

Advice Agencies Overview

Citizens Advice Bureau

Charity Commission / Companies House records

Company number 02258106

Chesterfield Citizens Advice Bureau was incorporated on 13 May 1988 and is registered as a private company limited by guarantee without share capital. Companies limited by guarantee are widely used for charities, community projects, clubs, societies and other similar bodies.

Charity number 700481

The charity registration was completed in September 1988 with the stated aim of the prevention or relief of poverty in relation to accommodation / housing, economic / community development / employment, human rights / religious or racial harmony / equality or diversity.

The Companies House information is available [here](#).

The Charity Commission information is available [here](#).

Key governance documents

Chesterfield Citizens Advice Bureau's memorandum and articles of association incorporated 13.05.88 and amended 28.07.20.

The stated purpose of the charity is:

The promotion of any charitable purposes for the benefit of the community in the area of Chesterfield Borough Council, North East Derbyshire Council and Bolsover District Council by the advancement of education, the protection of health and the relief of poverty, sickness and distress.

Geographical area

During the consultation, the geographical area covered by Chesterfield Citizen's Advice Bureau was discussed. While the memorandum and articles of association clearly state that the organisation covers Chesterfield, North East Derbyshire and Bolsover, in practice Chesterfield Borough residents account of the vast majority of service users.

When people initially approach Citizen's Advice Bureau for advice, screening takes place. If the client lives outside the borough they will be directed to their local

services (most commonly North East Derbyshire Citizen’s Advice) unless it is an emergency.

The breakdown of service users for the past three years is shown in the table below:

District	2021/22	2022/23	2023/ 24 (up to 3rd quarter)
Chesterfield	94.9%	95.3%	95.8%
Bolsover	1.7%	0.6%	0.5%
North East Derbyshire	3.4%	4.1%	3.7%

Trustee reports and financial statements

Trustee reports and financial statements for the last five years are available [here](#).

For the financial year ending 31 March 2023 Chesterfield Citizens Advice Bureau had an income of £614,333 and an expenditure of £581,241. Income has exceeded expenditure on all the of years financial statements available 2018 – 2023.

Chesterfield Citizens advice bureau has a number of large funders including Chesterfield Borough Council, Derbyshire County Council (various funding streams), Big Lottery, East Midlands Money Advice and Trussell Trust. It also has a range of smaller funders. Some of these funds are unrestricted and some are tied to specific projects.

Between 2019 and 2023 Chesterfield BC grant funding has provided between 19% and 27% of the total income for the Chesterfield Citizens Advice Bureau.

Reserves policy

The Citizens Advice Bureau reserves policy and reserves levels were explored during the consultation. It was confirmed that ‘free’ reserves should be maintained for between three and six months normal operating expenditure. For Chesterfield Citizens Advice Bureau this is between £155,000 and £310,000. This is a national minimum requirement for Citizens Advice member organisations.

The trustees of Chesterfield Citizens Advice Bureau have undertaken further assessment work and have identified that reserves should ideally reflect a minimum of six months operating costs. This is to mitigate risks around high potential redundancy costs (staff length of service and age profiles), pension liabilities and other potential closure costs.

The financial statements over the last six years show that Chesterfield Citizens Advice Bureau is comfortably within the national minimum requirement for Citizens

Advice member organisations and has for two of the five years exceeded the six months figure.

Unrestricted free reserves have been confirmed as £277,944 (net of designated funds and tangible fixed assets) at 31.03.23.

In addition, the trustees have designated £90,000 to be set aside for enhancing staff wellbeing assistance programmes, modernising equipment and enhancing client experience.

Funds have also been designated for future service developments. In 2023/24 additional cost of living advice has been provided and mitigation required for the impact of three projects ending in 2024/25. The board has agreed a planned budget deficit of £46,000 for 2023/24, with further utilisation of funds planned in 2024/25.

Staff

Staff numbers have remained at between 17 and 19 between 2019 and 2023. These are a mix of full time and part time roles. Payroll costs currently account for approximately 70% of expenditure.

Service Users

2022/23 reported outcomes include:

- 6,558 people accessing advice and information
- 26,789 issues
- Financial gains from enquiries £4,604,608
- Debt managed £4,797,038

2023/24 so far (01.04.23 – 31.12.23) reported outcomes include:

- 4,918 people accessing advice and information
- 24,874 issues
- Financial gains from enquiries £3,545,358
- Debt managed £4,797,038

The top five advice issues for have remained for 2022/23 and 2023/24 so far:

1. Benefits and tax credits
2. Debt and money issues
3. Crisis financial support
4. Universal credit
5. Utilities

Derbyshire Law Centre

Charity Commission / Companies House records

Company number 02453081

Derbyshire Law Centre was incorporated on 15 December 1989 and is registered as a private company limited by guarantee without share capital. Companies limited by guarantee are widely used for charities, community projects, clubs, societies and other similar bodies.

Charity number 702419

The charity registration was completed in January 1990 with the stated aim of providing an independent advice agency which exists to ensure people do not suffer as a result of the ignorance of their legal rights.

The Companies House information is available [here](#).

The Charity Commission information is available [here](#).

Key governance documents

Derbyshire Law Centre Memorandum and articles of association incorporated in 1989 and amended in 1994 and 01.11.2000.

The stated purpose of the charity is:

To relieve poor persons residents or working within the area of the borough of Chesterfield and North East Derbyshire and any other geographical area as directed by the management committee by providing such persons with legal services which they could not otherwise obtain through lack of means.

To advance the education of the public by the improvement and diffusion of knowledge of the law and practice of the law and the administration of justice, having regard especially to those areas of the law which are of particular concern to poor people or are directed to the relief of poverty.

To promote such other charitable purposes as are for the benefit of the community in the borough of Chesterfield and North East Derbyshire and any other geographical area as directed by the management committee.

Geographical area

Derbyshire wide. Approximately 29% of service users are from Chesterfield Borough, 28% North East Derbyshire District and 13% Bolsover District.

Trustee reports and financial statements

Trustee reports and financial statements for the last five years are available [here](#).

For the financial year ending 31 March 2022 Derbyshire Law Centre had an income of £1,151,720 and an expenditure of £1,028,577. Income has exceeded expenditure for three of the five years financial statements available 2018 – 2022.

Derbyshire Law Centre has a number of large funders including Access to Justice, Chesterfield Borough Council, Derbyshire County Council, Bolsover District Council, Amber Valley Borough Council and North East Derbyshire District Council. It also has a range of smaller funders. Some of these funds are unrestricted and some are tied to specific projects.

Between 2018 and 2022 Chesterfield BC grant funding has provided between 4% and 8% of the total income for Derbyshire Law Centre.

Reserves policy

The Trustees have set a policy to maintain reserves at the minimum requirements if the Law Centre was to cease operations. These reserves cover redundancy costs, salaries at levels to satisfy notice periods and lease notices on rent and equipment. At current levels, this equates to £225,778. Of this requirement, £99,085 has already been set aside in the designated Staff Contingency Fund, the required level of free

reserves is £127,708 if the organisation was to immediately cease. With a managed closure, this would be reduced to £65,221.

As at 31 March 2022, free reserves are £161,639, after designated funds of £152,706, which is above the target level. The Trustees have set a financial strategy to 2025 which outlines the financial risks and actions being taken to maintain free reserves at the required level.

Staff

Staff numbers have remained at between 18 and 30 between 2018 and 2022 – there has been flex due to project work and temporary funding. Payroll costs currently account for approximately 79% of expenditure.

Service users

In 2021/22 there were 5,518 enquiries resulting in 1,455 cases. The most common cases were:

- Housing related (all tenures) – 43%
- Debt and money guidance – 33%
- Immigration and asylum issues – 12%
- Employee related – 9%
- Discrimination – 1%
- Community care – 1%

The consultation submission from Derbyshire Law Centre shows that over the last five years between 247 and 429 Chesterfield Borough residents have received help and support via Derbyshire Law Centre.

Derbyshire Unemployed Workers Centre

Charity Commission / Companies House records

The charity registration (charitable incorporated organisation) was completed in March 2016. The stated aim to prevent or relieve poverty in Derbyshire by: (i) Offering welfare/benefits rights advice/representation.(ii) Promoting employment/welfare rights (iii) Conducting/publishing the results of research (iv) Providing a resource service on welfare/benefit rights. Also to recruit/train local volunteers to increase skills/self-confidence and assist the work of the Centres.

The Companies House information is available [here](#).

The Charity Commission information is available [here](#).

Key governance documents

The community interest company registration (2016) and the Constitution (last amended 2021) describes the aim of the Derbyshire Unemployed Workers Centre as:

The relief of poverty as a result of unemployment or other social or economic circumstances among the inhabitants of Derbyshire and surrounding areas by the provision of advice, information, advocacy, training and when necessary legal representation.

Geographical area

Derbyshire wide. Approximately 30% of service users are from Chesterfield Borough. There is a central office at Chesterfield Town Hall but outreach services are also available at Hasland Hub, Brimington Community Centre, Staveley Library and Gussies Kitchen in Rother.

Trustee reports and financial statements

Trustee reports and financial statements for the last five years are available [here](#).

For the financial year ending 31 March 2023 Derbyshire Unemployed Workers Centre had an income of £440,086 and an expenditure of £419,706. Income has exceeded expenditure for four of the five years financial statements are available 2019 - 2023.

Derbyshire Unemployed Workers Centre has a number of large funders including Coalfields Regeneration Trust, National Lottery, ESF, Trussell Trust, Derbyshire

County Council, Chesterfield Borough Council, Bolsover District Council, Amber Valley Borough Council and North East Derbyshire District Council. It also has a range of smaller funders. Some of these funds are unrestricted and some are tied to specific projects.

Between 2019 and 2023 Chesterfield BC grant funding has provided between 9% and 13% of the total income for Derbyshire Unemployed Workers Centre.

Reserves policy

The current reserves policy is to maintain an unrestricted reserve equal to an amount based on the quantifiable risks faced by the organisation. The figure is at present calculated at £65,000. This reserve is to cover the redundancy costs, notice periods and lease notices with regards to rent and equipment. The trustees will continue to review the risks and level of reserves, implementing strategies to maintain and build reserves in line with future funding and expenditure projections.

Staff

Staff numbers have remained at between 11 and 13 between 2019 and 2023. These are a mix of full time and part time roles. Payroll costs currently account for approximately 77% of expenditure.

Service users

Between 01.10.22 and 30.09.23, 1,342 Chesterfield Borough residents accessed help and support from Derbyshire Unemployed Workers Centre. However, some residents had multiple concerns so there were approximately 2,376 issues. Cases resulted in awards of over £333,215 in arrears payment awards.

The most enquiry types are:

- Personal independence payments (38%)
- Universal credit (16%)
- Employment and support allowance (6%)
- Attendance allowance (5%)

Links CVS

Charity Commission / Companies House records

Company number 04294079

Links was incorporated on 26 September 2001 and is registered as a private company limited by guarantee without share capital. Companies limited by guarantee are widely used for charities, community projects, clubs, societies and other similar bodies.

Charity number – 1089963

The charity registration was completed in January 2002 with the stated aims of: providing advice, training, support and representation for voluntary and community groups.

Links currently has seven trustees.

The Companies House information is available [here](#).

The Charity Commission information is available [here](#).

Key governance documents

Links's Memorandum and articles of association incorporated 26.09.01 and amended 19.10.06.

The stated purpose of the charity is:

A - To promote any charitable purposes for the benefit of the community, in particular but not exclusively in the local government districts of Chesterfield and North East Derbyshire and the neighbourhood. And in particular the advancement of education, the protection of health and the relief of poverty, distress and sickness.

B – To promote and organize co-operation in the achievement of the above purposes and to that end bring together in council representatives of the voluntary organisations and statutory authorities within the area of benefit.

Geographical area

Primarily Chesterfield and North East Derbyshire based but there are some projects in Amber Valley and Derbyshire wide.

Trustee reports and financial statements

Trustee reports and financial statements for the last five years are available [here](#).

For the financial year ending 31 March 2023 Links CVS had an income of £223,729 and an expenditure of £209,866. Income has exceeded expenditure for two of the five years financial statements are available 2019 - 2023.

Links CVS has a number of funders including Chesterfield Borough Council, Derbyshire County Council, Amber Valley CVS, Derbyshire Carers and Derbyshire Foundation. Some of these funds are unrestricted and some are tied to specific projects.

Between 2019 and 2023 Chesterfield BC grant funding has provided between 7% and 12% of the total income for Links CVS.

Reserves policy

Reserves are regularly reviewed to ensure that they can continue to cover redundancies of core and project staff. The designated reserve has been increased in line with the statutory minimum. Reserves are also kept for covering rent and service charge liabilities. Reserves are currently £65,208.

Staff

Staff numbers have remained at four part time employees between 2019 and 2023. Payroll costs currently account for approximately 64% of expenditure.

Service users

Links offers free advice and support to over 700 community and voluntary sector organisations operating in Chesterfield, North East Derbyshire and the wider Derbyshire area. Core activity includes:

- Information on Links website
- Daily e-bulletins to keep organisations up to date with initiatives, central government policy, local authority policy, NHS changes, funding opportunities etc,
- Face to face and online support appointments
- Advice and support includes potential funding opportunities, supporting funding bids, policy formation, budgeting advice, governance and constitutional matters