

# Agenda

**11.00 – Welcome and overview**

**11.15 – How can we help more people become trustees?**

**11.45 – Financial accountability**

**12.15 – Lunch**

**12.45 – protecting your charity from harm – workshops**

**13.45 – Questions**

**14.00 – Close**

**2 December 2014**



# Public meeting - Norwich

**Sarah Atkinson, Director of Policy and Comms**

**2 December 2014**



# Facts about charity

- **164,000** – registered charities
- **418** in Norwich alone
- **4,968** – new registrations in 2013-14
  
- **3.4 million** – regular volunteers
- **1m** – charity trustees
- **940,000** – charity workers
  
- **> £64bn** – annual income of registered charities
- **£106bn** – long term investments held by charities

## Commission's work to uphold public trust

- our strategic approach
- how we're improving already
- our plans for the months ahead

## Charities' role in promoting public trust

- what the public expects of you
- what we expect of you

# Context for charity regulation

CHARITY  
COMMISSION

## Changing public expectations of charity

Demands for greater accountability

Evidence of public giving charities less 'benefit of doubt'

Media focus on charities (e.g. pay, investments)

## Increased external scrutiny of Commission

National Audit Office review of CC's work

Public Accounts Committee hearings

Debates in Parliament

## Significant cuts to CC funding

CC budget 2013-14 - **£21.4m**

CC budget 2007-8 - **£31.7m**

= c. **50% real terms** cut since 2007.

Recent £8m funding announcement

# Our new strategic approach

CHARITY  
COMMISSION

“The best way for the Commission to promote public trust and confidence in charities [...] is to concentrate on **promoting compliance** by charity trustees; enhancing the rigour with which we hold charities accountable, and upholding the definition of charity”

# Robust regulation in action

- **64** – charities placed under inquiry (15 in 2012-13)
- **540** – use of legal powers in investigative work (216 in 2012-13)
- **Regulatory alerts** – e.g. recent alert on reporting serious incidents.

# More proactive approach



## Operations / registrations

- New operations monitoring team
- 318 referrals, including **89** from registrations (betw. October 2013 & April 2014)

## Accounts monitoring

- Casework related and themed accounts reviews
- **1,664** sets of accounts reviewed

## Smarter, more focused guidance

- Clearer focus on expectations of trustees
- E.g. new Conflicts of Interest guidance

# Greater transparency

## Greater openness about statutory inquiries

- announcing inquiries when its in the public interest
- marking open inquiries against charities' online entry

## Reports of operational cases

# What we need to do now...

## Risk

- Better use of **data**
- **Targeting** work where it makes greatest impact
- Supporting increasingly **proactive** approach to case work

## Digitisation

- **Digitising** front-end services
- **Streamlining** low risk customer-facing services  
= recognising charities are our customers

## Structure

- Recruiting 6-strong senior management team
- Skills and talent management agenda

# What does this mean for smaller charities?

- **Over 40% of charities £0 to £10,000 and 33% £10,000 to £100,000**
- **So we must**
  - **Be proportionate – trustees are volunteers**
  - **Provide high quality guidance to be clear on trustee responsibilities**
  - **Listen**
  - **Be there for charities when needed**

Over to you...

CHARITY  
COMMISSION



What can **you** do to promote  
public trust in charity?

# Show integrity



## Have trustees:

- acted within their powers?
- acted in good faith and only in interests of charity?
- adequately informed themselves
- taken into account all relevant factors, disregarded irrelevant factors?
- managed conflicts of interest?
- made decisions within range of decisions that reasonable trustee body would make?

# Be accountable



“It is important to me that charities provide the public with information about how they spend their money”

**96%** of those asked agree

# Final thought...



“Charities play an essential, very or fairly important role in society”

**96%** of those asked agree

# Thank you

2 December 2014

