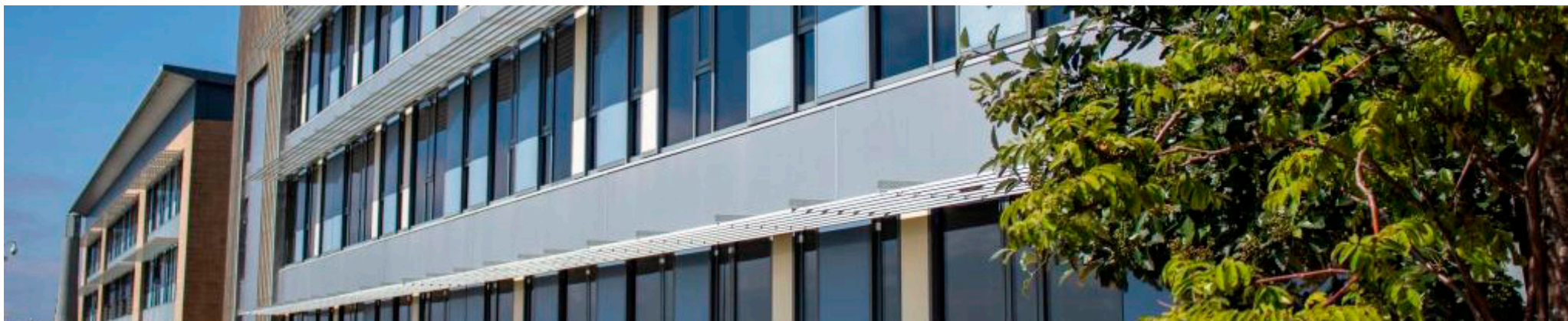
We hold charities in Scotland to account and help the charity sector to improve so that the public have trust and confidence in charities.

Our role

We are the independent regulator and registrar for Scotland's 24,900 charities. We grant charitable status, monitor registered charities, and identify and act where we believe misconduct including mismanagement has occurred.

We are a non-ministerial office of the Scottish Administration, operating independently of the Scottish Government, reporting directly to the Scottish Parliament.

All charities in Scotland must be registered with us and must meet annual reporting requirements to keep their status. We are an enabling regulator and offer a wide range of services to support and encourage improvement within the Scottish charity sector.



Our vision and values

Our vision

OSCR's vision is for a trusted and respected Scottish charity sector which positively contributes to society.

Our values

Our values drive what we do, how we interact with each other, and how we work together and with others to achieve results. We strive to practice and demonstrate these daily.

OSCR's values

Independent	Proportionate	Accountable	Transparent
Consistent	Fair	Targeted	Informed

Our strategic outcomes

Our upcoming **Corporate Plan 2020-23** sets out four strategic outcomes that we will be working towards over the next three years. These are:

<p>The public have confidence in charities</p>	<p>We will help the public to have a clear understanding of the Scottish charity sector and its regulation so that they can engage with confidence.</p>
<p>Charities are well run and thriving</p>	<p>We will actively improve standards and practice in the charity sector through an effective balance of support and challenge.</p>
<p>Charities are at the heart of a vibrant and sustainable Scotland</p>	<p>We will influence and inform the development of national policy, positively influencing and shaping the charity sector.</p>
<p>The Scottish Charity Regulator is a highly effective organisation</p>	<p>We will be a strong non-ministerial office and an employer of choice, delivering quality services for the Scottish charity sector.</p>

Our key priorities and actions for the year ahead

Specific priorities from April until the end of substantial lock down measures

Provide support, advice and guidance to charities in response to the COVID-19 pandemic.	Work to minimise our current case workloads, clear any backlogs and undertake developmental work.
Provide assurance and advice to the public, stakeholders and Scottish Government based on intelligence and data gathered through engagement with Scottish charities and other stakeholders.	Develop interactive online events to complement our communications and guidance.
Provide timely and measured responses to concerns, change requests and queries we receive specific to the COVID-19 pandemic.	Work on a range of proactive strategies to support the Scottish charity sector during the recovery phase.
Support the health, safety and wellbeing of all OSCR colleagues.	Work with a wide range of partners to maximise the provision of support that Scottish charities may need during the COVID-19 pandemic.

Priorities for the year overall can be viewed on the next page.

Priorities for the year overall

<p>Improve our performance, accessibility and services by delivering on our digital strategy and action plan, minimising our impact on the environment.</p>	<p>Continue to undertake our work on a targeted basis by being agile, risk based and proportionate, keeping a strong focus on the needs of charity beneficiaries and the public.</p>
<p>Build our influence and impact on policy, legislation and guidance as outlined in our Framework Agreement with the Scottish Government.</p>	<p>Develop and work with a new Charities Reference Group who will act as a sounding board for new developments and priorities.</p>
<p>Publish and deliver on our Engagement Strategy, with a focus on increasing public confidence in charities and awareness of OSCR as the Scottish charity regulator.</p>	<p>Publish our State of the Sector Report and online interactive sector information.</p>
<p>Undertake and implement an organisational redesign to enable us to match our resources to the priorities outlined in our Corporate Plan 2020-23, and to be a great employer.</p>	<p>Actively engage with charity staff and volunteers to support sustainable improvement. Much of which will be done with partners.</p>
<p>Continue to take swift, robust action, better protecting the charity sector in accordance with our updated Guidance on Inquiries.</p>	<p>Undertake all returns and submissions as required by public bodies.</p>
<p>Continue to build proactive partnerships that support and champion the Scottish charity sector.</p>	

How we will know we are succeeding

We will measure our success in different ways:

- Delivering on our corporate governance duties, statutory targets, processing deadlines and publication commitments
- Improving feedback from the charity sector and public
- Improving people and staff engagement survey results
- Increasing the number of online services provided and digital interactions with our stakeholders
- Digital improvements and streamlined processes result in faster processing times of low risk casework
- Improving our services and products based on charity sector and partner feedback
- Growing engagement figures for the website and social media platforms
- Increasing public awareness levels through our campaign work
- Projects delivered on time and within budget



The Scottish charity sector's contribution to Scotland's economy

Many Scottish charities are significant employers and substantial contributors to the Scottish economy. In fulfilling our role as regulator, we are supporting the charity sector to undertake their duties and purposes to maximum effect.

We will do so by:

Working proactively as a small public body to meet the Scottish Government's ambitious sustainability and climate targets and will encourage charities in this endeavor. Our drive towards more online services is a key component of this work.

Proactively improving the understanding of Scotland's charity sector locally, nationally and internationally by using and sharing the wealth of data and intelligence we hold on this rich and diverse sector.

Renewing our focus on increasing public confidence and awareness of Scottish charities, directly contributing to strengthening inclusive communities.

Increasing our focus on supporting charity trustees to develop their own skills and that of staff, volunteers and beneficiaries. A strong and vibrant charity sector provides a wealth of learning and attainment opportunities that transform people's lives.

Making sure that equality and diversity is a key consideration in everything that we do, encouraging the Scottish charity sector to do the same.

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