


**citizens
advice**

**Nottingham
& District**

Trustee Recruitment

November 2016

Aims and Principles

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

We aim to:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect peoples' lives.



Greater Nottingham

Greater Nottingham is a conurbation of about half a million people and includes the City of Nottingham and the urban areas within the Boroughs of Gedling and Rushcliffe.

- Nottingham is ranked 8th most deprived district in England in the 2015 Indices of Multiple Deprivation (IMD).
- Around a third of super output areas in the City are in the worst 10% nationally (IMD 2015).
- 34.2% of children and 25.8% of people aged 60 and over are affected by income deprivation.
- Health and Disability is the IMD domain on which Nottingham does worst, followed by Education, Skills & Training, and Crime.
- There are high levels of child poverty in the City with around a third of children and young people living in workless households.
- The conurbation is served by several advice providers of which Citizens Advice Nottingham & District is the largest.



About Citizens Advice Nottingham & District

Citizens Advice Nottingham & District was founded in 1975.

Like all Citizens Advice local offices we are an independent charity and a member of the national network of Citizens Advice in England and Wales.

In 2014-15 our annual turnover was £1.5m. Our main office is in Nottingham city centre and we also provide outreach services in six other locations in the City and surrounding area.

We are funded by Nottingham City Council, Nottinghamshire County Council and the Borough Councils of Gedling and Ruscliffe.

We also have funding from the Money Advice Service the MS Society and private sector grants usually linked to specific objectives, as well as donations.

Funding arrangements include contracts, service delivery agreements and grants.

We currently have around 70 active volunteers across a range of roles (advisers, assessors, admin workers, and trustees) and a paid staff team of 39 (part and full time).

We regularly recruit new volunteers and train them using a comprehensive well regarded training programme.

We provide advice and information across a wide range of areas including

- welfare benefits
- debt



- employment
- housing
- relationships and family matters
- consumer protection

and offer specialist advice, support and representation in debt, housing and welfare benefits.

In addition to providing advice to individuals we gather information about problems and issues which are common to our clients. Together with Citizens Advice and local advice partners and we use this evidence to inform and influence legislators and policy makers, including government.

Citizens Advice Nottingham & District is a member of Advice Nottingham, a consortium of local advice providers working together to improve advice services in the city. We hold three contracts with Nottingham City Council to provide advice services, and sub-contract some of that work to our Advice Nottingham partners.

The current contracts with Nottingham City Council are valued at just over £960k.

Citizens Advice – The Wider Context

Citizens Advice Nottingham & District is a member of Citizens Advice – the national umbrella organisation – which represents the interests of the wider service and campaigns on behalf of the whole. Citizens Advice provides the electronic information system and the case recording system common to all local Citizens Advice offices.

We are audited by Citizens Advice every three years to maintain quality standards of advice and operation.

As always the organisation faces many challenges. The most important of these currently are:

- An increasing number of clients seeking help. Economic changes and austerity measures have driven increasing numbers of people to our door. We struggle to meet the needs of all people seeking advice, and are working with our Advice Nottingham partners and Nottingham City Council to ensure consistency of access across the city and the targeting of advice services to those in greatest need.
- Identifying and relocating to new premises. Our lease at Carrington Street will continue on a rolling 6 month basis from January 2017. We are looking at options, including co-location within a central hub of public facing services.
- The need for more secure and flexible funding. As the squeeze on public sector finances continues we need to diversify our funding base to maintain a strong financial position for the future.
- Maximising the benefits of working with other Citizens Advice local offices, Advice Nottingham partners and other support and advice organisations



Financial Overview

The Board appreciates the importance of good financial controls and processes. Income in 2015-16 was £1.6m with a surplus of £7k. Unrestricted reserves are in place to cover working capital needs and contingencies. Monthly management accounts show a comparison to budget, as well as forecasts of any issues and opportunities further ahead. Financial processes include a rolling monthly diary of key events and deadlines. This is an agenda item of the Finance Sub-Committee.

Income £1,517,257

Income item	Income £
Voluntary	4,145
Trading to raise funds	12,000
Investment	3,937
Charitable activities	1,497,175
Other	0
Total	1,517,257
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Investment gains	0

Spending £1,536,804

Expenditure item	Expenditure £
Generating voluntary income	0
Governance	8,444
Trading to raise funds	0
Investment management	0
Charitable activities	1,528,360
Other	0
Total	1,536,804

Assets, liabilities & people

Assets & liabilities item	Asset value £
Own use assets	77,606
Long term investments	0
Other assets	534,410
Total liabilities	-240,973

Charitable spending

Spending type item	Value £	% of total spending
Income generation and governance	8,444	1
Charitable spending	1,528,360	99

Plans for the Coming Year 2016/17

Our current Business Plan ends September 2016. In the light of ongoing discussions around premises (see second bullet point above) our Board of Trustees has made a strategic decision to develop an Interim Business Plan and is currently working on this. Co-location with other services would have far-reaching impact on our clients, stakeholder relationships, staff and volunteers; the decision whether we co-locate or not will shape the future of the organisation. It is intended that the interim business plan will take us through the period we are in our current premises and will assist us in deciding our future location. The interim plan will run until future location is agreed in principle – the timescale of this is imprecise but is unlikely to exceed one year. We are committed to developing a new three year rolling plan as soon our premises situation is known.

The Board of Trustees

The Board of Trustees has the overall responsibility for the organisation

- for the nature and quality of the services provided
- for ensuring that proper accounting practices are adopted
- for ensuring that it is adequately and soundly funded
- as the employer of staff to ensure that appropriate practices and policies are in place
- for ensuring that good governance practices are in place
- for ensuring that agreements with third parties are legally sound
- by providing the Chief Officer with advice and guidance as necessary
- by ensuring that the criteria for continued Citizens Advice membership are met



The current Board of Trustees consists of a Chair, Vice Chair, Treasurer, Chair of Personnel Committee, and 4 other elected members. Currently there are 3 trustee vacancies.

The Board meets four times a year. In addition smaller groups of Trustees meet in sub-committees – personnel, finance, fundraising and performance.

Time Commitment & Expenses

Trustee Board meetings are held quarterly. It is anticipated that each individual Board member is a member of one of our sub-committees – personnel, finance, fundraising or performance. Availability to attend other meetings and training, as appropriate, would be welcomed.

This is a voluntary position for which reasonable travel expenses will be paid.

Contact information and Application

All interested candidates must submit a CV and Covering Letter explaining their interest in the organisation as well as their suitability to the role.

Applications should be submitted to: trusteerecruitment@nottinghamcab.org.uk

If you are interested and would like to talk to someone about the role before applying, don't hesitate to contact John Mason, our Vice Chair, on 0115 928 3717

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