

## The Scope of These Guidance Leaflets

The Trustees of a charity have the ultimate collective responsibility for the proper governance of their charity in compliance with the Charity Act. Charity governance is the systems and processes concerned with ensuring the overall direction, effectiveness, supervision and accountability of a charity. <https://knowhow.ncvo.org.uk/governance/getting-started-in-governance/getting-started-in-governance-1>

For more detailed information and downloadable document & diagnostic tool see the Charity Governance Code website which has sections tailored for smaller, as well as larger, charities: <https://www.charitygovernancecode.org/en>

This leaflet is one of a series produced by Small Charity Support to give an overview of the things that will be helpful to consider when your Trustees are reviewing your charity's governance and the way it operates.

They are **NOT** a full and comprehensive guide to Charity Law and all the associated regulations. They are just an overview of the main points from the perspective of "[the person on the Clapham Omnibus](#)".



**Please read the Disclaimer on the last page of this leaflet.**



If you need qualified professional advice you should look elsewhere, eg: the "Other Resources" page of the Small Charity Support website: [www.smallcharitysupport.uk/index.php/other-resources](http://www.smallcharitysupport.uk/index.php/other-resources)

The topics covered in this series are:

**Responsibilities & Roles of ALL Trustees** *{This Leaflet}*

- Typical Responsibilities & Roles of the Chair
- Typical Responsibilities & Roles of the Treasurer
- Payments to Trustees

**Accounts ALL Charities MUST Keep**

*More information on managing your charities finances can be found on the website page "Charity Accounting Made Easy" [HERE](#)*

**Minutes: Recording Events & Decisions**

**Policies & Procedures**

*Some example policies & procedures which you might be able to adapt for your charity's own use can be found on the website page "Example Policies" [HERE](#)*

**Outputs & Outcomes**

*Demonstrating the charity's delivery of value-for-money charitable benefits*

**The Bank Account(s)**

**The Trustees' Annual Report & Financial Statements**

Your comments and suggestions (to [comments@smallcharitysupport.uk](mailto:comments@smallcharitysupport.uk)) on how these leaflets could be improved to make them clearer and more useful would be much appreciated.

# The Responsibilities & Roles of ALL Trustees

This leaflet is designed so that it can also be used both as guidance for those setting up a new charity and as an Induction Leaflet for new Trustees at any stage in the life of the Charity

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# The Responsibilities & Roles of ALL Trustees

## 1. Introduction

Trustees are the life-blood of all charities. Without their enthusiastic, dedicated and philanthropic contributions no charity whatever its size can exist.

But there is more to being a Trustee of The Charity than occasionally turning up to Trustees' meetings and voting.

**All Trustees are equally responsible for the proper management of The Charity in accordance with its charitable objects and charity law. Therefore, the majority decision of the Trustees is legally binding on ALL Trustees, even if they voted against the decision or were not present at the meeting at which the decision was taken.**

It is therefore most important that all Trustees fully understand their role and responsibilities and take them seriously.

The purpose of this Briefing Paper is to help you with that. It is **not** a definitive statement of those roles and responsibilities, just a brief overview of the most important areas with reference to more detailed and specific documents (*eg*: guidance documents published by the Charity Commission), most of which are rather more authoritative statements of charity law.



Before being appointed a Trustee you will be required to make a written declaration that you are aware of (and, in some cases, have read) the documents referred to in this Briefing Paper and will abide by them. Guidance which is required reading is indicated by the icon to the left. Recommended guidance which you should be aware of and have to hand to refer to when necessary, is indicated by the icon to the right.



## 2. Who Are a Charity's Trustees?

The Trustees of a Charity, whatever its size, are the group of volunteers who have the ultimate responsibility for running and managing the Charity for the Public Benefit in accordance with its governing document (*ie*: its Constitution, Memorandum & Articles of Association, *etc*) and in compliance with charity law.

Different charitable organisations may call their Trustees different names – *eg*: Directors (of a charitable company), Committee Members, Elders (of a Church), Management Board. But whatever they are called, the individuals who have the ultimate responsibility for the governance of the Charity – (*ie*: are allowed to vote on the decisions of the governing body – are, under charity law, the Charity's Trustees.

**It is important that the Trustees are clear about who are and are not legally Trustees as it is very easy to blur the distinctions.**

Common areas of misunderstanding are the "Trustee" status of:

- (a) people with honorific roles (*eg*: Honorary President, Emeritus Member) who may attend Trustees' meetings only occasionally and do not share full responsibility for the running of the charity;
- (b) senior administrative employees (particularly if they have an executive role and title with significant delegated responsibilities, *eg*: Chief Executive Officer or Director of Finance or HR) who frequently attend Trustees' meetings and contribute to their discussion for good pragmatic reasons, to guide Trustees and to respond to queries.

Neither of those groups are legally Trustees and, therefore, neither are allowed to vote at Trustees' meetings or to be counted as an attendee when determining if the meeting is quorate. (*There are some exceptions to this, but they are very rare and generally require the explicit permission of the Charity Commission. They are therefore unlikely to apply to the typical small charity.*)

Of course, the contributions of such people to the discussions of the Trustees are important and, in many cases will have a crucial influence on the decisions made by the Trustees. But if they were allowed to vote and their vote(s) was(were) decisive in determining the outcome then that decision would be invalid and would not be upheld if challenged.

By corollary – if any persons, including those in either of the above groups, were allowed to vote on the governance of the charity they would effectively be being treated as Trustees and would therefore have to: (a) be registered as Trustees with the Charity Commission; (b) take an equal share of the responsibility for the governance of the charity; (c) have to comply with charity law regulations and the charity’s governing document on the remuneration of Trustees.

### 3. What Are a Trustee’s Responsibilities?

The responsibilities of Trustees were well summed up in an earlier edition of Charity Commission guidance and more recently in a jigsaw logo:

*Trustees have collective responsibility – and, and must accept, ultimate responsibility for directing the affairs of their charity, ensuring that it is solvent and well-run, and delivering the charitable outcomes for the benefit of the public for which it was set up. Trustees must work together as a team and have collective responsibility for their charity.”*

The current (last updated in 2018) Charity Commission guidance documents on Trusteeship can be found on the website:

<https://www.gov.uk/government/publications/the-essential-trustee-what-you-need-to-know-cc3>



The guidance publication, “**Being a Trustee**”, is 20 pages long. But it is described (accurately) as being an “Easy Read”, with well-spaced, jargon-free text and plenty of pictures. It is mandatory reading – but it is just an overview.



The detailed guidance publication, “**The Essential Trustee: What you need to know, what you need to do**” is some 40 pages long and is rather more “legally technical”. It probably isn’t essential for the Trustees of small charities to be intimately familiar with every word from cover to cover. But they SHOULD nevertheless be familiar with its contents and guidance, and SHOULD always have a copy ready to hand to consult should any issues arise.

For that reason it is also flagged as “mandatory reading” rather than just “background reading”.

“The bottom line”, as indicated in the Introduction is that:

**All Trustees are equally responsible for the proper management of The Charity in accordance with its charitable objects and charity law. Therefore, the majority decision of the Trustees is legally binding on ALL Trustees, even if they voted against the decision or were not present at the meeting at which the decision was taken.**

In addition to the guidance documents published by the Charity Commission, as referred to above, there is an excellent guidance document on how Trustees should go about managing and governing their charity: “*Good Governance – A Guide for the Voluntary and Community Sector*”, published by a consortium led by the NCVO (National Council for Voluntary Organisations) and downloadable from the website: [www.governancecode.org/](http://www.governancecode.org/)

This, too, is an important reference document which all Trustees must at least be aware of and have readily to hand when more specific details on Good Governance procedures are required.

### **3.1. Specific (ie: Delegated) Trustee's Roles**

Of course, as in any well-run team, some of the collective responsibilities of the Trustees as a whole will be delegated to specific individuals to take a lead on behalf of all the trustees. The most common (ie: well-known) roles are the Chair and Treasurer, and sometimes a Secretary.

But in more recent charity governing documents (eg: the Charity Commission's model governing documents for CIOs), only the role of Chair is identified specifically – eg: by clauses detailing how the Chair is to be appointed, their duties in relation to the calling and management of trustees' meetings and, particularly, whether or not they are entitled to a casting vote in the event that a key decision of the Trustees is split 50-50.

There are separate leaflets in this series which go into more detail about the kinds of roles and responsibilities with typical Chairs and Treasurers take on.

However, there isn't a leaflet for the role of Secretary because that formal role is now usually seen as an anarchic left-over from when the structure of trustee boards was based on the structure of the Boards of Directors of commercial companies which had formal Company Secretaries. One of the trustees can be delegated to look after the administrative side of running the charity, including recording the Minutes of trustees' meetings (see the separate leaflet on Minutes) and may be call the Secretary. But there is no obligation for that role to be undertaken by a trustee and many charities (even "small" charities) may invite a non-trustee supporter to join the meeting just to record the Minutes.

### **3.2. Dominant Founder/Chair Syndrome**

A problem, unfortunately, more common than one would like, known as the "Dominant Founder/Chair Syndrome" arises where the Chair of a charity (who is often, but not invariably, the Founder of the charity) feels that they have more authority to determine (ie: dictate) the policies and activities of their charity than the other trustees.

The problem is well-documented on the internet and articles can easily be found by searching for "Dominant Founder/Chair Syndrome".



At its most "gentle" this problem occurs when a founder/chair uses subtle pressure to make the other trustees feel uncomfortable to be, or even appear to be, disagreeing with him/her. At its most aggressive it can amount to outright bullying of both any trustees who dare to disagree with him/her and those trustees who are too timid to overtly disagree with him/her. The outcome is decisions being made with which the majority of trustees actually disagree but for which, under charity law, they are all nevertheless equally responsible.


And when the problem results in decisions being made which, potentially, create responsibilities and/or liabilities on the trustees as a whole which individual trustees find acceptable, it leaves those dissenting with no alternative but to resign as a trustee. Because although the fact that they had voted against a particular decision might create some sympathy for any liability that they subsequently incurred, the fact remains that by not resigning they had, effectively, acquiesced to that decision and therefore had accepted equal responsibility/liability for the consequences of that decision.

In severe cases, trustees who feel that a dominant founder/chair/trustee is seriously abusing charity resources in ways which are contrary to, or inconsistent with, their charity's objects and best interests (and, particularly, where such abuse creates personal benefit for the domineering person) will have to seek professional legal advice from someone with appropriate experience in charity law.

## 4. Understanding The Charity's Governing Document

What your Charity's governing document is called will depend on the legal status of the Charity. Organisations which are incorporated charitable companies will be governed by their Memorandum & Articles of Association, registered with Companies House as well as with the Charity Commission. Other charities may have a Constitution or simply their "Rules".

But whatever the governing document is called, and how simple or complex it is, it is a legally binding document which sets out what the charity is for (its charitable purposes/objects) what the charity is, and isn't allowed to do (its powers) and how the charity is to be run.

It is vital that all Trustees have readily to hand a copy of their Charity's governing document and are absolutely familiar with their Charity's objects. A copy of The Charity's own governing document should therefore always accompany this Briefing Paper when being sent to Trustees, whether prospective, new or established. 

Charity law is quite specific – a charity can only do things which are (a) consistent with its charitable purposes; (b) within its power to do; and (c) are for the Public Benefit.

**And the primary responsibility of the Trustees is to ensure that their charity adheres to that.**

## 5. What is the Difference Between Trustees & Members?

This is a common cause of confusion, particularly in the Foundation model for Charitable Incorporated Organisations (CIOs) where the Trustees are the only Members, and *vice versa*.

The difference seems to originate from the legal structure of companies which have Directors, who run the company, and Members, who own the company (*ie*: the shareholders).

As outlined in section 3 above, the Trustees of a charity have the legal responsibility for running the charity in accordance with its charitable purposes and constitution and charity law. In that sense they are like the Directors of commercial companies – and for organisations which are charitable companies, the Directors of the company for the purposes of company law are the Trustees of the charity for the purposes of charity law. A charitable company cannot have Directors who are not Trustees, nor Trustees who are not Directors of the company.

However, as Not-for-Profit organisations, charities (even if they are charitable companies) do not have members/shareholders who would be entitled to a share of its profits, if it made any. The members of a charity are therefore just a vestige of the members/shareholders of a commercial company in that:

- a) They have limited liability in the event that the organisation winds up with debts:
  - (i) in the case of a commercial company, any assets (shares – *ie*: money invested in the company) that the members have must first go to paying off the company's debt;
  - (ii) in the case of a charity the members have an obligation to make a contribution (limited by the charity's governing document) towards paying off the debts.
- b) In recognition of their liability (albeit limited) the members of the organisation (charity as well as company) have certain powers to control the way in which the organisation is run, namely:
  - (i) they can make changes to the organisation's governing document;
  - (ii) they can appoint and remove Directors/Trustees.

Therefore, in practice the members of a charity actually have very little power to determine the way in which the charity is run on a day-to-day basis – that responsibility lies solely with the Trustees. However, Trustees have no powers to change their charity's governing document and, although they can usually appoint new/additional Trustees on an interim basis, all such interim Trustees have to stand down at the next General Meeting but are eligible for re-appointment as a full Trustee by the Members.

Of course, in charities which have members as well as Trustees (the Association model for CIOs, or many Unincorporated Associations) it would be a very unwise Board of Trustees which ignored the wishes of the charity's members. But the Members cannot direct the Trustees to do things which the Trustees do not feel are in the best interests of the charity or are not in accordance with charity law.


In the event of any dispute between the Trustees and the Members the only powers that the Members have to bring about the changes they desire are either: (i) to propose and vote through changes the charity's governing document; or (ii) to propose and vote through the removal of Trustees and the appointment of other Trustees more sympathetic to their views. And in both cases, of course, neither of those options are allowable if they would result in the charity being in breach of relevant legislation. For example: any Members' resolution to change the purposes/objects of the charity would require the permission of the Charity Commission before the change could become effective, even if approved by a substantial majority of the Members.

So, Trustees who are also Members of their charity have to get used to "having two hats to wear".


On matters relating to the day-to-day running of the charity, whilst the opinions of Members will (ie: should) be carefully taken into account, it is only those entitled to "wear a Trustees' hat" who can make the decisions – ie: vote such matters at a Trustees' Meeting.

But on matters relating to the governance of the charity (the wording of the governing document and who are, and are not, Trustees) it is only those entitled to "wear a Members' hat" who can make the decisions – ie: vote on such matters at a General Meeting.

## 6. Public and Private Benefit

The concepts of Public Benefit and Private Benefit are quite subtle and can, at times, be rather difficult to understand and apply. The Charity Commission guidance on Public Benefit and Private benefit is quite extensive and it is not expected that Trustees will have read all of it "from cover to cover". But they must have taken the time to look at the Charity Commission's guidance, which can be found  on its website: <https://www.gov.uk/guidance/public-benefit-rules-for-charities> and familiarised themselves with the key concepts and principles.

### 6.1. What the Charities Act requires

The following is taken from one of the Charity Commission's web-pages of Public Benefit rules and is mandatory reading for all Trustees (fortunately it is very short). 

<https://www.gov.uk/guidance/public-benefit-rules-for-charities#report-on-public-benefit>

*All charity trustees have a duty to 'have regard' to the commission's public benefit guidance when exercising any powers or duties to which the guidance is relevant.*

*As a charity trustee, 'having regard' to the commission's public benefit guidance means being able to show that:*

- *you are aware of the guidance*
- *you have taken it into account when making a decision to which the guidance is relevant*
- *if you have decided to depart from the guidance, you have a good reason for doing so*

#### 6.1a "Public Benefit" is exactly what it says:

It must be BENEFICIAL, and any detrimental side-effects must not nullify those benefits;

It must be for the PUBLIC: that is for the community as a whole not for specific/selected individuals.

In particular, a charity cannot exist just for the benefit of its member, though the members of a charity **can** benefit, but **only** if they are within the categories of beneficiaries for which the charity was established. So, for example, a charity established to provide public benefit by providing support to those who are deaf can provide those benefits to deaf people who are also members of the charity, but cannot restrict the benefits it offers to just those who are its members – ie: by not allowing others who are deaf and eligible to become members to become members.

### **6.1b Private Benefits are the benefits received by an individual.**

Private Benefits (also called “Personal Benefits) are most often financial (a payment for “services rendered”). But that isn’t always the case – anything that is of benefit to an individual (*eg*: a free complementary health session; free transport or accommodation; giving that individual preferential treatment over others) is a “Private Benefit”, even if “no money changes hands”.

In order for a Private Benefit to be allowable under charity law it must be:

**NECESSARY:** that is, the charity would not be able to provide its charitable services to the public without making that payment/benefit to the individual(s) concerned;

**INCIDENTAL:** that is, the payment/benefit must have arisen naturally and inevitably in the course of providing the Public Benefit – a charity must not take on a particular activity, even if of charitable benefit to others, in order to create the opportunity to provide private benefit to individuals;

**REASONABLE:** the level of the payment/benefit must be commensurate with the “normal going rate” for the service provided by individual. So, for example, it would not be legal to pay a person a higher than normal salary for the work they do, or allow them to upgrade to “First Class” travel.

Whenever the Charity’s funds are being spent it is the responsibility of the Trustees to ensure that such expenditure meets the “Necessary, Incidental and Reasonable” criteria.

For more detailed guidance on Private Benefit see the Charity Commission’s website:



<https://www.gov.uk/government/publications/examples-of-personal-benefit/examples-of-personal-benefit>

## **7. Financial Responsibilities**

A particularly important area of responsibility for Trustees is the financial management of The Charity. As with all other aspects of charity governance and management, all Trustees share the responsibility for the financial management of The Charity, even where they have appointed a Treasurer, accountant or book-keeper to deal with the day-to-day administration of the finances.

The Charity Commission and the law recognise that the level of financial responsibility of individual trustees is limited by their professional knowledge – *eg*: a professional accountant would be expected to apply a higher level of knowledge and expertise than “the person on the Clapham omnibus”. But should a charity’s finances “go wrong” (*eg*: were misappropriated, or used for purposes which were not consistent with its charitable object) Trustees would not be able to side-step their responsibilities by saying “*Oh !!, It’s nothing to do with me !! I just left it all to the Treasurer*”. They would be expected to demonstrate that they had made reasonable efforts (*ie*: commensurate with their level of financial expertise) to satisfy themselves that a particular item of income or expenditure was appropriate. For example: Whilst a Trustee with no financial expertise might be excused for being misled by a professional accountant on a technical matter of accruals accounting, they would not be excused if The Charity’s funds were spent on something that was clearly not consistent with its charitable objects with which they should be familiar.

### **7.1. General & Restricted Funds**

One aspect of charity finances which all Trustees are expected be aware of and pay proper attention to is the differences between the General Funds and Restricted Funds of the charity and the implications of those differences for the ways in which they are managed.

**GENERAL FUNDS** are monies which are given to a charity to support all/any of its activities (in accordance with the charity’s objects as set out in its governing document, of course). Thus, providing that what the charity is doing is allowable under its governing document, the costs of that activity can be met from the charity’s General Fund.

**RESTRICTED FUNDS** are monies which are given to a charity to support one particular aspect of its charitable activities. The activity for which the restricted funds are given may be specified by the donor(s) in giving the money, or might have been specified by the charity itself when requesting the



money (*eg*: where the charity runs an appeal to raise money to buy a particular piece of equipment, recruit a person with a particular skill, or run a particular activity).

Note that the purpose for which restricted funds are given **MUST** be consistent with the charity's objects as specified in its governing document – and are therefore a sub-set of the charity's overall objects. A charity cannot appeal for funds, nor can it accept an offer of funds, for something which is not covered by its charitable objects.

A particular issue that trustees should be careful about is that Restricted Funds can **ONLY** be spent on the purpose(s) for which they were given. It would not only be dishonest to accept money on the understanding by the donor(s) that it would be used for one purpose and then to use it for another – it would also be a breach of charity law.

And this applies even if it should turn out that the Restricted Funds received were more than was required for the purpose for which they were given. So, for example, if a charity was able to make some economies and complete a project for less money than was given, or an appeal to purchase an item of equipment raised more than the cost of that item, the trustees would either have to return the unused funds to the donor(s) or seek their explicit permission to use it for a different purpose.

This can be a problem, particularly when the Restricted Funds were raised through an appeal since there could be many donors who would have to be reimbursed a pro rata proportion of their donation and some might be anonymous or, at least, be without any contact details. When running appeals it is therefore a good idea to try to include some statement in the appeal literature which gives donors the option to allow any surplus to be used for “other” purposes rather than being returned to them. There is a principle called *cy-près* (from French, meaning “as close as possible”) which can be invoked to use surplus restricted funds for something similar – but that can be difficult to implement (and may require the explicit approval of the Charity Commission) so it is better to avoid the necessity in the first place.

Trustees also need to be careful not to yield to the temptation to “take advantage” of its Restricted Funds in the event that they find the charity's General Funds to be “under pressure” (*ie*: a “cash flow” problem where, for example, regular unrestricted donations are lower than anticipated). Trustees who “borrow” from the charity's Restricted Funds to cover a short-fall in the General Fund place themselves at considerable personal risk. In the event that the anticipated General Funds did not materialise and the charity was left with insufficient Restricted Funds to complete the purposes for which those Restricted Funds were given the Trustees could well find themselves guilty of imprudent financial management of their charity and be compelled to make up the short-fall from their own pockets.

Trustees should, therefore, require The Charity's Treasurer to produce regular reports on the charity's finances, distinguishing between the General and Restricted Funds, supported where appropriate by documentary evidence (*eg*: bank statements, invoices, expenses claims) of any “unusual” items. And Trustees should not only give those regular financial reports due consideration, they should also not be reticent in asking for clarification of any financial point that they don't fully understand.

## **7.2. Designated Funds**

There is a further category of funds called **DESIGNATED** Funds.

These are charity monies which have been put aside to meet a specific purpose – usually at some time in the future.

A fundamental principle of charity law is that money given for charitable purposes should be spent on the charitable purposes for which they were given. So charities should **NOT** be hoarding funds – *ie*: accumulating unspent funds “in case they might come in useful in the future”.

It is, of course, recognised that it is not prudent for a charity to run on an “hand-to-mouth” existence but should always have a modest reserve of funds to cover the eventuality of an unexpected “rainy day” – *eg*: a shortfall in income which would otherwise leave the charity insolvent. And for that the

charity should have a proper reserves policy in place (and declared in its annual report – see the companion leaflets in this series, 7b&c: Preparing the Annual Report).

But the Charity Commission pragmatically recognises that it is also necessary for charities to be able to put money aside to meet specific future expenditures which are too large to be met from within its “ordinary” budget. For example: the charity realises that its aging minibus, or computer suite, or children’s play area are soon (*ie*: in the next 2 or 3 years) going to need replacing; or its premises enhanced and/or redecorated.

Where such future expenses are too large to be accommodated within the charity’s normal yearly budget (*ie*: normal annual income & expenditure), the Trustees can decide to designate (*ie*: set aside) some of its General Fund money to meet such purposes, perhaps regularly over a period of years.

The characteristics of such **DESIGNATED** funds are:

- They are for a specific identified purpose;
- They have a specific, identified target amount (*ie*: the {*approximate*} amount of money that has to be put to one side to fulfil the purpose fully);
- They have a specific, identified date by which the objective will have been achieved and the money spent;
- They are just part of the charity’s General (Unrestricted) funds – set aside at the discretion of the Trustees. Accordingly they can be returned to the General Fund (*ie*: not used for the purpose for which they were originally designated) at the discretion of the Trustee – *eg*: if the purpose for which the designated funds were being saved had instead been met by another means; or if the Trustees felt that the charity’s priorities had changed and the money would be better-spent on something else.

In those respects Designated Funds are quite different to Restricted Funds and are generally included as part of the General Fund in the Annual Report. EXCEPT that the notes to the Annual Report should always include an explanation what each designated fund is for, the amount allocated to it and by when it will be spent. That way it can clearly be seen by the Charity Commission, and other interested parties (*eg*: donors, funders), that the charity is not just hoarding funds but making prudent provision to cover future expenditure.

## 8. Making Payments to Trustees

Making payments to Trustees is a difficult area which quite often causes confusion with trustees (and others) There are essentially 4 different circumstances under which a charity might make payments to one or more of its trustees. Those 4 circumstances can be very similar and over-lapping – which can further increase misunderstandings and confusions.

Consequently, making payments to trustees – and the pitfalls when doing so – is treated as a distinct issue for which there is a specific guidance leaflet.

But, in summary, those 4 areas are:

### 8.1. Payments for Being a Trustee

**The 2011 Charities Act Under charity law, Trustees should be volunteers and not be remunerated/paid for their services to the Charity as a Trustee<sup>1</sup>.**

However, the reimbursement of Trustee expenses come under the same Private Benefits “umbrella” as any other payments to people who are not the direct beneficiaries of the charity’s charitable purposes,

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<sup>1</sup> *There are some exceptions to this, and there are some cases where Trustees are paid for their services to their charity. But this is uncommon and requires the explicit permission of the Charity Commission (eg: for large complex charities where the duties of Trustees are particularly onerous). They are therefore unlikely to apply to the typical small charity.*

as described in section 6.1b above. *ie*: Trustee claims for reimbursement of their expenses are only allowable if they meet the 3 criteria of NECESSARY, REASONABLE & INCIDENTAL described above and are for expenses which were ACTUALLY incurred – *eg*: the refund of a train ticket for a journey on *bona fide* charity business for which the ticket or purchase voucher is produced showing the amount paid. It is not permitted to pay a Trustee an fixed “expenses allowance” (*eg*: £20/month) to “cover expenses”, whether or not any expenses were actually incurred. The reason for this is that any surplus (*ie*: unspent expenses allowance) is regarded as a “private benefit” which is illegal under charity law and as taxable income by HM Revenue & Customs.

## **8.2. Payments to Trustees for Other Services to Their Charity**

The Charities Act requires that all charities be Not-For-Profit –*ie*: they cannot be set up as businesses to provide an income for their “owners” and employees.

But Trustees CAN be paid for certain services that they provide to The Charity provided that those services are NOT part of their duties as a Trustee AND if their governing document allows it.

However, the circumstances under which this is allowable vary considerably both according to the nature of the services being provided and to the provisions of the Charity’s governing document.

More detailed guidance on when payments can be made to Trustees, and when they cannot, can be found in the companion leaflet, 4d: Payments to Trustees.

## **9. Conflicts of Interest**

**Contrary to common belief – Conflicts of Interest are often a GOOD THING !!**

### **9.1. What a Conflict of Interest is Not.**

It’s very common, even at the mere mention of a “Conflict of Interest”, for people to start thinking suspiciously of the individuals concerned having covert agendas and disreputable schemes for greedy selfish gains.

So we need to be absolutely clear that there's nothing immoral or illegal in Conflicts of Interest *per se*. On the contrary, they are absolutely normal and inevitable in individuals and groups who are enthusiastic, active and dynamic in their interests – exactly the kind of people who make good charity Trustees and volunteers.

Impropriety and illegality only come in when what would otherwise be entirely legitimate Conflicts of Interest are not properly declared, acknowledged and managed.

### **9.2. Why Conflicts of Interest Occur.**

This can be due to deliberate exploitation of the situation by one party for their personal benefit.

By "deliberate exploitation" is meant that the party concerned KNOWS (or, at least, suspects) that what they are doing is wrong/immoral/illegal but carries on doing it anyway. Such deliberate exploitation is clearly totally unacceptable, is often illegal (particularly in a charity situation if charitable funds are being diverted away from the charitable activities for which they were donated) and must be stopped as soon as it is recognised and the individual "dealt with appropriately".

Fortunately this is relatively uncommon.

More commonly, it can be due to people being unaware of the legal environment in which they are operating and so act in an improper (perhaps even illegal) way under the misapprehension that they are doing the right thing in the best interests of the organisation.

But "ignorance of the law is no defence" is a widely held and accepted maxim.

Also very common is the presumption that all Trustees are “very honest and respectable” and therefore wouldn't do anything that wasn't in the best interests of the charity - *ie*: “we don't have to worry about Conflicts of Interest in **OUR** charity because we never have any !!”.

Trustees who adopt a cavalier dismissive approach to either/both their own Conflicts of Interest or to those of others will find little sympathy from the Charity Commission should those Conflicts of Interest result in significant misuse of the charity's funds or resources.

It is therefore vitally important that all Trustees take a very open approach to declaring any Conflicts of Interest that they think they might have ("If in doubt, declare it" is a good maxim) and are very accepting and supportive of the Conflicts of Interest declared by others (including other volunteers, members and staff, as well as fellow Trustees). A well-maintained Register of Conflicts of Interest is the best defence against suspicions or accusations of impropriety against individual Trustees

### **9.3. What a Conflict of Interest is.**

The Charity Commission's guidance publication defines "Conflicts of Interest as:

*"Any situation in which a trustee's personal interests, or interests that they owe to another body, may (or may appear to) influence or affect the trustee's decision making."*

<https://www.gov.uk/government/publications/conflicts-of-interest-a-guide-for-charity-trustees-cc29>

and goes on to cite the following examples of Conflicts of Interest:

- direct financial gain or benefit to the trustee, such as:
  - payment to a trustee for services provided to the charity
  - the award of a contract to another organisation in which a trustee has an interest and from which a trustee will receive a financial benefit
  - the employment of a trustee in a separate post within the charity, even when the trustee has resigned in order to take up the employment
- indirect financial gain, such as employment by the charity of a spouse or partner of a trustee, where their finances are interdependent
- non-financial gain, such as when a user of the charity's services is also a trustee
- conflict of loyalties, such as where a trustee is appointed by the local authority or by one of the charity's funders, or where a friend of a trustee is employed by the charity

**Every charity should have a Conflicts of Interest policy and all Trustees (and others who are, or might be, involved in the management of The Charity) must declare that they have read and will comply with The Charity's Policies & Procedures on Conflicts of Interest**

## **10. Participation in Trustees Meeting**

As has been noted, as a Trustee you have an equal responsibility with all the other Trustees for **ALL** the decisions properly taken at Trustees meetings, whether or not you voted in favour of the decision, or even whether or not you were present at the meeting where the decision was taken.

It is the role of the Chair of the Trustees' meeting to ensure that the business is conducted in an orderly fashion (*ie*: all the topics on the agenda are allocated enough time to allow them to be discussed properly and fully so that appropriate decisions can be made) and to ensure that the views and proposals of all Trustees are heard and considered fairly and respectfully.

Where Trustees feel that the meeting is not being conducted in an orderly and respectful way it is their right – indeed their DUTY, in the interests of the charity's donors & beneficiaries – to call attention to that and to have it corrected.

Unlike some organisations where the Chair "rules the roost", under charity law the Chair of a charity is just a "*primus/prima inter pares*" – first amongst equals. Unless the charity's governing document explicitly says otherwise (and very few do – particularly those of small charities) the Chair has no more rights than any other Trustee. The Chair is **NOT** entitled to use his/her position to suppress or veto the views and proposals of other Trustees to promote his/her preferred views and proposals.

For more information on this, and more general issues in managing Trustees' meetings, see the companion guidance notes: **4b: Typical Roles & Responsibilities of the Chair.**

It is therefore vital that you take seriously your commitment to attend all Trustee meetings whenever possible and that you prepare properly for the meeting by making sure that you have gone through all the papers and documents which are on the agenda. Not only is it unfair and disrespectful to your fellow Trustees to waste everybody's time by asking unnecessary questions or making irrelevant comments because you had not properly read the documentation ahead of the meeting, it is also no excuse if a decision is taken with which you subsequently disagree because you were not properly aware of the implications of the matter at the time.

## 11. Fit & Proper Person

It is a requirement of HM Revenue & Customs that all persons involved in the financial management of The Charity (which includes all Trustees) are "Fit and Proper Persons".

HMRC has published a short help-sheet which is mandatory reading,

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/392977/model-dec-ff-persons.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/392977/model-dec-ff-persons.pdf)



And there is more detailed guidance on the HM Revenue & Customs website:

<https://www.gov.uk/government/publications/charities-fit-and-proper-persons-test/guidance-on-the-fit-and-proper-persons-test>



There is a "Fit & Proper Person" declaration at the end of this leaflet.

## 12. Information on Trustees

From time to time it will be necessary to provide personal details of Trustees and, occasionally, others who have key executive roles in your charity. For example: when registering your charity with the Charity Commission, HM Revenue & Customs or opening a bank account.

It will save everyone time and hassle in the long-term if you collect all the information "up front" when appointing Trustees rather than having to contact individual Trustees for specific bits of information on an *ad hoc* basis. The "Information on Trustees" sheet at the end of this leaflet can be used to facilitate that, though not all of the information it requests will be required on every occasion.

As the information is of a personal nature it comes within the provisions of the EU General Data Protection Regulations, administered in the UK by the Information Commissioner's Office. So you require the explicit consent of potential Trustees to collect, hold and use their personal data. For more information on how GDPR requirements can be met, see the guidance and example policies for GDPR on the "Policies & Procedures" page of the Small Charity Support website.

### 12.1. Trustees' Declaration of Eligibility and Responsibility

All Trustees must sign a formal "Declaration of Eligibility and Responsibility" using the wording prescribed by the Charity Commission. Unfortunately the Charity Commission sometimes changes the format and precise wording of the declaration and will not accept anything other than the latest version. So rather than providing a copy with this leaflet you should go directly to the Charity Commission website to download the latest version from there. (And a word of warning – if you use a search engine – eg: Google, Bing, - they sometimes find old versions of the form. So it is suggested that you go to the Charity Commission website Home Page and use the search field there to locate the latest version of "Trustees Declaration".

Note that the Charity Commission's form has spaces for up to 4 Trustees to sign the declaration. But each Trustee dates their own declaration. So it is NOT NECESSARY for all Trustees to be together to sign their declarations at the same time. For charities with scattered Trustees, even being able to sign separately can be something of a problem if that means that the form still has to be posted round for signatures – particularly if a partly signed form gets delayed – or, worse, lost – in the post. So it is also useful to note that there is no legal requirement that ALL Trustees sign on the same form. Indeed, any charity with more than 4 Trustees has to have at least some of its Trustees signing different forms. So if posting declaration forms around is a potential problem, several forms with fewer signatures could

be used. However, when scanning the signed declaration forms to be submitted to the Charity Commission you should scan multiple forms into a single multi-page PDF file.

If, subsequently, new or additional Trustees are appointed they should also sign the declaration form. However, there doesn't appear to be any requirement to submit such new/additional declarations to the Charity Commission. But the additional forms should be held securely, but available, should the Charity Commission ever demand to see them.

## **12.2. 'Fit and Proper Person' Declaration**

Because charities have certain taxation concessions, eg: eligibility for Gift Aid, the Trustees of any charity must meet the HM Revenue & Customs requirement of being a "Fit and Proper Person".

As with the Charity Commission's required declaration of "Eligibility and Responsibility", the statement of being a "Fit and Proper Person" is liable to change from time to time. So it is recommended that whenever appointing Trustees and getting them to sign their "Fit and Proper Person" statement you search on the internet for the latest rulings and wordings to be used.

But in essence:

*The Finance Act 2010 introduced a definition for tax purposes of charities and other organisations entitled to UK charity tax reliefs (referred to as 'a charity' or 'charities' in this guidance). The definition includes a requirement that to be a charity an organisation must satisfy the 'management condition'.*

*For a charity to satisfy the management condition its managers must be 'fit and proper persons'. There is no definition in the legislation of a 'fit and proper person'. This guidance explains how HMRC applies this test to people who have the general control and management of the administration of the charity. HMRC assumes that all people appointed by charities are fit and proper persons unless HMRC holds information to show otherwise. Provided charities take appropriate steps on appointing personnel then they may assume that they meet the management condition at all times unless HMRC considers it necessary to make further enquiries.*

*Copied from HMRC guidance as a January 2019*

Similarly, there seems to be no requirement that "Fit and Proper Person" declarations have to be submitted to HMRC; but they should similarly be held securely and available should HMRC specifically request to see it/them.