

News & Resources

Case Study



DDC OS
Outsourcing Solutions

Client: Charity Commission in Partnership with Linneys

Receipt Handling, Data Capture with Validation & Secure Encrypted File Transmission.

Client Profile:

DDC OS, in conjunction with Linneys, is currently the preferred partner of the Charity Commission. The Charity Commission registers and regulates charities in England and Wales. It offers charities advice and provides a wide range of services and guidance to help them run as effectively as possible. The Charity Commission also keeps the online Register of Charities, which provides information about each of the thousands of registered charities in England and Wales.

The Brief:

The Annual Return form is a legal document which allows the Authority to gather required information as per the Charities Act 1993 (as amended by the Charities Act 2006) in a unified format. All charities with income exceeding £10,000 must complete an Annual Return form. Charities with income exceeding £25,000 also have a legal duty to submit a Trustees' Annual Report and accounts. Charities with annual income exceeding £500,000 are required to complete Part B of the form. In addition charities with income over £1,000,000 must complete a separate Summary Information Return (SIR) - Part C of the Annual Return. These documents are required to be submitted within ten months of the charity's financial year end.

Our Solution:

DDC OS has set-up a bespoke capture system to ensure its client receives the highest level of quality utilising our onshore facilities. A robust work stream has been tailored to handle all requirements within the client's specifications and deliver the required results and accuracy on time. The work stream consists of receipt handling, data capture with built in validation and secure encrypted transmission of sensitive files.

Results:

From the beginning of our relationship with the Charity Commission in 2006, DDC OS has consistently hit all delivery expectations with data accuracy of greater than 99.98%. The contract was recently extended by a further 2 years.

Summary & Benefits:

DDC OS provides the client with consistent results in line with SLA requirements. Good communication between our team, the client and our flexible, bespoke approach were key factors in maintaining the success of this relationship.

The Client Said:

"Having the enthusiasm of the team at DDC OS helps us to maintain a strong relationship with the Charity Commission."

"It is encouraging to know we have this kind of valued service on our doorstep."



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