



## Objective

### ➔ **Speeding up the Office of the Scottish Charity Regulator**

**The Office of the Scottish Charity Regulator (OSCR) is the independent regulator and registrar for over 23,500 Scottish charities. Its role is to develop and manage a regulatory framework in which charities can grow and prosper, clear in the knowledge of their rights and responsibilities.**

#### **Why eRDM?**

OSCR first purchased Objective's electronic Records and Document Management (eRDM) system in 2005 through a shared services contract negotiated between Objective Corporation and the Scottish Government. The Objective solution has allowed OSCR to manage files and deliver casework in an electronic environment. The system is used to manage files and cases associated with the registration and status management of charities and also by the monitoring and investigations division.

Judith Hayhow, Head of Resource Management at OSCR, explains: "We identified the need for an eRDM system to improve consistency and efficiency in record management, storage and retrieval. The Objective eRDM system has delivered many benefits including accurate recording and storing of corporate information, and encouraging knowledge sharing within the organisation. This in turn has reduced the amount of time staff spend on standard tasks, thereby enhancing efficiency and consistency"

A further benefit in storing most records electronically has been the reduction in paper files held by OSCR. The equivalent of a football pitch worth of paper has been cleared, saving time and money previously spent managing this. Paper correspondence is scanned and saved in the Objective system, and is accessible to anyone who needs it, subject to security settings.

#### **Organisation**

Office of the Scottish Charity Regulator

#### **Industry**

Public Sector

#### **Benefits at a glance**

- Improved consistency of information
- Increased knowledge sharing
- Reduction of paper files and associated costs
- Increased staff productivity
- Automation of business processes
- Improved reporting capability

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Judith Hayhow  
Head of Resource Management  
Office of the Scottish Charity Regulator

### **Meeting Business Requirements**

As with all public sector organisations, OSCR is continually striving to improve business efficiency without increasing costs. To help deal with this, Objective has been working with OSCR to develop their eRDM solution to meet business requirements.

As part of this work, OSCR recently upgraded to the current version of the Objective solution, giving greater functionality and more opportunity to integrate with other business applications. OSCR has also taken advantage of Objective's workflow solutions to automate business processes associated with the day-to-day handling of charity case work. It is estimated that the Objective workflow solution will save the equivalent of 200 working days per year and allow OSCR to record performance against specific key performance indicators (KPIs) more effectively.

One business enhancement, achieved through workflow, relates to the generation of standard letters and correspondence. Specifically, as Objective will pre-populate certain fields within many standard letters and templates, staff time and effort in finding and creating letters from scratch will be saved.

Judith Hayhow elaborates: “Introducing workflow will help us to manage the significantly increased number of enquiries and applications we receive from Scottish charities throughout the year, in a consistent manner. Specific business processes have been mapped into workflows, and the Objective system will ensure that these processes are followed and executed consistently. We can therefore be confident that information is delivered to the right person in the process at the right time, which will help to improve the quality, consistency and accuracy of our processes, including tangible time savings.”

### **Measuring Performance**

From a management perspective, the upgraded solution will provide improved tools to monitor OSCR's performance. Chief Executive, Jane Ryder, explains: “OSCR is measured according to a number of KPIs and our eRDM system helps us to achieve and report on performance. Firstly, by improving efficiency, we are able to keep pace with the increased workload and achieve our targets, and secondly, the Objective upgrade has enhanced our ability to report on our performance, by monitoring exactly how long processes are taking and how many processes we're dealing with. Analysis of this information means that we can also quickly identify areas for improvement.”

# **Objective**

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