

THE CIVIL SERVICE BENEVOLENT FUND

England & Wales · Charity number 1136870

Details

Other names	THE CHARITY FOR CIVIL SERVANTS
Status	Registered
Legal form	Charitable company
Company number	07286399
Registered	2010-07-14
Register	View on the Charity Commission register

Contact

Address	The Charity For Civil Servants 5 Anne Boleyn's Walk Cheam Sutton Surrey SM3 8DY
Phone	08000562424
Email	hello@cfcs.org.uk
Website	www.cfcs.org.uk

Activities

Objects: For the public benefit, to relieve from suffering, hardship or distress (whether financial or otherwise), and to promote and sustain the wellbeing of Civil Servants, former Civil Servants, Public Body Employees or former Public Body Employees, employees and former employees of the Charity (and any predecessor organisation of it) and their dependants including without limitation by: i. offering lifelong practical, financial and emotional support, advice and guidance; ii. providing direct support to individuals, using other available channels to enable civil service communities to connect and support each other, and collaborating with other organisations.

Activities: The Charity provides grants in money or kind, either directly or to an organisation that will provide relief from suffering, hardship or distress, financial or otherwise. The Charity's prime beneficiaries are Civil Servants, former Civil Servants, Public Body Employees or former Public Body Employees, and their dependants.

Classification

- **How:** Makes Grants To Individuals, Makes Grants To Organisations, Provides Services, Provides Advocacy/advice/information
- **What:** The Advancement Of Health Or Saving Of Lives, Disability, The Prevention Or Relief Of Poverty
- **Who:** Other Defined Groups

Geography

- **Area of benefit:** UNDEFINED. IN PRACTICE, NATIONAL
- Northern Ireland
- Scotland
- Throughout England And Wales

Finances

Period end	Income	Expenditure	Assets	Employees
2025-12-31	£5,579,000	£7,360,000	£26,391,000	76
2024-12-31	£4,569,000	£7,351,000	£25,652,000	75
2023-12-31	£4,416,000	£8,005,000	£27,131,000	92
2022-12-31	£5,135,000	£8,551,000	£28,385,000	100
2021-12-31	£4,790,000	£7,938,000	£34,899,000	95
2020-12-31	£5,325,000	£8,192,000	£37,258,000	110

Trustees

Name	Role	Appointed
Alban Stowe		2025-02-28
Amrita Brember		2025-07-25
Angela MACDONALD		2024-07-12
Anne Spinali		2025-11-28
Dr Catherine Blair		2025-11-28
Hannah Riley		2026-07-08
Jerome Glass		2026-05-15
Lorraine Jackson		2025-07-25
Luke John Treadwell		2023-03-31
Malini Nebhrajani		2026-05-15
Michael Jonathan Smith		2022-07-08
Oak Watson		2026-07-08
Sonia Clare Phippard		2021-12-06

THE CIVIL SERVICE BENEVOLENT FUND

England & Wales - Charity number 1136870

Accounts

**CHARITY
FOR CIVIL
SERVANTS**

ANNUAL REPORT AND ACCOUNTS

for the year ending 31 December 2025



The Civil Service Benevolent Fund operating as the Charity for Civil Servants

CHARITY FOR CIVIL SERVANTS

ANNUAL REPORT AND ACCOUNTS

For the year ending 31 December 2025

The Civil Service Benevolent Fund operating as the Charity for Civil Servants

Address: 5 Anne Boleyn's Walk, Cheam, Sutton, SM3 8DY

The Trustees of the Charity for Civil Servants present their Annual Report for the year ended 31 December 2025 under the Charities Act 2011 and the Companies Act 2006, including the Trustees' Annual Report comprising the Strategic Report and the Directors' Report under the 2006 Act together with the audited financial statements for the year.

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CHAIR'S FOREWORD

Welcome to your Charity's Annual Report and Accounts for 2025.

Now, more than ever, it's vitally important that the Charity for Civil Servants is here to support all current, former and retired civil servants when times are tough. The Charity's historic mission has never been more relevant, with one in ten civil servants applying to us for support at some point in their lives.

We want to reassure all civil servants, past and present, that we are your charity for life – here to support whatever difficulties you are facing.

As Chair of the Charity and reflecting on our impact in 2025, I can report that the Charity spent over £6.18m in providing over 73,000 instances of help.

In 2025, with the whole-hearted support of the Cabinet Secretary, the Charity continued to nurture deeper relationships and bonds across the UK Civil Service. We are forging stronger ties with Government People Group, Cabinet Office and growing meaningful connections across all departments, devolved nations and staff networks.

The Charity's Mental Health and Wellbeing Conference in October continues to go from strength to strength. Over 13,500 people signed up for our free annual online event in 2025, demonstrating the high regard in which our in-house team are held across the Civil Service.

Fundraising is continuing to improve with more civil servants than ever supporting one another through our Community Lottery, Mega Miles Challenge and Festive Jumper Day. Whilst it is evident that civil servants' generosity spans many charitable causes, it has become abundantly clear this past year that the financial ability of the Charity for Civil Servants to support those in need is only made possible through the generous contributions of civil servants and the Civil Service itself.

Alongside support from the Cabinet Office and the Northern Ireland Civil Service, I am also grateful for the support we have once again received from the Civil Service Insurance Society, CSIS Charity Fund and Boundless. I am encouraged to see the growth in partnerships across 2025 and welcome the contributions of Newton, Autumna, Purple and Pearn Kandola to our work and community. This year, we also welcomed a new media partnership with Civil Service World, meaning more civil servants than ever before will hear about our vital mission.

A special thanks must go to our supporters, donors, partners and volunteers, whose dedication makes such a difference.

I would also like to pay tribute to the hard-working staff of the Charity and my fellow Trustees for their commitment and continued determination throughout the year.

Last year, we set out a new 2025-29 strategic plan. In spite of challenging headwinds, the Trustees, Executive Team and I are confident that the Charity for Civil Servants has made significant positive progress since our last report. I am encouraged that we are on course to meet the growing demands for our services in the year to come – and for many years to come.

Finally, as I near the end of my tenure as Chair of Trustees at the Charity, I'd like pass on my final thanks to all Trustees and to everyone in the Charity who have made such powerful contributions toward the community we were created to serve 140 years ago. The Charity's work makes such an important difference to the lives of so many people and that is something of which you should be rightfully proud.



Sir Peter Schofield KCB
Chair of Trustees



CEO'S STATEMENT



Jonathan Freeman, MBE, DL
Chief Executive Officer

2025 has been a year of important progress for the Charity for Civil Servants as we continued our historic mission of helping people overcome life's challenges and thrive. At a time when many individuals and families are facing increasing pressures, the importance of our work has never been clearer.

Throughout the year we strengthened our position at the heart of the Civil Service community, working even more closely with Government departments and wider public body organisations across all corners of the UK. These deeper collaborations help ensure that civil servants know that support is available from the Charity when they need it.

We also made a strong start to the first year of our five-year strategic plan, setting the foundations for sustainable growth and a positive future for the Charity through to 2029. As part of this work, we continued to increase our Help and Support spend while also taking important steps to reduce our deficit and strengthen our financial position.

Demand for our services remains high. We know that one in ten civil servants will apply to us for help at some point in their lifetime. In 2025 alone, the Charity provided more than 73,000 instances of help to current, former and retired civil servants. Put another way, every 16 minutes someone came to us for support - that's an average of 544 requests each month. 60% of all cases related to financial assistance, demonstrating the importance of our historic role as a benevolent fund.

Behind every one of these numbers is a person facing a challenge and a community ready to support them.

Alongside this direct support, we worked hard to strengthen our presence across the wider Civil Service community. Our team spent more time than ever engaging with departments and colleagues across government, including attending CS Live events across the UK, speaking to 20,000 civil servants, while gaining over 10,000 new sign-ups to our communications.

We were also proud to deliver several flagship campaigns and events during the year. Our Mental Health and Wellbeing Conference reached over 13,500 people, helping to spark important conversations about wellbeing across the Civil Service. Initiatives such as our Mega Miles Challenge and other community activities brought thousands of people together while also supporting the Charity's vital work.

Like many charities, we have navigated a challenging external environment. The economic climate continues to affect disposable income and, in turn, charitable giving and fundraising. At the same time, we have been investing in improvements to our internal technology infrastructure to ensure we can continue to deliver effective and efficient support in the years ahead. We are very proud that, against this background, we have increased income for the second year in a row as well as reduced our core costs to maximise expenditure devoted to our charitable purposes.

Looking forward, our focus for 2026 is clear. We will continue working to increase our income so that we can support even more people in need while achieving long-term financial sustainability. We will also grow awareness, participation and loyalty across the Civil Service community, ensuring that every current, former and retired civil servant knows they can reach out for free help and support whenever they need it — because we are truly Your Charity for Life.

We will also continue to build strong relationships with key stakeholders. With the unanimous backing of every Permanent Secretary, 2025 saw the launch of the Charity's Senior Civil Service Ambassadors network. With Ambassadors active in every Government department and devolved nation, we now have a motivated network of senior officials committed to acting as a bridge between the Charity and the community we support. In this way, we are integrating our mission more closely across Government than ever before.

Finally, 2026 will be a particularly special year as we celebrate the Charity's 140th anniversary. This milestone provides an opportunity not only to reflect on our history and impact, but also to ensure we are fit for the future and ready to support generations of civil servants to come.

None of this would be possible without the dedication of our staff and volunteers, the generosity of our supporters, and the commitment of civil servants across the UK who champion our work. Thank you for your continued support.

Together, we will continue helping our people overcome life's challenges and thrive.

Thank you

A handwritten signature in black ink, appearing to read 'J Freeman', followed by a horizontal line.

Jonathan Freeman, MBE, DL
Chief Executive Officer

STRATEGIC REPORT



OUR MISSION

Helping people to overcome life's challenges and thrive.



OUR PURPOSE

We've grown and changed over the years but still have the same purpose to support civil servants.



OUR NORTH STAR

To embed the Charity for Civil Servants back into the heart of the Civil Service community

STRATEGIC VISION

By the end of 2029, our goals are to be increasing our income and providing help to even more people in need, achieving financial sustainability

STRATEGIC AIM 1

Deliver powerful social impact through the provision of high quality help, advice and support to our community.

STRATEGIC AIM 2

Establish a strong and sustainable funding position through effective and innovative fundraising approaches.

STRATEGIC AIM 3

Ensure that the Charity is increasingly well respected, actively supported and promoted across our Community.

ENABLING AIM:

Provide effective support to the Help, Advice & Services and Fundraising & Communications teams, providing insightful information while enabling sound decisions and ensuring that our people are developed and motivated in their roles.

ACCOUNTABLE

COLLABORATIVE

DECISIVE

INCLUSIVE

KIND

We are the occupational charity for more than 1.5 million current and former civil servants (plus their financial dependants), and a wider group of public body employees. Over the years, we have developed our support so we can respond to the needs of our community. We don't just give financial help but give information, advice and access to a variety of services.

Our Charitable Purposes

For the public benefit, to relieve from suffering, hardship or distress (whether financial or otherwise), and to promote and sustain the wellbeing of Civil Servants, former Civil Servants, Public Body Employees or former Public Body Employees, employees and former employees of the Charity (and any predecessor organisation of it) and their dependants including without limitation by:

- offering lifelong practical, financial and emotional support, advice and guidance;
- providing direct support to individuals, using other available channels to enable civil service communities to connect and support each other, and collaborating with other organisations.

REVIEW OF 2025

SERVICE DELIVERY REVIEW

We offer support to currently serving, former, retired and financial dependants of eligible bodies—around 1.5 million people.

Our charitable objects include relief from hardship or distress (whether financial or otherwise) for the public benefit of current or former civil servants and their dependants. Grants are made within our charitable objects and the agreed strategy of the Charity. In 2025, we spent £1.6m on financial grants alone.

In addition to financial grants, we provide caring, health and wellbeing conversations, money advice and guidance, including debt and budgeting, and signposting to relevant professional support.

The Trustees consider public benefit, legislative changes and extra or changing needs when setting the policy. As part of our wider public benefit, we maintain a website with digital support and content relevant to the wider public, including information on caring and syndicated tools such as Money Helper calculators. We offer one-to-one support, as well as events for larger audiences, such as our annual Mental Health and Wellbeing Conference.

We work with civil service staff networks, relevant organisations and Departmental leads (for example in HR and Wellbeing) to ensure our services are relevant and complement any workplace support (for example Employee Assistance Programmes). We also work with organisations such as Carers UK, the Civil Service Retirement Fellowship, Money Advice Service, and the Association of Charitable Organisations to ensure we keep up to date, and we use Civil Service data in the public domain, such as the annual People Survey, to inform our financial assistance and service development.

Of our total payments in financial assistance, we made over 11,900 one-off payments to a value of £1.5m. Our SORP categories are shown with percentages below:



STATEMENT OF RECOMMENDED PRACTICE (SORP) CATEGORIES



GRANT MAKING POLICY

All grants are subject to a formal approval process. We award grants based on the four principles below:



- **Eligibility** – the applicant must be a current, former or retired eligible person, or their financial dependant;
- **Circumstances** underlying the need, for example ill health, caring, bereavement, domestic abuse, relationship breakdown, reduced income or unsafe accommodation;
- **Need** – identifying the specific needs and which needs should be prioritised;
- **Alternative resources** – for example entitlement to benefits, or grants from other charities. In some cases, this may be additional help rather than alternative help.

Grants include financial help payments for a range of situations, including household items and bills, mobility equipment and adaptations, payments to third party suppliers for advice and counselling, and digital apps and resources to support wellbeing.

GOALS & OBJECTIVES, ACHIEVEMENTS & SUCCESSES

The Charity embarked on the first year of our five-year Strategic Plan in 2025, making good progress across our strategic objectives while adapting to both internal developments and external pressures.

Our Mental Health and Wellbeing Conference expanded significantly, offering a wide range of content and reaching more than 13,500 people, with further engagement through on-demand access. This, combined with other help webinars and self-serve resources, enabled us to meet our outreach targets and directly support our charitable aims. This significantly underpins our lead objective to deliver cost effective impartial financial and wellbeing help.

Another key objective is to clearly define our help services. We redefined our help categories into three tiers, producing clearer baseline data

that enables greater understanding of reach and applicant make-up. We also clarified the eligibility of individuals employed by public bodies and public service organisations, strengthening our capacity to deliver support to those in need.

We completed an independent interim Social Return on Investment study, demonstrating that each £1.00 spent generated £4.73 in social value. Evaluation processes for conferences were successfully embedded, and a review of the Help, Advice and Services (HAS) policy was completed, with recommendations approved by the Board in July and implemented in August 2025, including an uplift in financial assistance to reflect cost of living pressures.

Progress on simplifying our application and partnering with Lightning Reach was constrained by wider infrastructural

dependencies related to the Customer Relationship Management (CRM) and portal redevelopment planned for 2026; nevertheless, we undertook a review of process simplification and terminology to prepare the ground for future improvements.

Our final key objective, reaching a wider audience, included targeting more retired civil servants and working successfully in collaboration with the Civil Service Retirement Fellowship on dementia awareness and participation in the Civil Service's Charities and Partners Week and Civil Service Live sessions, raising awareness of our services and strengthening sector relationships. Changes to the midlife MOT prompted a revision of the Staying Well Plan, which is now being reshaped into a broader retirement hub for launch in 2026.

We also deepened our engagement with wellbeing leads across departments through listening circles, cross-government Wellbeing & Attendance Network meetings, and bespoke webinars for teams including Ministry of Justice, HM Prison and Probation Service, and HM Courts and Tribunals Service. These achievements reflect meaningful progress toward our strategic aims, though reliance on broader infrastructure projects and shifting external factors, such as cost of living trends and government-wide wellbeing initiatives, shaped the pace and priority of some developments.



IMPACT & BENEFICIARY STORIES

Service Delivery

In 2025, the Charity for Civil Servants provided over

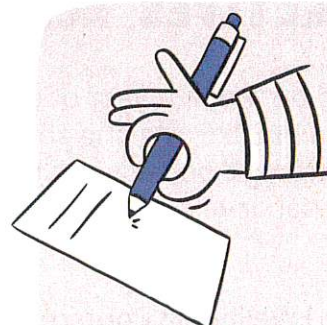
73,000

instances of help, comprising:



32,079

instances of
information &
resources.



6,534

instances of
casework.



34,800

instances of self-service support.



Every
16 MINUTES
someone asked the
Charity for help.

60%
of all case support
was related to
financial assistance.



Independent research
demonstrates that each £1
we spend generates
£4.73
in social value.



1 IN 10
civil servants
will apply to the
Charity during
their lifetime.

These are just a couple of our many stories that demonstrate the clear impact the Charity can offer an individual needing our help and services:



After the devastating loss of her baby daughter, Umme turned to the Charity for both emotional support and help with funeral costs at a time when her family was already under financial strain. Her story is a powerful example of our compassionate, joined-up support when life changes in an instant.

“ I needed to turn to someone who wasn’t family, wasn’t a friend, wasn’t somebody that knew me and somebody who wouldn’t judge me. Somebody who wanted to listen to me and to help me. ”



DOM'S STORY



When his father John was diagnosed with brain cancer, Dom became a carer overnight. The Charity helped him work out how to get the support he needed from his department, including practical tools such as a Carer's Passport and Carer's Statement. His story shows how the Charity can provide practical, workplace-focused support at moments of sudden change.

“Their support allowed me to focus on the things that mattered most, making precious memories with Dad, and committing to the time we had left to be with him. ”



WHAT PEOPLE SAY ABOUT OUR SUPPORT

The impact of our work is best understood through the voices of the people we support. These reflections show how the Charity provides compassionate, practical and joined-up help when life gets tricky, while also creating long-term confidence and stability.



“ I just want to say a massive thank you for all your help for myself and my children. You don't understand what it means to me that we will finally be safe. Thank you from the bottom of my heart. ”

“ Me and my partner have now finished couples counselling, and we have been able to rebuild our relationship with techniques that will last and benefit us for a lifetime. ”

“ The wellbeing conversations have been really helpful. To see my stress levels decrease and learn how to manage them more effectively. I feel more confident when things get difficult in the future. ”



“ I have just received the decision letter and your hugely kind decision to clear my rent arrears. I can't tell you how grateful and relieved I am. I have informed the landlords. ”

“ Thank you also to the money advisor, who has also helped me with much needed advice, guidance and support to help me get my finances in order. ”

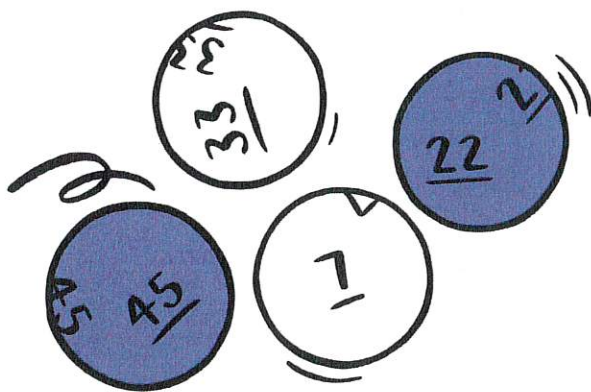
“ Thank you so much. I'm actually crying. Once I get back up on my feet, I will be donating towards the charity, and I will be telling everybody I know how much you have helped me; I appreciate the help so much. It's been a really tough couple of months, and I can now have my son stay over at my new place. ”

The feedback we receive reflects the breadth of the Charity's support, from financial assistance and money guidance to wellbeing conversations and relationship support. Together, these comments show that our support is immediate and compassionate, and also practical, empowering and lasting.

FUNDRAISING & COMMUNICATIONS REVIEW

Throughout 2025, we continued to build awareness of the help the Charity offers, while strengthening relationships with key stakeholders to grow our access to audiences and increase fundraising.

We raised funds for the Charity from generous regular donors, most of whom donate monthly through their pay, as well as from those who take part in our Community Lottery, participate in our fundraising events, leave a gift in their will, give a grant or organisational donation or make a one-off donation through our website or by post.

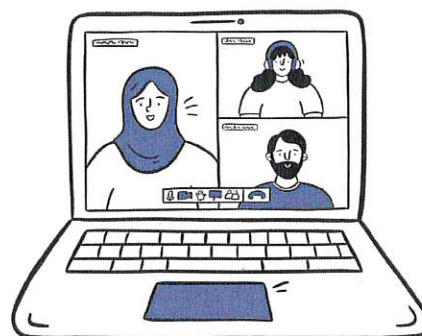


Our work with the Civil Service community continued to grow with involvement in the Cabinet Office-led Charities & Partners Week in March, followed in May by more than 5,000 people taking part and raising funds through our Mega Miles Challenge, bringing together colleagues across the UK Civil Service. The Mega Miles Challenge raised nearly £80,000 to help ensure that no civil servant has to face life's challenges alone.

During June and July, the Charity played an active part in Civil Service Live, a conference reaching seven venues across the UK and a chance for 20,000+ civil servants to hear about the help and services the Charity offers. During this time, 10,000 more civil servants signed up to stay in touch with the Charity.

In August, our CEO achieved a 6-mile Pedal with Purpose bike ride with JP Marks CB, First Permanent Secretary of HMRC, and every pound raised (up to £1,500) was generously doubled by Newton, achieving over £5,000 in donations.

Grant income is an important source of income. We received generous support from across the Civil Service through the Cabinet Office and from the Northern Ireland Civil Service. We were also delighted to receive £75,000 from the CSIS Charity Fund which is entirely funded by the Civil Service Insurance Society.



We delivered the online Mental Health and Wellbeing Conference in October with over 13,500 participants registered to hear about topics including mental health, carers services, financial support and advice and more. This year we also introduced partnership packages securing an extra £32,500, building sustainability and income for the Charity.

2025 finished with our Christmas fundraising campaign combining an appeal and Festive Jumper Day event, again bringing together civil servants across the UK to support their Charity. This fundraising activity raised £24,033, including gift aid.

As ever, we would like to take this opportunity to thank every single person and organisation who supported the Charity through making a donation, raising funds or giving their time.

We could not do it without your generous support.

RESPONSIBLE FUNDRAISING & MARKETING

We always endeavour to maintain the highest standards of ethics and welfare when delivering our fundraising and communications.

Our [supporter promise](#) outlines the commitment made to our supporters and the public, affirming that we ensure that our fundraising is legal, open, honest and respectful.

The responsible management for our fundraising and communications includes a Data Steward to ensure we comply with UK legislation around data and privacy, procedures and mitigations (including Cyber

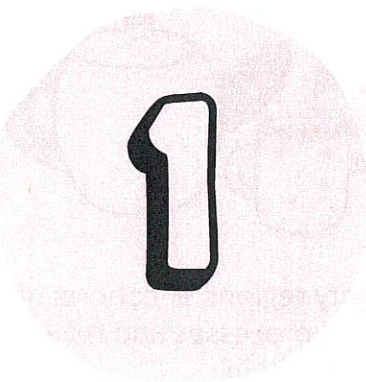
Essentials+) to secure and maintain accurate and up-to-date records, safeguarding to ensure we look after vulnerable supporters and an ethics policy to ensure our approach adheres with our charitable purpose and legal requirements.

The Charity is registered with the Fundraising Regulator and income generation activities are aligned with the Code of Fundraising Practice.

Our website outlines our [complaints and other policies](#) for the public and clearly explains how an individual can contact the Charity. No formal complaints were made in 2025.

AMBITIONS & PLANS FOR 2026

As part of the planning process for 2026, we evaluated our performance in 2025 and noted the lessons learned to support improvements as follows:



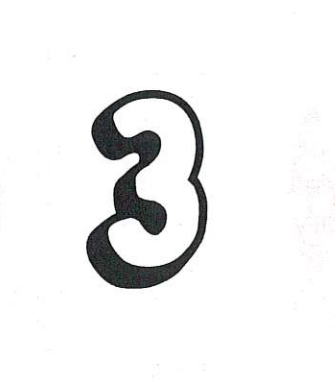
1

**Strengthen
planning and
prioritisation**



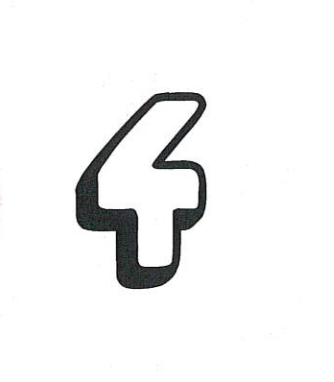
2

**Improve
communication
and engagement
internally,
understanding
interdependencies**



3

**Simplify and
focus on core
infrastructure,
addressing
technology
challenges
and efficiency
improvements
required**



4

**Enhance
collaboration
and flexibility**



Our 2026 Business Plan brings together the Key Performance Indicators (KPIs) against which we will assess progress. The Plan is the culmination of a detailed collaborative exercise across the Executive Team and beyond, throughout which we challenged and tested each other's thinking; the resulting Plan is one to which we are collectively committed.

We have grounded the 2026 Plan in clear longer-term strategic aims and objectives, measures by which to effectively monitor

success, and better reporting structures which are designed to provide transparency and accountability for ourselves and Trustees.

By the end of 2029, our goals are to increase our income and provide help to even more people in need, achieving financial sustainability.

This means that we intend the Charity to be in a break-even financial position by the end of 2029.

LOOKING AHEAD

HELP, ADVICE & SERVICES

In 2026, we will review all service offerings, including financial grants, through a Theory of Change framework. This will help us capture the outcomes and impact and maintain our relevance. Alongside this, we will be undertaking a gap analysis to identify regions or cohorts of people we need to reach. We are seeking to simplify some of our internal processes and review our application process to ensure it is clear and intuitive for people seeking help.

We feel strongly that the long-term success of the Charity is dependent on our ability to meaningfully respond to the growing demand on our services.

In 2026, HAS will focus on strengthening its social impact by building on the Bean Research findings and deepening our understanding of Social Return on Investment (SROI), ensuring we capture the combined value of our services. We will review our service delivery to improve efficiency and increase our reach, whilst continuing to deliver high-quality direct support to individuals through our Grants, Money Advice and Wellbeing teams. We will also deliver our flagship Mental Health and Wellbeing Conference in October, along with key campaigns such as Carers Week in June and Talk Money Week in November, using our specialist expertise to engage and support civil servants with these important subjects.



FUNDRAISING & COMMUNICATIONS

This directorate will focus on establishing a strong and sustainable funding position for the Charity through an effective and innovative range of fundraising approaches that inspire and engage our community and other supporters.

This will include recruiting new regular donors, engaging grant givers and corporate donors, growing our legacy giving programme and developing supporter retention across all areas of giving.

Our Communications team and our Community Engagement team will be focussed on building awareness across the Civil Service community throughout the UK and Northern Ireland. The outcomes of their work will be increasing levels of awareness, engagement and loyalty.



We will be making site visits to a number of locations, including Belfast, Edinburgh, Cardiff, Glasgow, Darlington, Leeds, Newcastle, Liverpool and Croydon, and many more. Being out in our community and meeting the civil servants we support not only raises awareness of how people can get involved with the Charity, but also ensures colleagues know that we are their Charity for Life, providing free, confidential support for life.

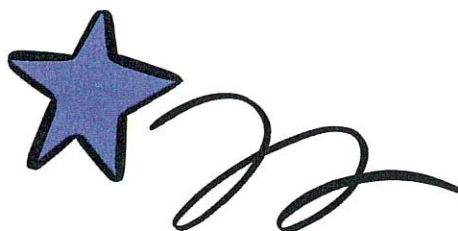
GOVERNANCE REPORT

GOVERNANCE MANAGEMENT, CONSTITUTION & MEMBERSHIP

The Civil Service Benevolent Fund was incorporated on 16 June 2010 as a company limited by guarantee (company number: 7286399) and is governed by its Articles of Association. In May 2012, the company began operating under the name "The Charity for Civil Servants". The Charity is registered with the Charity Commission in England and Wales (number: 1136870) and is on the Scottish Charity Register (number: SC041956). The Charity has one subsidiary, CSBF Enterprises Limited, registered in England and Wales (company number: 03119311) and more detail is available under Note 11(c) to the accounts.

The Charity has been granted continuous patronage by the Monarch since Queen Victoria in 1886 which continues under HM King Charles III.

The Charity is governed by a Trustee Board of between 8 and 12 Trustees whose Chair is appointed by the Cabinet Office per the Articles of Association. The Board is responsible for setting the Charity's strategic



direction, monitoring the delivery of the Charity's objectives and upholding its values and governance. To achieve this effectively, the Board regularly reviews the structure, size and composition of the Board to ensure it has the necessary skills, knowledge and experience required. This involves an annual board effectiveness review which identifies gaps and informs recruitment.

Trustees are appointed for an initial term of three years, to provide an orderly succession, and are eligible to serve a second term, up to a maximum of six years. Therefore, the

Charity recruits new trustees on a regular basis to fill Board vacancies as and when they arise through open advertising or the services of external advisers to identify candidates. All recommended candidates are reviewed by the existing Board and appointed by resolution of the Trustees at the Annual General Meeting. Where a vacancy occurs outside the annual recruitment process, Trustees may be appointed to the vacancy until the next AGM.



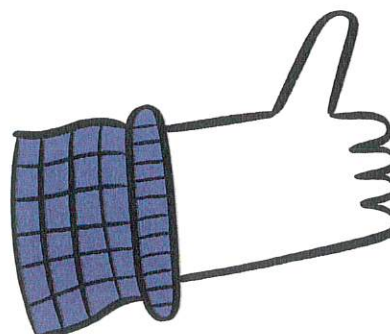
TRUSTEE RESPONSIBILITIES

The Trustees are responsible for preparing the Trustees' Report (which comprises the Trustees' Strategic Report) and the accounts in accordance with applicable law and regulations. Charity law requires the Trustees to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards) and applicable law. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the situation of the charitable company and of its net incoming resources for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities Statement of Recommended Practice (SORP);
- Make judgments and accounting estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the Charity will continue in business.

The Trustees are responsible for keeping proper accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

The Trustees at the date of approval of this report have confirmed, as far as they are aware, that there is no relevant audit information (information needed by the Charity's auditor in connection with preparing the audit report) of which the Charity's auditor is unaware. Each Trustee has taken all the steps that they should have taken as a Trustee to make themselves aware of any relevant audit information and to establish that the Charity's auditor is aware of that information.



TRUSTEES & ADVISORS

Members of the Board who served during the year and as members of committees during 2025 are as follows:

	Board of Trustees	Finance and Audit Committee	Investment Committee	Nomination and Remuneration Committee
Sir Peter Schofield KCB	**			**
Alban Stowe (appointed on 28.02.2025)	+			
Amrita Devaiah (appointed 25.07.25)	+			
Angela MacDonald	+			+
Anne Spinali (appointed 28.11.25)	+	+	+	
Catherine Blair (appointed 28.11.25)	+	**	+	
David Kuenssberg (resigned 14.01.2026)	+	**	+	
James Renwick (retired 25.07.2025)	+			
Jaspal Roopra (resigned 25.07.2025)	+			
Mal Singh (retired 25.07.2025)	+	+		
Matthew Brook	+			
Michael Smith	+			+
Luke Treadwell	+	+		
Lorraine Jackson (appointed 25.07.25)	+	+		
Sonia Phippard	+	+	**	+
Alex Reeves			^	
Carmel Thornton (appointed 28.11.25)		^		
Clara Lane (retired 25.07.2025; appointed as a co-opted member of the Investment Committee)			^	
Robert Wood			^	
Simon Brodie (appointed 11.09.25)			^	

Key

** Committee chair

+ Committee member

^ Co-opted member

To support new Trustees to fulfil their responsibilities and act in the best interests of the Charity, each is invited to a tailored induction session, and provided with relevant background information, policies and training. All Trustees give their time voluntarily and receive no benefits or remuneration from the Charity. To ensure good governance and that any conflicts of interests are managed, Trustees disclose any transactions with persons and entities closely connected to the Charity or its Trustees, known as related parties. No Trustees had any disclosable interests under the Companies Act 2006.

The Board meets a minimum of three times a year and takes all important strategic, policy and financial decisions. In 2025, it met four times and was further supported by 3 sub-committees, the memberships of which for 2025 are set out above.

Day-to-day management of the Charity is delegated to the Chief Executive Officer, Jonathan Freeman, and other directors responsible for Finance and Resources, Help, Advice and Services, and Fundraising and Communications. An appropriate director acts as secretary to each of the Board sub-committees, except for the Nominations and Remuneration Committee for which the Charity's Head of People and Payroll is secretary.

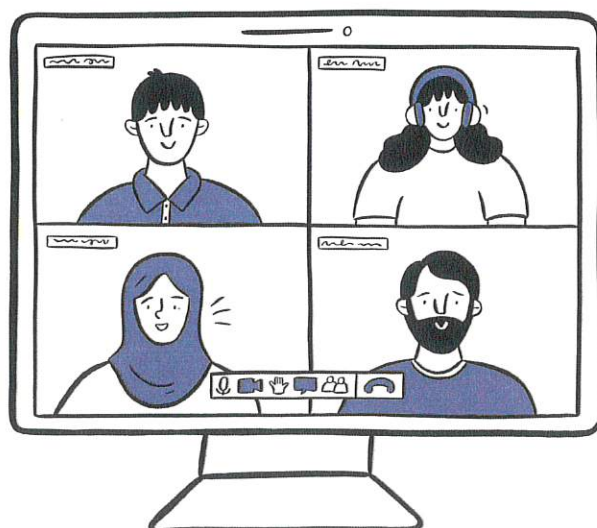
The key advisers to the Charity are:

Auditor:
HaysMac LLP
10 Queen Street
London
EC4R 1AG

Bankers:
Lloyds TSB Bank
1 Butler Place
Victoria Street
London
SW1H 0PR

Investment Managers:
Columbia Threadneedle Investments
78 Cannon Street
London
EC4N 6AG

Solicitors:
Stone King LLP
Boundary House
91 Charterhouse Street
London
EC1M 6HR



SAFEGUARDING POLICY

Safeguarding is everyone's responsibility. The Charity for Civil Servants has a duty of care to safeguard people we help, people who support us and volunteer with us, staff and Trustees. We have a responsibility to safeguard children and vulnerable adults. Vulnerable can refer to the situation someone is in, or refer to a lack of mental capacity, mental or physical frailty, for example an inability to communicate, dementia or mobility impairment.



A safeguarding issue can arise in any setting and can be an immediate concern or an allegation about something happening now, in the past or in the future. It can be one incident or a series of incidents.

We have a policy, procedures, information and training so that all staff and volunteers can identify and respond appropriately to safeguarding concerns, reporting to relevant agencies such as the police or local authority safeguarding bodies. The policy also refers to other policies, for example whistleblowing.

The Board of Trustees nominates a Safeguarding Trustee Lead. The other Safeguarding Leads at the Charity are the Director of HAS, the Head of HAS Operations and the Chair of the Safeguarding Group. The Safeguarding Leads respond to incident reports. The Safeguarding Group reviews policy, best practice and procedures. This group consists of the Safeguarding Leads and representatives from the Charity at all levels.

An annual update and report are submitted to the Board of Trustees. All serious incidents are reported to the Board of Trustees and the Charity Commission as they occur.

CHARITY GOVERNANCE CODE

The Charity's Trustees acknowledge that the Charity for Civil Servants is best placed to fulfil its vision, mission and strategic goals if it has effective governance in place. The Charity continues to utilise the Charity Governance Code as a tool to support the Board to reflect upon its governance structures and consider the most appropriate ways to adopt the Code's principles and recommended practices. The Trustees also continue to uphold their legal responsibilities and recognise that behaviour and culture are integral, both in supporting the Charity to deliver its objects most effectively for its beneficiaries' benefit, and in achieving good governance.

The Charity's governance structures continued to work well during 2025, and most Board meetings were held in person with a remote option for those unable to join face to face. Larger committee meetings were also held predominantly in person, with smaller meetings being held virtually.

This Annual Report, which incorporates the Trustees' Strategic Report, was approved by the Trustees on the [15/05/2026], and signed on their behalf by:

A handwritten signature in black ink, appearing to read 'Peter Schofield'.

Sir Peter Schofield KCB Chair, Board of Trustees

FINANCIAL REVIEW

OVERVIEW

FINANCIAL OVERVIEW

The Charity’s net assets at the year-end were £26.4m, up by £0.7m from 2024. This position comprises three main elements:

OPERATIONS

In the first year of its ambitious five-year plan, the Charity recorded an operational deficit of £1.8m, a significant reduction over the 2024 deficit of £2.8m. The deficit had been approved by Trustees within the five-year strategic plan, which recognises that the Charity must continue to invest in its services to current, retired and former civil servants and in its fundraising activities to overcome its long-term financial sustainability challenge.

INVESTMENT PORTFOLIO

The unrealised gain on investments was £2.0m (2024: £1.2m). At the year end, the portfolio was valued at £23.9m (2024: £23.7m), an increase of £0.2m in the year. The key movements were the planned disinvestment of £2.3m offset by unrealised gains of £2.0m.

OTHER GAINS

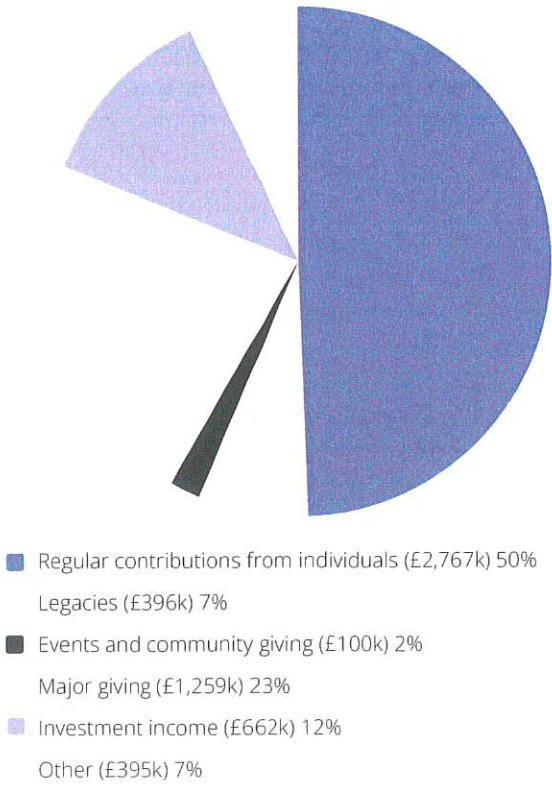
The defined benefit pension scheme increased in value by £0.4m (2024: £0.1m) and the revaluation of the investment property increased by £0.1m (2024: Nil)

INCOME

In 2025, total income was £5.6m (2024: £4.6m).

The principal source of income remains regular monthly contributions from individuals, both serving and retired civil servants. Together with Gift Aid, this source of income accounted for 50% of the Charity’s total income (2024: 65%). Major giving amounted to £1,259k (2024: £253k) following a significant increase in the Cabinet Office Grant, along with grants from CSIS Charity Fund and the Northern Ireland Civil Service.

Investment income of £662k (2024: £690k) is derived from the Charity’s investment portfolio which is invested with Columbia Threadneedle. Other income of £395k includes lottery income of £281k which has continued to grow since its introduction in 2022.



EXPENDITURE

Total expenditure for the year is £7.3m (2024: £7.3m) with £6.2m (2024: £6.2m) being spent on charitable activities.

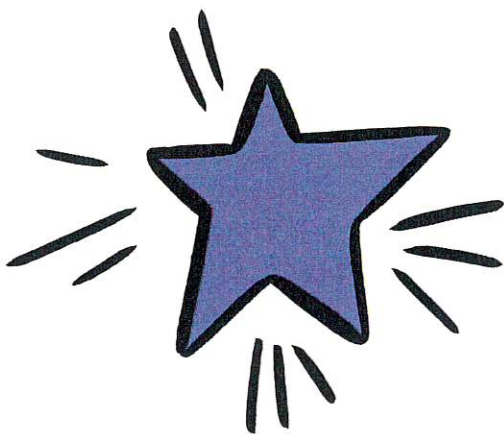
Costs of raising funds were £1.2m (2024: £1.2m) and includes elements of staff costs and overheads.

Total staff costs of £4.2m (2024: £4.3m) were included within direct activities and support costs. The average number of staff (on a full-time equivalent basis) in 2025 was 69 (2024: 75).

INVESTMENT MANAGEMENT

The Charity invests its reserves to make the best possible sustainable contribution to the Charity's activities in the current and the long term.

As set out in the reserves section, the Charity is intending to use some of its reserves over the next five years by divesting from its portfolio. As a result, under its Investment Policy, the Charity's investments are split into short-term and long-term assets. The objective of the short-term pool is to provide suitable liquidity and capital protection to meet anticipated drawdowns over a 1-2 year time horizon and to avoid the need to force the sale of assets held in the long-term pool.



FUND MANAGEMENT

The longer-term investments are managed in a dynamic pooled fund with Columbia Threadneedle, delivering real returns with volatility control with the aim being to deliver a real return of UK CPI + 4% per annum after the payment of investment management fees over a 3-5 year time horizon.

The short-term portfolio is invested in a short-term money market fund with suitable liquidity and capital protection to meet short-term cash flow requirements. The objective of this fund is to provide income returns broadly in line with the 1-month compounded SONIA (Sterling Overnight Index Average) rate before the deduction of charges.

INVESTMENT PERFORMANCE

The value of the portfolio on 31 December 2025 was £23.9m (2024: £23.7m). The Charity divested £2.3m in the year to fund its activities and this disinvestment was offset by a £2.0m increase in market valuation and dividend income of £0.7m.

The short-term money market portfolio was up 4%, and the long-term portfolio was up 11.9%, reflecting global market volatility and performance.

The Charity's investment performance objectives are set over a three-year horizon to allow for short-term downturns. The Investment Committee has reviewed benchmark data of comparable funds provided by an independent investment adviser and is satisfied with the overall performance, given the mitigating circumstances of current global volatility and fluctuating stock markets with investors leaving certain asset classes and instead investing in gold. Movements in the Charity's investment holdings during the year and an analysis of the portfolio at year-end are shown in note 11 to the accounts.

APPROACH TO ENVIRONMENT, SOCIAL & GOVERNANCE (ESG) ISSUES

In selecting the Charity's investment managers, the Investment Committee took ESG issues into consideration. Columbia Threadneedle's approach is to integrate ESG into its investment research in companies to build a fuller picture of the risks and opportunities of all potential investments, based on the belief that sustainable business models, organisational stability and the ability to effect positive change, are more likely to deliver value to all stakeholders including shareholders. Columbia Threadneedle is an active owner ie it drives change and helps create future value through continuous monitoring, targeted engagements and strategic voting. Columbia Threadneedle includes responsible investment metrics in its regular reporting including: a Columbia Threadneedle ESG Materiality rating, Carbon Intensity, Controversies Exposure and MSCI ESG Score. Both funds outperformed the Columbia Threadneedle benchmarks set on these metrics.

RESERVES

The Trustees are mindful of their duty to balance the interests of both current and future beneficiaries. The holding of free reserves is one of a range of measures that can contribute to stability and continuity of the Charity to support future beneficiaries. The Trustees determine the need for free reserves by reference to several factors which they keep under regular review, including:

- the pace at which income stabilises and grows
- fluctuations in beneficiary expenditure and future levels of demand for the help and services provided by the Charity
- the cost of funding the Defined Benefit Pension Scheme.

Based on its current analysis, the Trustees consider the Charity should continue to

retain reserves of between £20.0m and £25.0m.

Of the total charity funds of £26.4m, unrestricted funds are £26.3m. In assessing the level of free reserves, the Trustees exclude the fixed assets of £0.9m as these assets cannot be quickly disposed of, which leaves free reserves of £25.3m (2024: £24.7m). This falls marginally outside the target level of £20.0m to £25.0m (2024: £20.0m to £25.0m) due to investments performing better than expected, and the increased grant from the Cabinet Office.

Restricted reserves – which are not taken into account in formulating our reserves policy – were £80k as at 31 December 2025, details of which are set out in note 15 to the accounts.

GOING CONCERN

The Trustees have assessed the Charity's ability to continue as a going concern. The Trustees have considered several factors in deciding whether the use of the going concern basis is appropriate when preparing these financial statements, including:

- a review of financial, cash flow and liquidity forecasts to the end of 2027;
- consideration of key risks that could negatively impact the charity such as cost of living, impact on general living and global conflicts; and
- reviewing the latest available valuation of the investment portfolio.

After considering these factors, the Trustees have concluded that there are no material uncertainties, and the Charity has a reasonable expectation that there are adequate resources to continue in operational existence for the foreseeable future and so continue to prepare the financial statements on the going concern basis.

PENSIONS

The pension liability in respect of the defined benefit pension scheme that was closed to all staff for future benefit accrual in 2004 continues to change from one year to the next. This is largely driven by factors outside our control: performance of the assets in the pension scheme reflecting changing conditions in the financial markets and the sensitivity of the pension liability to changes in interest and inflation rates. The Scheme was a multi-employer defined benefit pension scheme, The CSBF Pension and Assurance Scheme, and the Charity accounts for its 92.9% share of the net assets and liabilities of the multi-employer pension scheme which is recognised on the Charity's balance sheet. Contributions paid by the Charity during the year were £94k.

The value of the Charity's share of the scheme's assets remained stable at £14.4m while the value of the scheme's liabilities (under FRS102 principles) remained the same in 2025 as in 2024 at £13.2m resulting in a surplus of £1.1m. The Charity does not recognise this surplus but instead shows zero as the pension asset/liability. This valuation is undertaken using a series of assumptions and judgments. The valuation of the scheme is very sensitive to these assumptions and thus there is a risk that this valuation will change significantly during the coming year, as it has in past years. The Charity's exposure to pension valuation fluctuations is monitored through its risk management framework and its consideration of financial risks. There is an effective budgeting and forecasting process in place for payments into the pension plan. The Charity also actively engages with the Pension Trustees including in relation to longer term plans for the Scheme.

Since closing the defined pension scheme to future staff benefit accrual in 2004, the Charity operates a defined contribution group pension scheme. More details about pensions are set out in note 17 to the accounts.

PRINCIPAL RISKS & UNCERTAINTIES

Risk is considered in key decision-making processes both at Executive and Board level. The Board reviews the major risks faced by the Charity at least annually after more regular and detailed discussions at the Finance and Audit Committee. The review includes consideration of the adequacy of the actions and mitigations being taken in response to each risk.

The Board is satisfied that the major risks facing the Charity have been identified and are being appropriately addressed. This includes the Board's view of the impact of the current economic climate and the consequences for its risk assessment.

Overall, the Board considers its key risks to be:

- Alignment of business and technology decisions to maximise the ability to scale fundraising, deliver efficient help, and improve community engagement. The Charity is working with software support partners and building in-house capability to evaluate options and develop a detailed project implementation plan.
- Data security, whether through the Charity's systems or website, leading to a significant data breach. Mitigations include a planned review of cyber security in 2026, ongoing staff refresher training and careful monitoring of GDPR compliance.
- The inability to turn around the decline in the number of regular donors and giving levels over the last decade. Mitigations include a targeted fundraising strategy and focused interaction with the major Civil Service departments to build awareness, engagement and appreciation of the Charity's relevance.

REMUNERATION

THE APPROACH TO PAY AT THE CHARITY

The Charity employed 76 staff as at 31 December 2025, which equates to 69 full-time equivalent employees. Salary and total reward for the Chief Executive is set and reviewed by the Remuneration Committee, a sub-committee of the Board of Trustees.

The Remuneration Committee is chaired by the Charity's Chair and includes other members of the Board, who offer pay expertise in the Not for Profit and other sectors.

All other staff salaries are set by the Executive Team. The Charity aims to reward staff fairly for the jobs that they do, providing a streamlined salary and grading framework for all staff, which is equitable and consistent with the principle of equal pay for work of equal value. The Charity aims to recruit, motivate and retain high-calibre people to represent the organisation. Pay and reward are determined to ensure the Charity can recruit people with the right skills in a competitive market. Many staff have detailed knowledge, some of which is unique to the Charity and could not be easily replaced.

Salaries are arranged in pay grades across the Charity, using external independent benchmarking and comparison data within the Charity and Not for Profit sectors, and considering affordability. Salaries are clearly advertised when recruiting for new roles.

EXECUTIVE TEAM PAY

The Charity's purpose and vision means that the Chief Executive and the Executive Team require a breadth of experience, skills and personal qualities on a par with high-quality senior-level talent in similar organisations and so the Charity needs to be competitive in the market. They need to be able to liaise and command the respect of senior civil servants and executives of other partnership charities of all sizes. The Charity balances the need to

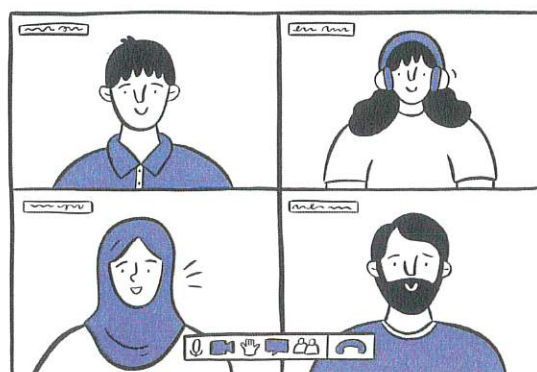
retain this talent whilst keeping salary costs under control.

For the purposes of disclosures under the Charities SORP (FRS 102), senior management is defined as the Chief Executive and the three other members of the Executive Team - those responsible for Finance and Resources, Help, Advice and Services, and Fundraising and Communications.

BENCHMARKING

The Chief Executive and the Executive Team participate in the annual performance appraisal scheme which is operated for all staff. In the case of the Chief Executive, this includes seeking detailed feedback from the Chair and Trustees.

Staff pay levels are reviewed annually. The annual pay award is reviewed by the Head of People and Payroll and the Executive Team and is communicated to the Charity's nominated union, PCS. The same benefits, apart from annual leave allowance, including pensions and terms and conditions, apply also to the Chief Executive and the Executive Team. Annual pay increases for the Chief Executive and staff are aligned. In 2025, a 2.5% pay increase was awarded to all staff.



GENDER PAY REPORTING

The Charity is not required to publish information on gender pay reporting but as recommended by the NVCO, Trustees require information on gender pay differences to be collated and disclosed as part of a commitment to transparency and accountability.

GENDER PAY GAP

As at 31 December 2025:

Gender	No. of Staff	FTE Salary		Differential		FTE Salary		Differential	
		Mean	(£)	(%)		Median	(£)	(%)	
Male	21	£46,203				£37,906			
			£2,417	5.23%			(£2,926)	(7.72%)	
Female	54	£43,786				£40,832			

As at 31 December 2024:

Gender	No. of Staff	FTE Salary		Differential		FTE Salary		Differential	
		Mean	(£)	(%)		Median	(£)	(%)	
Male	23	£48,279				£36,981			
			£5,579	11.56%			(£3,244)	(8.87%)	
Female	54	£42,700				£40,225			

Percentage Gender per Quartile Salary Range (1 = highest paid quartile) as at 31 December 2025:

Salary Quartile	Male	Female
1	28% (5)	72% (13)
2	16% (3)	84% (16)
3	42% (8)	58% (11)
4	26% (5)	74% (14)
Overall	28% (21)	72% (54)

INDEPENDENT AUDITOR'S REPORT

Independent auditor's report to the members and trustees of The Charity for Civil Servants

Opinion

We have audited the financial statements of Charity for Civil Servants for the year ended 31 December 2025 which comprise the Charitable Company Statement of Financial Activities, the Charitable Company Balance Sheet, the Charitable Company Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the charitable company's affairs as at 31 December 2025 and of the charitable company's net movement in funds, including the income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005 and regulation 8 of the Charities Accounts (Scotland) Regulations 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Annual Report (which includes the strategic report and the directors' report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the Trustees' Annual Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report (which incorporates the strategic report and the directors' report).

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charity Accounts (Scotland) Regulations (as amended) require us to report to you if, in our opinion:

- adequate accounting records have not been kept by the charitable company; or
- the charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees for the financial statements

As explained more fully in the trustees' responsibilities statement [set out on page 16], the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charitable company and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to the Charity Commission, GDPR, health and safety regulations and employment law, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006, the Charities Act 2011, Charities SORP (2019), the Charities and Trustee Investment (Scotland) Act 2005 and the Charities Accounts (Scotland) Regulations 2006 and tax regulations.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to revenue recognition, management override of controls, opening balances and investments. Audit procedures performed by the engagement team included:

- Inspecting correspondence with regulators and tax authorities;
- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Identifying and testing journals, in particular journal entries posted with unusual account combinations, postings by unusual users or with unusual descriptions; and
- Challenging assumptions and judgements made by management in their critical accounting estimates

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

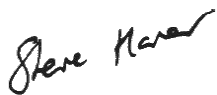
Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.

10 Queen Street Place

London

EC4R 1AG



Steve Harper (Senior Statutory Auditor)

HaysMac LLP, Statutory Auditors

Date: **4 June 2026**

Charity for Civil Servants
Statement of Financial Activities for the year ended 31 December 2025

FINANCIAL STATEMENTS

<u>Income from</u>	<u>Note</u>	<u>Unrestricted Funds</u> <u>£000</u>	<u>Restricted Funds</u> <u>£000</u>	<u>2025 Total Funds</u> <u>£000</u>	<u>2024 Total Funds</u> <u>£000</u>
Donations and legacies	2	4,552	-	4,552	3,581
Other income	3	365	-	365	298
Investment income	4	662	-	662	690
Total income		5,579	-	5,579	4,569
Expenditure on					
Raising funds					
Fundraising & Engagement		1,064	-	1,064	1,085
Investment management		109	-	109	113
Total costs of raising funds		1,173	-	1,173	1,198
Charitable activities					
Alleviating need		6,182	5	6,187	6,153
Total charitable expenditure		6,182	5	6,187	6,153
Total expenditure	5	7,355	5	7,360	7,351
Net expenditure before investment gain/losses for the year		(1,776)	(5)	(1,781)	(2,782)
Gain on investments	11a	2,020	-	2,020	1,197
Net Surplus/Deficit		244	(5)	239	(1,585)
Gain on revaluation of investment property	11b	67	-	67	-
Gain on defined benefit pension scheme	17	433	-	433	106
Net movement in funds for the year		744	(5)	739	(1,479)
Reconciliation of funds					
Funds brought forward at 1 January		25,567	85	25,652	27,131
Funds carried forward at 31 December		26,311	80	26,391	25,652

The statement of financial activities incorporates an income and expenditure account.
The notes on pages 33-55 form an integral part of these Accounts

Charity for Civil Servants
Balance Sheet as at 31 December 2025

		<u>2025</u>	<u>2024</u>
		<u>Total</u>	<u>Total</u>
	Note	<u>£000</u>	<u>£000</u>
Fixed assets			
Intangible assets	9	196	351
Tangible assets	10	715	472
Investment assets	11	24,546	24,259
Total fixed assets		<u>25,457</u>	<u>25,082</u>
Current assets			
Debtors	12	673	554
Cash at bank and in hand		635	305
Total current assets		<u>1,308</u>	<u>859</u>
Liabilities			
Creditors: amounts falling due within one year	13	(374)	(289)
Net current assets		934	570
Total assets less current liabilities		26,391	25,652
Net assets		26,391	25,652
		-	-
Total net assets		<u>26,391</u>	<u>25,652</u>

The funds of the Charity:

Unrestricted funds		25,944	25,200
Revaluation reserve		367	367
Total unrestricted funds	15	26,311	25,567
Restricted income funds	15	80	85
Total charity funds		<u>26,391</u>	<u>25,652</u>

Approved and authorised for issue by the Trustees on and signed on their behalf by:

Sir Peter Schofield

25 May 2026

Sir Peter Schofield KCB
Chair, Board of Trustees
Company Number 07286399

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2025

	Note	<u>2025</u>	<u>2024</u>
Cash flows from operating activities:		<u>£000</u>	<u>£000</u>
Net cash used in operating activities	A	(1,666)	(3,124)
Cash flows from investing activities:			
Investment income	4	1	2
Purchase of intangible assets	9	-	(15)
Purchase of property, plant and equipment	10	(261)	(14)
Payments to pension fund	17	(94)	(94)
Rebate reinvested	11a	-	-
Disposal of investments	11a	2,350	3,350
Net cash provided by investing activities		1,996	3,229
Change in cash and cash equivalents in the reporting period		330	105
Cash and cash equivalents at the beginning of the reporting period		305	200
Cash and cash equivalents at the end of the reporting period	B	635	305
<u>Notes to the cash flow statement</u>		<u>2025</u>	<u>2024</u>
A. Reconciliation of net income/expenditure to net cash flow from operating activities		<u>£000</u>	<u>£000</u>
Net (expenditure) / income for the reporting period (as per the statement of financial activities)		738	(1,478)
Adjustments for:			
Investment management fees	11a	110	113
Gain on investments	11a	(2,020)	(1,197)
Gain/Loss on investment property	11b	(67)	-
Depreciation & amortisation charges	9&10	174	168
Investment income reinvested	4	(662)	(688)
(Increase)/Decrease in debtors	12	(119)	(22)
Decrease in creditors	13	85	(113)
Net Pension scheme interest	17	12	3
Net pension scheme expenses	17	517	196
Pension scheme Gain	17	(433)	(106)
Net cash used in operating activities		(1,665)	(3,124)
B. Analysis of cash and cash equivalents		<u>2025</u>	<u>2024</u>
		<u>£000</u>	<u>£000</u>
Cash in hand		635	305
Total cash and cash equivalents		635	305

1. Accounting policies

Status of the Charity

The Charity was incorporated in England and Wales on 16th June 2010 (company number 7286399) and is limited by guarantee of its members. The guarantee of each member is restricted to £1 sterling. The address of the registered office is No. 5 Anne Boleyn's Walk, Cheam, Surrey, SM3 8DY.

The Charity meets the definition of a public benefit entity under FRS 102. It is registered in England and Wales (charity number: 1136870) and in Scotland (charity number: SC041956).

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The financial statements are drawn up under the historical cost convention except that the freehold property was valued as at 30 June 2000 and investments are carried at market value.

The financial statements are presented in pounds sterling which is also the functional currency of the Charity.

The Charity has one wholly owned subsidiary undertaking, CSBF Enterprises Limited (company number 03119311). This is not consolidated on the basis that the amounts in the subsidiary are immaterial in the context of the Charity.

Going concern

The Trustees have assessed the Charity's ability to continue as a going concern. The Trustees have considered several factors when forming their conclusion as to whether the use of the going concern basis is appropriate when preparing these financial statements including a review of updated forecasts to the end of 2026, a consideration of key risks that could negatively impact the charity such as cost of living, impact on general living and global conflicts. Also, the latest available valuation of the investment portfolio has been reviewed.

The Charity's principal source of income continues to be regular monthly contributions from individuals, both serving and retired civil servants. This represented approximately 50% of the Charity's income in 2025. As reported in the financial review, contributions in 2025 reflected a net 7.2% decline and this trend has continued to be modelled in the forecasts. The key area of uncertainty relates to any impact of market turmoil on the valuation of investments. The Trustees are satisfied that the Charity has sufficient reserves and liquidity within the investment portfolio to continue as a going concern for the foreseeable future. Cash flow forecasts are regularly prepared and assets in the investment portfolio can be liquidated to meet short term requirements.

After considering these factors, the Trustees have concluded that there are no material uncertainties.

Income

Income is recognised in the accounts of the Charity when all of the following criteria are met:

- Entitlement – control over the rights or other access to the economic benefit has passed to the Charity.
- Probability – it is more likely than not that the economic benefits associated with the transaction or gift will flow to the Charity.
- Measurement – the monetary value or amount of the income can be measured reliably and the costs incurred for the transaction and the costs to complete the transaction can be measured reliably.

Contributions, and any related recoverable tax, are accounted for when they are due. Donations are accounted for when received. Pecuniary legacies are recorded as income when notified; residuary legacies are recorded when the Charity is legally entitled to the income, receipt is probable and the amounts can be reasonably quantified on the basis of estate accounts or, where not available, on the basis of probate asset values. Income from investments represents distributions, as notified by the investment managers, that are reinvested.

Grant Income is recognised when there is reasonable assurance that a) any conditions attached to receiving the grant will be met and b) the grants will be received. Grants relating to revenue are recognised in income over the periods in which related costs are incurred for which the grant is intended to compensate.

Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to commit the Charity to expenditure because of a past event, it is probable that settlement will be required, and the amount of the obligation can be measured or estimated reliably.

Grants payable are accounted for when approved by the Charity and notified to beneficiaries. All other expenditure is accounted for on an accruals basis.

Governance costs represent expenditure on strategic planning for the Charity's future development, internal and external audit, legal advice to trustees and costs associated with constitutional and statutory requirements including the cost of Board meetings and preparing statutory accounts.

Costs which cannot be directly attributed to individual activities reflected on the Statement of Financial Activities are allocated on a basis consistent with the use of resources, being the relevant proportions of either staff costs, time spent or assets utilised.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Allocation of support costs

Support costs are those functions that assist the work of the Charity but are not direct charitable activities. Support costs include central management and office costs, finance, HR, information technology and systems, analysis and insight, defined benefit pension scheme expenses and governance costs. These costs have been allocated between cost of raising funds and expenditure on charitable activities.

Tangible fixed assets

Tangible fixed assets costing more than £1,000 are capitalised. All fixed assets are recorded at cost and are depreciated at rates to write off the excess of the cost or valuation over the anticipated residual value of individual assets evenly over their estimated useful lives. These rates are currently as follows:

Freehold building and property improvements	3-4% p.a. on valuation and cost
Fixtures, fittings & office equipment	15% p.a. on cost
Other computer hardware & software	33% p.a. on cost

Intangible fixed assets

Intangible fixed assets are non-monetary fixed assets that do not have physical substance but are identifiable and are controlled by the Charity through custody or legal rights. An intangible asset is recognised when it is separable or arises from contractual or other legal rights and if it is probable that its expected future economic benefits will flow to the Charity, and if its cost or value can be measured reliably. Intangible fixed assets costing more than £2,000 are capitalised.

Intangible assets are measured initially at cost and subsequently at cost less impairment and less any accumulated amortisation. The residual value of intangible fixed assets is nil when calculating the charge for amortisation unless reliable evidence exists to the contrary. Amortisation of intangible fixed assets is charged as an expense to the relevant statement of financial activities category reflecting the use of the asset.

Intangible assets are amortised on a straight-line basis over their useful economic lives. If the useful life cannot be estimated reliably it is presumed to be no more than five years. Amortisation commences on development expenditure when an intangible asset is available for use.

The amortisation rates used are as follows:

Software and website costs: 33% per annum

Major system development: 20% per annum

Intangible assets are only reviewed for impairment if there are indicators that the asset may be impaired.

Investment assets

Investments are measured initially at cost and valued in the balance sheet at fair value (their market value) at the balance sheet date. Investment net gains and losses, whether realised or unrealised, are combined and shown in the heading 'Net gains/(losses) on investments' in the Statement of Financial Activities.

Investment property

The Charity holds an investment property at No 5 Anne Boleyn's Walk, Cheam. The ground floor is occupied by the Charity itself and during 2023 the remaining floors were let out to tenants. The property was revalued as of 31st December 2025 for investment purposes and the investment property portion of the freehold building held on a revaluation basis. Freehold property where the Charity occupied the space in the year continues to be held at cost.

Investment charges

The arrangement with the investment manager, Columbia Threadneedle, is for the Charity to invest in two pooled funds where the fees are deducted directly in calculating the value of the units in the funds. Fees from this point are not separately identifiable and are in effect netted off in arriving at the gain on investments. The Ongoing Charges Figure (OCF) for the long-term fund is 0.5%. The OCF for the short-term fund is 0.21%.

Pensions

Employer costs relating to the defined contribution pension scheme are included as expenditure when they become payable in accordance with the rules of the scheme.

The Charity also contributes to a defined benefit pension scheme, which was closed in 2004 to future benefit accrual. The current service costs of the scheme, together with the scheme interest cost less the expected return on the scheme assets for the year, are charged to the Statement of Financial Activities (SoFA). The actuarial losses on the scheme are recognised immediately as other recognised losses. The Charity does not recognise pension surpluses on its Balance sheet as FRS 102 only permits a surplus to be recognised where the employer is able to recover that surplus either through reduced contributions in future or through refunds from the plan.

The assets of the scheme are measured at fair value at the balance sheet date. Liabilities are measured on an actuarial basis at the balance sheet date using the projected unit method and discounted at a rate equivalent to the current rate of return on a high-quality corporate bond of equivalent term to the scheme liabilities. Any resulting defined benefit liability will be presented separately after other net assets on the face of the balance sheet.

Financial instruments

The Charity has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at amortised cost. Financial assets held at amortised cost comprise cash and bank and in hand, short term cash deposits together with debtors excluding

prepayments. Financial liabilities held at amortised cost comprise short-term and long-term creditors excluding deferred income and taxation payable. No discounting has been applied to these financial instruments on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

Investments, including bonds and cash held as part of the investment portfolio are held at fair value at the balance sheet date, with gains and losses being recognised within income and expenditure. Investments in subsidiary undertakings are held at cost less impairment.

Critical accounting judgements and key sources of estimation uncertainty

In the application of the accounting policies, trustees are required to make judgements, estimates, and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affected current and future periods.

The only significant sources of uncertainty in our estimations that have a significant effect on the amounts recognised in the financial statements are the defined benefit pension scheme and estimated residuary legacies receivable. Further details, including assumptions used, are disclosed in Note 17 (defined pension scheme), and under Income in the accounting policies (residuary legacies).

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2025

<u>2. Income from donations and legacies</u>	<u>2025</u>	<u>2024</u>
	<u>£000</u>	<u>£000</u>
Regular contributions from individuals	2,767	2,981
Contributions from employer organisations	1,123	169
Legacies	396	201
Donations	166	127
Fundraising events	100	103
	4,552	3,581

3. Other income

	<u>2025</u>	<u>2024</u>
	<u>£000</u>	<u>£000</u>
Investment rebate	-	-
Lotteries	281	214
Property rental income	84	84
	365	298

4. Investment income

	<u>2025</u>	<u>2024</u>
	<u>£000</u>	<u>£000</u>
Interest receivable	1	2
Dividends re-invested	661	688
	662	690

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2025

5. Expenditure 2025

	Financial Support (Note 5a)	Direct Activities	Support costs (Note 5b)	<u>2025 Total</u>
	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>
Costs of raising funds				
Fundraising & engagement	-	499	565	1,064
Investment costs	-	110	-	110
	-	609	565	1,174
Charitable activities				
Alleviating need	1,602	2,357	2,228	6,187
Total expenditure at 2025	1,602	2,966	2,793	7,361

Expenditure 2024

	Financial Support (Note 5a)	Direct Activities	Support costs (Note 5b)	<u>2024 Total</u>
	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>
Costs of raising funds				
Fundraising & engagement	-	558	527	1,085
Investment costs	-	113	-	113
	-	671	527	1,198
Charitable activities				
Alleviating need	1,529	2,546	2,078	6,153
Total expenditure at 2024	1,529	3,217	2,605	7,351

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2025

	2025	2025	2025	2024	2024	2024
	One-off	Ongoing	Total	One-off	Ongoing	Total
(a) Analysis of financial support						
	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>
to help in the following circumstances:						
- bereavement	167	-	167	105	-	105
- caring	10	-	10	7	-	7
- disability	124	-	124	198	-	198
- domestic abuse	52	-	52	44	-	44
- emergency situation	9	-	9	7	-	7
- ill health	209	8	217	188	25	213
- poor wellbeing	314	-	314	289	-	289
- reduced or low income	596	-	596	531	-	531
- relationship breakdown	97	-	97	121	-	121
- unstable/unsafe living arrangements	13	-	13	10	-	10
- community projects	3	-	3	4	-	4
	1,594	8	1,602	1,504	25	1,529

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2025

(b) Analysis of support costs 2025

	Management	Governance	DB Pension Scheme	Finance	H.R	Insight & IT & Systems Analysis	Central Services	2025 Total
	£000	£000	£000	£000	£000	£000	£000	£000
Costs of raising funds								
Fundraising & engagement	122	31	103	36	46	-	192	565
Charitable activities								
Alleviating need	487	124	413	144	184	-	736	2,228
In 2025	609	155	516	180	230	-	928	2,793

Analysis of support costs 2024

	Management	Governance	DB Pension Scheme	Finance	H.R	Insight & IT & Systems Analysis	Central Services	2024 Total
	£000	£000	£000	£000	£000	£000	£000	£000
Costs of raising funds								
Fundraising & engagement	144	10	39	34	51	97	119	528
Charitable activities								
Alleviating need	571	41	157	135	203	389	444	2,077
In 2024	715	51	196	169	254	486	563	2,605

Allocation is based on the use of resources, being the relevant proportions of staff costs, time spent and assets utilised.

(c) Analysis of governance costs

	2025	2024
	£000	£000
Board of Trustees expenses	-	-
Annual Reports & accounts	12	8
Audit fees	28	33
	40	41

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2025

6. Net income/expenditure for the year	<u>2025</u>	<u>2024</u>
This is stated after charging/crediting:	<u>£000</u>	<u>£000</u>
Amortisation/depreciation charge for the year	173	168
Auditors' remuneration – current year audit fees (excluding VAT)	28	27
Auditors' remuneration – in relation to previous year (excluding VAT)	-	6

7. Trustees and employees

The trustees and persons connected with them have not received or obtained any remuneration or other financial benefits during the year, directly or indirectly from the Charity's funds (2024: nil). During the year one trustee was reimbursed £21.50 for DBS check. (2024: nil).

Employee and staff costs

	<u>2025</u>	<u>2024</u>
Staff costs during the year was as follows:	<u>£000</u>	<u>£000</u>
Salaries	3,230	3,518
Employer's national insurance	371	343
Employer's regular pension scheme contributions	559	462
Total	<u>4,160</u>	<u>4,323</u>

During the year there was one redundancy payment totalling £39,148 (2024: £137,195). Other termination payments were £20,759 (2024: £0).

Average number of employees - full-time equivalents

	<u>Homebased</u>	<u>HQ</u>	<u>2025</u>	<u>2024</u>
Fundraising and Communications	13	7	20	22.57
Help, Advice and Service	15.35	15	30.35	31.71
Management and Central Services	2.5	16.25	18.75	21.1
In 2025	30.85	38.25	69.1	-
In 2024	31.28	44.10	-	75.38

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2025

Average number of employees – headcount

	<u>Homebased</u>	<u>HQ</u>	<u>2025</u>	<u>2024</u>
Fundraising and Communications	14	7.5	21.5	24
Help, Advice and Service	15.5	18	33.5	35
Management and Central Services	3	18	21	23.5
In 2025	32.5	43.5	76	-
In 2024	35	47.5	-	82.5

Number of employees with emoluments (including taxable benefits but excluding employer pension costs) exceeding £60,000:

	<u>2025</u>	<u>2024</u>
£60,001 - £70,000	2	4
£70,001 - £80,000	-	4
£80,001 - £90,000	2	-
£90,001 - £100,000	1	2
£100,001 - £110,000	-	-
£110,001 - £120,000	-	-
£120,001 - £130,000	1	-

Employer (less salary sacrifice payments) pension contributions paid in respect of a defined contributions pension scheme	£67,198	£66,173
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There has been a decrease in the number of employees who earn over £60,000 from 10 in 2024 to 6 in 2025. This is due in part to several changes of key personnel during the year. It also reflects the effect of additional, reportable payments such as the redundancy settlements detailed above.

The key management personnel of the Charity comprise the Chief Executive and three directors. The total employee benefits of the key management personnel of the Charity were £503,198 (2024: £574,255), including salary, employer pension contributions, Health Cash Plan premiums and employer National Insurance contributions.

Our Chief Executive's remuneration was as follows:

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2025

Year	Position	Basic Salary	Benefits	2024 Employers Pension conts.	Ers ni	Total remuneration
2025	Chief Executive	£113,444	£623	£27,812	£15,744	£157,623
2024	Chief Executive	£129,285	£695	£31,165	£14,325	£175,470

* Two Chief Executives in post during 2024.

8. Volunteers

The Charity has a total of 389 volunteers situated across the UK at the end of 2025 across formal and informal volunteering roles for the Charity that promote the Charity in the workplace, encourage fundraising, and take part in activities in line with the charitable object of the organisation.

9. Intangible fixed assets

	<u>Website software</u>
Cost or valuation	<u>£000</u>
Balance at 01.01.2025	921
Additions	-
Disposals	-
Balance at 31.12.2025	<u>921</u>
Accumulated amortization	
Balance at 01.01.2024	570
Charge for the year	155
Disposals	-
Balance at 31.12.2025	<u>725</u>
Net book value at 31.12.2025	<u>196</u>
Net book value at 31.12.2024	<u>351</u>

10. Tangible fixed assets

	Freehold property	Fixtures, fittings and equipment	<u>Total</u>
Cost or valuation	<u>£000</u>	<u>£000</u>	<u>£000</u>
Balance at 01.01.2025	738	268	1,006
Additions	244	17	261
Disposals	-	(6)	(6)
Balance at 31.12.2025	<u>982</u>	<u>279</u>	<u>1,261</u>
Accumulated depreciation			
Balance at 01.01.2025	283	250	533
Charge for the year	8	11	19
Disposals	-	(6)	(6)
Balance at 31.12.2025	<u>291</u>	<u>255</u>	<u>546</u>
Net book value at 31.12.2025	<u>691</u>	<u>24</u>	<u>715</u>
Net book value at 31.12.2024	455	17	472

11. Fixed asset investments

(a) Investment portfolio	<u>2025</u>	<u>2024</u>
Movements in the investment portfolio in the year	<u>£000</u>	<u>£000</u>
Market value at 1 January	23,692	25,270
Dividends received – re-invested	593	597
Interest re-invested	68	91
Net (disposals)	(2,350)	(3,350)
Investment Management Fees	(110)	(113)
Net investment gain/(loss)	<u>2,020</u>	<u>1,197</u>
Market value at 31 December	<u>23,913</u>	<u>23,692</u>

The investments as at 31 December 2025 shown above as managed by Columbia Threadneedle have been valued at fair value (their market value) on 31 December 2025. During the year we utilised our holding in the Short-term fund to provide operating cashflow. We also have a Money Market Fund to provide for short term cashflow requirements.

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2025

Market value of pooled funds as at 31 December 2025:

Funds

Money Market Fund	319,671
Long Term Fund	23,593,341
Total held with Columbia Threadneedle	23,913,012

The Short-Term fund is mainly comprised of fixed income and cash to mitigate any short-term market volatility. The Long-term fund's asset weighting as at 31 December 2025 is analysed below:

	Weighting (%)
Long Term Fund	
Fixed Income	40
Equities	54
Derivatives	-
Cash	6
Total	100.0

(b) Investment building

	<u>Total</u> <u>£000</u>
Opening balance	566
Movements (Revaluation)	67
Closing balance	633

(c) Investment in subsidiary

The Charity has an investment in one wholly owned subsidiary CSBF Enterprises Limited, a company registered in England & Wales, No. 03119311, with ordinary issued share capital of 7 shares of £1 each. The investment is held at a cost of £7. As the accounts are rounded to £000s, this investment is not shown on the balance sheet, and consolidated accounts are not prepared, as the subsidiary is not material to the assets, liabilities or net results of the Charity. The subsidiary had minimal activity during the year and does not employ any staff directly. The administrative charge to offset the cost of time spent by Charity staff on behalf of CSBF Enterprises Ltd was nil (2024: nil). In 2025 the subsidiary made a loss in the year and no donation has been made to the Charity. Its reserves at year end were £6,933 (2024: £7,709). At the year end, CSBF Enterprises Limited owed the charity £0 (2024: £0).

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2025

<u>12. Debtors</u>	<u>2025</u>	<u>2024</u>
	<u>£000</u>	<u>£000</u>
Other debtors:		
- Repayable grants	32	32
- Sundry debtors	1	-
Prepayments	243	158
Accrued income:		
- Contributions from individuals	88	101
- Legacies	267	88
- Tax credits on gift aid donations	40	172
- Other accrued income	2	3
Due from CSBF Enterprises Ltd	-	-
	673	554

13. Creditors - amounts falling due within one year

	<u>2025</u>	<u>2024</u>
	<u>£000</u>	<u>£000</u>
Accrued financial grants payable	47	26
Trade creditors	91	61
Other creditors	13	13
Pension contributions	46	-
Taxation and social security costs	81	76
Accruals	96	113
	374	289

13.(a) Movement of financial support payable

	<u>2025</u>
	<u>£000</u>
Opening financial grants payable	26
Financial grants recognised	1,602
Financial grant payments made during the year	(1,590)
Cancelled/refunded financial grants	9
Closing financial grants payable 2024	47

£47k (2024: £26k) of financial grants were approved and are due to be paid in 2026.

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2025

<u>14. Operating Leases - equipment</u>	<u>2025</u>	<u>2024</u>
	<u>£000</u>	<u>£000</u>
Equipment Rentals charged in the year	3	2
 The total future minimum lease payments under operating leases are due as follows:	 <u>2025</u>	 <u>2024</u>
	<u>£000</u>	<u>£000</u>
- in less than one year	2	-
- in more than one year and less than five years	7	-

15. Funds

The Charity maintains various types of funds as set out below.

Unrestricted funds

Unrestricted funds represent the free funds of the Charity which are expendable at the discretion of the trustees to further the objects of the Charity.

Restricted funds

Restricted funds are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes.

Customs & Excise Family Fund – following the dissolution of The Customs & Excise Family Fund in 2006, the fund provides Christmas grants to certain members of the Family Fund.

Fenton Trust – the fund supports current, former and retired civil servants of grades executive officer and above, residing in the UK, by providing grants for essential household bills and items and help with mobility requirements.

Civil Aviation Authority Fund helps CAA retired staff and their dependants.

The Black Bequest Fund – the fund represents the closing funds of the James Coats Junior Ferguslie Paisley Memorial Fund. It supplies lightkeepers or their dependants who are or have been in the employ of the Northern Lighthouse Board with benefits in line with those offered by the Charity.

Dementia Fund - the CSIS Charity Fund donated £28k for dementia services, with a focus on the development of digital engagement.

Dancey Legacy – the fund, from Mr Dancey, is to be used to help the British Home front servants.

Charity for Civil Servants

Notes to the accounts for the year ended 31 December 2025

Castle Legacy – the fund, from Mr Castle, is to be used to help ex customs officers.

DWP Legacy – the fund from Mr Casajuana is to be used to help employees of the DWP.

Analysis of movements

Restricted Funds	Opening Balance	Income	Transfers between Funds	Expenditure	Closing Balance
	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>
Customs & Excise Family Fund	9			(1)	8
Fenton Trust	6			-	6
CAA Fund	6			-	6
Black Bequest Fund	2			-	2
Dementia Project Fund	14			(2)	12
DWP Legacy	1			(1)	-
Dancey Legacy	29			-	29
Castle Legacy	18			(1)	17
Balance at 31 December 2025	85			(5)	80

Analysis of net assets by fund

	Intangible & tangible fixed assets	Investment assets	Net Current assets	Defined Pension scheme	Total
	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>
Unrestricted funds	911	24,546	854	-	26,311
Restricted funds	-	-	80	-	80
Balance at 31 December 2025	911	24,546	934	-	26,391

Analysis of movements for the Year Ended 31 December 2024

Restricted Funds	Opening Balance £000	Income £000	Transfers between Funds £000	Expenditure £000	Closing Balance £000
Customs & Excise Family Fund	11			(2)	9
Fenton Trust	6				6
CAA Fund	6				6
Black Bequest Fund	2				2
Dementia Project Fund	16			(2)	14
DWP Legacy	1				1
Dancey Legacy	27	2			29
Castle Legacy	18				18
Balance at 31 December 2024	87	2	-	(4)	85

Analysis of movements for the Year Ended 31 December 2024

Restricted Funds	Intangible & tangible fixed assets £000	Investment assets £000	Net Current assets £000	Defined Pension scheme £000	Total £000
Unrestricted funds	823	24,259	485	-	25,567
Restricted funds			85	-	85
Balance at 31 December 2024	823	24,259	570	-	25,652

16. Taxation

No corporation tax arises as the Charity for Civil Servants is a registered Charity, and is able to take advantage of the tax relief available to charitable bodies.

17. Pension

The Charity for Civil Servants participates in a non-contributory multi-employer defined benefit staff pension scheme, which was formed for all permanent members of staff, within certain age criteria, of the Charity for Civil Servants and certain other employers. The assets of the scheme are held separately from the assets of the Charity. The scheme has its own trustees who are responsible for the scheme which is administered on their behalf by Aptia. The scheme was closed to all staff for future benefit accrual with effect from 5 April 2004.

The Charity also operates a defined contribution group personal pension scheme which is administered by Legal & General. The Charity pays varying levels of contributions on behalf of the employees, based on their number of years' service and levels of employees' own contributions.

A full triennial actuarial valuation of the defined benefit scheme was undertaken at 6 April 2022 by an independent qualified actuary. This revealed a surplus, on the assumptions used, of £1,129,000. The employers' historic recovery plan has therefore ceased with contributions limited to 50% of the expenses.

The Charity contributed £94k during 2025. The best estimate of contributions to be paid by the Charity towards expenses for the year beginning 1 January 2026 is £94k.

Detailed disclosures for the defined benefit pension scheme, in accordance with FRS102, are set out below.

Present value of scheme liabilities, fair value of assets and deficit

	<u>2025</u>	<u>2024</u>
	£000	£000
Fair value of scheme assets	14,392	14,541
Present value of scheme liabilities	(13,275)	(13,251)
Surplus in Scheme	1,117	1,290

Following considerations of the requirements in FRS 102, the trustees have determined that these criteria are not met and therefore the surplus has not been recognised.

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2025

Reconciliation of opening and closing balances of the present value of scheme liabilities

	<u>2025</u>	<u>2024</u>
	<u>£000</u>	<u>£000</u>
Scheme liabilities at 1 January	13,251	14,386
Interest cost	708	674
Scheme expenses	-	-
Actuarial (gain) / loss	100	(1,121)
Benefits paid and expenses	(784)	(688)
Scheme liabilities at 31 December	13,275	13,251

Reconciliation of opening and closing balances of the fair value of scheme assets

	<u>2025</u>	<u>2024</u>
	<u>£000</u>	<u>£000</u>
Fair value of scheme assets at 1 January	14,541	15,406
Change in employer's share	-	-
Interest income	767	720
Actuarial gain	298	(794)
Contributions by employer	86	93
Scheme expenses	(517)	(196)
Benefits paid & scheme expenses	(783)	(688)
Fair value of scheme assets at 31 December	14,392	14,541

Amounts included within Statement of Financial Activities

	<u>2025</u>	<u>2024</u>
	<u>£000</u>	<u>£000</u>
Interest	(13)	(3)
Scheme expenses	(517)	(196)
	(530)	(199)
Actuarial (losses)	443	106
Total (charged) to the Statement of Financial Activities	(87)	(93)

The cumulative amount of actuarial gains or losses recognised in the statement of recognised gains and losses since the adoption of FRS102 is £1,278k loss (2024: £1,721k).

Fair value of scheme assets

	<u>2025</u>		<u>2024</u>	
	<u>£000</u>	<u>%</u>	<u>£000</u>	<u>%</u>
UK equity				
Overseas equity	3,052	21.2	3,401	23.4
Global equity				
Absolute Return Bond Fund				
Debt Instruments	6,096	42.4	3,320	22.8
Liability Driven Investment				
Cash	463	3.2	855	5.9
Other	4,781	33.2	6,966	47.9
Total value of assets	14,392	100	14,542	100

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2025

Assumptions	<u>2025</u>	<u>2024</u>
Inflation (RPI)	3.1%	3.3%
Inflation (CPI)	2.8%	2.95%
Discount rate	5.5%	5.5%
Allowance for increase in pensions: lower of CPI or 5% (effective from April 2017)	2.7%	2.9%
Rate of revaluation of deferred pensions of CPI +1%	3.8%	3.95%
Rate of revaluation for deferred pensioners: Lower of CPI or 5%	2.8%	2.95%
Cash commutation allowance (% tax free cash)	-	-
Withdrawal allowance	-	-
Assumed life expectations (no. years) on retirement age of 60		
- Retiring today: males	25.0	25.1
- Retiring today: females	27.8	27.8
- Retiring in 20 years: males	26.6	26.6
- Retiring in 20 years: females	29.4	29.3

The amounts for the current and previous periods are as follows:

	<u>2025</u>	<u>2024</u>	<u>2023</u>	<u>2022</u>	<u>2021</u>
	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>
Defined benefit obligation	14,392	14,541	15,406	15,369	24,768
Scheme assets	(13,275)	(13,251)	(14,386)	(14,293)	(22,044)
Surplus/(Deficit)	1,117	1,290	1,020	1,076	2,724
Adjustment due to limitations on recognition of surplus	(1,117)	(1,290)	(1,020)	(1,076)	(2,724)
Experience adjustment: gain/ (loss) on scheme liabilities	124	(22)	34	(869)	(60)
Effect of changes in demographic/other assumptions re: the present value of the scheme liabilities; gain/(loss)	(25)	(1,099)	34	8,379	958
Return on scheme assets: gains/(losses) assets	(298)	794	(163)	(9,657)	1,678

18. Related parties

There were no (other) related party transactions in the current or previous year.

19. Statement of Financial Activities for the Year Ended 31 December 2024

	<u>Unrestricted Funds</u>	<u>Restricted Funds</u>	<u>2024 Total Funds</u>
<u>Income from</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>
Donations and legacies	3,579	2	3,581
Other income	298	-	298
Investment Income	690	-	690
<u>Total income</u>	<u>4,567</u>	<u>2</u>	<u>4,569</u>
 <u>Expenditure on</u>			
Raising funds			
Fundraising & Engagement	1,085	-	1,085
Investment management	113	-	113
Total costs of raising funds	<u>1,198</u>	<u>-</u>	<u>1,198</u>
Charitable activities			
Alleviating need	6,149	4	6,153
Total charitable expenditure	<u>6,149</u>	<u>4</u>	<u>6,153</u>
<u>Total expenditure</u>	<u>7,347</u>	<u>4</u>	<u>7,351</u>
Net (expenditure) for the year	(2,780)	(2)	(2,782)
Gain/(loss) on investments	1,197	-	1,197
Gain on revaluation of investment property	(1,583)	(2)	(1,585)
Gain/(loss) on defined benefit pension	106	-	106
Net movement in funds for the year	<u>(1,477)</u>	<u>(2)</u>	<u>(1,479)</u>
 Reconciliation of funds			
Funds brought forward at 1 January 2024	27,044	87	27,131
Funds carried forward at 31 December 2024	<u>25,567</u>	<u>85</u>	<u>25,652</u>



THANK YOU

The Charity for Civil Servants is not able to achieve the impact as demonstrated in this report without the generous support from our donors, fundraisers and partners. Your commitment in backing the Charity is vital and underpins the work we deliver in helping thousands of civil servants. For this, the Charity extends our utmost gratitude to each and every one of you.

THE CIVIL SERVICE BENEVOLENT FUND

England & Wales - Charity number 1136870

Accounts

**CHARITY
FOR CIVIL
SERVANTS**

ANNUAL REPORT AND ACCOUNTS

for the year ending 31 December 2024



The Civil Service Benevolent Fund operating as **the Charity for Civil Servants**

CHARITY FOR CIVIL SERVANTS

ANNUAL REPORT AND ACCOUNTS

For the year ending 31 December 2024

The Civil Service Benevolent Fund operating as the Charity for Civil Servants

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CHAIR'S FOREWORD

Welcome to your Charity's Annual Report and Accounts for 2024. Now more than ever, it's vitally important that the Charity for Civil Servants is here to support all civil servants, past and present, when times are tough, listening without judgement and offering practical, financial and emotional support.

We want civil servants to think of us as an umbrella – here to support whatever difficulties they are facing.

As chair of the charity and reflecting on the impacts in 2024, I can report that the Charity spent over £3.2m responding to over 70,000 instances of help, providing almost £1.5m in financial support – despite some tough resource challenges across the year.

In 2024, the Charity worked more closely than ever with a whole range of stakeholders across the Civil Service, forging stronger relationships with Government People Group, others in Cabinet Office alongside many departments and staff networks. We continue to work with other charities to share insight to make sure we can respond appropriately to the support civil servants need.

The Charity's very own Civil Service Mental Health and Wellbeing Conference in October was once again a huge success, improving on the year before. Our community yet again showed an enthusiastic response to our hero campaign, the annual Mega Miles Challenge, where several hundred people took part, and thousands was raised. Plans are in place for the 2025 challenge, seeking to increase with bold signup and fundraising targets.

Alongside support from the Cabinet Office and the Northern Ireland Civil Service, I am also grateful for the support we have once again received from the Civil Service Insurance Society, CSIS Charity Fund and Boundless.

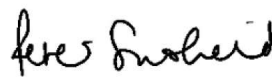
A special thanks must go to our supporters, donors, partners and volunteers, whose dedication and support makes such a difference.

I would also like to pay tribute to the hard-working staff of the Charity and my fellow Trustees for their commitment and continued determination throughout the year.

Times continue to be tough but with a new 2025-29 strategic plan in place, the Trustees, Executive Team and I are confident that the Charity for Civil Servants is set to meet the growing demands for our services.

In September 2024, I was pleased to welcome our new CEO, Jonathan Freeman, MBE who is steadfastly leading the Charity with some great initiatives planned across the year ahead.

Finally, I'd like pass on thanks once again from all Trustees to everyone in the Charity. The Charity's work makes such an important difference to the lives of so many people and that is something of which you should be rightfully proud.



Sir Peter Schofield KCB
Chair of Trustees



CEO'S STATEMENT

It is an honour to be CEO of the Charity of Civil Servants, having been appointed to the Charity in September 2024. In this short time, a real sense of momentum has developed around the Charity's growth and impact. Building on these positive foundations to ensure a vibrant, growing Charity is my priority.

A key area of focus in the final quarter of 2024 was putting in place a strategic plan for growth for the next five years, ensuring we are supporting more people in better ways than ever before. Added to this, we have also established a clear business plan for 2025 to put us on a positive and sustainable trajectory. To be able to meet the growing demand for the Charity's support over this period, we have to take swift and decisive action to address the long-standing gap between income and expenditure. Bluntly, this means we need to deliver a step change in our income generation if we are to retain current levels of support to our beneficiaries.

Alongside these new plans, we have also developed the Charity's values framework, which is a fundamental part of our structure moving forward. It is really important that as a staff team we all spend our days in an organisation where we align with how we all work together. This is about ensuring the Charity is accountable, decisive and kind – all key elements of this values framework.

What we saw at the end of 2024, and now into the start of 2025, is that it really is worth embracing such drive and change so that we can deliver more support for our community than ever before.

We can only deliver our mission because of the support of so many thousands of civil servants across the country getting involved in our events, volunteering their time and donating to the Charity.

We see a real sense of drive and energy growing within the civil servant community, supporting us like never before. In particular,

the engagement we are receiving from the Cabinet Secretary to Permanent Secretaries and civil servants at all levels, up and down the country, has been so encouraging. For me, the Charity has to be at the heart of the Civil Service and it is clear that our community agree.

It's been heart-warming to learn about how much support the Charity has at events like Civil Service Live, for our hero campaign the Mega Miles Challenge, and to see the thousands that took part in our annual Mental Health and Wellbeing Conference. This demonstrates that the Charity has a really important place within that wider Civil Service community that we value so much.

The positive impact of our collective efforts is already showing and will, I am sure, continue to show in the years to come.

I was once asked what I thought was the key to good leadership? My response was that it is to surround yourself with brilliance. And I am very proud to say that is exactly how I feel about our team at the Charity, because we really are Better Together.

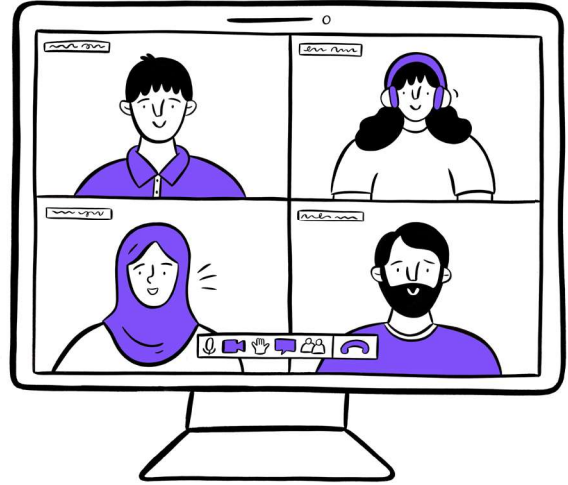


Jonathan Freeman, MBE
Chief Executive Officer



TRUSTEES' ANNUAL REPORT

The Trustees of the Charity for civil servants present their Annual Report for the year ended 31 December 2024 under the Charities Act 2011 and the Companies Act 2006, including the Trustees' Annual Report comprising the Strategic Report and the Directors' Report under the 2006 Act together with the audited financial statements for the year.



Our Purpose

We've grown and changed over the years but still have the same purpose to support civil servants.

We are the occupational charity for more than 1.5 million current and former civil servants (plus their financial dependants), and a wider group of public body employees. Over the years, we have developed our support so we can respond to the needs of our community. We don't just give financial help but give information, advice and access to a variety of services.

Our Charitable Purposes

For the public benefit, to relieve from suffering, hardship or distress (whether financial or otherwise), and to promote and sustain the wellbeing of Civil Servants, former Civil Servants, Public Body Employees or former Public Body Employees, employees and former employees of the Charity (and any predecessor organisation of it) and their dependants including without limitation by:

- offering lifelong practical, financial and emotional support, advice and guidance;
- providing direct support to individuals, using other available channels to enable Civil Service communities to connect and support each other, and collaborating with other organisations.

Our Mission

Helping people to overcome life's challenges and thrive.

ACHIEVEMENTS AND PERFORMANCE

STRATEGIC REVIEW OF 2024

In 2024, we reduced our budget forecast for grants and support and adapted our policy to ensure that we did not diminish our help numbers or impact. This was achieved through slight reductions on some “tide over” payments and the extension of limited services from 6 months to one year. This was successful in terms of reaching targets from our 2024 business plan, however the 2025 budget for direct financial assistance is forecast at £1.7m to allow for increased cost of living and the impact of widening eligibility. We continue to focus on ensuring that we have the skills and experience across our teams and that our people are equipped to deliver the Charity’s mission.

In terms of trends, payments for disability were high in the first two quarters of 2024 and settled down in the last two. However we have noticed a lessening of local authority support which will be reviewed in 2025 as charities cannot be seen as the primary source of financial support. We continued to have a high number of approaches from people struggling with poor wellbeing, and we have found the Thrive app to be an extremely effective solution providing a range of wellbeing support and therapy with very positive outcomes reported. Other apps providing effective support at very reasonable cost are the Law Express app which also offers phone calls to a specialist adviser, and the Grief Works app offers a wide range of activities and support to anyone struggling with bereavement and loss. We continue to invest in income growth, including growing income from existing activity, working to diversify income streams and building long term loyalty to the Charity to ensure we can deliver our services now and for generations to come.

AMBITIONS AND PLANS FOR 2025

By the end of 2029, our goals are to be increasing our income and providing help to even more people in need, achieving financial sustainability.

This means that we intend the Charity to be in a break-even financial position by the end of FY2029. This transformation will take time.

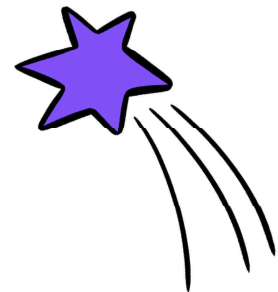
The aim for 2025 is to reduce the size of our annual deficit by approximately £0.6M compared to FY2024.

In terms of income, the 2025 budget is based on an overall increase of some 14% compared to 2024.

We are planning to return overall spend on our Help, Advice and Services (HAS) back to the level originally planned for 2024. We feel strongly that the long-term success of the Charity is dependent on our ability to meaningfully respond to the growing demand on our services.

We are planning some important investments in non-staff costs, largely in order to provide the structures and systems essential to our plans for significant longer-term income generation.

The plan also provides for some modest capital investment, mainly to develop our staff team but also in line with our commitment as a responsible and sustainable landlord of our head office building.





STEPHANIE'S STORY

When Stephanie experienced a pulmonary embolism leaving her unable to work, she reached out to the Charity for Civil Servants for help.

A member of our help team listened, understood and tailored our range of services to support Stephanie's individual needs. This meant we provided a listening ear, signposted her to wellbeing services and provided financial support to get her through that particularly difficult period in her life.

"I FELT LIKE THE RUG HAD BEEN PULLED FROM UNDER MY FEET AND THE HELP FROM THE CHARITY CAME AT A TIME WHEN I REALLY NEEDED IT. THE FINANCIAL AND EMOTIONAL SUPPORT MEANT THAT I COULD KEEP GOING."

"DON'T UNDERESTIMATE THE IMPACT YOUR DONATIONS MAKE. NO MATTER HOW SMALL, EVERY SINGLE DONATION MEANS SOMETHING AND MAKES A DIFFERENCE."

*Some elements of this story have been anonymised or changed to protect the person's identity.

IMPACT REPORT

Service Delivery

Key points to highlight

The value of listening to people cannot be overstated – and we do this throughout our work whether people are looking for financial assistance, debt advice, or wellbeing and caring support.

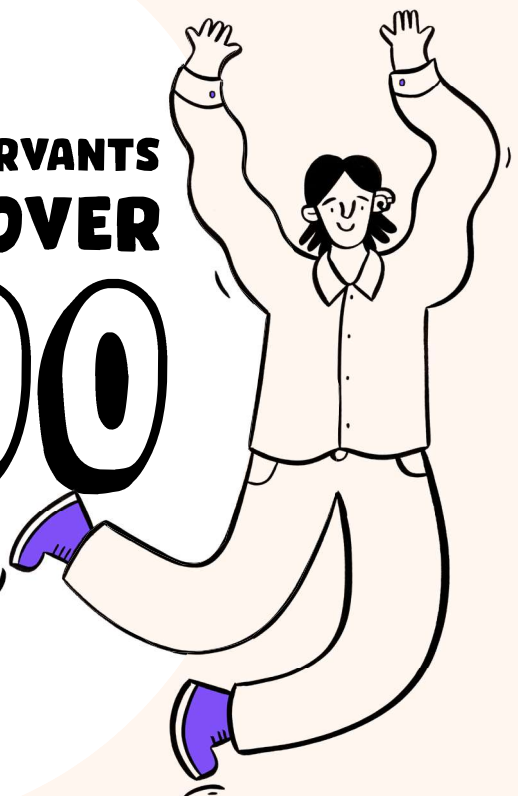
Our feedback has consistently evidenced that people feel listened to and not judged for their situation, and that we look for what we can help with rather than what we can't help with, signposting effectively where we can't directly provide the support needed.

To ensure we provide relevant services, we listen to our community. One example is throughout the year we have supported Departments with Listening Circles where specific issues have been identified. The Listening Circles concept allows attendees to attend and contribute with anonymity. Departments then receive a report detailing common themes emerging and conclusions. Feedback received shows the Listening Circles have been valued and we are delighted to have been able to help with a wide range of issues. This insight gives us valuable information about emerging needs to develop new services, such as the benefits checker on our website, with over 1,221 calculations completed in 2024 to help people claim the benefits they are entitled to.

We made several large life-changing grants for adaptations to homes – this reflects the wider problem of the shortage of housing stock, in particular adapted and accessible properties.



**THE CHARITY FOR CIVIL SERVANTS
HELPED PEOPLE OVER
74,000
TIMES**



12,000



**PEOPLE SIGNED
UP FOR THE
MENTAL HEALTH
& WELLBEING
CONFERENCE**

**SOMEONE ASKED THE CHARITY
FOR HELP EVERY**

15

MINUTES





MALCOLM'S THANK YOU LETTER

"I'm writing to express my family's gratitude to the Charity for Civil Servants. We remain forever grateful to the people in the help team who I spoke to. We want to send our sincere thanks for all they did, for stretching out a hand and a listening ear to someone who was as distraught as I was.

We were told that we needed a complete rewiring of the house as the electrics were dangerous, that it was only a matter of time before it would cause a fire. As a family, we were at the end of our tether as there was no way that we could afford the cost.

We had to use a torch through most of the winter and if we did turn a light on, it was for as little time as possible... it was horrendous. I was in a bad way emotionally, as was my wife who already suffers from severe anxiety and depression.

I eventually got in touch with the Charity for Civil Servants. I spoke to someone on the phone who was really reassuring and throughout the application process, bent over backwards to do all they could to help us. Because of the emotional state I was in, I was also referred to the Charity's wellbeing services.

I can only say the person I spoke to was the nicest, kindest and most helpful person that I have ever spoken to. They fully understood the predicament we found ourselves in and did everything in their power to help us. They really are a credit to the Charity.

When the Charity said they could help cover the costs, it was such a tremendous relief to both myself, my wife and our disabled son who also lives with us. Now that the rewiring is complete, I cannot stress highly enough how relieved we are to finally stop living by torchlight, in constant fear of causing a fire. We are now safe thanks to the Charity's help. I worked as a civil servant for over 15 years and I'm proud to donate to such a worthwhile cause."

*Some elements of this story have been anonymised or changed to protect the person's identity.

GRANT MAKING POLICY

Our charitable objects include relief from hardship or distress (whether financial or otherwise) for the public benefit of current or former civil servants and their dependants. Grants are made within our charitable objects and the agreed strategy of the Charity. All grants are subject to a formal approval process. We award grants based on the four principles below:

- Eligibility – the applicant must be a current, former or retired eligible person, or their financial dependant;
- Circumstances underlying the need, for example ill health, caring, bereavement, domestic abuse, relationship breakdown, reduced income or unsafe accommodation;
- Need – identifying the specific needs and which needs should be prioritised;
- Alternative resources – for example entitlement to benefits, or grants from other charities. In some cases, this may be additional help rather than alternative help.

Grants include financial help payments for a range of situations, including household items and bills, mobility equipment and adaptations, payment to third party suppliers for advice and counselling, and digital apps and resources to support wellbeing.

An interim policy was reviewed and agreed by the Board of Trustees for the period of January 2023 to December 2024, extended into 2025 with a full policy review in July 2025 to implement from September 2025.

AMBITIONS AND PLANS FOR 2025 FOR HAS (HELP, ADVICE AND SERVICES)

The strategic aim in 2025 for Help, Advice and Services is to deliver powerful social impact through the provision of high quality and relevant help, advice and support to our community.

This will be through a mix of digital and casework support - delivering 6,800 financial grants, as well as 1,000 caring, wellbeing and money advice cases. We aim to reach at least 15,000 people in our collaboration with Government People Group at the Mental Health and Wellbeing Conference in October, with an additional 5,000 reached through specialist webinars. We will continue to develop relevant services, including digital resources for 24/7 support. We will continue to improve our application process for help and create a mid/late life wellbeing plan for those approaching or in retirement.

We're working on understanding more about our social value, with an interim study of some of our key outcomes to provide baselines and external validation of the range of services and financial assistance we offer. This will be followed by refreshed evaluation from the summer of 2025 to provide ongoing feedback on our performance to increase our relevance and our reach. Alongside this our help data will identify any gaps in provision, and we will continue to collaborate with workplace support, staff networks and partner organisations to complement and add value to workplace and other support.



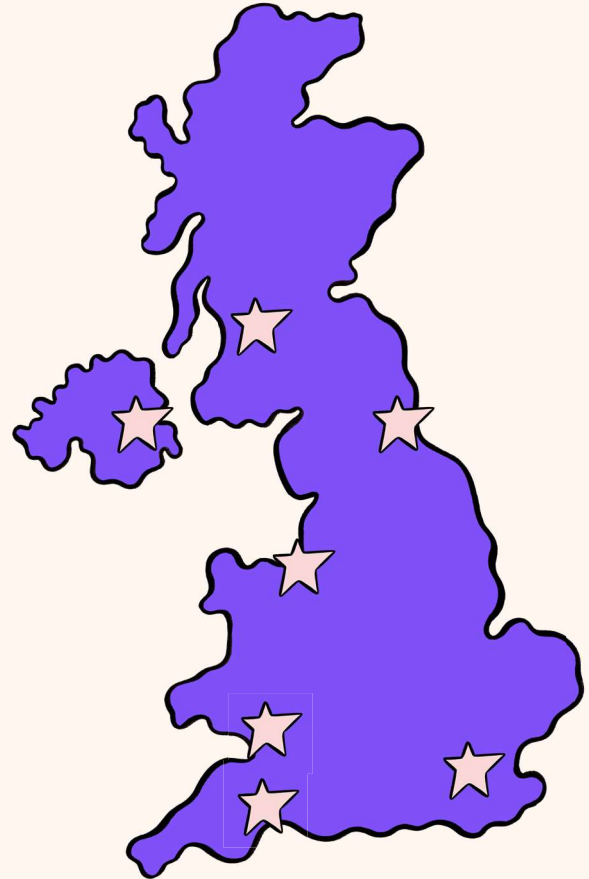
A YEAR IN FUNDRAISING & COMMUNICATIONS

Throughout 2024 we worked to build awareness of the help the Charity offers, while strengthening relationships with key stakeholders to grow our access to audience and increase fundraising.

Fundraising for the Charity included our generous regular donors, most of whom donate monthly through their pay, as well as those who take part in our Community Lottery, participate in our fundraising events, leave a gift in their will, give a grant or organisational donation or make a gift through our website or by post.

Our work with the Civil Service community continued to grow with involvement in the Cabinet Office led 'Charities & Partners Week' in April. Followed in May by over 4,700 people taking part and raising funds through the Mega Miles Challenge, bringing together colleagues across the UK Civil Service.

During June and July, the Charity was an active part of Civil Service Live, a conference which takes in seven venues across the UK and a chance for civil servants to hear about the services and support the Charity offers.



The Charity delivered the online Mental Health and Wellbeing Conference in October with 12,000 participants registered to hear about topics including mental health, bereavement services and financial support and advice.

The year finished with our Festive Jumper Day event, again bringing together civil servants across the UK to support their Charity.

As ever, we would like to take this opportunity to thank every single person and organisation who supported the Charity for Civil Servants through making a donation, raising funds or giving their time.

We could not do it without your generous support.

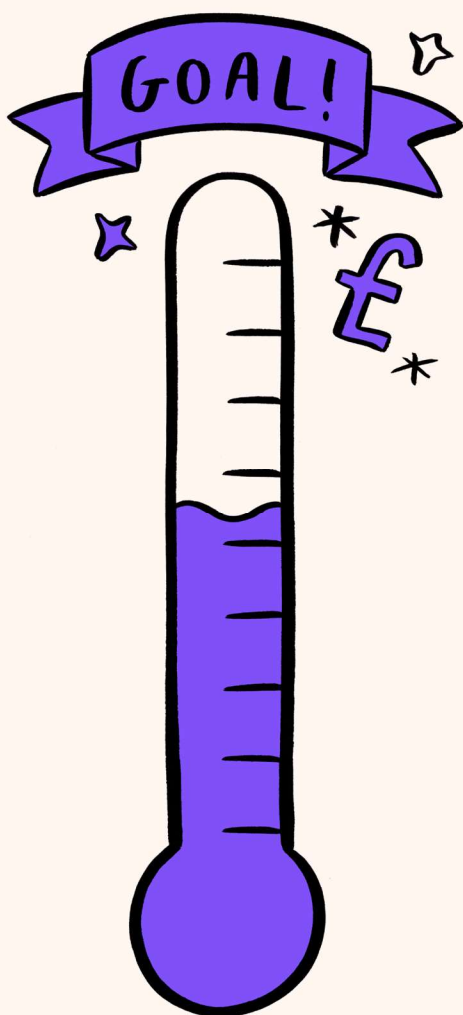


LOOKING AHEAD

We are focussed on delivering our strategy and to establish a strong and sustainable funding position for the Charity through an effective and innovative range of fundraising approaches that inspire and engage our community and other supporters.

Our income target for 2025 is £4.3m representing over 12% growth year on year. We will be focussed on diversifying income channels as we seek to build sustainability over the coming years.

This will include recruiting over 4,000 new regular donors to the Charity, engaging grant givers and corporate donors and growing our legacy giving programme. Our Communications team and our Community Fundraising & Engagement team will be focussed on ensuring we build awareness across the UK.



RESPONSIBLE FUNDRAISING AND MARKETING

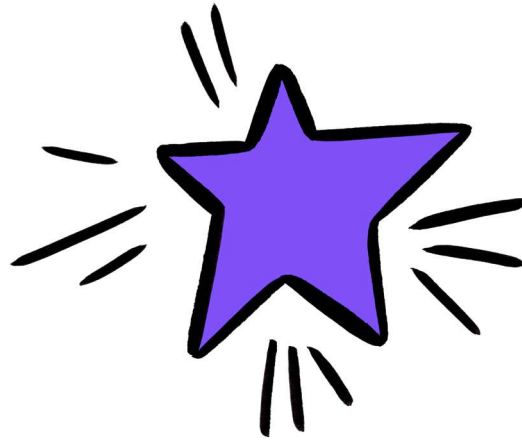
We always endeavour to maintain the highest standards of ethics and welfare when we deliver our fundraising and communications.

Our supporter promise outlines the commitment made to our supporters and the public, affirming that we ensure that our fundraising is legal, open, honest and respectful.

Our responsible management of our fundraising and communications includes a Data Steward to ensure we operate in compliance with UK legislation around data and privacy, procedures and mitigations in place to secure (Cyber Essentials Certified) and maintain accurate and up-to-date records, safeguarding to ensure we look after vulnerable supporters and an ethics policy to ensure our approach adheres with our charitable purpose and legal requirements.

The Charity is registered with the Fundraising Regulator and income generation activities are aligned with the Code of Fundraising Practice.

Our website outlines our complaints and other policies for the public and clearly explains how an individual can contact the Charity. As with previous years, no complaints were lodged with the Fundraising Regulator in 2024.



OUR NORTH STAR

To embed the Charity for Civil Servants
back into the heart of the
Civil Service community

STRATEGIC VISION

By the end of 2029, our goals are to be increasing our income
and providing help to even more people in need,
achieving financial sustainability

STRATEGIC AIM 1

Deliver powerful
social impact through
the provision of high
quality help, advice
and support to our
community.

STRATEGIC AIM 2

Establish a strong and
sustainable funding
position through
effective and innovative
fundraising approaches.

STRATEGIC AIM 3

Ensure that the Charity is
increasingly well
respected, actively
supported and promoted
across our Community.

ENABLING AIM

Provide effective support to the Help, Advice & Services and Fundraising & Communications teams, providing insightful information while enabling sound decisions and ensuring that our people are developed and motivated in their roles.

ACCOUNTABLE

COLLABORATIVE

DECISIVE

INCLUSIVE

KIND

CHARITY FOR CIVIL SERVANTS

OUR VALUES



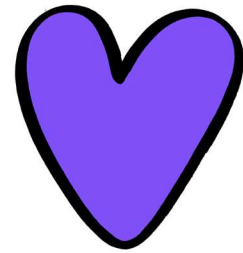
COLLABORATIVE

We deliver better impact by working and learning together



INCLUSIVE

We value, respect and empower everyone to contribute to their fullest



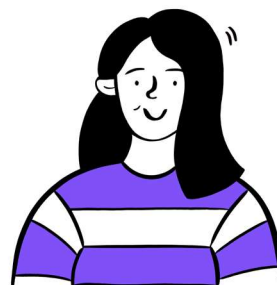
KIND

We are honest, open and considerate of each other



DECISIVE

We are focused on delivery and outcomes at pace



ACCOUNTABLE

We take ownership of our actions and decisions with integrity and responsibility



JACK'S STORY

Just like any other ordinary afternoon, Jack was making his way home from work. When he saw his Dad's number flash up on his phone, he had no idea how serious the call would be.

"Dad gave me a call and told me Mum had been in a car accident. When I got to the scene, I could see the traffic built up all the way down the road. I had a million thoughts racing through my mind, a lot of anxiety and fear. I just tried to focus on what I had to do to help Mum."

Now that the family were facing an emergency, Jack focused his attention on handling the paperwork surrounding the car accident in addition to his mum's physical and mental wellbeing. This left Jack's own wellbeing as a second priority, and he became exhausted. That's when he decided to approach his very own charity for help.

"I wasn't sure what I needed at that point, but I know I wanted to talk to someone. My line manager could tell I was struggling and recommended reaching out to the Charity for Civil Servants. I spoke to a member of the help team and felt like I was in a safe space. I felt like they were really listening to me."

When Jack reached out for help, we were there for him. We scheduled an official conversation with a member of our wellbeing team who talked through Jack's situation and how he was feeling. Together, they worked out a positive path forward.

Jack shifted his focus on taking the next step with his girlfriend and moving into their own place together. Now in a much happier place, he wants to encourage his colleagues to reach out for a charity they can always call their own.

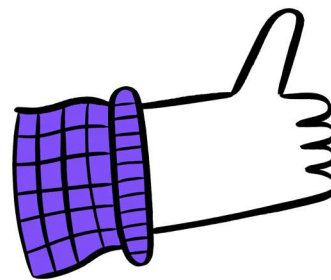
"A CONVERSATION CAN SOUND INSIGNIFICANT BUT THE WELLBEING CONVERSATION WITH THE CHARITY WAS A SIGNIFICANT THING FOR ME. THE CIVIL SERVICE IS FULL OF PEOPLE LIKE ME WHO ARE SOCIALLY ORIENTATED AND WANT TO TAKE STEPS TO MAKE THINGS BETTER. THAT WELLBEING CONVERSATION HELPED ME MAP OUT MY OWN FEELINGS AND FIND A WAY FORWARD."

*Some elements of this story have been anonymised or changed to protect the person's identity.

FINANCIAL REVIEW

OVERVIEW

In 2024, the Charity recorded net expenditure of £2.8m (2023: £3.6m) in line with its agreed approach to draw down from its reserves. The Charity has been refining the types of help it provides, ensuring its systems are fit for the future and delivering fundraising initiatives to tackle its long-term financial sustainability challenge.

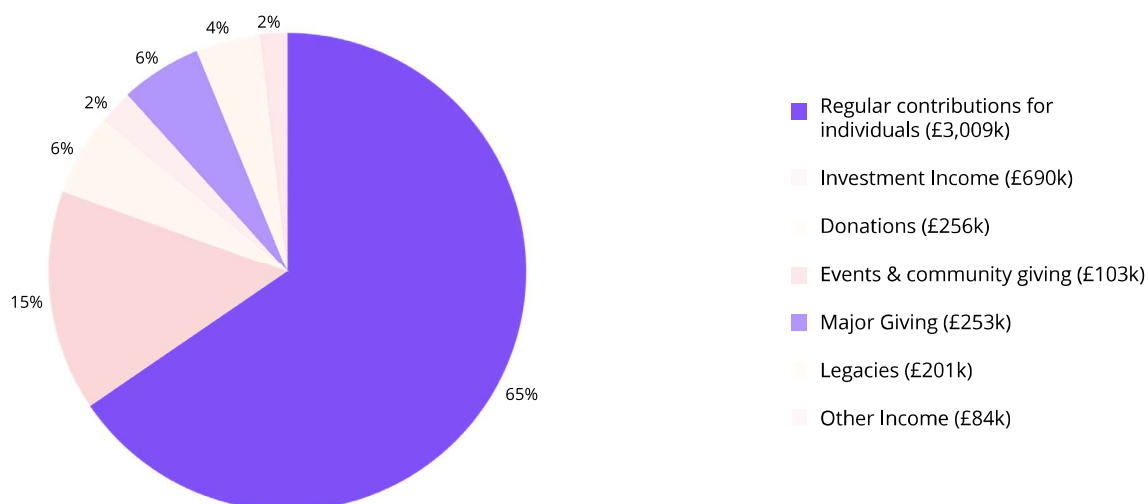


This is before considering the return on the Charity's investments, which was a gain of £1.2m (2023 gain of £1.8m) and the gain on the defined benefit pension scheme of £106k (2023 gain of £204k).

Net assets at the year-end were £25.7m, down £1.5m on 2023 (£27.1m). The Charity's Investment portfolio was valued at £23.7m at 31 December 2024 which was down £1.6m on December 2023 (£25.3m) reflecting the gains of £1.2m, dividends and interest income of £0.7m and £3.3m divested to fund the Charity's activities.

INCOME

In 2024, total income was £4.6m (2023 £4.4m).



The principal source of the Charity's income remains regular monthly contributions from individuals, both serving and retired civil servants. Together with Gift Aid, this source of income accounted for over 65% of the Charity's total income (2023: 72.6%). At £3.0m, regular contributions are down £0.2m on the previous year, following the pattern of decline.

Major giving amounted to £253k (2023: £221k) including Cabinet Office Grant £110k (2023: £110k), CSIS Charity Fund for £75k (2023: £75k) and £59k (2023: £25k) from the Northern Ireland Civil Service (NICS).

Legacy income was down at £201k (2023: £280k).

Income from investments was £0.7m in 2024 (2023: £0.5m). The Charity's portfolio is invested in pooled funds with Columbia Threadneedle and the interest is reinvested in the funds.

EXPENDITURE

Total expenditure for the year is £7.3m (2023: £8m) with £6.2m (2023: £6.7m) being spent on charitable activities.

Costs of raising funds were £1.2m (2023: £1.3m) and included elements of staff costs and overheads.

Total staff costs of £4.3m (2023: £4.3m) were included within direct activities and support costs. The average number of staff (on a full-time equivalent basis) in 2024 was 75 (2023: 85).

The Charity withdrew £3.3m in the year (2023: £2.7m) from its investment portfolio to fund its expenditure in line with its plan to use its reserves to support civil servants.

INVESTMENT MANAGEMENT

The purpose of this activity is to generate investment returns to make the best possible sustainable contribution to the Charity's activities in the current and the long term.

As set out in the reserves section, the Charity is intending to utilise some of its reserves over the next five years by divesting from its portfolio over this period. As a result, under its Investment Policy, the Charity's investments are split into a short-term and long-term pool of assets. The objective of the short-term pool is to be available to provide suitable liquidity and capital protection to meet anticipated drawdowns over a 1-2 year time horizon and to avoid the need to be in a forced sale position in respect of the fund in which the long-term pool is invested.

FUND MANAGEMENT

The longer-term investments are managed in a dynamic pooled fund with Columbia Threadneedle delivering real returns with volatility control with the aim to deliver a real return of UK CPI + 3% per annum after the payment of investment management fees over a 3-5 year time horizon.

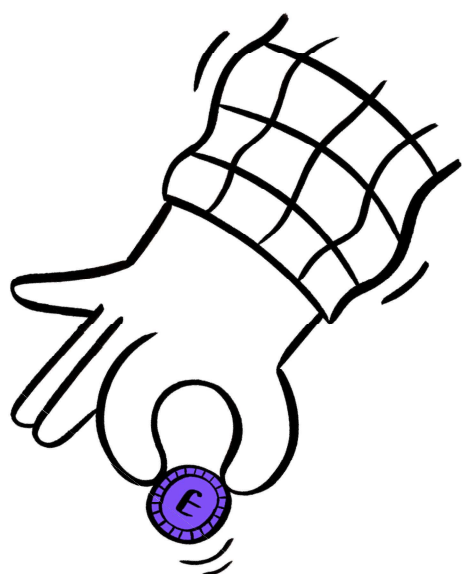
The short-term portfolio is invested in a short-term money market fund with suitable liquidity and capital protection to meet short-term cash flow requirements. The objective of this fund is to provide income returns broadly in line with the 1-month compounded SONIA (Sterling Overnight Index Average) rate before the deduction of charges.

INVESTMENT PERFORMANCE

The value of the portfolio at 31 December 2024 was £23.7m (£25.3m at 31 December 2023). The Charity divested £3.3m in the year to fund its activities and there was a £1.2m increase in market valuation, and dividend income of £0.6m. The short-term money market portfolio was up 4.7% and the long-term portfolio was up 7.9%, reflecting global market volatility and performance. The Charity's investment performance objectives are set over a three-year horizon to allow for short-term downturns. The Investment Committee has reviewed benchmark data of comparable funds provided by an independent investment adviser and is satisfied with the overall performance, given the mitigating circumstances of current global market challenges. Movements in the Charity's investment holdings during the year and an analysis of the portfolio at year-end are shown in note 10a to the Accounts.

APPROACH TO ENVIRONMENT, SOCIAL AND GOVERNANCE (ESG) ISSUES

In selecting the Charity's investment managers, the Investment Committee took into consideration the approach taken to ESG in investing. Columbia Threadneedle's approach is to integrate ESG into its investment research in companies to build a fuller picture of the risks and opportunities of all investment opportunities, based on the belief that sustainable business models, organisational stability and the ability to effect positive change, are more likely to deliver value to all stakeholders including shareholders. Columbia Threadneedle uses 'active ownership' so that through continuous monitoring, targeted engagements and strategic voting it drives change and helps create future value. Columbia Threadneedle includes responsible investment metrics in their regular reporting including: a Columbia Threadneedle ESG Materiality rating, Carbon Intensity, Controversies Exposure and MSCI ESG Score. Both funds outperformed the Columbia Threadneedle benchmarks set on these metrics.



RESERVES

The Trustees are mindful of their duty to balance the interests of both current and future beneficiaries. The holding of reserves is one of a range of measures that can contribute to stability and continuity of the Charity into the future to support future beneficiaries. The Trustees determine the need for reserves by reference to several factors which they keep under regular review, including the time needed to reverse the recent declines in regular giving from individuals and the extent to which the remainder of its income is dependent on many small donations and grants. It considers fluctuations in beneficiary expenditure and future levels of demand for the help and services provided by the Charity. It also reflects the estimated buy-out cost of the Defined Benefit Pension Scheme which had reduced to £793k December 2024 (the last triennial valuation). Based on its current analysis, the Trustees feel that the Charity should continue to retain reserves of between £20m and £25m.

Of our total Charity funds of £25.7m, total unrestricted funds were £25.6m at 31 December 2024. In assessing our level of free reserves, we exclude the fixed assets of £1m as these assets cannot be quickly disposed of. This leaves free reserves of £24.7m (2023: £25.7m) which is just within the target level of £20m to £25m (2023: £20m to £25m). The Trustees expect reserves to decline over the next few years as we develop the Charity's services to help more people in line with the strategy that was developed in 2015 and refreshed in 2020. Restricted reserves – which are not taken into account in formulating our reserves policy were £85k as at 31 December 2024, details of which are set out in note 14 to the accounts.

GOING CONCERNS

The Trustees have assessed the Charity's ability to continue as a going concern. The Trustees have considered several factors when forming their conclusion as to whether the use of the going concern basis is appropriate when preparing these financial statements including a review of updated forecasts to the end of 2026, a consideration of key risks that could negatively impact the Charity such as cost of living, impact on general living and global conflicts. Also, the latest available valuation of the investment portfolio has been reviewed.

The Charity's principal source of income continues to be regular monthly contributions from individuals, both serving and retired civil servants. This represented approximately 65.5% of the Charity's income in 2024. As reported in the financial review, contributions in 2023 reflected a net 7% decline and this trend has continued to be modelled in the revised forecasts. The key area of uncertainty relates to any impact of market turmoil on the valuation of investments. The Trustees are satisfied that the Charity has sufficient reserves and liquidity within the investment portfolio to continue as a going concern for the foreseeable future. Cash flow forecasts are regularly prepared and assets in the investment portfolio can be liquidated to meet short term requirements.

After considering these factors, the Trustees have concluded that there are no material uncertainties, and the Charity has a reasonable expectation that there are adequate resources to continue in operational existence for the foreseeable future and have continued to prepare the financial statements on the going concern basis.

PENSIONS

The pension liability in respect of the defined benefit pension scheme that was closed to all staff for future benefit accrual in 2004 continues to change from one year to the next. This is largely driven by factors outside our control: performance of the assets in the pension scheme reflecting changing conditions in the financial markets and the sensitivity of the pension liability to changes in interest and inflation rates. The Scheme was a multi-employer defined benefit pension scheme, The CSBF Pension and Assurance Scheme, and the Charity accounts for its 92.9% share of the net assets and liabilities of the multi-employer pension scheme which is recognised on the Charity's balance sheet.

Contributions paid by the Charity during the year were £93k.

The value of our share of the scheme's assets remained stable at £14.5m while the value of the scheme's liabilities (under FRS102 principles) dropped in 2024 from £14.4m to 13.2m resulting in a surplus of £1.2m. The Charity does not to recognise this surplus but instead show zero as the pension asset/liability. This valuation is undertaken using a series of assumptions and judgments. The valuation of the scheme is very sensitive to these assumptions and thus there is a risk that this valuation will change significantly during the coming year, as it has in past years. The Charity's exposure to pension valuation fluctuations is monitored through its risk management framework and its consideration of financial risks. There is an effective budgeting and forecasting process in place for payments into the pension plan. The Charity also actively engages with the pension trustees including in relation to longer term plans for the Scheme. Since closing the defined pension scheme to future staff benefit accrual in 2004, the Charity operates a defined contribution group pension scheme. More details about pensions are set out in note 16 to the accounts.

PRINCIPAL RISKS AND UNCERTAINTIES

Risk is considered in key decision processes in the Charity at Executive and Board level. The Board reviews the major risks faced by the Charity at least annually after more detailed discussions at the Finance and Audit Committee. The current review includes consideration of the adequacy of the actions and mitigations being taken in response to each risk.

The Board is satisfied that the major risks facing the Charity have been identified and are being appropriately addressed. This includes the Board's view of the impact of the current economic climate and the consequences for its risk assessment. The key resulting risk for the Charity is the financial risk for the Charity arising from a significant loss in the value of its investments which is detailed below. Overall, the Board considers that the key risks currently facing the Charity are as follows:

- The Charity has seen a decline in the number of regular donors over the last decade and income from regular donations has fallen. If this decline in regular income is not reversed or other sources of income found, this could threaten the longer-term future of the Charity and its ability to help civil servants. Plans to address this include a targeted fundraising strategy following the 2023 brand refresh, focused interaction with the major Civil Service departments to drive employee engagement with the Charity, and marketing to promote the Charity's purpose that will increase the Charity's perceived relevance and reliance on donations. The Board is aware that these efforts will take time to pay off and reverse trends in income. Whilst this risk has impacted on the Charity's net income, the Charity currently remains in a strong financial position.
- A key financial risk for the Charity is a significant loss in value of its investment portfolio. The Charity is a long-term investor with a significant portfolio and can sustain short-term market fluctuations. As set out above, the Charity's investments are managed by professional managers and the Charity has access to further independent investment advisers. The Charity has divided its portfolio with an amount to cover its short-term cash requirement held in a separate low volatility liquidity fund. The long-term portfolio is in a fund that targets a real return but with 2/3rds or less of equity volatility. The performance of the managers and the achieved volatility is reviewed by the Investment Committee quarterly.



REMUNERATION

REMUNERATION POLICY

Our approach to pay at the Charity

The Charity had 77 staff as at 31 December 2024, which equates to 70 full-time equivalent employees. Salary and total reward for the Chief Executive are set and reviewed by the Remuneration Committee, a sub-committee of our Board of Trustees.

The Remuneration Committee is chaired by the Charity's chair and includes other members of the Board, who offer pay expertise in the Not for Profit and other sectors.

All other staff salaries are set by the Executive Team. Salaries are arranged in pay grades across the Charity, using external independent benchmarking and comparison data within the Charity and Not for Profit sectors, and considering affordability at the Charity. Salaries are clearly advertised when recruiting for new roles. At the Charity, we believe in recruiting and retaining high-calibre people to represent the organisation's interests. We believe in rewarding staff fairly for the jobs that they do and provide a single streamlined salary and grading framework for all staff, which is equitable and consistent with the principle of equal pay for work of equal value.

The Charity works hard to retain staff who have been recruited for the specific skills that they bring to their particular role. Pay and reward are determined to ensure that we can recruit people with the right skills in a competitive market. Many of our staff have detailed knowledge, some of which is unique to the Charity and could not be easily replaced. Our staff pay scales and total reward package reflects our commitment to retaining and motivating our staff.

SENIOR MANAGEMENT PAY

The Charity's purpose and vision means that the Chief Executive and other members of the Senior Management Team require a breadth of experience, skills and personal qualities on a par with high-quality senior-level talent in similar organisations and so the Charity needs to be competitive in the market. They need to be able to liaise and command the respect of senior civil servants and executives of other partnership charities of all sizes through their experience and credibility. At the Charity, we can retain this talent whilst keeping salary costs under control.

For the purposes of disclosures under the Charities SORP (FRS 102), senior management is defined as the Chief Executive Officer and the other three directors responsible for Finance and Resources, Help, Advice and Services, and Fundraising and Communications.

BENCHMARKING

The Chief Executive and Directors participate in performance appraisal annually as part of the appraisal scheme operated for all staff. In the case of the Chief Executive, this includes seeking detailed feedback from the Chair and Trustees.

Staff pay levels are reviewed annually. The annual pay award is reviewed by the Head of People and Payroll and the Charity's Executive Team and is communicated to the Charity's nominated union, PCS. The same benefits, apart from annual leave allowance, including pensions and terms and conditions, apply to the Chief Executive and Directors, as all other staff. Annual pay increases for the Chief Executive and staff are aligned. In 2024, a 5% pay increase was awarded to all staff.

GENDER PAY REPORTING

The Charity is not required to publish information on Gender Pay Reporting but as recommended by the NCVO, Trustees require information on gender pay differences to be collated and disclosed as part of a commitment to transparency and accountability.

Gender Pay Gap:

As at 31 December 2024:

Gender	No. of Staff	FTE Salary	Differential		FTE Salary	Differential	
		Mean	(£)	(%)	Median	(£)	(%)
Male	23	£48,279	£5,579	11.56%	£36,981	(£3,244)	(8.87%)
Female	54	£42,700			£40,225		

As at 31 December 2023:

Gender	No. of Staff	FTE Salary	Differential		FTE Salary	Differential	
		Mean	(£)	(%)	Median	(£)	(%)
Male	28	£44,715	£3,685	8.24%	£35,220	(£2,348)	(6.67%)
Female	59	£41,030			£37,568		

Percentage Gender per Quartile Salary Range (1= highest paid quartile) as at 31 December 2024

Salary Quartile	Male	Female
1	42% (8)	58% (11)
2	11% (2)	89% (17)
3	26% (5)	74% (14)
4	40% (8)	60% (12)
Overall	30% (23)	70% (54)

TRUSTEES' ADMINISTRATIVE REPORT

STRUCTURE AND GOVERNANCE

CONSTITUTION AND MEMBERSHIP

The Civil Service Benevolent Fund ("the Charity") was incorporated on 16 June 2010 as a company limited by guarantee (company no. 7286399). In May 2012, the company began operating under the name "The Charity for Civil Servants". The Charity is registered with the Charity Commission in England and Wales (no. 1136870) and is on the Scottish Charity Register (no. SC041956).

The Charity is governed by its Articles of Association dated 16 June 2010. The Trustees have carefully considered the aims of the Charity and how it measures up to the Public Benefit test. Further detail on the Charity's aims and objectives are provided on page 4. The Charity carries out its activities from its principal office, No. 5 Anne Boleyn's Walk, Cheam, Sutton, SM3 8DY, which is also its registered office.

The Charity has been granted continuous patronage by The Monarch since Queen Victoria in 1886. Following the death of our Patron, HM Queen Elizabeth II in 2022, we are delighted that His Majesty King Charles III has graciously agreed to be Patron of the Charity.

The Charity has one subsidiary, CSBF Enterprises Limited (registered in England and Wales: company number 03119311). More detail is given in Note 10 (c) to the accounts.



TRUSTEES AND ADVISORS

The Charity is governed by a Trustee Board of between 8 and 12 Trustees. Under the Charity's Articles of Association, one Trustee shall be appointed by the Cabinet Office and that Trustee will be the Chair. Other Trustees are appointed by resolution of the Trustees at the Annual General Meeting. The Board is currently comprised of 11 Trustees.

The following Trustees served as members of the Board throughout 2024:

- Sir Peter Schofield KCB (Chair)
- Sonia Phippard (Vice-Chair)
- David Kuenssberg
- Matthew Brook
- Clara Lane
- Angela MacDonald
- James Renwick
- Jaspal Roopra
- Mal Singh
- Michael Smith
- Luke Treadwell

The following Trustees retired during 2024:

- Joanna Dally

The following Trustees were appointed during 2024:

- Angela MacDonald – appointed 12.07.24

No Trustees had any disclosable interests under the Companies Act 2006.

Trustees are responsible for reviewing the structure, size and composition of the Board, including the skills, knowledge and experience required. Trustees seek to identify candidates to fill Board vacancies as and when they arise and open advertising or the services of external advisers are considered to facilitate the search for suitable candidates.

Trustees are appointed for an initial term of up to three years, to provide for an orderly succession, and are eligible to serve a second term, up to a maximum of six years. Trustees receive individual induction sessions, as well as being provided with relevant background information and training to help familiarise them with their responsibilities.

The Trustee Board meets a minimum of three times a year and takes all important strategic, policy and financial decisions. It met four times in 2024. The Board is supported by several sub-committees and advisory groups. Sub-committee and advisory group membership as at 31 December 2024 is set out below (* denotes chair of each committee, † denotes co-opted member):

Nominations and Remuneration Committee	Investment Committee	Finance and Audit Committee	Strategic Steering Group
Peter Schofield *	Sonia Phippard *	David Kuenssberg*	Angela MacDonald *
David Kuenssberg	David Kuenssberg	Sonia Phippard	Matthew Brook
Sonia Phippard	Clara Lane	Mal Singh	Michael Smith
Jaspal Roopra	Robert Woods †	Joanna Dally	Luke Treadwell
	Alex Reeves†		James Renwick

Day-to-day management of the Charity is delegated to the Chief Executive, Jonathan Freeman, and other directors responsible for Finance and Resources, Help, Advice and Services, and Fundraising and Communications. An appropriate director acts as secretary to each of the Board sub-committees and advisory committees, except for the Nominations and Remuneration Committee for which the Charity's Head of HR is secretary.

The key advisers to the Charity are:

Auditor:	Bankers:	Investment Managers:	Solicitors:
HaysMac LLP 10 Queen Street Place London EC4R 1AG	Lloyds TSB Bank plc 1 Butler Place Victoria Street London SW1H 0PR	Columbia Threadneedle Investments 78 Cannon Street London EC4N 6AG	Stone King LLP Boundary House 91 Charterhouse Street London EC1M 6HR

TRUSTEE APPOINTMENT, INDUCTION AND TRAINING

The Charity recruits new trustees on a regular basis to maintain an effective Board and appoints new trustees in line with the Articles of Association. The process of appointment is informed by reviewing our skills and board effectiveness review to determine skills gaps within the Board of Trustees. All nominations of potential new appointments are reviewed by the existing Board of Trustees. Where a vacancy occurs outside of the annual recruitment process, trustees may be appointed to the vacancy until the next Annual General Meeting. New trustees go through a comprehensive induction programme to ensure they understand the objectives of the Charity and their responsibilities as trustees.

SAFEGUARDING POLICY

Safeguarding is everyone's responsibility. The Charity for Civil Servants has a duty of care to safeguard people we help, people who support us and volunteer with us, staff and Trustees. We have a responsibility to safeguard children and vulnerable adults. Vulnerable can refer to the situation someone is in, or refer to a lack of mental capacity, mental or physical frailty, for example an inability to communicate, dementia or mobility impairment.

A safeguarding issue can arise in any setting and can be immediate concern or an allegation about something happening now, in the past or in the future. It can be one incident or a series of incidents.

We have a policy, procedures, information and training so that all staff and volunteers can identify and respond appropriately to safeguarding concerns, reporting to relevant agencies such as the police or local authority safeguarding bodies. The policy also refers to other policies, for example whistleblowing.

The Board of Trustees delegates a Safeguarding Trustee Lead. The other Safeguarding Leads at the Charity are the Director of HAS, the Head of HAS Operations and the Chair of the Safeguarding Group. The Safeguarding Leads respond to incident reports. The Safeguarding Group reviews policy, best practice and procedures. This group consists of the Safeguarding Leads and representatives from the Charity at all levels.

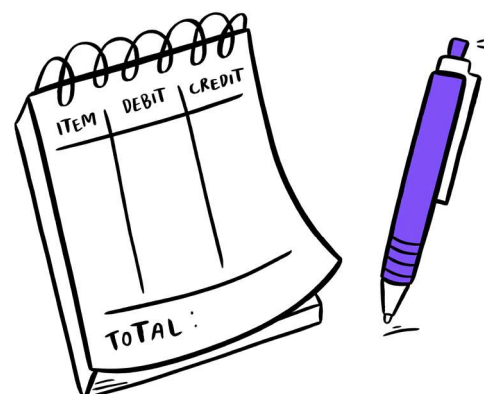
An annual update and report are submitted to the Board of Trustees. All serious incidents are reported to the Board of Trustees as they occur, and we notify The Charity Commission of any serious incident.

TRUSTEE RESPONSIBILITIES

The Trustees are responsible for preparing the Trustees' Report (which comprises the Trustees' Administrative Report and the Trustees' Strategic Report) and the accounts in accordance with applicable law and regulations. Charity law requires the Trustees to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards) and applicable law. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the situation of the charitable company and of its net incoming resources for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Observe the methods and principles in the Charities Statement of Recommended Practice (SORP);
- Make judgments and accounting estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Trustees are responsible for keeping proper accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.



The Trustees at the date of approval of this report have confirmed, as far as they are aware, that there is no relevant audit information (information needed by the Charity's auditor in connection with preparing the audit report) of which the Charity's auditor is unaware. Each Trustee has taken all the steps that they should have taken as a Trustee to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

CHARITY GOVERNANCE CODE

The Charity's Trustees acknowledge that the Charity for Civil Servants is best placed to fulfil its vision, mission and strategic goals if it has effective governance in place. The Charity continues to utilise the Charity Governance Code as a tool to support the Board to reflect upon its governance structures and consider the most appropriate ways to adopt the Code's principles and recommended practices. The Trustees also continue to uphold their legal responsibilities and recognise that behaviour and culture are integral, both in supporting the Charity to deliver its objects most effectively for its beneficiaries' benefit, and in achieving good governance.

The Charity's governance structures continued to work well during 2024, and most Board meetings were held in person with a remote option for those unable to join face to face. Larger committee meetings were also held predominantly in person, with smaller meetings being held virtually. The Trustees' annual Away Day was held in person. A triennial externally facilitated board effectiveness review conducted in 2021 concluded that the Charity already had strong systems of governance in place, and work to apply the recommendations arising from the review was completed in 2022. The Charity and its Trustees remain committed to improving the Charity's governance standards and on increasing its overall effectiveness as an organisation and will undertake a board effectiveness review in 2025.

This Annual Report, which incorporates the Trustees' Strategic Report and Administrative Report, was approved by the Trustees on the [21/05/2025], and signed on their behalf by:



Sir Peter Schofield KCB

Chair, Board of Trustees

[21/05/2025]

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CHARITY FOR CIVIL SERVANTS

Opinion

We have audited the financial statements of Charity for Civil Servants for the year ended 31 December 2024 which comprise the Charitable Company Statement of Financial Activities, the Charitable Company Balance Sheet, the Charitable Company Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2024 and of the group's and parent charitable company's net movement in funds, including the income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Annual Report (which includes the strategic report and the directors' report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the Trustees' Annual Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report (which incorporates the strategic report and the directors' report).

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the charitable company, or returns adequate for our audit have not been received from branches not visited by us]; or
- the charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees for the financial statements

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charitable company and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to the Charity Commission, GDPR, health and safety regulations and employment law, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities Act 2011, Charities SORP (2019), and tax regulations.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to revenue recognition, and management override of controls, opening balances and investments. Audit procedures performed by the engagement team included:

- Inspecting correspondence with regulators and tax authorities;
- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Identifying and testing journals, in particular journal entries posted with unusual account combinations, postings by unusual users or with unusual descriptions; and

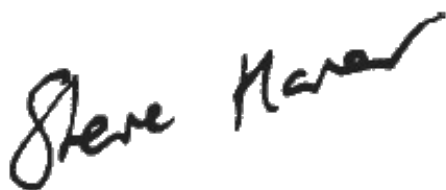
- Challenging assumptions and judgements made by management in their critical accounting estimates

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members, as a body, for our audit work, for this report, or for the opinions we have formed.



Steve Harper (Senior Statutory Auditor)

For and on behalf of HaysMac LLP, Statutory Auditor

10 Queen Street Place

London

EC4R 1AG

30/05/2025

Charity for Civil Servants
Statement of Financial Activities for the year ended 31 December 2024

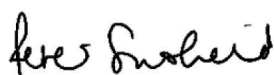
		Unrestricted Funds	Restricted Funds	2024 Total Funds	2023 Total Funds
<u>Income from</u>	<u>Note</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>
Donations and legacies	2	3,579	2	3,581	3,798
Other income	3	298	-	298	151
Investment income	4	690	-	690	467
<u>Total income</u>		<u>4,567</u>	<u>2</u>	<u>4,569</u>	<u>4,416</u>
<u>Expenditure on</u>					
Raising funds					
Fundraising & Engagement		1,085	-	1,085	1,225
Investment management		113	-	113	89
Total costs of raising funds		<u>1,198</u>	<u>-</u>	<u>1,198</u>	<u>1,314</u>
Charitable activities					
Alleviating need		6,149	4	6,153	6,691
Total charitable expenditure		<u>6,149</u>	<u>4</u>	<u>6,153</u>	<u>6,691</u>
<u>Total expenditure</u>	5	7,347	4	7,351	8,005
Net expenditure before investment gain/losses for the year		(2,780)	(2)	(2,782)	(3,589)
Gain on investments	11a	1,197	-	1,197	1,765
Net expenditure		<u>(1,583)</u>	<u>(2)</u>	<u>(1,585)</u>	<u>(1,824)</u>
Gain on revaluation of investment property	11b	-	-	-	365
Gain on defined benefit pension scheme	17	106	-	106	204
Net movement in funds for the year		<u>(1,477)</u>	<u>(2)</u>	<u>(1,479)</u>	<u>(1,255)</u>
Reconciliation of funds					
Funds brought forward at 1 January		27,044	87	27,131	28,386
Funds carried forward at 31 December		<u>25,567</u>	<u>85</u>	<u>25,652</u>	<u>27,131</u>

The statement of financial activities incorporates an income and expenditure account.
The notes on pages 36-38 form an integral part of these Accounts

Charity for Civil Servants
Balance Sheet as at 31 December 2024

		<u>2024</u>	<u>2023</u>
		<u>Total</u>	<u>Total</u>
	Note	<u>£000</u>	<u>£000</u>
Fixed assets			
Intangible assets	9	351	489
Tangible assets	10	472	474
Investment assets	11	24,259	25,837
Total fixed assets		<u>25,082</u>	<u>26,800</u>
Current assets			
Debtors	12	554	533
Cash at bank and in hand		305	200
Total current assets		<u>859</u>	<u>733</u>
Liabilities			
Creditors: amounts falling due within one year	13	(289)	(402)
Net current assets		<u>570</u>	<u>331</u>
Total assets less current liabilities		<u>25,652</u>	<u>27,131</u>
Net assets		<u>25,652</u>	<u>27,131</u>
Total net assets		<u>25,652</u>	<u>27,131</u>
The funds of the Charity:			
Unrestricted funds		25,200	26,677
Revaluation reserve		367	367
Total unrestricted funds	15	25,567	27,044
Restricted income funds	15	85	87
Total charity funds		<u>25,652</u>	<u>27,131</u>

Approved and authorised for issue by the Trustees on 21/05/2025 and signed on their behalf by:



Sir Peter Schofield KCB
Chair, Board of Trustees
Company Number 07286399

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2024

	Note	<u>2024</u>	<u>2023</u>
Cash flows from operating activities:		<u>£000</u>	<u>£000</u>
Net cash used in operating activities	A	(3,124)	(2,833)
Cash flows from investing activities:			
Investment income	4	2	4
Purchase of intangible assets	9	(15)	(80)
Purchase of property, plant and equipment	10	(14)	(5)
Payments to pension fund	17	(94)	(93)
Rebate reinvested	11a	0	2
Disposal of investments	11a	3,350	2,670
Net cash provided by investing activities		3,229	2,498
Change in cash and cash equivalents in the reporting period		105	(335)
Cash and cash equivalents at the beginning of the reporting period		200	517
Cash and cash equivalents at the end of the reporting period	B	305	200
<u>Notes to the cash flow statement</u>		<u>2024</u>	<u>2023</u>
A. Reconciliation of net income/expenditure to net cash flow from operating activities		<u>£000</u>	<u>£000</u>
Net (expenditure) / income for the reporting period (as per the statement of financial activities)		(1,478)	(1,254)
Adjustments for:			
Investment management fees	11a	113	89
Gain on investments	11a	(1,197)	(1,765)
Depreciation & amortisation charges	9&10	168	177
Investment income reinvested	4	(688)	(463)
(Increase)/Decrease in debtors	12	(22)	844
Decrease in creditors	13	(113)	(180)
Net Pension scheme interest	17	3	(5)
Net pension scheme expenses	17	196	293
Pension scheme Gain	17	(106)	(205)
Net cash used in operating activities		(3,124)	(2,833)
B. Analysis of cash and cash equivalents		2024	2023
		£000	£000
Cash in hand		305	201
Total cash and cash equivalents		305	201

1. Accounting policies

Status of the Charity

The Charity was incorporated in England and Wales on 16th June 2010 (company number 7286399) and is limited by guarantee of its members. The guarantee of each member is restricted to £1 sterling. The address of the registered office is No. 5 Anne Boleyn's Walk, Cheam, Surrey, SM3 8DY.

The Charity meets the definition of a public benefit entity under FRS 102. It is registered in England and Wales (charity number: 1136870) and in Scotland (charity number: SC041956).

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The financial statements are drawn up under the historical cost convention except that the freehold property was valued as at 30 June 2000 and investments are carried at market value.

The financial statements are presented in pounds sterling which is also the functional currency of the Charity.

The Charity has one wholly owned subsidiary undertaking, CSBF Enterprises Limited (company number 03119311). This is not consolidated on the basis that the amounts in the subsidiary are immaterial in the context of the Charity.

Going concern

The Trustees have assessed the Charity's ability to continue as a going concern. The Trustees have considered several factors when forming their conclusion as to whether the use of the going concern basis is appropriate when preparing these financial statements including a review of updated forecasts to the end of 2026, a consideration of key risks that could negatively impact the charity such as cost of living, impact on general living and global conflicts. Also, the latest available valuation of the investment portfolio has been reviewed.

The Charity's principal source of income continues to be regular monthly contributions from individuals, both serving and retired civil servants. This represented approximately 65.5% of the Charity's income in 2024. As reported in the financial review, contributions in 2023 reflected a net 7% decline and this trend has continued to be modelled in the revised forecasts. The key area of uncertainty relates to any impact of market turmoil on the valuation of investments. The Trustees are satisfied that the Charity has sufficient reserves and liquidity within the investment portfolio to continue as a going concern for the foreseeable future. Cash flow forecasts are regularly prepared and assets in the investment portfolio can be liquidated to meet short term requirements.

After considering these factors, the Trustees have concluded that there are no material uncertainties.

Income

Income is recognised in the accounts of the Charity when all of the following criteria are met:

- Entitlement – control over the rights or other access to the economic benefit has passed to the Charity.
- Probability – it is more likely than not that the economic benefits associated with the transaction or gift will flow to the Charity.
- Measurement – the monetary value or amount of the income can be measured reliably and the costs incurred for the transaction and the costs to complete the transaction can be measured reliably.

Contributions, and any related recoverable tax, are accounted for when they are due. Donations are accounted for when received. Pecuniary legacies are recorded as income when notified; residuary legacies are recorded when the Charity is legally entitled to the income, receipt is probable and the amounts can be reasonably quantified on the basis of estate accounts or, where not available, on the basis of probate asset values. Income from investments represents distributions, as notified by the investment managers, that are reinvested.

Income from Government Grants is recognised using the accrual model basis. Grant Income is recognised when there is reasonable assurance that a) any conditions attached to receiving the grant will be met and b) the grants will be received. Grants relating to revenue are recognised in income over the periods in which related costs are incurred for which the grant is intended to compensate.

Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to commit the Charity to expenditure as a result of a past event, it is probable that settlement will be required and the amount of the obligation can be measured or estimated reliably.

Grants payable are accounted for when approved by the Charity and notified to beneficiaries. All other expenditure is accounted for on an accruals basis.

Governance costs represent expenditure on strategic planning for the Charity's future development, internal and external audit, legal advice to trustees and costs associated with constitutional and statutory requirements including the cost of Board meetings and preparing statutory accounts.

Costs which cannot be directly attributed to individual activities reflected on the Statement of Financial Activities are allocated on a basis consistent with the use of resources, being the relevant proportions of either staff costs, time spent or assets utilised.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred.

Allocation of support costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include central management and office costs, finance, HR, information technology and systems, analysis and insight, defined benefit pension scheme expenses and governance costs which support the Charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities.

Tangible fixed assets

Tangible fixed assets costing more than £1,000 are capitalised. All fixed assets are recorded at cost and are depreciated at rates to write off the excess of the cost or valuation over the anticipated residual value of individual assets evenly over their estimated useful lives. These rates are currently as follows:

Freehold building and property improvements	3-4% p.a. on valuation and cost
Fixtures, fittings & office equipment	15% p.a. on cost
Other computer hardware & software	33 $\frac{1}{3}$ % p.a. on cost

Intangible fixed assets

Intangible fixed assets are non-monetary fixed assets that do not have physical substance but are identifiable and are controlled by the Charity through custody or legal rights. An intangible asset is recognised when it is separable or arises from contractual or other legal rights and if it is probable that its expected future economic benefits will flow to the Charity, and if its cost or value can be measured reliably. Intangible fixed assets costing more than £2,000 are capitalised.

Intangible assets are measured initially at cost and subsequently at cost less impairment and less any accumulated amortisation. The residual value of intangible fixed assets is nil when calculating the charge for amortisation unless reliable evidence exists to the contrary. Amortisation of intangible fixed assets is charged as an expense to the relevant statement of financial activities category reflecting the use of the asset.

Intangible assets are amortised on a straight-line basis over their useful economic lives. If the useful life cannot be estimated reliably it is presumed to be no more than five years. Amortisation commences on development expenditure when an intangible asset is available for use.

The amortisation rates used are as follows:

Software and website costs: 33 $\frac{1}{3}$ % per annum

Major system development: 20% per annum

Intangible assets are only reviewed for impairment if there are indicators that the asset may be impaired.

Investment assets

Investments are measured initially at cost and valued in the balance sheet at fair value (their market value) at the balance sheet date. Investment net gains and losses, whether realised or unrealised, are combined and shown in the heading 'Net gains/(losses) on investments' in the Statement of Financial Activities.

Investment Property

The Charity holds an investment property at No 5 Anne Boleyn's Walk, Cheam. The ground floor is occupied by the Charity itself and during 2023 the remaining floors were let out to tenants. The property was revalued as of 31st December 2023 for investment purposes and the investment property portion of the freehold building held on a revaluation basis. Freehold property where the Charity occupied the space in the year continues to be held at cost.

Investment Charges

The arrangement with the investment manager, Columbia Threadneedle, is for the Charity to invest in two pooled funds where the fees are deducted directly in calculating the value of the units in the funds. Fees from this point are not separately identifiable and are in effect netted off in arriving at the gain on investments. The Ongoing Charges Figure (OCF) for the long-term fund is 0.5% (including an AMC of 0.40%). The OCF for the short-term fund is 0.46% (including an AMC of 0.40%). The Charity received a 0.2% rebate on short-term fund's AMC, and this is reflected under Other Income. The amount shown in the accounts is the estimated annual fees provided by the investment manager.

Pensions

Employer costs relating to the defined contribution pension scheme are included as expenditure when they become payable in accordance with the rules of the scheme.

The Charity also contributes to a defined benefit pension scheme, which was closed in 2004 to future benefit accrual. The current service costs of the scheme, together with the scheme interest cost less the expected return on the scheme assets for the year, are charged to the Statement of Financial Activities (SoFA). The actuarial losses on the scheme are recognised immediately as other recognised losses. The Charity does not recognise pension surpluses on its Balance sheet as FRS 102 only permits a surplus to be recognised where the employer is able to recover that surplus either through reduced contributions in future or through refunds from the plan.

The assets of the scheme are measured at fair value at the balance sheet date. Liabilities are measured on an actuarial basis at the balance sheet date using the projected unit method and discounted at a rate equivalent to the current rate of return on a high-quality corporate bond of equivalent term to the scheme liabilities. Any resulting defined benefit liability will

be presented separately after other net assets on the face of the balance sheet.

Financial instruments

The Charity has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at amortised cost. Financial assets held at amortised cost comprise cash and bank and in hand, short term cash deposits together with debtors excluding prepayments. Financial liabilities held at amortised cost comprise short- and long-term creditors excluding deferred income and taxation payable. No discounting has been applied to these financial instruments on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

Investments, including bonds and cash held as part of the investment portfolio are held at fair value at the balance sheet date, with gains and losses being recognised within income and expenditure. Investments in subsidiary undertakings are held at cost less impairment.

Critical accounting judgements and key sources of estimation uncertainty

In the application of the accounting policies, trustees are required to make judgements, estimates, and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affected current and future periods.

The only significant sources of uncertainty in our estimations that have a significant effect on the amounts recognised in the financial statements are the defined benefit pension scheme and estimated residuary legacies receivable. Further details, including assumptions used, are disclosed in Note 16 (defined pension scheme), and under Income in the accounting policies (residuary legacies).

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2024

<u>2. Income from donations and legacies</u>	<u>2024</u>	<u>2023</u>
	<u>£000</u>	<u>£000</u>
Regular contributions from individuals	2,981	3,204
Contributions from employer organisations	169	136
Legacies	201	280
Donations	127	120
Fundraising events	103	58
	3,581	3,798

3. Other Income

	<u>2024</u>	<u>2023</u>
	<u>£000</u>	<u>£000</u>
Investment Rebate	-	2
Lotteries	214	99
Property Rental Income	84	50
	298	151

4. Investment income

	<u>2024</u>	<u>2023</u>
	<u>£000</u>	<u>£000</u>
Interest receivable	2	4
Dividends re-invested	688	463
	690	467

5. Expenditure 2024

	Financial Support (Note 5a)	Direct Activities	Support costs (Note 5b)	<u>2024 Total</u>
	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>
Costs of raising funds				
Fundraising & engagement	-	558	527	1,085
Investment costs	-	113	-	113
	-	671	527	1,198
Charitable activities				
Alleviating need	1,529	2,546	2,078	6,153
Total expenditure at 2024	1,529	3,217	2,605	7,351

Expenditure 2023

	Financial Support (Note 4a)	Direct Activities	Support costs (Note 5b)	<u>2023 Total</u>
	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>
Costs of raising funds				
Fundraising & engagement	-	702	523	1,225
Investment costs	-	89	-	89
	-	791	523	1,314
Charitable activities				
Alleviating need	1,924	2,711	2,056	6,691
Total expenditure at 2023	1,924	3,502	2,579	8,005

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2024

	2024	2024	2024	2023	2023	<u>2023</u>
	One-off	Ongoing	Total	One-off	Ongoing	<u>Total</u>
(a) Analysis of financial support						
	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>
to help in the following circumstances:						
- bereavement	105	-	105	165	-	165
- caring	7	-	7	8	-	8
- disability	198	-	198	185	-	185
- domestic abuse	44	-	44	43	-	43
- emergency situation	7	-	7	8	-	8
- ill health	188	25	213	205	34	239
- poor wellbeing	289	-	289	238	-	238
- reduced or low income	531	-	531	585	-	585
- relationship breakdown	121	-	121	116	-	116
- unstable/unsafe living arrangements	10	-	10	48	-	48
- community projects	4	-	4	3	-	3
- Don't tone alone	-	-	-	159	-	159
- Peppy	-	-	-	127	-	127
	1,504	25	1,529	1,890	34	1,924

(b) Analysis of support costs 2024

	Management	Governance	DB Pension Scheme	Finance	H.R	Insight & IT & Systems Analysis	Central Services	<u>2024</u> Total
	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>
Costs of raising funds								
Fundraising & engagement	144	10	39	34	51	97	119	528
Charitable activities								
Alleviating need	571	41	157	135	203	389	444	2,077
In 2024	715	51	196	169	254	486	563	2,605

Analysis of support costs 2023

	Management	Governance	DB Pension Scheme	Finance	H.R	Insight & IT & Systems Analysis	Central Services	<u>2023</u> Total
	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>
Costs of raising funds								
Fundraising & engagement	138	8	59	43	50	55	120	523
Charitable activities								
Alleviating need	552	33	235	171	200	221	446	2,056
In 2023	690	41	294	214	250	276	566	2,579

Allocation is based on the use of resources, being the relevant proportions of staff costs, time spent and assets utilised.

(c) Analysis of governance costs

	<u>2024</u> <u>£000</u>	<u>2023</u> <u>£000</u>
Board of Trustees expenses	-	-
Annual Reports & accounts	8	8
Audit fees	33	25
	41	33

<u>6. Net Income/expenditure for the year</u>	<u>2024</u>	<u>2023</u>
This is stated after charging/crediting:	<u>£000</u>	<u>£000</u>
Amortisation/depreciation charge for the year	168	204
Auditors' remuneration – current year audit fees (excluding VAT)	27	25
Auditors' remuneration – in relation to previous year (excluding VAT)	6	-

7. Trustees and employees

The trustees and persons connected with them have not received or obtained any remuneration or other financial benefits during the year, directly or indirectly from the Charity's funds (2023: nil). During the year no trustees were reimbursed travelling expenses (2023: nil).

Employee and staff costs

	<u>2024</u>	<u>2023</u>
Staff costs during the year were as follows:	<u>£000</u>	<u>£000</u>
Salaries	3,518	3,552
Employer's national insurance	343	344
Employer's regular pension scheme contributions	462	453
Total	<u>4,323</u>	<u>4,349</u>

During the year there were nine redundancy payments totalling £137,195 (2023: £22,814).

Average number of employees – Full-time equivalents

	<u>Homebased</u>	<u>HQ</u>	<u>2024</u>	<u>2023</u>
Fundraising and Communications	15.17	7.4	22.57	28.65
Help, Advice and Service	14.21	17.5	31.71	34.45
Management and Central Services	1.9	19.2	21.1	21.6
In 2024	31.28	44.10	75.38	-
In 2023	35.89	48.81	-	84.7

Average number of employees – Headcount

	<u>Homebased</u>	<u>HQ</u>	<u>2024</u>	<u>2023</u>
Fundraising and Communications	16.5	7.5	24	30
Help, Advice and Service	16	19	35	38
Management and Central Services	2.5	21	23.5	24
In 2024	35	47.5	82.5	-
In 2023	40	52	-	92

Number of employees with emoluments (including taxable benefits but excluding employer pension costs) exceeding £60,000:

	<u>2024</u>	<u>2023</u>
£60,001 - £70,000	4	2
£70,001 - £80,000	4	-
£80,001 - £90,000	-	5
£90,001 - £100,000	2	-
£100,001 - £110,000	-	1
Employer (less salary sacrifice payments) pension contributions paid in respect of a defined contributions pension scheme	£66,173	£84,426

There has been an increase in the number of employees who earn over £60,000 from 8 in 2023 to 10 in 2024. However, the salary brackets in which these employees sit has reduced, going from 5 employees earning £80,001-£90,000 in 2023 to 0 employees in 2024, and no employee earning over £100,001 in 2024.

This is due in part to several changes of key personnel during the year. It also reflects the effect of additional, reportable payments such as the redundancy settlements detailed above.

The key management personnel of the Charity comprise the Chief Executive Officer and three Directors. The total employee benefits of the key management personnel of the Charity were £574,255 (2023: £489,405), including salary, employer pension contributions, Health Cash Plan premiums and employer National Insurance contributions.

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2024

Position	Basic Salary	Benefits	2024 Employers Pension conts.	Ers ni	Total remuneration	2023 Total remuneration
Chief Executive (until 28.09.24)	£91,110	£233	£23,148	£10,077	£124,568	£144,350
Chief Executive (from 16.09.24)	£38,175	£462	£8,017	£4,248	£50,902	
Total	£129,285	£695	£31,165	£14,325	£175,470	

8. Volunteers

The Charity has a total of 375 volunteers situated across the UK at the end of 2024 across formal and informal volunteering roles for the Charity that promote the Charity in the workplace, encourage fundraising, and take part in activities in line with the charitable object of the organisation.

9. Intangible fixed assets

	<u>Website software</u>
Cost or valuation	<u>£000</u>
Balance at 01.01.2024	1,066
Additions	15
Disposals	(160)
Balance at 31.12.2024	921
Accumulated amortization	
Balance at 01.01.2024	577
Charge for the year	153
Disposals	(160)
Balance at 31.12.2024	570
Net book value at 31.12.2024	351
Net book value at 31.12.2023	489

10. Tangible fixed assets

	Freehold property	Fixtures, fittings and equipment	<u>Total</u>
Cost or valuation	<u>£000</u>	<u>£000</u>	<u>£000</u>
Balance at 01.01.2024	940	339	1,279
Additions	-	14	14
Disposals	-	(85)	(85)
Balance at 31.12.2024	940	268	1,208
Accumulated depreciation			
Balance at 01.01.2024	481	324	805
Charge for the year	4	11	15
Disposals		(84)	(84)
Balance at 31.12.2024	485	251	736
Net book value at 31.12.2024	455	17	472
Net book value at 31.12.2023	459	15	474

11. Fixed asset investments

(a) Investment portfolio	<u>2024</u>	<u>2023</u>
Movements in the investment portfolio in the year	<u>£000</u>	<u>£000</u>
Market value at 1 January	25,270	25,798
Dividends received – re-invested	597	462
Interest re-invested	91	4
Net (disposals)	(3,350)	(2,670)
Investment Management Fees	(113)	(89)
Net investment gain/(loss)	1,197	1,765
Market value at 31 December	23,692	25,270

The investments as at 31 December 2024 shown above as managed by Columbia Threadneedle have been valued at fair value (their market value) on 31 December 2024. During the year we utilised our holding in the Short-term fund to provide operating cashflow. We have set up a new Money Market Fund to provide for short term cashflow requirements.

Market value of pooled funds as at 31 December 2024:

Funds

Money Market Fund	£ 2,613,939
Long Term Fund	£21,078,439
Total held with Columbia Threadneedle	<u>£23,692,378</u>

The Short-Term fund is mainly comprised of fixed income and cash to mitigate any short-term market volatility. The Long-term fund's asset weighting as at 31 December 2024 is analysed below:

	Weighting (%)
Long Term Fund	
Fixed Income	45.6
Equities	51.1
Derivatives	-
Cash	3.3
Total	100.0

(b) Investment building

	<u>Total</u> <u>£000</u>
Opening balance	567
Closing balance	567

(c) Investment in subsidiary

The Charity has an investment in one wholly owned subsidiary CSBF Enterprises Limited, a company registered in England & Wales, No. 03119311, with ordinary issued share capital of 7 shares of £1 each. The investment is held at a cost of £7. As the accounts are rounded to £000s, this investment is not shown on the balance sheet, and consolidated accounts are not prepared, as the subsidiary is not material to the assets, liabilities or net results of the Charity. The subsidiary had minimal activity during the year and does not employ any staff directly. The administrative charge to offset the cost of time spent by Charity staff on behalf of CSBF Enterprises Ltd was nil (2023: nil). In 2023 the subsidiary made a loss in the year and no donation has been made to the Charity. Its reserves at year end were £7,709 (2023: £8,517). At the year end, CSBF Enterprises Limited owed the charity £0 (2023: £27,596).

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2024

<u>12. Debtors</u>	<u>2024</u>	<u>2023</u>
	<u>£000</u>	<u>£000</u>
Other debtors:		
- Repayable grants	32	32
- Sundry debtors	-	1
Prepayments	158	149
Accrued income:		
- Contributions from individuals	101	116
- Legacies	88	61
- Tax credits on gift aid donations	172	140
- Other accrued income	3	6
Due from CSBF Enterprises Ltd	-	28
	554	533

13. Creditors - amounts falling due within one year

	<u>2024</u>	<u>2023</u>
	<u>£000</u>	<u>£000</u>
Accrued financial grants payable	26	58
Trade creditors	61	76
Other creditors	13	13
Pension contributions	-	61
Taxation and social security costs	76	94
Accruals	113	100
	289	402

13.(a) Movement of financial support payable

	<u>2024</u>
	<u>£000</u>
Opening financial grants payable	58
Financial grants recognised	1,529
Financial grant payments made during the year	(1,574)
Cancelled/refunded financial grants	13
Closing financial grants payable 2023	26

£26k (2023: £58k) of financial grants were approved and are due to be paid in 2025.

<u>14. Operating Leases - equipment</u>	<u>2024</u>	<u>2023</u>
	<u>£000</u>	<u>£000</u>
Equipment Rentals charged in the year	2	7
	<u>2024</u>	<u>2023</u>
	<u>£000</u>	<u>£000</u>

The total future minimum lease payments under operating leases are due as follows:

- in less than one year	-	4
- in more than one year and less than five years	-	-

15. Funds

The Charity maintains various types of funds as set out below.

Unrestricted funds

Unrestricted funds represent the free funds of the Charity which are expendable at the discretion of the trustees to further the objects of the Charity.

Restricted funds

Restricted funds are those funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes.

Customs & Excise Family Fund

A restricted donation of £30,000 was given to the Charity in March 2006, following the dissolution of The Customs & Excise Family Fund. This was to provide Christmas grants to certain members of the Family Fund, in line with the wishes of their trustees. Interest earned on the Restricted fund was £0 (2023: £0) and grants expenditure was £1.8k (2023: £2k).

Fenton Trust

Restricted donations of £20,000 and £15,000 were given to the Charity in March 2013 and September 2015 respectively to support current, former and retired civil servants of grades executive officer and above residing in the UK. This is to provide grants for essential household bills and items and help with mobility requirements. Grants expenditure in 2024 was £0 (2023: £0) due to no applications being received in the year.

Civil Aviation Authority Fund

A donation provided by the Civil Aviation Authority was restricted to provide help to CAA retired staff and their dependants. In 2024, the interest earned on the restricted fund was £0 (2023: £0) and £0 was spent (2023: £0) on applications from CAA retirees or their dependants.

The Black Bequest Fund

In 2019, the Northern Lighthouse Board donated to the Charity £1,719.62 which represents the closing funds of the James Coats Junior Ferguslie Paisley Memorial Fund, known as Black Bequest. The fund is restricted to be used to supply Lightkeepers or their dependants who are or have been in the employ of the Northern Lighthouse Board with benefits in line with those offered by the Charity. No interest has been earned on or money spent in 2024 (2023: £0).

Dementia Fund

In 2014, CSIS Charity Fund donated £28,000 to be spent on Dementia services. £2k was spent in 2024 (2023: £1k). The funds will be focussed on the development of digital engagement.

Dancey Legacy

During 2024, £1,856.61 (2023: £26,500) was received from Mr Dancey to be used to help the British Home front servants.

Castle Legacy

During 2023, £18,007.16 was received from Mr Castle to be used to help ex customs officers.

Analysis of movements

Restricted Funds	Opening Balance	Income	Transfers between Funds	Expenditure	Closing Balance
	£000	£000	£000	£000	£000
Customs & Excise Family Fund	11			(2)	9
Fenton Trust	6				6
CAA Fund	6				6
Black Bequest Fund	2				2
Dementia Project Fund	16			(2)	14
DWP Legacy	1				1
Dancey Legacy	27	2			29
Castle Legacy	18				18
Balance at 31 December 2024	87	2	-	(4)	85

Analysis of net assets by fund

	Intangible & tangible fixed assets	Investment assets	Net Current assets	Defined Pension scheme	Total
	£000	£000	£000	£000	£000
Unrestricted funds	823	24,259	485	-	25,567
Restricted funds			85		85
Balance at 31 December 2024	823	24,259	570		25,652

Analysis of movements for the Year Ended 31 December 2023

Restricted Funds	Opening Balance	Income	Transfers between Funds	Expenditure	Closing Balance
	£000	£000	£000	£000	£000
Customs & Excise Family Fund	13	-		(2)	11
Fenton Trust	7	-			7
CAA Fund	5	-			5
Black Bequest Fund	2	-			2
Dementia Project Fund	17	-		(1)	16
DWP Legacy	1				1
Dancey Legacy	-	27			27
Castle Legacy	-	18			18
Balance at 31 December 2023	45	45	-	(3)	87

Analysis of movements for the Year Ended 31 December 2023

Restricted Funds	Intangible & tangible fixed assets £000	Investment assets £000	Net Current assets £000	Defined Pension scheme £000	Total £000
Unrestricted funds	962	25,837	245		27,044
Restricted funds			87		87
Balance at 31 December 2023	962	25,837	332	-	27,131

16. Taxation

No corporation tax arises as the Charity for Civil Servants is a registered Charity, and is able to take advantage of the tax relief available to charitable bodies.

17. Pension

The Charity for Civil Servants participates in a non-contributory multi-employer defined benefit staff pension scheme, which was formed for all permanent members of staff, within certain age criteria, of the Charity for Civil Servants and certain other employers. The assets of the scheme are held separately from the assets of the Charity. The scheme has its own trustees who are responsible for the scheme which is administered on their behalf by Mercer. The scheme was closed to all staff for future benefit accrual with effect from 5 April 2004.

The Charity also operates a defined contribution group personal pension scheme which is administered by Legal & General. The Charity pays varying levels of contributions on behalf of the employees, based on their number of years' service and levels of employees' own contributions.

A full triennial actuarial valuation of the defined benefit scheme was undertaken at 6 April 2022 by an independent qualified actuary. This revealed a surplus, on the assumptions used, of £1,129,000. The employers' historic recovery plan has therefore ceased with contributions limited to 50% of the expenses.

The Charity contributed £93k during 2024. The best estimate of contributions to be paid by the Charity towards expenses for the year beginning 1 January 2025 is £93k.

Detailed disclosures for the defined benefit pension scheme, in accordance with FRS102, are set out below.

Present value of scheme liabilities, fair value of assets and deficit

	<u>2024</u>	<u>2023</u>
	<u>£000</u>	<u>£000</u>
Fair value of scheme assets	14,541	15,406
Present value of scheme liabilities	(13,251)	(14,386)
surplus in Scheme	1,290	1,020

Following considerations of the requirements in FRS 102, the trustees have determined that these criteria are not met and therefore the surplus has not been recognised.

Reconciliation of opening and closing balances of the present value of scheme liabilities

	<u>2024</u>	<u>2023</u>
	<u>£000</u>	<u>£000</u>
Scheme liabilities at 1 January	14,386	14,293
Interest cost	674	697
Scheme expenses	-	-
Actuarial (gain) / loss	(1,121)	69
Benefits paid and expenses	(688)	(673)
Scheme liabilities at 31 December	13,251	14,386

Reconciliation of opening and closing balances of the fair value of scheme assets

	<u>2024</u>	<u>2023</u>
	<u>£000</u>	<u>£000</u>
Fair value of scheme assets at 1 January	15,406	15,369
Change in employer's share	-	-
Interest income	720	747
Actuarial gain	(794)	163
Contributions by employer	93	93
Scheme expenses	(196)	(293)
Benefits paid & scheme expenses	(688)	(673)
Fair value of scheme assets at 31 December	14,541	15,406

Amounts included within Statement of Financial Activities

	<u>2024</u>	<u>2023</u>
	<u>£000</u>	<u>£000</u>
Interest	(3)	(5)
Scheme expenses	(196)	(293)
Actuarial (losses)	106	(206)
Total (charged) to the Statement of Financial Activities	(93)	(504)

The cumulative amount of actuarial gains or losses recognised in the statement of recognised gains and losses since the adoption of FRS102 is £1,721k loss (2023: £1,827k).

Fair value of scheme assets

	<u>2024</u>		<u>2023</u>	
	<u>£000</u>	<u>%</u>	<u>£000</u>	<u>%</u>
UK equity				
Overseas equity	3,401	23.4	3,155	20.5
Global equity				
Absolute Return Bond Fund				
Debt Instruments	3,320	22.8	3,292	21.4
Liability Driven Investment				
Cash	855	5.9	159	1.0
Other	6,966	47.9	8,800	57.1
Total value of assets	14,542	100	15,406	100

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2024

Assumptions	<u>2024</u>	<u>2023</u>
Inflation (RPI)	3.3%	3.3%
Inflation (CPI)	2.95%	2.9%
Discount rate	5.5%	4.8%
Allowance for increase in pensions: lower of CPI or 5% (effective from April 2017)	2.9%	2.8%
Rate of revaluation of deferred pensions of CPI +1%	3.95%	3.9%
Rate of revaluation for deferred pensioners: Lower of CPI or 5%	2.95%	2.9%
Cash commutation allowance (% tax free cash)	-	-
Withdrawal allowance	-	-
Assumed life expectations (no. years) on retirement age of 60		
- Retiring today: males	25.1	25.1
- Retiring today: females	27.8	27.8
- Retiring in 20 years: males	26.6	26.6
- Retiring in 20 years: females	29.3	29.3

The amounts for the current and previous periods are as follows:

	<u>2024</u>	<u>2023</u>	<u>2022</u>	<u>2021</u>	<u>2020</u>
	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>
Defined benefit obligation	14,541	15,406	15,369	24,768	23,025
Scheme assets	(13,251)	(14,386)	(14,293)	(22,044)	(23,363)
Surplus/(Deficit)	1,290	1,020	1,076	2,724	(338)
Adjustment due to limitations on recognition of surplus	(1,290)	(1,020)	(1,076)	(2,724)	300
Experience adjustment: gain/ (loss) on scheme liabilities	(22)	34	(869)	(60)	153
Effect of changes in demographic/other assumptions re: the present value of the scheme liabilities; gain/(loss)	1,099	34	8,379	958	(2,767)
Return on scheme assets: gains/(losses) assets	(855)	(175)	(9,657)	1,678	1,506

18. Related parties

There were no (other) related party transactions in the current or previous year.

19. Statement of Financial Activities for the Year Ended 31 December 2023

	<u>Unre- stricted Funds</u>	<u>Restrict- ed Funds</u>	<u>2023 Total Funds</u>
<u>Income from</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>
Donations and legacies	3,753	45	3,798
Other income	151	-	151
Investment Income	467	-	467
<u>Total income</u>	<u>4,371</u>	<u>45</u>	<u>4,416</u>
 <u>Expenditure on</u>			
Raising funds			
Fundraising & Engagement	1,225	-	1,225
Investment management	89	-	89
Total costs of raising funds	<u>1,314</u>	<u>-</u>	<u>1,314</u>
Charitable activities			
Alleviating need	6,688	3	6,691
Total charitable expenditure	<u>6,688</u>	<u>3</u>	<u>6,691</u>
<u>Total expenditure</u>	<u>8,002</u>	<u>3</u>	<u>8,005</u>
Net (expenditure) for the year	(3,631)	42	(3,589)
Gain/(loss) on investments	1,765	-	1,765
Gain on revaluation of investment property	365	-	365
Gain/(loss) on defined benefit pension	204	-	204
Net movement in funds for the year	<u>(1,297)</u>	<u>42</u>	<u>(1,255)</u>
 Reconciliation of funds			
Funds brought forward at 1 January 2023	28,341	45	28,386
Funds carried forward at 31 December 2023	<u>27,044</u>	<u>87</u>	<u>27,131</u>



THANK YOU

The Charity for Civil Servants is not able to achieve the impact as demonstrated in this report, without the generous support from our donors, fundraisers and partners. Your commitment in backing the Charity is vital and underpins the work we deliver help to thousands of civil servants. For this, the Charity extends our upmost gratitude to each and every one of you.

THE CIVIL SERVICE BENEVOLENT FUND

England & Wales - Charity number 1136870

Accounts

**CHARITY
FOR CIVIL
SERVANTS**

ANNUAL REPORT AND ACCOUNTS

for the year ending 31 December 2023



The Civil Service Benevolent Fund operating as the Charity for Civil Servants

The Trustees of the Charity for Civil Servants present their Annual Report for the year ended 31 December 2023 under the Charities Act 2011 and the Companies Act 2006, including the Trustees' Annual Report comprising the Strategic Report and the Directors' Report under the 2006 Act together with the audited financial statements for the year.

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CHAIR'S FOREWORD

Welcome to your Charity's Annual Report and Accounts for 2023, a year in which recent challenges have continued to impact on so many in the Civil Service community. It is at times like this when life for anyone can so easily take a turn for the worse. When the unexpected happens it's vitally important that Charity for Civil Servants is there for colleagues past and present experiencing suffering, hardship or distress.

During 2023, the Charity spent over £3.1m responding to over 73,000 instances of help, providing almost £2m in financial support despite some tough resourcing and technical challenges across the year.

The Charity is working ever more closely with a whole range of stakeholders across the Civil Service, including the Government People Group, others in the Cabinet Office, many of the staff networks, and willing supporters in so many Departments. We have also worked closely with other charities to share insight and understanding of the current volatile environment, ensuring we can respond appropriately to the need that's out there.

Thanks must go to everyone involved for their helpfulness, understanding, collaboration and the time they have given in support of the Charity's cause. A great example of this was, once again, the Civil Service Mental Health and Wellbeing Conference in October, with a record 12,800 registrations and 9,984 attending [accessing content from the sessions], an increase of 72% on 2022. Alongside support through the Cabinet Office and the Northern Ireland Civil Service, I am also grateful for the support we have once again received from the Civil Service Insurance Society, CSIS Charity Fund and Boundless.

A special thanks must go to our supporters, donors, partners and volunteers, without whom none of this would have been possible. I was particularly delighted with our community's enthusiastic response to introducing the Charity's refreshed brand and the new Mega Miles initiative, with one

walking team of 56 people from Queen Elizabeth House in Edinburgh going above and beyond. I would also like to pay tribute to the hard-working staff of the Charity and my fellow Trustees for their dedication, commitment and sheer determination throughout the year. They have really rolled their collective sleeves up in 2023 and done so much to help the Charity deliver support for those in need within the Civil Service community and I am extremely grateful.

It looks like there are still some difficult and uncertain times ahead, but provided we are all willing to continue to support our colleagues through the vital work of the Charity, I am confident that this important organisation is well set to meet any growing need.

There are some great initiatives planned across the year ahead, seeking to grow the number of people who know about the Charity, increasing and sustaining support for its mission. I look forward to the **Civil Service Charities and Partners Week** as well as **Mega Miles**, a walking challenge which I'd really urge everyone to join. Look out for more from the Charity on these and other events, during 2024.

Crucially, if you can support the Charity in any way – please visit the website and donate. It's an important organisation doing great work – but it relies on help from all of us, to be able to do so.

Finally, a very grateful thank you from me and my very best wishes to everyone who plays a part in the life-changing work of this important charity.



Sir Peter Schofield KCB
Chair of Trustees



The Trustees of the Charity for Civil Servants present their Annual Report for the year ended 31 December 2023 under the Charities Act 2011 and the Companies Act 2006, including the Trustees' Annual Report comprising the Strategic Report and the Directors' Report under the 2006 Act together with the audited financial statements for the year.

TRUSTEES' STRATEGIC REPORT

OBJECTIVES AND ACTIVITIES

The Charity's Objectives

For the public benefit, to relieve from suffering, hardship or distress (whether financial or otherwise), and to promote and sustain the wellbeing of Civil Servants, former Civil Servants, Public Body Employees or former Public Body Employees, employees and former employees of the Charity (and any predecessor organisation of it) and their dependants including without limitation by:

- offering lifelong practical, financial and emotional support, advice and guidance;
- providing direct support to individuals, using other available channels to enable civil service communities to connect and support each other, and collaborating with other organisations.

Given the large number of serving and former civil servants and public body employees (and their dependants) that fall under the Charity's remit, the Trustees are satisfied that the Charity is providing public benefit under the Charities Act 2011. Further details are given under Achievements and Performance below. They are also satisfied that they have had due regard to the public benefit guidance published by the Charity Commission and in particular the requirement that the Charity benefits a sufficient section of the public.





The Charity's Vision

A supportive community in which everyone has the chance to live their life to the full.

The Charity exists to support all civil servants, past and present, when times are tough, listening without judgement and providing practical, financial and emotional support. Alongside financial grants and issue-specific advice, we continue to develop and enhance our services, offering digital and self-help tools and techniques, which meet the changing needs of our Civil Service community.

We help people to deal with the complex challenges which anyone can face throughout their lives, from mental or physical health issues and financial capability and debt management, to relationship breakdown, caring responsibilities and bereavement.



The Charity's Mission

Helping people to overcome life's challenges and thrive.

We regularly review our aims, objectives and activities, and in doing so evaluate the appropriateness and effectiveness of our

services, and have continued to develop the Charity's offer, details of which are outlined in this Trustees' Strategic Report.



BOB'S STORY

Bob and Daisy met on a dating app in 2018, instantly clicking. Bumblebees became their thing. On their very first date, a bee kept following Daisy around, as if she was a flower – a light-hearted observation, but a sentimental comment that stuck with them. A symbol of how they felt the first time they met.

Their relationship grew and remained strong. When COVID-19 swept the world, the UK braced itself for uncertainty and the fear that followed; Bob and Daisy moved in together during the lockdown. They became each other's happy place, both holding onto that sense of belonging, which ultimately carried them through to the other side of the pandemic.

Up to that point, Daisy had been through a lot in her life. A few years back, she had been

diagnosed with a brain tumor followed by successful treatment. She was now receiving regular checkups every six months, and so far so good – as Bob was always there to hold her hand during appointments.

As time went by, Bob knew he wanted to propose (and Daisy wanted Bob to propose). Eventually, they picked a ring together, and designed it into a honeycomb shape, encapsulating their love for each other. They bought a new house together and Bob proposed in their forever home. Daisy said yes and it was the best day of his life.

And then the cancer came back. Initially it just felt like headaches until Bob came home one day to find Daisy collapsed on the floor. Daisy passed away knowing how loved she was, a beacon of light living on through the memories of those who knew her.

“AN AMBULANCE TOOK DAISY TO HOSPITAL, AND IT ALL WENT DOWNHILL FROM THERE. WE WERE EVENTUALLY TOLD SHE HAD MONTHS TO LIVE. AND THEN THEY SAID IT WAS DAYS.”



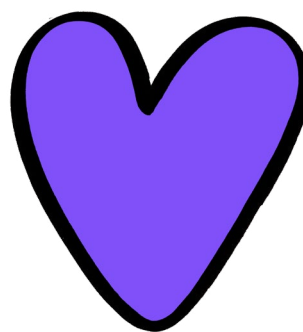
Bob was heartbroken. In addition to trying to cope with his grief, he now faced an overwhelming list of practical and financial things to sort out. Struggling to afford daily living costs, he gave his charity a call (that's us).

After a long chat about wellbeing and signposting to the right places, we talked through Bob's finances with him and found that we could provide financial support, doing everything we possibly could to help him through the toughest time of his life.

“CHARITY FOR CIVIL SERVANTS KEPT ME AFLOAT. I'M SO GRATEFUL. IT TIDED ME OVER WHILST I GOT EVERYTHING ELSE SORTED OUT. I KNOW I DON'T HAVE TO PAY IT BACK, BUT I WANT TO. I'M GOING TO DONATE IT BACK TO THE CHARITY OVER TIME SO I CAN HELP SOMEBODY ELSE. I WANT TO HELP OTHER CIVIL SERVANTS AND THEIR FAMILIES, SO THIS IS MY WAY OF DOING THAT...”

“I'm still writing my grief journals and tell Daisy about my day, how much I miss her... I've still got the honeycomb ring. I remember when she was in the hospice towards the end and the nurse said it was time to take her ring off, as her fingers were swelling from the medication. That was a really sad moment. So, I bought her a necklace to put the ring on so she could wear it until the very end...”

“...Sometimes it's not about fixing things is it, it's just about being there for someone... letting them know you're there.”



ACHIEVEMENTS AND PERFORMANCE

STRATEGIC REVIEW

With the range of financial pressures resulting from major changes to the everyday cost of living, the past year has proved to be another very tough one for everyone, including those in the Civil Service community. This Annual Report and Accounts sets out the Charity's performance in 2023. It continued to be a difficult operating environment and significant challenges face organisations like ours in the charity sector. Put bluntly, things are more and more expensive for those in need of help and support, whilst money is ever tighter for donors (and potential donors).

Because of these tough times, as the occupational charity for more than 1.6m current, former and retired civil servants (and their financial dependents), we want more people to come to us for assistance and for more to support our work through donations and fundraising. In 2021 the Charity agreed an organisational strategy to 2026 in line with its charitable purpose and mission. Considering the economic climate, and the emerging plans and phasing of our fundraising work, we have revised the Charity's strategic ambition and adjusted our financial projections accordingly.

By the end of 2026, we now believe we will see:

- The Charity responding to over 6,000 cases a year, providing a range of advice, guidance and financial assistance as appropriate.
- The Charity spending around £3.1m a year in helping those in need, with around £1.7m of it in financial support.
- The Charity raising over £13m in voluntary income through donations and fundraising.

We will work to achieve these targets through transformation of our systems, tactics and

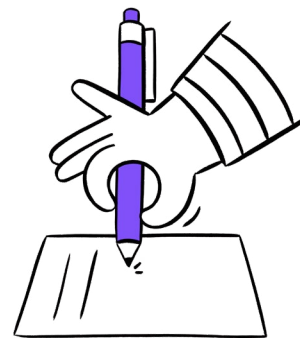
infrastructure, reaching and effectively engaging with more of our community through a refreshed charity brand - and by growing our donor numbers.

Across the next three years, the Charity will continue to:

- Embed and refine new key systems and ways of working - making our infrastructure, internal systems and processes.
- Improve the customer journeys through interactions with and feedback from our community.
- Complete work on our new website providing improved navigation and functionality for our community.
- Grow our networks to reach more people from the current, former, and retired civil servant communities, engaging with them more effectively, through relevant, appropriate activities.
- Work effectively with partners (including Civil Service departments, Government People Group, Employee Assistance Programme providers, Wellbeing advocates, subject networks, MyCSP and other charities) to build on our relationships and better understand need.
- Explore commercial funding opportunities.
- Develop more tailored, digitised and seasonal communications to key audience segments - using stories from across our community, so that we build lasting relationships with current, former and retired civil servants who want to play a role in sustaining their charity for future generations.

AMBITIONS AND PLANS FOR 2023

As outlined in last year's annual report, we had some key ambitions for 2023. Below is a synopsis of the results.



Provide £2.3m in financial help through a combination of direct assistance and funded services or provision.	£1.924m spent on financial help. Original £1.7m budget with £0.6m unplanned grant received from Cabinet Office, which we spent £224k of in 2023 and used the remaining during Q1 2024, which we knew would be a challenging time for the people we help with cost of living etc.
Deliver 80 help webinars.	52 webinars delivered – lower figure due to reduced headcount and participation in site presence for brand launch.
Raise £3.9m in voluntary income, through individual and relationship fundraising.	£3.9m was raised in voluntary income
Attract 2,000 first-time givers through the 2023 campaign.	The 2023 campaign attracted 3,347 first-time givers.

PROVIDING MORE FINANCIAL SUPPORT

The cost-of-living crisis continued to affect households in 2023 but there was some alleviation through government and local authority help, and then further help with a £1,500 payment made across the Civil Service by the employer (corresponding to a slight dip in financial assistance requests to the Charity). The reduction in inflation and lower interest rates are good news but may take time to affect people's incomes positively. There will still be people who are paying higher rents because of supply and demand or have higher mortgage costs when their fixed term ends. Negative equity has also appeared with a dip in house prices. There may also be some impact from the move back into offices for people who can't afford or can't source childcare, and in commuting costs which may rise for them.

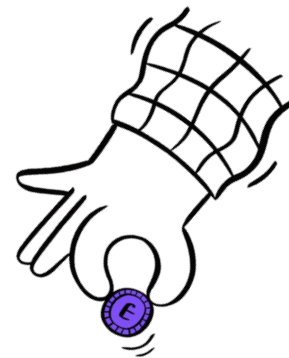
We have continued to work closely with Government People Group and staff networks responding to needs.

In the area of wellbeing, the Thrive app provides a range of support for wellbeing, and Griefworks and Law Express apps have continued to be well used, as well as new offers. We extended the Peppy pilot to support people through menopause and this has proved popular but is more appropriate to be sourced by the workplace and our evidence will add insight for the Departments to consider. Our support for autism has been well used, as has our dementia service.

In money advice and guidance, we have embedded a benefits calculator to assist people to identify any entitlement to provide a sustainable income.

FINANCIAL PAYMENTS

The total paid in financial payments was £1.924m, compared with £1.929m in 2022. The impact of cost of living continues and ill health has become a more prevalent circumstance.



GRANT MAKING POLICY

Our charitable objects include relief from hardship or distress (whether financial or otherwise) for the public benefit of current or former civil servants and their dependants. Grants are made within our charitable objects and the agreed strategy of the Charity. All grants are subject to a formal approval process. We award grants based on the four principles below:

- Eligibility – the applicant must be a current, former or retired eligible person, or their financial dependant;
- Circumstances that may cause hardship and distress, for example ill health, caring, bereavement, domestic abuse, relationship breakdown, reduced income and unsafe or inappropriate accommodation;
- Need – exploring and establishing the specific needs and which needs should be prioritised;
- Alternative resources – this may be an entitlement to benefits, or grants from other charities, and in some cases, there may be additional help rather than alternative help.

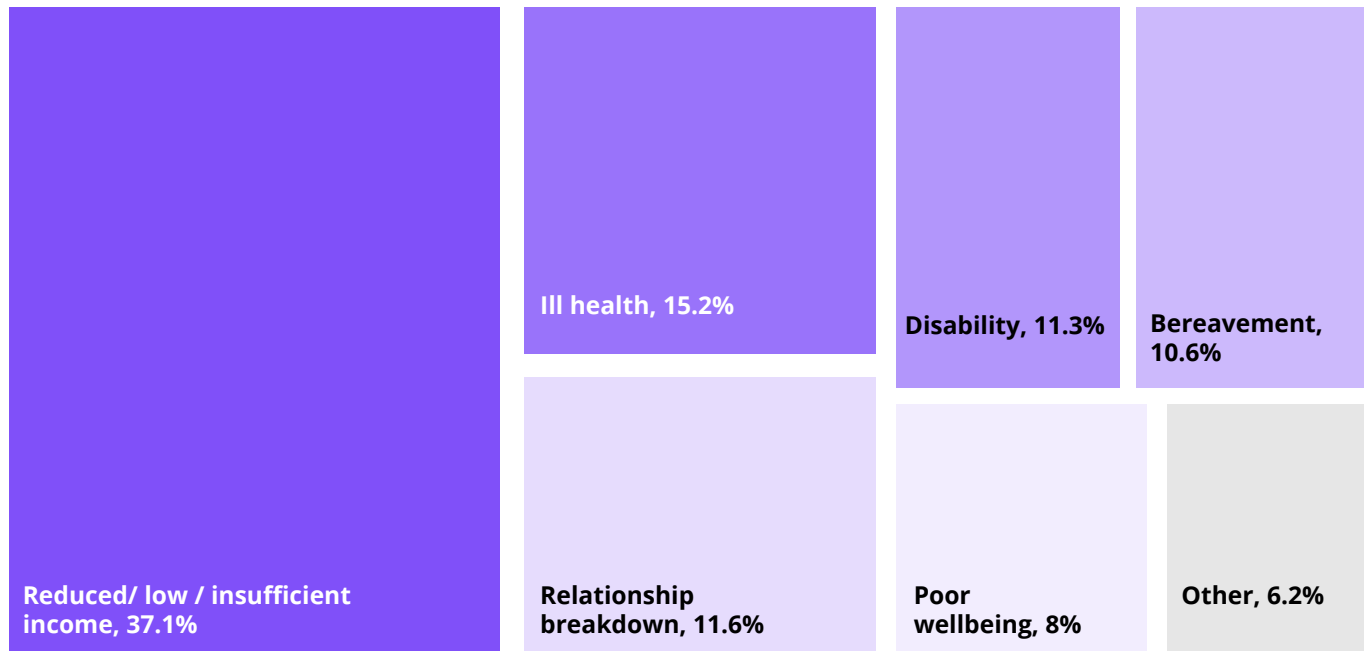
Grants include financial help payments for emergency situations, grants to replace items that have broken or need repair, grants towards essential household bills, advanced rent and deposit for a new rented property, travel expenses, mobility aids and adaptations, as well as payment to third party suppliers for assessment of wellbeing and relationship counselling.

The policy was reviewed and agreed by the Board of Trustees for the period of January 2023 to December 2024, anticipating

continued high demand and allowing for income not to improve at the same rate, because some time is needed to maximise opportunities from brand activation. We reduced the savings threshold before we

consider helping financially from £12,000 to £6,000 to consider the fact that one in five households have no savings at all. We will review this policy in the autumn of 2024, and we still have discretion to consider exceptions.

2023 cases by category



PEOPLE COMING TO US FOR HELP

Over the year we handled 73,132 instances of help, including 4,867 caseworker applications (some payments were self-serve referrals/ apps). In our one-to-one inhouse services, there were 722 wellbeing conversations and money advice and guidance cases. We aim for around 70 - 80% of our total instances of help to be provided digitally, and 56,867 (78%) instances of help were digital.

With a brand and website launched in 2023, there were no major campaigns, so awareness of help was mainly through social media, intranet messages, emails and via our website. The main activity was the wellbeing conference in October which doubled its reach compared with 2022.

MENTAL HEALTH AND WELLBEING CONFERENCE 2023

More than 14,000 colleagues across the Civil Service joined the 2023 Mental Health and Wellbeing Conference, hosted by the Charity in partnership with Government People Group. Subjects included neurodiversity, menopause, understanding loneliness, the impact of gambling, eating disorders and managing anxiety.





GRACE'S STORY

At the Charity for Civil Servants, we're all about empowering people. People like Grace, whose life was thrown upside down when her son had a serious accident at school.

Just before his 13th birthday, Grace's son, Charlie, came down for breakfast with his PE kit in hand. It was Sports Day. Grace went to work, her husband John went to work, and Charlie made his way to school. Just another ordinary day. A few hours later, Grace picked up a call from a paramedic asking if Charlie was allergic to any drugs as he needed urgent pain relief.

"Charlie clipped a hurdle and landed straight on his left leg. He had something called an avulsion fracture and the whole school could hear him screaming in pain. It broke my heart when I got to the hospital as he was so upset when they told us he needed surgery straight away."

After a long and worrying night for the whole family, Charlie was allowed home following a successful operation. In a full leg brace, the family now had to find a way to provide Charlie with a wheelchair so he could start his recovery.

“CHARLIE WASN'T ALLOWED TO PUT ANY WEIGHT ON HIS LEG AT ALL, HE NEEDED HELP GETTING WASHED, DRESSED, THE WHOLE THING WAS TRAUMATIC FOR ALL OF US. AND I THOUGHT - HOW ON EARTH AM I GOING TO LOOK AFTER HIM? I COULDN'T AFFORD TO BUY A WHEELCHAIR OR TAKE UNPAID LEAVE. SO, I CALLED THE CHARITY FOR CIVIL SERVANTS IN A BIT OF A PANIC.”

When Grace called the Charity, we listened. We were a shoulder to cry on when she wanted to speak to someone outside of her circle. We were that voice telling her it would be OK. We understood what she needed when she needed it and, when we couldn't help directly, we signposted her to the right place.

“The person on the phone at the Charity gave me the opportunity to just breathe. They made me feel like I had a safety net, someone to look out for me and my family. They helped me address and think of a solution to my problems so I could just focus on Charlie.”

Through our signposting to The British Red Cross, Charlie was able to get the wheelchair he had been waiting for. And although Grace didn't need financial support in the end, she knew we would be there for her to help if she needed us in the future.



“IF THE CHARITY FOR CIVIL SERVANTS HADN'T BEEN THERE FOR ME, I DON'T KNOW WHAT I WOULD HAVE DONE. SINCE THEN, I'VE CONTINUOUSLY PROMOTED THEM TO OTHER CIVIL SERVANTS. WHAT THEY OFFER IS INVALUABLE AND I WANT TO RAISE AWARENESS OF THAT.”

FUNDRAISING

Charity for Civil Servants is funded through fundraising and income generation activities, with five key areas of activity:

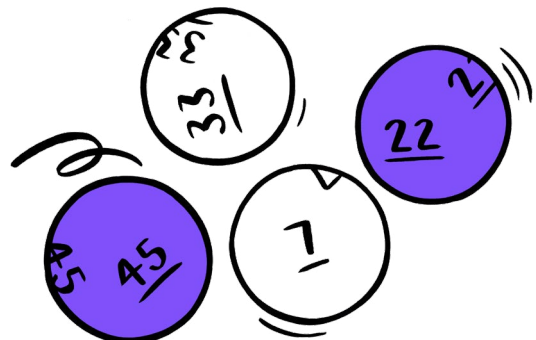
Regular giving (including payroll and direct debit)

- Regular giving (including payroll and direct debit)
- Donations
- Legacies
- Community fundraising and events
- Grants and major giving



To do this, the Charity uses a range of established practices:

- **Direct marketing** - communicating by email and post with existing and potential supporters to encourage them to give.
- **(Virtual) Face-to-face** - the Charity's fundraisers speak to current civil servants to raise awareness of the support we offer and encourage people to become donors. All fundraising activity in 2023 was carried out by our directly employed fundraising team.
- **Events and conferences** - Charity staff and volunteers attend third-party events to raise awareness of the Charity and ask people to support. We also hold our own events where current and prospective supporters can hear more about our work and how they can get involved.
- **Gaming** - the Charity runs prize draws and a community lottery throughout the year under licence from the Gambling Commission.
- **Fundraising campaigns, products and activities** - the Charity invites people to take part in fundraising events and challenges and to support the Charity through sponsorship or donations. The Charity is also supported by individuals and departments holding their own fundraising initiatives in aid of the Charity.
- **Volunteering** - we seek the commitment and support of current, former and retired civil servants to support its activities by donating their time. We run a programme of structured and unstructured volunteering that enables people to give back through non-financial means, primarily helping to raise funds.



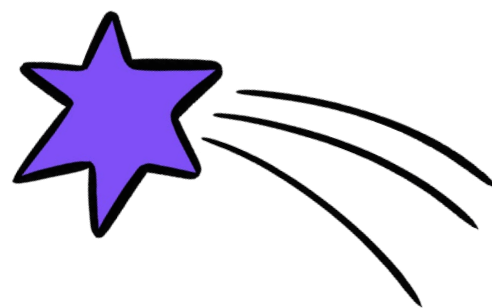
The Director of Fundraising and Communications is responsible for all our fundraising activities and is accountable to the Chief Executive as the head of the Executive Leadership Team.

When we appoint a fundraising agency we ensure their work on our behalf is effective and aligned with our values and responsibilities. Any partners that we use are corporate members of the Chartered Institute of Fundraising, registered as a commercial supplier with the Fundraising Regulator, and comply with the codes of practice of both organisations. In line with

recommendations from the Fundraising Regulator, we train agency fundraisers according to our standards and expectations, and monitor calls made on our behalf on a regular basis.

The Charity's Board of Trustees has overall accountability for all our fundraising and income generation activities. The Strategic Steering Group (a subcommittee of the full Board of Trustees) meets regularly and review fundraising activities, and the Finance and Audit Committee (a subcommittee of the full Board of Trustees) oversees compliance.

KEY POINTS TO HIGHLIGHT



During the year, the Charity maintained its regular giving programme, raising £3.2m including gift aid (2022: £3.5m) through a combination of payroll giving and monthly direct-debit donations, representing 84.4% of the Charity's overall voluntary income. The longstanding impacts of the pandemic, cost of living crisis, and increase in the numbers of civil servants retiring early impacted our number of existing donors as well as our ability to recruit new ones. Plans for donor recruitment drives were

impacted by emerging hybrid working, ongoing negotiations around Civil Service remuneration, and the Civil Service response to Cabinet changes within the Government. This resulted in an annual attrition rate of 7.5%, which is higher than we hoped.



Income from people leaving a gift in their will remained stable during 2023, with 17 generous donors (2022:16) donating £280k (2022: £372k) and has already been used to provide vital assistance during the year. The Charity undertook several initiatives to encourage supporters to pledge a legacy gift to the Charity, including providing a free-will service.

The Charity undertook its annual 'Mega Miles' fundraising challenge, raising £27k (2022: £20k), with promising opportunities for growth back to (and hopefully exceeding) 2019 levels of £60k next year.

The Charity secured grant income this year in support of its work helping civil servants experiencing financial hardship, including from the CSIS Charitable Fund, Cabinet Office and the Northern Ireland Civil Service.

Volunteering is a major part of the Charity's outreach and engagement activity. The Charity had 353 active volunteers (2022: 107) that helped spread the word about the Charity, took part in fundraising activities, volunteered time as Welsh language translators, and took part in various research and focus groups.



FUNDRAISING AND MARKETING COMPLIANCE

To maintain the highest standards of fundraising ethics and welfare, the Director of Fundraising and Communications ensures our compliance and adherence with:

- the Code of Fundraising Practice (Fundraising Regulator)
- the DMA Code (Data & Marketing Association)
- the Fundraising Competency Framework (Chartered Institute of Fundraising).

Our supporter promise (available on our website) outlines the commitment made to our supporters and the public, affirming that we ensure that our fundraising is legal, open, honest and respectful.

- a Data Protection Officer and a Data Steward to ensure we operate in compliance with UK legislation around data and privacy.
- a team of Data Champions across the Charity to ensure we uphold the highest standards of data security and compliance.
- procedures in place to maintain accurate and up-to-date records.
- a safeguarding group to ensure we look after vulnerable supporters.
- an ethics policy to ensure our approach and methods are ethical and in line with our Charitable purpose and activities.

Reviewing our fundraising compliance:

- All complaints and notifications are monitored by the Director of Fundraising and Communications to ensure effective resolution, and Trustees review our practice to ensure compliance.
- All identification or confirmation of, and interactions with, vulnerable supporters are monitored by the Director of Fundraising and Communications to ensure correct procedures are followed, and Trustees review our practice to ensure compliance.

All the Charity's fundraising activities complied with the Code of Fundraising Practice. Our website outlines our complaints policy for the public and clearly explains how an individual can complain. In 2023, the Charity received two complaints (2022: one) about its fundraising activities or practices and both were resolved to the donor's satisfaction. No complaints were lodged with the Fundraising Regulator (2022: nil). lodged with the Fundraising Regulator (2022: nil).



AMBITION AND PLANS FOR 2024

The operating environment for civil servants is going through radical change because of the post-pandemic approach to work, the ongoing impact of the cost-of-living crisis, and the demand on civil servants increasing over time. The Charity anticipates yet more demand for financial support as inflation, energy costs and the cost of living accelerate debt and financial worries. As we become more needed than ever before, we must redouble our fundraising efforts so we can sustainably continue to deliver help for the long term.



2024 will see the Charity running more fundraising and awareness initiatives in partnership with the Ministerial Departments, furthering our reach and relevance as the Charity of choice for civil servants.

We are aiming to:

1. **Provide** £1.7m in financial help through a combination of direct assistance and funded services or provision.
2. **Deliver** 65 help webinars.
3. **Raise** £4.1m in voluntary income, through individual giving, community fundraising, organisational grants and legacies.
4. **Attract** 4,000 first-time givers.

HELP AND ADVICE

We will monitor our expenditure closely in 2024 to ensure the most effective use of charitable funds, and if we are overspending in any areas, mitigate these either through lowering amounts or looking at temporary policy changes. The interim policy (2023 – 2024) will be amended as required, depending on the level of demand and our financial position.

FINANCIAL ASSISTANCE

We will be looking at any ways we can simplify our processes without compromising any audit needs, and with a view to continuously improving anti-fraud measures. We will review all our offers and use evaluation and evidence to ensure we prioritise those in most need, whether it's arising from wellbeing or financial need.

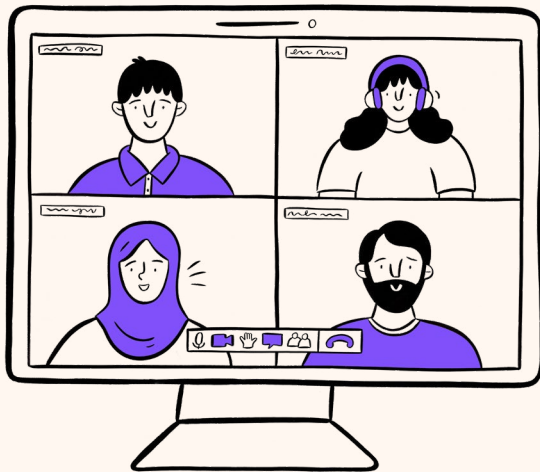
MONEY ADVICE AND GUIDANCE

With a reduced headcount, our focus is on the areas where we can make most difference, and we utilise the expertise of other organisations (Money and Pensions Service (MAPS), National Debtline, Citizens Advice, Payplay, Stepchange) wherever possible, including syndicated content and tools. Our focus then is on the human intervention, as debt and the stigma of debt cause mental health issues, and difficulty engaging in the problem. We continue to help people with budgeting to avoid debt, income maximisation, and exploring their best options when they are facing threats such as eviction and court action.



CARING, HEALTH AND WELLBEING

We continue to work well with a good working relationship with the Government People Group, and a Memorandum of understanding with the Cabinet Office and we liaise with staff networks to ensure that our provision complements EAP programmes and workplace support. We will also be working with heads of wellbeing in the major Departments in 2024, in a quarterly forum. Our wellbeing conversations with individuals also help us to shape our service developments, identifying any trends in need.

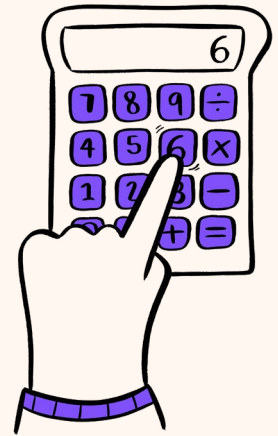


WEBINARS

With slightly reduced staff resources, we will ensure that webinars are used for maximum effect in terms of re-use and on-view demand, updating webinars as relevant but also offering them where there is a large audience need, or where the subject areas would not be covered by Employee Assistance Programmes.

DIGITAL SERVICES

We will review the usage of all our content including digital tools and resources, in the light of the new website and improved navigation of content; in particular we'll review the benefits calculator. The Help, Advice and Service team will work on the Being Well Plan with a view to launching a caring module in the last quarter of 2024.



FUNDRAISING AND MARKETING

Fundraising is expected to be tough in 2024. Reports from across the sector indicate that, whilst people intend to continue giving to causes they care about, donations are likely to be smaller and less frequent. The Charity's refreshed brand is already having an impact on 'appetite to support' that needs to be better realised.

Raising brand awareness, encouraging participation, and earning loyalty remain our three pillars for 2024, bringing fundraising and marketing together into an integrated approach. Staff, trustees, volunteers, and advocates will be instrumental in bringing these together to achieve our ambitions for 2024.





RAISING BRAND AWARENESS EARNING LOYALTY

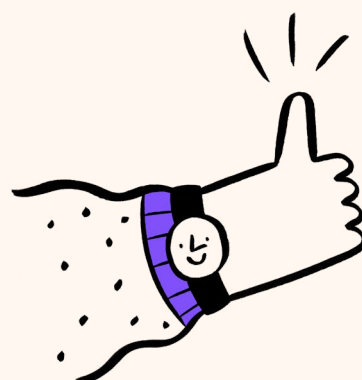
Focussing on "Charity Just For You" as a theme, the purpose is to energise civil servants behind the notion that we are your charity – here when times are tough, and that you can help colleagues through us by donating and fundraising. This campaign will see us deliver communications through communications channels across the Civil Service, undertake in-person activities in key locations, and utilise media opportunities of value to civil servants.

ENCOURAGING PARTICIPATION

As we unite people behind the Charity, we deliver a meaningful fundraising product that encourages fundraising by civil servants for their charity. Bringing back Mega Miles and doing it during the month of walking in May to maximise involvement, we will combine the virtual challenge with physical activities and opportunities to get more involved in the workplace.

Regular giving and legacies are some of the most impactful ways a person can choose to support a charity, and we are fortunate to have so many people who already do. We want to build on that to create a charity for civil servants that has a growing supporter base that is passionate about helping colleagues, through us, in times of need. Achieving this means we must earn their loyalty.

We will be delivering value-exchange through activities like the Mental Health and Wellbeing Conference, in partnership with Government People Group; running campaigns showing the impact of support; and encouraging civil servants to choose to donate on a regular basis to us.





ETHAN'S STORY

We know that relationship breakdowns can be tough. We know that each person has their own unique experience. When the person you think you're going to spend the rest of your life with leaves you, it can come with an overwhelming amount of change. This is what happened to retired civil servant, Ethan, who was devastated when his wife left him for someone else.

"After 50 years of marriage... we were just about to celebrate our golden wedding anniversary. I couldn't believe it. When she left me I felt bruised, unsure what to do... I felt lost. It was a dark time in my life."

Luckily Ethan had a great support network. He continued to spend a lot of time with his two grown-up sons who tried to help him find a way forward.

"One of my son's suggested counselling, it's just not something you consider in my generation. He found the wellbeing section on the Charity for Civil Servants' website for me and suggested I get in touch... and the experience was excellent."

We're here to support serving, former and retired civil servants and put wellbeing at the heart of everything we do. So, when Ethan gave us a call, we listened, we empathised and tailored our services to suit his unique situation. And for Ethan, this meant we could pay for a round of therapy sessions through our partner organisation Relate.

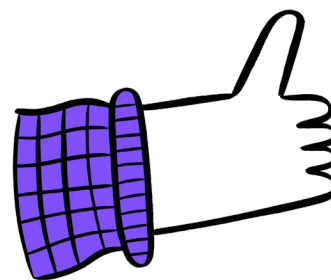
"The therapist helped me develop coping strategies which I can take forward. I found it extremely useful. I particularly liked the idea of journaling everyday... I can now look back at how I was feeling at the time and realise how far I've come."

Ethan has actually been a regular donor to the Charity for quite some time. After forty-one years in the Civil Service, we're pleased to remind him that his community will always be here looking out for him.

"I never thought I'd need help myself, I donate to help others going through a tough time. If you're considering donating to this charity, please just do it – they have a hugely positive impact on people's lives. They've certainly helped me find positives in mine."

FINANCIAL REVIEW

OVERVIEW



In 2023, the Charity recorded net expenditure of £3.6m (2022: £3.4m) in line with its agreed approach to draw down from its reserves. The Charity has been refining the types of help it provides, ensuring its systems are fit for the future and delivering fundraising initiatives to tackle its long-term financial sustainability challenge.

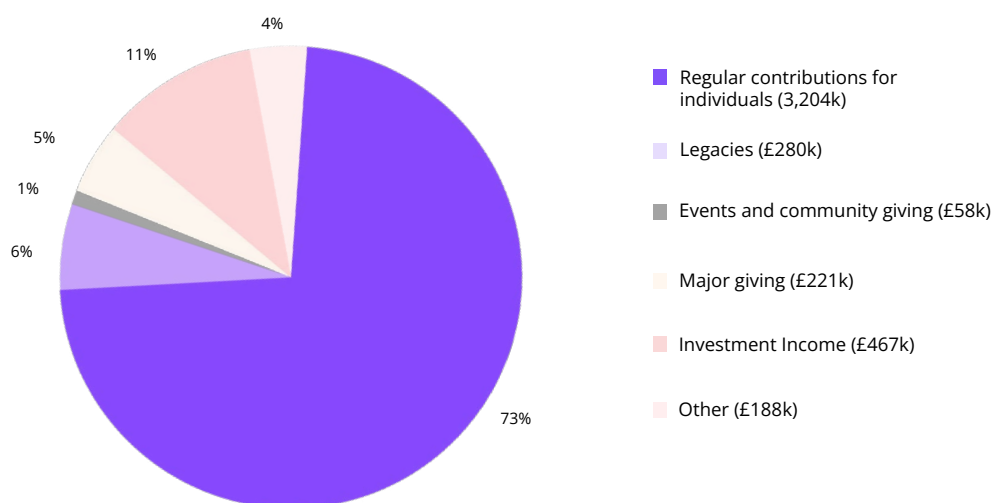
This is before considering the return on the Charity's investments, which was a gain of £1.8m (2022 loss of £2.6m) and the gain on the defined benefit pension scheme of £204k (2022 loss of £504k).

Net assets at the year-end were £27.1m, down £1.6m on 2022 (£28.4m). The Charity's Investment portfolio was valued at £25.3m at 31 December 2023 which was down £0.5m on December 2022 (£25.8m) reflecting the gains of £1.8m, dividends and interest income of £0.5m and £2.7m divested to fund the Charity's activities.

INCOME

In 2023, total income was £4.4m (2022 £5.1m).

Income by Source (£000)



The principal source of the Charity's income remains regular monthly contributions from individuals, both serving and retired civil servants. Together with Gift Aid, this source of income accounted for over 84.4% of the Charity's total income (2022: 72.7%). At £3.2m, regular contributions are down £0.3m on the previous year, following the pattern of decline.

Major giving amounted to £221k (2022: £753k) including Cabinet Office Grant £110k (2022: £110k), CSIS Charity Fund for £75k (2022: £40k) and £25k (2022: £42k) from the Northern Ireland Civil Service (NICS). Legacy income was down at £280k (2022: £372k).

Income from investments was £0.5m in 2023 (2022: £0.3m). The Charity's portfolio is invested in pooled funds with Columbia Threadneedle and the interest is reinvested in the funds.

EXPENDITURE

Total expenditure for the year is £8m (2022: £8.5m) with £6.7m (2022: £7.1m) being spent on charitable activities.

Costs of raising funds were £1.3m (2022: £1.4m) and included elements of staff costs and overheads.

Total staff costs of £4.3m (2022: £4.6m) were included within direct activities and support costs. The average number of staff (on a full-time equivalent basis) in 2023 was 85 (2022: 91).

The Charity withdrew £2.7m in the year (2022: £4.5m) from its investment portfolio to fund its expenditure in line with its plan to use its reserves to support civil servants.

INVESTMENT MANAGEMENT

The purpose of this activity is to generate investment returns to make the best possible sustainable contribution to the Charity's activities in the current and the long term.

As set out in the reserves section, the Charity is intending to utilise some of its reserves over the next five years by divesting from its portfolio over this period. As a result, under its Investment Policy, the Charity's investments are split into a short-term and long-term pool of assets. The objective of the short-term pool is to be available to provide suitable liquidity and capital protection to meet anticipated drawdowns over a 1-2 year time horizon and to avoid the need to be in a forced sale position in respect of the fund in which the long-term pool is invested.

FUND MANAGEMENT

The longer-term investments are managed in a dynamic pooled fund with Columbia Threadneedle delivering real returns with volatility control with the aim to deliver a real return of UK CPI + 3% per annum after the payment of investment management fees over a 3-5 year time horizon.

The short-term portfolio is invested in a short-term money market fund with suitable liquidity and capital protection to meet short-term cash flow requirements. The objective of this fund is to provide income returns broadly in line with the 1-month compounded SONIA (Sterling Overnight Index Average) rate before the deduction of charges.

INVESTMENT PERFORMANCE

The value of the portfolio at 31 December 2023 was £25.3m (£25.8m at 31 December 2022). The Charity divested £2.7m in the year to fund its activities and there was a £1.8m increase in market valuation, and dividend income of £0.5m. The short-term money market portfolio was up 3.0% and the long-term portfolio was up 9.0%, reflecting global market volatility and performance: with inflation, rising interest rates, the energy crisis, and the war in Ukraine all contributing to an economic slowdown. The Charity's investment performance objectives are set over a three-year horizon to allow for short-term downturns. The Investment Committee has reviewed benchmark data of comparable funds provided by an independent investment adviser and is satisfied with the overall performance, given the mitigating circumstances of current global market challenges. Movements in the Charity's investment holdings during the year and an analysis of the portfolio at year-end are shown in note 10a to the Accounts.

APPROACH TO ENVIRONMENTAL, SOCIAL AND GOVERNANCE (ESG) ISSUES

In selecting the Charity's investment managers, the Investment Committee took into consideration the approach taken to ESG in investing. Columbia Threadneedle's approach is to integrate ESG into its investment research in companies to build a fuller picture of the risks and opportunities of all investment opportunities, based on the belief that sustainable business models, organisational stability and the ability to effect positive change, are more likely to deliver value to all stakeholders including shareholders. Columbia Threadneedle uses 'active ownership' so that through continuous monitoring, targeted engagements and strategic voting it drives change and helps create future value. Columbia Threadneedle includes responsible investment metrics in their regular reporting including: a Columbia Threadneedle ESG Materiality rating, Carbon Intensity, Controversies Exposure and MSCI ESG Score. Both funds outperformed the Columbia Threadneedle benchmarks set on these metrics.



RESERVES

The Trustees are mindful of their duty to balance the interests of both current and future beneficiaries. The holding of reserves is one of a range of measures that can contribute to stability and continuity of the Charity into the future to support future beneficiaries. The Trustees determine the need for reserves by reference to several factors which they keep under regular review, including the time needed to reverse the recent declines in regular giving from individuals and the extent to which the remainder of its income is dependent on many small donations and grants. It considers fluctuations in beneficiary expenditure and future levels of demand for the help and services provided by the Charity. It also reflects the estimated buy-out cost of the Defined Benefit Pension Scheme which had reduced to £2.5m April 2022 (the last triennial valuation). Based on its current analysis, the trustees feel that the Charity should continue to retain reserves of between £20m and £25m.

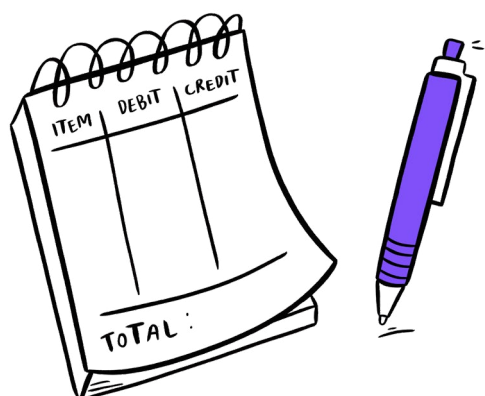
Of our total charity funds of £26.8m, total unrestricted funds were £26.7m at 31 December 2023. In assessing our level of free reserves, we exclude the fixed assets of £1m as these assets cannot be quickly disposed of. This leaves free reserves of £25.7m which is just above the target level of £20m to £25m. The trustees expect reserves to decline over the next few years as we develop the Charity's services to help more people in line with the strategy that was developed in 2015 and refreshed in 2020. Restricted reserves – which are not taken into account in formulating our reserves policy were £87k as at 31 December 2023, details of which are set out in note 14 to the accounts.

GOING CONCERN

The Trustees have assessed the Charity's ability to continue as a going concern. The Trustees have considered several factors when forming their conclusion as to whether the use of the going concern basis is appropriate when preparing these financial statements including a review of updated forecasts to the end of 2025, a consideration of key risks that could negatively impact the charity and the latest available valuation of the investment portfolio.

The Charity's principal source of income continues to be regular monthly contributions from individuals, both serving and retired civil servants. This represented approximately 84.4% of the Charity's income in 2023. As reported in the financial review, contributions in 2023 reflected a 7.5% decline and this trend has continued to be modelled in the revised forecasts. The key area of uncertainty relates to any impact of any market turmoil on the valuation of investments. The Trustees are satisfied that the Charity has sufficient reserves and liquidity within the investment portfolio to continue as a going concern for the foreseeable future. Cash flow forecasts are regularly prepared and assets in the investment portfolio can be liquidated to meet short term requirements.

After considering these factors, the Trustees have concluded that the Charity has a reasonable expectation that there are adequate resources to continue in operational existence for the foreseeable future and have prepared the financial statements on the going concern basis.



PENSIONS

The pension liability in respect of the defined benefit pension scheme that was closed to all staff for future benefit accrual in 2004 continues to change from one year to the next. This is largely driven by factors outside our control: performance of the assets in the pension scheme reflecting changing conditions in the financial markets and the sensitivity of the pension liability to changes in interest and inflation rates. The Scheme was a multi-employer defined benefit pension scheme, The CSBF Pension and Assurance Scheme, and the Charity accounts for its 92.9% share of the net assets and liabilities of the multi-employer pension scheme which is recognised on the Charity's balance sheet.

Contributions paid by the Charity during the year were £93k.

The value of our share of the scheme's assets remained stable at £15.4m while the value of the scheme's liabilities (under FRS102 principles) rose in 2023 from £14.3m to 14.4m resulting in a surplus of £1m. The Charity does not recognise this surplus but instead show zero as the pension asset/liability. This valuation is undertaken using a series of assumptions and judgments. The valuation of the scheme is very sensitive to these assumptions and thus there is a risk that this valuation will change significantly during the coming year, as it has in past years. The Charity's exposure to pension valuation fluctuations is monitored through its risk management framework and its consideration of financial risks. There is an effective budgeting and forecasting process in place for payments into the pension plan. The Charity also actively engages with the pension trustees including in relation to longer term plans for the Scheme.

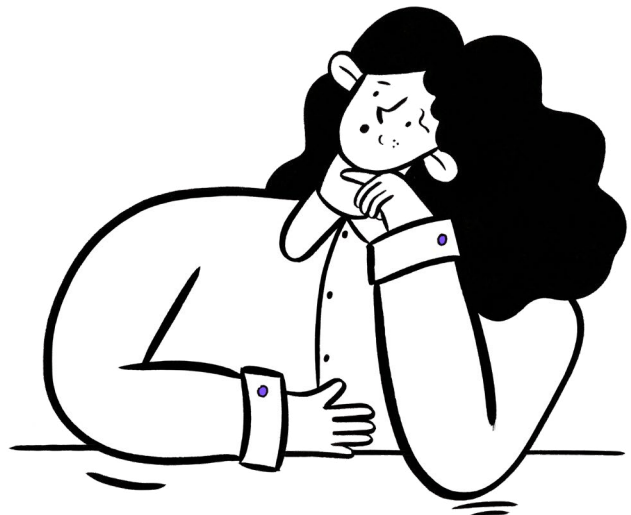
Since closing the defined pension scheme to future staff benefit accrual in 2004, the Charity operates a defined contribution group pension scheme. More details about pensions are set out in note 16 to the accounts.

PRINCIPAL RISKS AND UNCERTAINTIES

Risk is considered in key decision processes in the Charity at Executive and Board level. The Board reviews the major risks faced by the Charity at least annually after more detailed discussions at the Finance and Audit Committee. The current review includes consideration of the adequacy of the actions being taken in response to each risk. The Committee are working on developing this approach by being more precise about our risk appetite, and testing whether the stated mitigations will get us there. Workshops are planned throughout 2024 to define the process.

The Board is satisfied that the major risks facing the Charity have been identified and are being appropriately addressed. This includes the Board's view of the impact of the current economic climate and the consequences for its risk assessment. The key resulting risk for the Charity is the financial risk for the Charity arising from a significant loss in the value of its investments which is detailed below. Overall, the Board considers that the key risks currently facing the Charity are as follows:

- The Charity has seen a decline in the number of regular donors over the last decade and income from regular donations has fallen. If this decline in regular income is not reversed or other sources of income found, this could threaten the longer-term future of the Charity and its ability to help civil servants. Plans to address this include a targeted fundraising strategy following the 2023 brand refresh, focused interaction with the major Civil Service departments to drive employee engagement with the Charity, and marketing to promote the Charity's purpose that will increase the Charity's perceived relevance and reliance on donations. The Board is aware that these efforts will take time to pay off and reverse trends in income. Whilst this risk has impacted the Charity's net income, the Charity currently remains in a strong financial position.
- A key financial risk for the Charity is a significant loss in value of its investment portfolio. The Charity is a long-term investor with a significant portfolio and can sustain short-term market fluctuations. As set out above, the Charity's investments are managed by professional managers and the Charity has access to further independent investment advisers. The Charity has divided its portfolio with an amount to cover its short-term cash requirement held in a separate low volatility liquidity fund. The long-term portfolio is in a fund that targets a real return but with 2/3rds or less of equity volatility. The performance of the managers and the achieved volatility is reviewed by the Investment Committee quarterly.



REMUNERATION

REMUNERATION POLICY

Our approach to pay at the Charity

The Charity had 87 staff as at 31 December 2023, which equates to 78.99 full-time equivalent employees. Salary and total reward for the Chief Executive are set and reviewed by the Remuneration Committee, a sub-committee of our Board of Trustees.

The Remuneration Committee is chaired by the Charity's chair and includes other members of the Board, who offer pay expertise in the Not for Profit and other sectors.

All other staff salaries are set by the Senior Management Team. Salaries are arranged in pay grades across the Charity, using external independent benchmarking and comparison data within the Charity and Not for Profit sectors, and considering affordability at the Charity. Salaries are clearly advertised when recruiting for new roles. At the Charity, we believe in recruiting and retaining high-calibre people to represent the organisation's interests. We believe in rewarding staff fairly for the jobs that they do and provide a single streamlined salary and grading framework for all staff, which is equitable and consistent with the principle of equal pay for work of equal value.

The Charity works hard to retain staff who have been recruited for the specific skills that they bring to their particular role. Pay and reward are determined to ensure that we can recruit people with the right skills in a competitive market. Many of our staff have detailed knowledge, some of which is unique to the Charity and could not be easily replaced. Our staff pay scales and total reward package reflects our commitment to retaining and motivating our staff.

Senior management pay

The Charity's purpose and vision means that the Chief Executive and other members of the Senior Management Team require a breadth of experience, skills and personal qualities on a par with high-quality senior-level talent in similar organisations and so the Charity needs to be competitive in the market. They need to be able to liaise and command the respect of senior civil servants and executives of other partnership charities of all sizes through their experience and credibility. At the Charity, we can retain this talent whilst keeping salary costs under control.

For the purposes of disclosures under the Charities SORP (FRS 102), senior management is defined as the Chief Executive Officer and the other three directors responsible for Finance and Corporate Services, Help, Advice and Services and Strategic Marketing and Income Generation.

Benchmarking

The Chief Executive and directors participate in performance appraisal annually as part of the appraisal scheme operated for all staff. In the case of the Chief Executive, this includes seeking detailed feedback from the Chair, Trustees, and direct reports.

Staff pay levels are reviewed annually. The annual pay award is reviewed by the Senior Management Team and communicated to the Charity's nominated union, PCS. The same benefits, apart from annual leave allowance, including pensions and terms and conditions, apply to the Chief Executive and directors, as all other staff. While they are separately determined, annual pay increases for the Chief Executive and staff are aligned. In 2023, a 6% pay increase was awarded to all staff.

Gender pay reporting

The Charity is not required to publish information on Gender Pay Reporting but as recommended by the NCVO, Trustees require information on gender pay differences to be collated and disclosed as part of a commitment to transparency and accountability.

Gender Pay Gap:

As at 31 December 2023:

Gender	No. of Staff	FTE Salary	Differential		FTE Salary	Differential	
		Mean	(£)	(%)	Median	(£)	(%)
Male	28	£44,715	£3,685	8.24%	£35,220	-£2,348	-6.67%
Female	59	£41,030			£37,568		

As at 31 December 2022:

Gender	No. of Staff	FTE Salary	Differential		FTE Salary	Differential	
		Mean	(£)	(%)	Median	(£)	(%)
Male	32	£40,676	£1,345	3.31%	£32,191	-£3,950	-12.3%
Female	65	£39,331			£36,141		

Percentage Gender per Quartile Salary Range (1= highest paid quartile) as at 31 December 2023

Salary Quartile	Male	Female
1	48% (10)	52% (11)
2	14% (3)	86% (19)
3	27% (6)	73% (16)
4	41% (9)	51% (13)
Overall	28	59

TRUSTEES' ADMINISTRATIVE REPORT

STRUCTURE AND GOVERNANCE

CONSTITUTION AND MEMBERSHIP

The Civil Service Benevolent Fund ("The Charity") was incorporated on 16 June 2010 as a company limited by guarantee (company no. 7286399). In May 2012, the company began operating under the name "The Charity for Civil Servants". The Charity is registered with the Charity Commission in England and Wales (no. 1136870) and is on the Scottish Charity Register (no. SC041956). The Charity carries out its activities from its principal office, No. 5 Anne Boleyn's Walk, Cheam, Sutton, SM3 8DY, which is also its registered office.

The governing instrument of the Charity is the Articles of Association, which were adopted on 16 June 2010. Charity for Civil Servants has been granted continuous patronage by The Monarch since Queen Victoria in 1886. Following the death of our Patron, HM Queen Elizabeth II in 2022, we are delighted that His Majesty King Charles III has graciously agreed to be Patron of the Charity.

The Charity has one subsidiary, CSBF Enterprises Limited (registered in England and Wales: company number 03119311). More detail is given in Note 10 (b) to the accounts.



TRUSTEES AND ADVISORS

The Charity is governed by a Trustee Board of between 8 and 12 Trustees. Under the Charity's Articles of Association, one Trustee shall be appointed by the Cabinet Office and that Trustee will be the Chair. Other Trustees are appointed by resolution of the Trustees at the Annual General Meeting. The Board is currently comprised of 11 Trustees.

The following Trustees served as members of the Board throughout 2023:

- Sir Peter Schofield KCB (Chair)
- Sonia Phippard (Vice-Chair)
- David Kuenssberg
- Mal Singh
- Joanna Dally
- James Renwick
- Clara Lane
- Matthew Brook
- Jaspal Roopra
- Michael Smith

The following Trustees retired during 2023:

- Selvin Brown MBE
- Ross Campbell

The following Trustees were appointed during 2023:

- Luke Treadwell – appointed 31.03.23

No Trustees had any disclosable interests under the Companies Act 2006.

Trustees are responsible for reviewing the structure, size and composition of the Board, including the skills, knowledge and experience required. Trustees seek to identify candidates to fill Board vacancies as and when they arise and open advertising or the services of external advisers are considered to facilitate the search for suitable candidates.

Trustees are appointed for an initial term of up to three years, to provide for an orderly succession, and are eligible to serve a second term, up to a maximum of six years. Trustees receive individual induction sessions, as well as being provided with relevant background information and training to help familiarise them with their responsibilities.

The Trustee Board meets a minimum of three times a year and takes all important strategic, policy and financial decisions. It met four times in 2023. The Board is supported by several sub-committees and advisory groups. Sub-committee and advisory group membership as at 31 December 2023 is set out below (* denotes chair of each committee, † denotes co-opted member):

Nominations and Remuneration Committee	Investment Committee	Finance and Audit Committee	Strategic Steering Group
Peter Schofield *	Sonia Phippard *	David Kuenssberg*	Matthew Brook
David Kuenssberg	David Kuenssberg	Sonia Phippard	Michael Smith
Sonia Phippard	Clara Lane	Mal Singh	Luke Treadwell
Jaspal Roopra	Robert Woods †	Joanna Dally	James Renwick
	Alex Reeve†		

Day-to-day management of the Charity is delegated to the Chief Executive, Graham Hooper, and other directors responsible for Finance and Corporate Services, Help Advice and Fundraising and Communications. An appropriate director acts as secretary to each of the Board sub-committees and advisory committees, except for the Nominations and Remuneration Committee for which the Charity's Head of HR is secretary.

The key advisers to the Charity are:

Auditor:	Bankers:	Investment Managers:	Solicitors:
Haysmacintyre LLP 10 Queen Street Place London EC4R 1AG	Lloyds TSB Bank plc 1 Butler Place Victoria Street London SW1H 0PR	Columbia Threadneedle Investments 78 Cannon Street London EC4N 6AG	Stone King LLP Boundary House 91 Charterhouse Street London EC1M 6HR

TRUSTEE RESPONSIBILITIES

The Trustees are responsible for preparing the Trustees' Report (which comprises the Trustees' Administrative Report and the Trustees' Strategic Report) and the accounts in accordance with applicable law and regulations. Charity law requires the Trustees to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards) and applicable law. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the situation of the charitable company and of its net incoming resources for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgments and accounting estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Trustees are responsible for keeping proper accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Insofar as each of the Trustees of the charitable company at the date of approval of this report is aware there is no relevant audit information (information needed by the company's auditor in connection with preparing the audit report) of which the company's auditor is unaware. Each Trustee has taken all the steps that they should have taken as a Trustee to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

CHARITY GOVERNANCE CODE

The Charity's Trustees acknowledge that the Charity for Civil Servants is best placed to fulfil its vision, mission and strategic goals if it has effective governance in place. The Charity continues to utilise the Charity Governance Code as a tool to support the Board to reflect upon its governance structures and consider the most appropriate ways to adopt the Code's principles and recommended practices. Trustees also continue to uphold their legal responsibilities and recognise that behaviour and culture are integral, both in supporting the Charity to deliver its objects most effectively for its beneficiaries' benefit, and in achieving good governance.

The Charity's governance structures continued to work well during 2023, and most Board meetings were held in person with a remote option for those unable to join face to face. Larger committee meetings were also held predominantly in person, with smaller meetings

being held virtually. The Trustees' annual Away Day was held in person. A triennial externally facilitated board effectiveness review conducted in 2021 concluded that the Charity already had strong systems of governance in place, and work to apply the recommendations arising from the review was completed in 2022.

The Charity and its Trustees remain committed to improving the Charity's governance standards and on increasing its overall effectiveness as an organisation and will continue to consider how best to adopt and strengthen the recommended practices within the code over the next 12 months.

This Annual Report, which incorporates the Trustees' Strategic Report and Administrative Report, was approved by the Trustees on the 22 March 2024, and signed on their behalf by:

A handwritten signature in black ink, appearing to read 'Peter Schofield'.

Sir Peter Schofield KCB

Chair, Board of Trustees

11 09 2024

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF CHARITY FOR CIVIL SERVANTS

Opinion

We have audited the financial statements of Charity for Civil Servants for the year ended 31 December 2023 which comprise the Charitable Company Statement of Financial Activities, the Charitable Company Balance Sheet, the Charitable Company Cash Flow Statement and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion, the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2023 and of the group's and parent charitable company's net movement in funds, including the income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information. The other information comprises the information included in the Trustees' Annual Report. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the Trustees' Annual Report (which includes the strategic report and the directors' report prepared for the purposes of company law) for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the Trustees' Annual Report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In the light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the Trustees' Annual Report (which incorporates the strategic report and the directors' report).

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept by the charitable company, or returns adequate for our audit have not been received from branches not visited by us; or
- the charitable company financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the trustees were not entitled to prepare the financial statements in accordance with the small companies' regime and take advantage of the small companies' exemptions in preparing the trustees' report and from the requirement to prepare a strategic report.

Responsibilities of trustees for the financial statements

As explained more fully in the trustees' responsibilities statement, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We design procedures in line with our responsibilities, outlined above, to detect material misstatements in respect of irregularities, including fraud. The extent to which our procedures are capable of detecting irregularities, including fraud is detailed below:

Based on our understanding of the charitable company and the environment in which it operates, we identified that the principal risks of non-compliance with laws and regulations related to the Charity Commission, GDPR, health and safety regulations and employment law, and we considered the extent to which non-compliance might have a material effect on the financial statements. We also considered those laws and regulations that have a direct impact on the preparation of the financial statements such as the Companies Act 2006 and the Charities Act 2011, Charities SORP (2019), and tax regulations.

We evaluated management's incentives and opportunities for fraudulent manipulation of the financial statements (including the risk of override of controls), and determined that the principal risks were related to revenue recognition, and management override of controls, opening balances and investments. Audit procedures performed by the engagement team included:

- Inspecting correspondence with regulators and tax authorities;
- Discussions with management including consideration of known or suspected instances of non-compliance with laws and regulation and fraud;
- Evaluating management's controls designed to prevent and detect irregularities;
- Identifying and testing journals, in particular journal entries posted with unusual account combinations, postings by unusual users or with unusual descriptions; and

- Challenging assumptions and judgements made by management in their critical accounting estimates

Because of the inherent limitations of an audit, there is a risk that we will not detect all irregularities, including those leading to a material misstatement in the financial statements or non-compliance with regulation. This risk increases the more that compliance with a law or regulation is removed from the events and transactions reflected in the financial statements, as we will be less likely to become aware of instances of non-compliance. The risk is also greater regarding irregularities occurring due to fraud rather than error, as fraud involves intentional concealment, forgery, collusion, omission or misrepresentation.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an Auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members, as a body, for our audit work, for this report, or for the opinions we have formed.

Siobhan Holmes (Senior Statutory Auditor)

10 Queen Street Place

London

EC4R 1AG

A handwritten signature in black ink, appearing to read 'Siobhan', with a long horizontal flourish extending to the right.

For and on behalf of Haysmacintyre LLP, Statutory Auditor

Date: 24 September 2024

Charity for Civil Servants
Statement of Financial Activities for the year ended 31 December 2023

		Unrestricted Funds	Restricted Funds	2023 Total Funds	2022 Total Funds
<u>Income from</u>	Note	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>
Donations and legacies	2	3,753	45	3,798	4,764
Other income	3	151	-	151	26
Investment Income	4	467	-	467	345
<u>Total income</u>		<u>4,371</u>	<u>45</u>	<u>4,416</u>	<u>5,135</u>
<u>Expenditure on</u>					
Raising funds					
Fundraising & Engagement		1,225	-	1,225	1,323
Investment management		89	-	89	95
Total costs of raising funds		<u>1,314</u>	<u>-</u>	<u>1,314</u>	<u>1,418</u>
Charitable activities					
Alleviating need		6,688	3	6,691	7,133
Total charitable expenditure		<u>6,688</u>	<u>3</u>	<u>6,691</u>	<u>7,133</u>
<u>Total expenditure</u>	5	<u>8,002</u>	<u>3</u>	<u>8,005</u>	<u>8,551</u>
Net (expenditure)/income for the year		(3,631)	42	(3,589)	(3,416)
Gain/(loss) on investments	11a	1,765	-	1,765	(2,594)
Gain on revaluation of investment property	11b	365	-	365	
Gain/(loss) on defined benefit pension scheme	17	204	-	204	(504)
Net movement in funds for the year		<u>(1,297)</u>	<u>42</u>	<u>(1,255)</u>	<u>(6,514)</u>
Reconciliation of funds					
Funds brought forward at 1 January		<u>28,341</u>	<u>45</u>	<u>28,386</u>	<u>34,900</u>
Funds carried forward at 31 December		<u>27,044</u>	<u>87</u>	<u>27,131</u>	<u>28,386</u>

The statement of financial activities incorporates an income and expenditure account.
The notes on pages 37-63 form an integral part of these Accounts

Charity for Civil Servants
Balance Sheet as at 31 December 2023

		2023	2022
		Total	Total
	Note	£000	£000
Fixed assets			
Intangible assets	9	489	586
Tangible assets	10	474	690
Investment assets	11	25,837	25,798
Total fixed assets		26,800	27,074
Current assets			
Debtors	12	533	1,376
Cash at bank and in hand		200	517
Total current assets		733	1,893
Liabilities			
Creditors: amounts falling due within one year	13	(402)	(582)
Net current assets		331	1,311
Total assets less current liabilities		27,131	28,385
Net assets		27,131	28,385
Total net assets		27,131	28,385
The funds of the Charity:			
Unrestricted funds		26,677	27,973
Revaluation reserve		367	367
Total unrestricted funds	15	27,044	28,340
Restricted income funds	15	87	45
Total charity funds		27,131	28,385

Approved and authorised for issue by the Trustees on 11 09 2024 and signed on their behalf by:

Sir Peter Schofield KCB
Chair, Board of Trustees

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2023

	Note	<u>2023</u>	<u>2022</u>
		<u>£000</u>	<u>£000</u>
Cash flows from operating activities:			
Net cash used in operating activities	A	(2,833)	(4,131)
Cash flows from investing activities:			
Investment income	4	4	1
Purchase of intangible assets	9	(80)	(241)
Purchase of property, plant and equipment	10	(5)	(7)
Payments to pension fund	17	(93)	(573)
Rebate reinvested	11a	2	(8)
Disposal of investments	11a	2,670	4,450
Net cash provided by investing activities		2,498	3,622
Change in cash and cash equivalents in the reporting period		(335)	(508)
Cash and cash equivalents at the beginning of the reporting period		517	1,025
Cash and cash equivalents at the end of the reporting period	B	200	517
<u>Notes to the cash flow statement</u>		<u>2023</u>	<u>2022</u>
A. Reconciliation of net income/expenditure to net cash flow from operating activities		<u>£000</u>	<u>£000</u>
Net (expenditure) / income for the reporting period (as per the statement of financial activities)		(1,254)	(6,514)
Adjustments for:			
Investment management fees	11a	89	94
(Gain)/Loss on investments	11a	(1,765)	2,594
Depreciation & amortisation charges	9&10	177	171
Investment income reinvested	4	(463)	(344)
Decrease/(Increase) in debtors	12	844	(607)
(Increase) in creditors	13	(180)	(97)
Net Pension scheme interest	17	(5)	(53)
Net pension scheme expenses	17	293	121
Pension scheme (Gain)/loss	17	(205)	504
Net cash used in operating activities		(2,833)	(4,131)
B. Analysis of cash and cash equivalents		2023	
		£000	£000
Cash in hand		201	517
Total cash and cash equivalents		201	517

1. Accounting policies

Status of the Charity

The Charity was incorporated in England and Wales on 16th June 2010 (company number 7286399) and is limited by guarantee of its members. The guarantee of each member is restricted to £1 sterling. The address of the registered office is No. 5 Anne Boleyn's Walk, Cheam, Surrey, SM3 8DY.

The Charity meets the definition of a public benefit entity under FRS 102. It is registered in England and Wales (charity number: 1136870) and in Scotland (charity number: SC041956).

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The financial statements are drawn up under the historical cost convention except that the freehold property was valued as at 30 June 2000 and investments are carried at market value.

The financial statements are presented in pounds sterling which is also the functional currency of the Charity.

The Charity has one wholly owned subsidiary undertaking, CSBF Enterprises Limited (company number 03119311). This is not consolidated on the basis that the amounts in the subsidiary are immaterial in the context of the Charity.

Going concern

The Trustees have assessed the Charity's ability to continue as a going concern. The Trustees have considered several factors when forming their conclusion as to whether the use of the going concern basis is appropriate when preparing these financial statements including a review of updated forecasts to the end of 2025, a consideration of key risks that could negatively impact the charity such as cost of living, impact on general living and global conflicts. Also, the latest available valuation of the investment portfolio has been reviewed.

The Charity's principal source of income continues to be regular monthly contributions from individuals, both serving and retired civil servants. This represented approximately 84.4% of the Charity's income in 2023. As reported in the financial review, contributions in 2023 reflected a net 7.5% decline and this trend has continued to be modelled in the revised forecasts. The key area of uncertainty relates to any impact of market turmoil on the valuation of investments. The Trustees are satisfied that the Charity has sufficient reserves and liquidity within the investment portfolio to continue as a going concern for the foreseeable future. Cash flow forecasts are regularly prepared and assets in the investment portfolio can be liquidated to meet short term requirements.

After considering these factors, the Trustees have concluded that the Charity has a reasonable expectation that there are adequate resources to continue in operational existence for the foreseeable future and have continued to prepare the financial statements on the going concern basis.

Income

Income is recognised in the accounts of the Charity when all of the following criteria are met:

- Entitlement – control over the rights or other access to the economic benefit has passed to the Charity.
- Probability – it is more likely than not that the economic benefits associated with the transaction or gift will flow to the Charity.
- Measurement – the monetary value or amount of the income can be measured reliably and the costs incurred for the transaction and the costs to complete the transaction can be measured reliably.

Contributions, and any related recoverable tax, are accounted for when they are due. Donations are accounted for when received. Pecuniary legacies are recorded as income when notified; residuary legacies are recorded when the Charity is legally entitled to the income, receipt is probable and the amounts can be reasonably quantified on the basis of estate accounts or, where not available, on the basis of probate asset values. Income from investments represents distributions, as notified by the investment managers, that are reinvested.

Income from Government Grants is recognised using the accrual model basis. Grant Income is recognised when there is reasonable assurance that a) any conditions attached to receiving the grant will be met and b) the grants will be received. Grants relating to revenue are recognised in income over the periods in which related costs are incurred for which the grant is intended to compensate.

Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to commit the Charity to expenditure as a result of a past event, it is probable that settlement will be required and the amount of the obligation can be measured or estimated reliably.

Grants payable are accounted for when approved by the Charity and notified to beneficiaries. All other expenditure is accounted for on an accruals basis.

Governance costs represent expenditure on strategic planning for the Charity's future development, internal and external audit, legal advice to trustees and costs associated with constitutional and statutory requirements including the cost of Board meetings and preparing statutory accounts.

Costs which cannot be directly attributed to individual activities reflected on the Statement of Financial Activities are allocated on a basis consistent with the use of resources, being the relevant proportions of either staff costs, time spent or assets utilised.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred

Allocation of support costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include central management and office costs, finance, HR, information technology and systems, analysis and insight, defined benefit pension scheme expenses and governance costs which support the Charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities.

Tangible fixed assets

Tangible fixed assets costing more than £1,000 are capitalised. All fixed assets are recorded at cost and are depreciated at rates to write off the excess of the cost or valuation over the anticipated residual value of individual assets evenly over their estimated useful lives. These rates are currently as follows:

Freehold building and property improvements	2-3% p.a. on valuation and cost
Fixtures, fittings & office equipment	15% p.a. on cost
Other computer hardware & software	33 $\frac{1}{3}$ % p.a. on cost

Intangible fixed assets

Intangible fixed assets are non-monetary fixed assets that do not have physical substance but are identifiable and are controlled by the Charity through custody or legal rights. An intangible asset is recognised when it is separable or arises from contractual or other legal rights and if it is probable that its expected future economic benefits will flow to the Charity, and if its cost or value can be measured reliably. Intangible fixed assets costing more than £2,000 are capitalised.

Intangible assets are measured initially at cost and subsequently at cost less impairment and less any accumulated amortisation. The residual value of intangible fixed assets is nil when calculating the charge for amortisation unless reliable evidence exists to the contrary. Amortisation of intangible fixed assets is charged as an expense to the relevant statement of financial activities category reflecting the use of the asset.

Intangible assets are amortised on a straight-line basis over their useful economic lives. If the useful life cannot be estimated reliably it is presumed to be no more than five years. Amortisation commences on development expenditure when an intangible asset is available for use.

The amortisation rates used are as follows:

Software and website costs: 33 $\frac{1}{3}$ % per annum

Major system development: 20% per annum

Intangible assets are only reviewed for impairment if there are indicators that the asset may be impaired.

Investment assets

Investments are measured initially at cost and valued in the balance sheet at fair value (their market value) at the balance sheet date. Investment net gains and losses, whether realised or unrealised, are combined and shown in the heading 'Net gains/(losses) on investments' in the Statement of Financial Activities.

Investment charges

The arrangement with the investment manager, Columbia Threadneedle, is for the Charity to invest in two pooled funds where the fees are deducted directly in calculating the value of the units in the funds. Fees from this point are not separately identifiable and are in effect netted off in arriving at the gain on investments. The Ongoing Charges Figure (OCF) for the long-term fund is 0.5% (including an AMC of 0.40%). The OCF for the short-term fund is 0.46% (including an AMC of 0.40%). The Charity received a 0.2% rebate on short-term fund's AMC, and this is reflected under Other Income. The amount shown in the accounts is the estimated annual fees provided by the investment manager.

Pensions

Employer costs relating to the defined contribution pension scheme are included as expenditure when they become payable in accordance with the rules of the scheme.

The Charity also contributes to a defined benefit pension scheme, which was closed in 2004 to future benefit accrual. The current service costs of the scheme, together with the scheme interest cost less the expected return on the scheme assets for the year, are charged to the Statement of Financial Activities (SoFA). The actuarial losses on the scheme are recognised immediately as other recognised losses. The Charity does not recognise pension surpluses on its Balance sheet as FRS 102 only permits a surplus to be recognised where the employer is able to recover that surplus either through reduced contributions in future or through refunds from the plan.

The assets of the scheme are measured at fair value at the balance sheet date. Liabilities are measured on an actuarial basis at the balance sheet date using the projected unit method and discounted at a rate equivalent to the current rate of return on a high-quality corporate bond of equivalent term to the scheme liabilities. Any resulting defined benefit liability will be presented separately after other net assets on the face of the balance sheet.

Financial instruments

The Charity has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at amortised cost. Financial assets held at amortised cost comprise cash and bank and in hand, short term cash deposits together with debtors excluding prepayments. Financial liabilities held at amortised cost comprise short- and long-term creditors excluding deferred income and taxation payable. No discounting has been applied to these financial instruments on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

Investments, including bonds and cash held as part of the investment portfolio are held at fair value at the balance sheet date, with gains and losses being recognised within income and expenditure. Investments in subsidiary undertakings are held at cost less impairment.

Critical accounting judgements and key sources of estimation uncertainty

In the application of the accounting policies, trustees are required to make judgements, estimates, and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affected current and future periods.

The only significant sources of uncertainty in our estimations that have a significant effect on the amounts recognised in the financial statements are the defined benefit pension scheme, estimated residuary legacies receivable and gift aid. Further details, including assumptions used, are disclosed in Note 16 (defined pension scheme), and under Income in the accounting policies (residuary legacies). Gift aid for claims in the year yet to be submitted have been estimated on the basis of average annual recovery rates.

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2023

2. Income from donations and legacies	<u>2023</u>	<u>2022</u>
	<u>£000</u>	<u>£000</u>
Regular contributions from individuals	3,204	3,465
Contributions from employer organisations	136	753
Legacies	280	372
Donations	120	124
Fundraising events	58	50
	<u>3,798</u>	<u>4,764</u>

3. Other Income

	<u>2023</u>	<u>2022</u>
	<u>£000</u>	<u>£000</u>
Investment Rebate	2	8
Lotteries	99	18
Property Rental Income	50	-
	<u>151</u>	<u>26</u>

4. Investment income	<u>2023</u>	<u>2022</u>
	<u>£000</u>	<u>£000</u>
Interest receivable	4	1
Dividends re-invested	463	344
	<u>467</u>	<u>345</u>

5. Expenditure 2023

	Financial Support (Note 4a)	Direct Activities	Support costs (Note 4b)	2023 Total
	£000	£000	£000	£000
Costs of raising funds				
Fundraising & engagement	-	702	523	1,225
Investment costs	-	89	-	89
	-	791	523	1,314
Charitable activities				
Alleviating need	1,924	2,711	2,056	6,691
Total expenditure at 2023	1,924	3,502	2,579	8,005

Expenditure 2022

	Financial Support (Note 4a)	Direct Activities	Support costs (Note 4b)	2022 Total
	£000	£000	£000	£000
Costs of raising funds				
Fundraising & engagement	-	792	531	1,323
Investment costs	-	95	-	95
	-	887	531	1,418
Charitable activities				
Alleviating need	1,929	3,134	2,070	7,133
Total expenditure at 2022	1,929	4,021	2,601	8,551

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2023

2023	2023	<u>2023</u>	<u>2022</u>	<u>2022</u>	<u>2022</u>
One-off	Ongoing	Total	One-off	Ongoing	Total

(a) Analysis of financial support

to help in the following
circumstances:

- bereavement	165	-	165	114	-	114
- caring	8	-	8	2	-	2
- disability	185	-	185	111	-	111
- domestic abuse	43	-	43	39	-	39
- emergency situation	8	-	8	7	-	7
- ill health	205	34	239	125	38	163
- poor wellbeing	238	-	238	442	-	442
- reduced or low income	585	-	585	589	1	590
- relationship breakdown	116	-	116	372	-	372
- unstable/unsafe living arrangements	48	-	48	87	-	87
- community projects	3	-	3	2	-	2
- Don't tone alone	159	-	159	-	-	-
- Peppy	127	-	127	-	-	-
	1,890	34	1,924	1,890	39	1,929

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2023

(b) Analysis of support costs 2022									2023
	Management	Governance	DB Pension Scheme	Finance	H.R	Insight & Analysis	IT & Systems	Central Services	Total
	£000	£000	£000	£000	£000	£000	£000	£000	£000
Costs of raising funds									
Fundraising & engagement	138	8	59	43	50	55	120	50	523
Charitable activities									
Alleviating need	552	33	235	171	200	221	446	198	2,056
In 2023	690	41	294	214	250	276	566	248	2,579

(b) Analysis of support costs 2022									2022
	Management	Governance	DB Pension Scheme	Finance	H.R	Insight & Analysis	IT & Systems	Central Services	Total
	£000	£000	£000	£000	£000	£000	£000	£000	£000
Costs of raising funds									
Fundraising & engagement	147	6	24	44	60	57	143	49	530
Charitable activities									
Alleviating need	589	24	97	177	241	228	517	197	2,070
In 2023	736	30	121	221	301	285	660	246	2,600

Allocation is based on the use of resources, being the relevant proportions of staff costs, time spent and assets utilised.

(c) Analysis of governance costs		2023	2022
		£000	£000
Board of Trustees expenses		-	-
Annual Reports & accounts		8	8
Audit fees		25	27
		33	35

6. Net Income/expenditure for the year	<u>2023</u>	<u>2022</u>
This is stated after charging/crediting:	<u>£000</u>	<u>£000</u>
Amortisation/depreciation charge for the year	204	171
Auditors' remuneration – audit fees (excluding VAT)	25	27

7. Trustees and employees

The trustees and persons connected with them have not received or obtained any remuneration or other financial benefits during the year, directly or indirectly from the Charity's funds (2022: nil). During the year no trustees were reimbursed travelling expenses (2022: £0).

Employee and staff costs

	<u>2023</u>	<u>2022</u>
Staff costs during the year were as follows:	<u>£000</u>	<u>£000</u>
Salaries	3,552	3,751
Employer's national insurance	344	382
Employer's regular pension scheme contributions	453	480
Total	<u>4,349</u>	<u>4,613</u>

During the year there was one redundancy payment totalling £22,814 (2022: £40,045).

Average number of employees – Full-time equivalents

	<u>Homebased</u>	<u>HQ</u>	<u>2023</u>	<u>2022</u>
Marketing and Income Generation	18.74	9.91	28.65	35
Help, Advice and Service	15.35	19.1	34.45	35
Management and Central Services	1.8	19.8	21.6	20.75
In 2023	<u>35.89</u>	<u>48.81</u>	<u>84.7</u>	<u>-</u>
In 2022	<u>33.75</u>	<u>57</u>	<u>-</u>	<u>90.75</u>

Average number of employees – Headcount

	<u>Homebased</u>	<u>HQ</u>	<u>2023</u>	<u>2022</u>
Marketing and Income Generation	20	10	30	37
Help, Advice and Service	17.5	20.5	38	39
Management and Central Services	2.5	21.5	24	24
In 2023	40	52	92	100
In 2022	38	62	-	100

Number of employees with emoluments (including taxable benefits but excluding employer pension costs) exceeding £60,000:

	<u>2023</u>	<u>2022</u>
£60,001 - £70,000	2	3
£70,001 - £80,000	0	1
£80,001 - £90,000	5	1
£90,001 - £100,000	0	0
£100,001 - £110,000	1	1
Employer (less salary sacrifice payments) pension contributions paid in respect of a defined contributions pension scheme	£84,426	£57,259

There has been an increase in the number of employees who earn over £60,000. There has also been an increase in the number of staff with emoluments in the £80,001 to £90,000 bracket.

This is due in part to the annual pay increase received by staff in April 2023, which has caused some staff to change salary bracket and the impact of several senior members of staff being with the organisation for a full financial year. It also reflects the effect of additional, reportable payments such as the redundancy settlement detailed above.

The key management personnel of the Charity comprise the Chief Executive Officer and three Directors. The total employee benefits of the key management personnel of the Charity were £489,405 (2022: £436,571), including salary, employer pension contributions, Health Cash Plan premiums and employer National Insurance contributions.

It breaks down as follows:

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2023

Position	Basic Salary	Benefits	Employers Pension conts.	Ers ni	2023 Total remuneration	2022 Total remuneration
Chief Executive	108,562	312	22,798	12,678	£144,350	£136,051
Director of Help and Advice	86,526	557	19,901	9,611	£116,595	£109,450
Director of Finance & Corporate Services (from 4.7.22)	88,604	528	18,607	10,116	£117,855	£44,073
Director of Finance & Corporate Services (until 24.6.22)	-	-	-	-	-	£54,061
Director of Fundraising & Communications	83,166	557	17,465	9,418	£110,606	£103,363
Grand Total					<u>£489,405</u>	<u>£456,932</u>

8. Volunteers

The charity has a total of 353 volunteers situated across the UK at the end of 2023 across formal and informal volunteering roles for the Charity that promote the Charity in the workplace, encourage fundraising, and take part in activities in line with the charitable object of the organisation.

9. Intangible fixed assets

	<u>Website software</u>
Cost or valuation	£000
Balance at 01.01.2023	985
Additions	80
Disposals	0
Balance at 31.12.2023	1,065
Accumulated amortization	
Balance at 01.01.2023	399
Charge for the year	177
Disposals	0
Balance at 31.12.2023	576
Net book value at 31.12.2023	489
Net book value at 31.12.2022	586

10. Tangible fixed assets

	Freehold property	Fixtures, fittings and equipment	Total
Cost or valuation	£000	£000	£000
Balance at 01.01.2023	738	334	1,072
Additions	-	5	5
Disposals	-	-	-
Balance at 31.12.2023	738	339	1,077
Accumulated depreciation			
Balance at 01.01.2023	275	309	584
Charge for the year	4	15	19
Disposals	-	-	-
Balance at 31.12.2023	279	324	603
Net book value at 31.12.2023	459	15	474
Net book value at 31.12.2022	666	24	690

The Charity's property at No 5 Anne Boleyn's Walk, Cheam, was re-valued by Taylor Surveyors Valuers and Agents, in March 2024. The portion of the freehold building that is used by the charity remains held at cost however the portion that is rented out and is classified as an investment property in the accounts has been revalued for the year ended 31 December 2023.

11. Fixed asset investments

(a) Investment portfolio	2023	2022
Movements in the investment portfolio in the year	£000	£000
Market value at 1 January	25,798	32,585
Dividends received – re-invested	462	344
Interest re-invested	4	-
Net (disposals) Columbia Threadneedle	(2,670)	(4,450)
Investment Rebate		8
Investment Management Fees	(89)	(95)
Net investment gain/(loss)	1,765	(2,594)
Market value at 31 December	25,270	25,798

The investments as at 31 December 2023 shown above as managed by Columbia Threadneedle have been valued at fair value (their market value) on 31 December 2023. During the year we utilised our holding in the Short-term fund to provide operating cashflow. We have set up a new Money Market Fund to provide for short term cashflow requirements.

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2023

Market value of pooled funds as at 31 December 2023:

Funds

Money Market Fund	1,278
Long Term Fund	23,992
Total held with Columbia Threadneedle	25,270

The Short-Term fund is mainly comprised of fixed income and cash to mitigate any short-term market volatility. The Long-term fund's asset weighting as at 31 December 2023 is analysed below:

	Weighting (%)
Long Term Fund	
Fixed Income	31.6
Equities	64.5
Derivatives	0.5
Cash	3.4
Total	100.0

(b) Investment building

	<u>Total</u> <u>£000</u>
Opening balance	-
Movements	567
Closing balance	567

The Charity holds an investment property at No 5 Anne Boleyn's Walk, Cheam. The ground floor is occupied by the Charity itself and during 2023 the remaining floors were let out to tenants. The property was revalued as of 31st December 2023 for investment purposes and the investment property portion of the freehold building held on a revaluation basis. Freehold property where the Charity occupied the space in the year continues to be held at cost.

(c) Investment in subsidiary

The Charity has an investment in one wholly owned subsidiary CSBF Enterprises Limited, a company registered in England & Wales, No. 03119311, with ordinary issued share capital of 7 shares of £1 each. The investment is held at a cost of £7. As the accounts are rounded to £000s, this investment is not shown on the balance sheet, and consolidated accounts are not prepared, as the subsidiary is not material to the assets, liabilities or net results of the Charity. The subsidiary had minimal activity during the year and does not employ any staff directly. The administrative charge to offset the cost of time spent by Charity staff on behalf of CSBF Enterprises Ltd was nil (2022: nil). In 2023 the subsidiary made a loss in the year and no donation has been made to the Charity. Its reserves at year end were £8,517 (2022: £8,770). At the year end, CSBF Enterprises Limited owed the charity £27,596 (2022: £192).

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2023

12. Debtors	<u>2023</u>	<u>2022</u>
	<u>£000</u>	<u>£000</u>
Other debtors:		
- Repayable grants	32	32
- Sundry debtors	1	3
Prepayments	149	317
Accrued income:		
- Contributions from individuals	116	128
- Legacies	61	247
- Tax credits on gift aid donations	140	643
- Other accrued income	6	6
Due from CSBF Enterprises Ltd	28	-
	<u>533</u>	<u>1,376</u>

13. Creditors - amounts falling due within one year

	<u>2023</u>	<u>2022</u>
	<u>£000</u>	<u>£000</u>
Accrued financial grants payable	58	89
Trade creditors	76	242
Other creditors	13	-
Pension contributions	61	55
Taxation and social security costs	94	89
Accruals	100	107
	<u>402</u>	<u>582</u>

13.(a) Movement of financial support payable

	<u>£000</u>
Opening financial grants payable	89
Financial grants recognised	1,639
Financial grant payments made during the year	(1,683)
Cancelled/refunded financial grants	12
Closing financial grants payable 2023	<u>58</u>

£58k (2022: £89k) of financial grants were approved and are due to be paid in 2023.

14. Operating Leases - equipment	<u>2023</u>	<u>2022</u>
	<u>£000</u>	<u>£000</u>
Equipment Rentals charged in the year	7	17
	<u>2023</u>	<u>2022</u>
	<u>£000</u>	<u>£000</u>

The total future minimum lease payments under operating leases are due as follows:

- in less than one year	4	4
- in more than one year and less than five years	-	-

15. Funds

The Charity maintains various types of funds as set out below.

Unrestricted funds

Unrestricted funds represent the free funds of the Charity which are expendable at the discretion of the trustees to further the objects of the Charity.

Restricted funds

Restricted funds are those funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes.

Customs & Excise Family Fund

A restricted donation of £30,000 was given to the Charity in March 2006, following the dissolution of The Customs & Excise Family Fund. This was to provide Christmas grants to certain members of the Family Fund, in line with the wishes of their trustees. Interest earned on the Restricted fund was £0 (2022: £0) and grants expenditure was £2k (2022: £2k).

Fenton Trust

Restricted donations of £20,000 and £15,000 were given to the Charity in March 2013 and September 2015 respectively to support current, former and retired civil servants of grades executive officer and above residing in the UK. This is to provide grants for essential household bills and items and help with mobility requirements. Grants expenditure in 2023 was £0 (2022: £0) due to no applications being received in the year.

Civil Aviation Authority Fund

A donation provided by the Civil Aviation Authority was restricted to provide help to CAA retired staff and their dependants. In 2023, the interest earned on the restricted fund was £0 (2022: £0) and £0 was spent (2022: £0) on applications from CAA retirees or their dependants.

The Black Bequest Fund

In 2019, the Northern Lighthouse Board donated to the Charity £1,719.62 which represents the closing funds of the James Coats Junior Ferguslie Paisley Memorial Fund, known as Black Bequest. The fund is restricted to be used to supply Lightkeepers or their dependants who are or have been in the employ of the Northern Lighthouse Board with benefits in line with those offered by the Charity. No interest has been earned on or money spent in 2023 (2022: £0).

Dementia Fund

In 2014, CSIS Charity Fund donated £28,000 to be spent on Dementia services. £1k was spent in 2023 (2022: £1k). The funds will be focussed on the development of digital engagement.

Dancey Legacy

During 2023, £26,500 was received from Mr Dancey to be used to help the British Home front servants.

Castle Legacy

During 2023, £18,007.16 was received from Mr Castle to be used to help ex customs officers.

Restricted Funds	Opening Balance	Income	Transfers between Funds	Expenditure	Closing Balance
	£000	£000	£000	£000	£000
Customs & Excise Family Fund	13			(2)	11
Fenton Trust	7				7
CAA Fund	5				5
Black Bequest Fund	2				2
Dementia Project Fund	17			(1)	16
DWP Legacy	1	0			1
Dancey Legacy	0	27			27
Castle Legacy	0	18			18
Balance at 31 December 2023	45	45	0	(3)	87

Analysis of net assets by fund

	Intangible & tangible fixed assets	Investment assets	Net Current assets	Defined Pension scheme	Total
	£000	£000	£000	£000	£000
Unrestricted funds	962	25,837	245	-	27,044
Restricted funds			87		87
Balance at 31 December 2023	962	25,837	332		27,131

Analysis of movements for the Year Ended 31 December 2022

Restricted Funds	Opening Balance	Income	Transfers between Funds	Expenditure	Closing Balance
	£000	£000	£000	£000	£000
Customs & Excise Family Fund	15	-		(2)	13
Fenton Trust	7	-			7
CAA Fund	5	-			5
Black Bequest Fund	2	-			2
Dementia Project Fund	19	-		(2)	17
Balance at 31 December 2022	48	1		(4)	45

Analysis of movements for the Year Ended 31 December 2023

Restricted Funds	Opening Balance	Income	Transfers between Funds	Expenditure	Closing Balance
	£000	£000	£000	£000	£000
Unrestricted funds	962	25,837	287	-	27,086
Restricted funds	-	-	45	-	45
Balance at 31 December 2023	962	25,837	332	-	27,131

16. Taxation

No corporation tax arises as the Charity for Civil Servants is a registered Charity, and is able to take advantage of the tax relief available to charitable bodies.

17. Pension

The Charity for Civil Servants participates in a non-contributory multi-employer defined benefit staff pension scheme, which was formed for all permanent members of staff, within certain age criteria, of the Charity for Civil Servants and certain other employers. The assets of the scheme are held separately from the assets of the Charity. The scheme has its own trustees who are responsible for the scheme which is administered on their behalf by Mercer. The scheme was closed to all staff for future benefit accrual with effect from 5 April 2004.

The Charity also operates a defined contribution group personal pension scheme which is administered by Legal & General. The Charity pays varying levels of contributions on behalf of the employees, based on their number of years' service and levels of employees' own contributions.

A full triennial actuarial valuation of the defined benefit scheme was undertaken at 6 April 2022 by an independent qualified actuary. This revealed a surplus, on the assumptions used, of £1,129,000. The employers' historic recovery plan has therefore ceased with contributions limited to 50% of the expenses.

The Charity contributed £93k during 2023. The best estimate of contributions to be paid by the Charity towards expenses for the year beginning 1 January 2024 is £93k.

Detailed disclosures for the defined benefit pension scheme, in accordance with FRS102, are set out below.

	<u>2023</u>	<u>2022</u>
	<u>£000</u>	<u>£000</u>
Fair value of scheme assets	15,406	15,369
Present value of scheme liabilities	(14,386)	(14,293)
surplus in Scheme	<u>1,020</u>	<u>1,076</u>

The Charity has not recognised the pension surplus on its balance sheet as FRS 102 only permits a surplus to be recognised where the employer is able to recover that surplus either through reduced contributions in future or through refunds from the plan.

Reconciliation of opening and closing balances of the present value of scheme liabilities

	<u>2023</u>	<u>2022</u>
	<u>£000</u>	<u>£000</u>
Scheme liabilities at 1 January	14,293	22,044
Interest cost	697	392
Scheme expenses	-	-
Actuarial (gain) / loss	69	(7,510)
Benefits paid and expenses	(673)	(633)
Scheme liabilities at 31 December	14,386	14,293

Reconciliation of opening and closing balances of the present value of scheme liabilities

	<u>2023</u>	<u>2022</u>
	<u>£000</u>	<u>£000</u>
Fair value of scheme assets at 1 January	15,369	24,768
Change in employer's share	-	-
Interest income	747	444
Actuarial gain	163	(9,657)
Contributions by employer	93	568
Scheme expenses	(293)	(121)
Benefits paid & scheme expenses	(673)	(633)
Fair value of scheme assets at 31 December	15,406	15,369

Amounts included within Statement of Financial Activities

	<u>2023</u>	<u>2022</u>
	<u>£000</u>	<u>£000</u>
Interest	(5)	53
Scheme expenses	(293)	(121)
Scheme expenses	(298)	(68)
Actuarial (losses)	(206)	(504)
Total (charged) to the Statement of Financial Activities	(504)	(572)

The cumulative amount of actuarial gains or losses recognised in the statement of recognised gains and losses since the adoption of FRS102 is £1,827k loss (2022: £1,621k).

Fair value of scheme assets

	<u>2023</u>		<u>2022</u>	
	£000	%	£000	%
UK equity			-	-
Overseas equity	3,155	20.5	3,213	20.9
Global equity			-	-
Absolute Return Bond Fund			3,697	24.1
Debt Instruments	3,292	21.4	-	-
Liability Driven Investment			-	-
Cash	159	1.0	155	1.0
Other	8,800	57.1	8,303	54.0
Total value of assets	15,406	100	15,368	100

Assumptions	<u>2023</u>	<u>2022</u>
Inflation (RPI)	3.3%	3.4%
Inflation (CPI)	2.9%	3.0%
Discount rate	4.8%	5%
Allowance for increase in pensions: lower of CPI or 5% (effective from April 2017)	2.8%	3.0%
Rate of revaluation of deferred pensions of CPI +1%	3.9%	4.0%
Rate of revaluation for deferred pensioners: Lower of CPI or 5%	2.9%	3.0%
Cash commutation allowance (% tax free cash)	-	-
Withdrawal allowance	-	-
Assumed life expectations (no. years) on retirement age of 60		
- Retiring today: males	25.1	25.7
- Retiring today: females	27.8	28.2
- Retiring in 20 years: males	26.6	27.3
- Retiring in 20 years: females	29.3	29.7

Charity for Civil Servants
Notes to the accounts for the year ended 31 December 2023

The amounts for the current and previous periods are as follows:

	<u>2023</u>	<u>2022</u>	<u>2021</u>	<u>2020</u>	<u>2019</u>
	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>
Defined benefit obligation	15,406	15,369	24,768	23,025	21,175
Scheme assets	(14,386)	(14,293)	(22,044)	(23,363)	(20,875)
Surplus/(Deficit)	<u>1,020</u>	<u>1,076</u>	<u>2,724</u>	<u>(338)</u>	<u>300</u>
Adjustment due to limitations on recognition of surplus	(1,020)	(1,076)	(2,724)	300	(300)
Experience adjustment: gain/(loss) on scheme liabilities	34	(869)	(60)	153	678
Effect of changes in demographic/other assumptions re: the present value of the scheme liabilities; gain/(loss)	34	8,379	958	(2,767)	(1,350)
Return on scheme assets: gains/(losses) assets	<u>(175)</u>	<u>(9,657)</u>	<u>1,678</u>	<u>1,506</u>	<u>2,464</u>

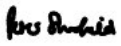
18. Financial instruments	<u>2023</u>	<u>2022</u>
	<u>£000</u>	<u>£000</u>
Financial assets measured at fair value	25,270	25,798
Financial assets held at fair value include assets held as investments		

19. Related parties

During the year to 31 December 2023 the Charity recharged costs amounting to £0 (2022 £0) in relation to staff and office overheads to its wholly owned subsidiary CSBF Enterprises.

20. Statement of Financial Activities for the Year Ended 31 December 2022

	<u>Unrestrict- ed Funds</u>	<u>Restricted Funds</u>	<u>2022 Total Funds</u>
<u>Income from</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>
Donations and legacies	4,763	1	4,764
Other income	26	-	26
Investment Income	345	-	345
<u>Total income</u>	<u>5,134</u>	<u>1</u>	<u>5,135</u>
 <u>Expenditure on</u>			
Raising funds			
Fundraising & Engagement	1,323	-	1,323
Investment management	95	-	95
Total costs of raising funds	<u>1,418</u>	<u>-</u>	<u>1,418</u>
 Charitable activities	<u>7,129</u>	<u>4</u>	<u>7,133</u>
Alleviating need	7,129	4	7,133
Total charitable expenditure	<u>8,547</u>	<u>4</u>	<u>8,551</u>
 <u>Total expenditure</u>			
Net expenditure for the year	(3,413)	(3)	(3,416)
Net gains on investments	(2,594)	-	(2,594)
Actuarial gain on defined benefit pension scheme	(504)	-	(504)
 Net movement in funds for the year	<u>(6,511)</u>	<u>(3)</u>	<u>(6,514)</u>
 Reconciliation of funds			
Funds brought forward at 1 January 2022	34,852	48	34,900
Funds carried forward at 31 December 2022	<u>28,341</u>	<u>45</u>	<u>28,386</u>

Signature: 

THE CIVIL SERVICE BENEVOLENT FUND

England & Wales - Charity number 1136870

Accounts

**CHARITY
FOR CIVIL
SERVANTS**

ANNUAL REPORT AND ACCOUNTS

for the year ending 31 December 2022



The Civil Service Benevolent Fund operating as the **Charity for Civil Servants**

The Trustees of The Charity for Civil Servants present their Annual Report for the year ended 31 December 2022 under the Charities Act 2011 and the Companies Act 2006, including the Trustees' Annual Report comprising the Strategic Report and the Directors' Report under the 2006 Act together with the audited financial statements for the year.

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Financial statements	31-57

**I COULDN'T BELIEVE
IT WHEN THE CHARITY
TOLD ME THEY COULD
HELP US.**

- LOUISA, HMRC



CHAIR'S FOREWORD

I am delighted to introduce the Charity's Annual Report and Accounts for 2022.

Following hard on the heels of such a challenging few years, this has been another very difficult period for so many people. It has been no different for those in the Civil Service community and they have found themselves under great pressure. The ongoing consequences of the pandemic and such a dramatic shift in the cost of living have certainly had a significant impact across the year.

It is in adversity that the importance of the Charity really comes to the fore, providing vital help and a source of comfort for those struggling, and I'm pleased we were successful in delivering for people.

This report shows that across the year, the Charity was able to deploy almost £2m in financial support, achieving over 87,000 instances of help, and I am hugely grateful for the effort and commitment everyone has put in to achieve this. Heartfelt thanks from me go to the Charity's supporters, donors, partners, and volunteers – and for everyone working so hard in the Charity itself, to make those kinds of results possible.

Once again, we have worked closely and very effectively this year with Civil Service HR and a range of staff networks and key players within Departments, to deliver the right kind of support at the right time for people – and the 2022 Civil Service Mental Health and Wellbeing Conference itself was a key highlight.

As Chair, I would once again like to thank the Civil Service Insurance Society (CSIS) and its Charity Fund for their continued support and crucially important partnership – and I would also like to offer my particular thanks to the Board of Trustees for their commitment throughout.

The Charity has passed some very significant milestones in 2022. Our achievements across the past year have established a solid

foundation for the work ahead of us in 2023, which again looks like it will be difficult. The continued resilience of the Charity in meeting the demands of turbulent times, given global economic pressures and uncertainty, will be critical for many relying on us.

Perhaps most significantly this past year, the new Customer Relationship Management System was finally brought onstream, offering many of the potential system improvements we have been seeking for some time. Building on this platform, there are more enhancements to follow which will ultimately enable the Charity to become more efficient in its operations.

It was with great sadness in September that we heard of the passing of our patron, HM Queen Elizabeth II. We will remain eternally grateful to Her Majesty for over seven decades of support for the work of the Charity. Her Majesty helped people in need within the HM Civil Service community whilst being a role model to all civil servants.

Finally, I'd like to pass on thanks once again from all Trustees to everyone in the Charity. The Charity's work makes such an important difference to the lives of so many people and that is something of which you should be rightfully proud.



Peter Schofield CB
Chair, Board of Trustees



THE CHARITY'S OBJECTS

For the public benefit, to relieve from suffering, hardship or distress (whether financial or otherwise), and to promote and sustain the wellbeing of Civil Servants, former Civil Servants, Public Body Employees or former Public Body Employees, employees and former employees of the Charity (and any predecessor organisation of it) and their dependants including without limitation by:

- offering lifelong practical, financial and emotional support, advice and guidance;
- providing direct support to individuals, using other available channels to enable civil service communities to connect and support each other, and collaborating with other organisations.



Given the large number of serving and former civil servants and public body employees (and their dependants) that fall under the Charity's remit, the Trustees are satisfied that the Charity is providing public benefit under the Charities Act 2011. Further details are

given under Achievements and Performance below. They are also satisfied that they have had due regard to the public benefit guidance published by the Charity Commission and in particular the requirement that the Charity benefits a sufficient section of the public.

The Charity's VISION is of a supportive community in which everyone has the chance to live their life to the full, while our MISSION is to help people overcome life's challenges and thrive.

The Charity exists to support all civil servants, past and present, when times are tough, listening without judgement and providing practical, financial and emotional support. Alongside financial grants and issue-specific advice, we continue to develop and enhance our services, offering digital and self-help tools and techniques, which meet the changing needs of our Civil Service community.

We help people to deal with the complex challenges, which anyone can face throughout their lives, from mental or physical health

issues and financial capability and debt management, to relationship breakdown, caring responsibilities and bereavement.

We regularly review our aims, objectives and activities, and in doing so evaluate the appropriateness and effectiveness of our services. As a result of these reviews, we have continued to develop the Charity's offer, details of which are outlined in this Trustees' Strategic Report.

**“THIS CHARITY
CHANGES
LIVES.
I WOULD GO AS FAR AS
SAYING IT SAVES LIVES.”**

SIMONE



In the middle of winter, Simone's boiler broke. Unable to afford the cost of a new one, she didn't know how she would keep her two children warm at home.

“When you're in a place of panic and fear like that, it's hard to know what to do first. I was in a vulnerable state mentally and financially. I couldn't catch my breath...”

I've subscribed to The Charity for Civil Servants' newsletters for years, I never thought of asking for help myself. But my colleague reminded me about the range of support they can offer – so I decided to contact them.”

Simone was reminded of the very reason the Charity exists – to help civil servants past and present, when times are tough. When Simone reached out to us, we listened. We provided support tailored to her personal situation and were able to pay towards a new boiler, ensuring Simone and her two children felt safe and warm indoors as the temperature plummeted outside.

“When I look back at that time in my life, I feel very grateful. I felt like The Charity for Civil Servants helped me breathe again. And I want people to know that...”



... this charity changes lives. I would go as far as saying it saves lives. When someone is willing to step in, listen to you, understand you and give you a helping hand, that is life changing. They provide hope... and that should never be underestimated.”

ACHIEVEMENTS AND PERFORMANCE

With the ongoing consequences of the pandemic and the range of financial pressures resulting from major changes to the everyday cost of living, the past year has proved to be another very tough one, for everyone, including those in the civil service community. This Annual Report and Accounts sets out the Charity's performance across 2022. It continued to be a difficult environment in which to operate and very significant challenges face organisations like ours, in the charity sector. Put bluntly, things are more and more expensive for those in need of help and support, whilst money is ever tighter for donors (and potential donors).

Precisely because of these tough times, as the occupational charity for more than 1.5m current and former civil servants (plus their financial dependents), we want more people to come to us for assistance and for more to support our work through donations. Last year the Charity agreed an organisational strategy to 2025 in line with its charitable purpose and mission. Considering the prevailing economic climate, however, we have worked with Trustees to reassess this, along with the emerging plans and phasing of our fundraising work. This has helped us to set a revised level for the organisation's strategic ambition and therefore, we have adjusted our financial projections.

By the end of 2025, we now believe we will see:

- The Charity delivering over 100,000 instances of help.
- The Charity giving around £2.5m in financial support to those most in need.
- The Charity raising around £4.4m in voluntary income through donations.

We will still work to achieve these targets through transformation of our systems, tactics and infrastructure, reaching and effectively engaging with more of our community through a refreshed charity brand - and by growing our donor numbers.

Across the next three years, the Charity will continue to:

- Embed new key systems and ways of working - making our infrastructure, internal systems and processes more effective and efficient.
- Improve engagement with the help and support we offer and informing service development by understanding and clarifying the customer journeys.
- Build a new online presence for the Charity, developing a new website with improved navigation and functionality for ease of access to help and for people to contribute support.
- Utilise and grow our networks to reach more people from the current, former, and retired civil servant communities – and engage with them more effectively – through relevant and appropriate activities (such as tele kits, webinars, and other forms of digital outreach).
- Work effectively with partners (including Civil Service HR, Civil Service departments, EAPs, Wellbeing advocates, subject networks, MyCSP and other charities) to build on our relationships and better understand need. We will develop relevant services and financial assistance programmes, providing different forms of help which complement and expand support offered for those in need, both inside and outside the workplace.
- Increase and refresh relevant content (stories, user generated content, lived experience) so that people want to check in more regularly.
- Harness external facing activity to build the Charity a more effective profile – by exploiting content deployed through key partners and potentially entering awards and making successful bids for funding.
- Develop more tailored, digitised and seasonal communications to key audience segments - ensuring that the Charity successfully persuades people to become an active and committed supporter throughout their lifetime, building mutually valued and beneficial relationships.

Key successes in 2022

Over the year we handled 87,993 instances of help, including 8,169 applications (some applications were self-serve referrals/apps). Our inhouse services delivered 514 caring and wellbeing conversations and 203 money advice and guidance cases. Help webinars maintained good levels of attendance, resulting overall in 18,957 instances of help. The highest proportion in terms of webinar theme were in wellbeing, which is a continuous area of demand and produced 9,852 of those instances.

The average net promoter score across all webinars was 48, considered good and 2 points above the score for 2021 (above 50 is excellent). Using the Teams platform has also proved more accessible; however, some Departments still have issues with access which is related to their security rather than our platform.

Our target is for digital help to comprise around 70 - 80% of our total instances of help at current levels of demand and resource, and in 2022 this was achieved, with 53,396 instances of digital help (61%).

We delivered a Step This September participation fundraising activity, with over 1400 people taking part throughout the initiative, raising more than £30k.

We began a brand refresh through 2022, involving current, former and retired civil servants as people who have been helped, fundraised for us, are (or have been) a donor, and volunteered with us. This has been hugely helpful as we go into re-launching our fundraising proposition and strengthening our relationship with the Civil Service.

**“ I WAS BOWLED OVER BY THE
WARMTH
AND GENTLENESS
OF THE CONVERSATION –
THEY COMPLETELY GOT IT ”**

DOM



Ambitions and plans we set for 2022

As outlined in last years' annual report, we had some key ambitions for 2022.



Help

Deliver £1.9m in financial help through a combination of direct assistance and funded services or provision.	Grant payments of £1.97m were made.
Deliver 85,000 instances of help.	87,993 instances of help were delivered.
Work with CSHR to take an 'inclusion by design' approach to developing services.	Thrive and Peppy apps were launched.
Evidence 100 significant outcomes from money advice casework of around 600 cases, at least 10% of which will lead to financial assistance.	Achieved.
Continue our involvement in the Civil Service Mental Health and Wellbeing Conference.	Achieved.
Deliver 650 wellbeing and/or caring conversations, with 10% of these leading to financial assistance.	Delivered 514 conversations between February and December (when the new system was online).
Commission 30 external expert webinars that bring additional opportunity for help to complement our existing offer.	Achieved.
Aim of 500 uses of the Wellbeing Hub and produce 1500 carer's passports or digital statements.	Achieved.

Income generation

Raise £3.6m from regular giving, keeping attrition under 5%.	We raised a total of £3.47m, with attrition at 7.8%. The increasing costs of living led to an acceleration in attrition (and insufficient income was the largest reason given for ceasing donations), while external events such as pay disputes within the Civil Service, the war in Ukraine, and the death of the Monarch affected donor recruitment activities in-year.
Achieve £0.1m in single gifts.	We raised £0.04m in single gifts during the year.

Raise £0.4m from legacies.	We raised £0.37m in legacies from former civil servants who chose to support the Charity in their will.
Raise £0.4m from grants and major gifts.	We raised £0.8m from grants and major gifts.
Raise £0.05m from community and events fundraising.	We raised £0.06m from community fundraising, events and lottery fundraising.
Increase our marketing consent audience to 80k.	We increased our audience from 66k to 79k during the year.
Prepare the groundwork for a fundraising appeal in 2023, including putting focus into our brand strategy and case for support.	Achieved. The fundraising campaign for 2023 is planned and approved by Trustees as part of the business plan, with activities splitting into three core phases throughout the year.

Providing more financial support

The cost-of-living crisis started to significantly affect households in the third quarter of 2022 and from October we saw a steady increase in applications from people needing our assistance. This is likely to continue through the next two years, and we have amended our policies to reflect this and to ensure we manage the Charity's funds effectively.

The one-year ARAP scheme supported the evacuation of Afghan people who had served the Civil Service as translators, and closed in August 2022, with the last grants paid out in September.

The government's breathing space scheme helped people with more time to sort out their debt problems. Our money advice team have been trained to be able to issue Debt Relief Orders, which support people when they are in low levels of debt and have few assets. This results in their debts being written off, preventing the debt from spiralling into further crisis.

A reduction of headcount in the Civil Service has started, and the issues facing people in work are increasingly cost of living and the demands on their roles, mirroring the national picture.

We worked more closely with staff networks and CSHR, for example responding to requests for webinars, listening circles and conference themes. With high demand for webinars we will review our webinar strategy in the light of high casework levels. Alternative options will be considered such as online Q&A sessions or themed forums.

In the area of wellbeing, Griefworks and Law Express apps have continued to be well used, as well as new offers, the Thrive app for wellbeing which includes CBT therapy, and the Peppy app designed to support menopause. During the pandemic we discovered a gap in support for autism and worked with Autism and ADHD. We now offer assessments, resources and support as well as the Brain in Hand resource for difficulties with independent living.

With Brain in Hand, Sleepstation and Relate (as with Anxiety UK), we will be filtering these through an application process or via a wellbeing conversation rather than offering direct from the website to ensure people benefit from the most appropriate product or service.

Financial payments

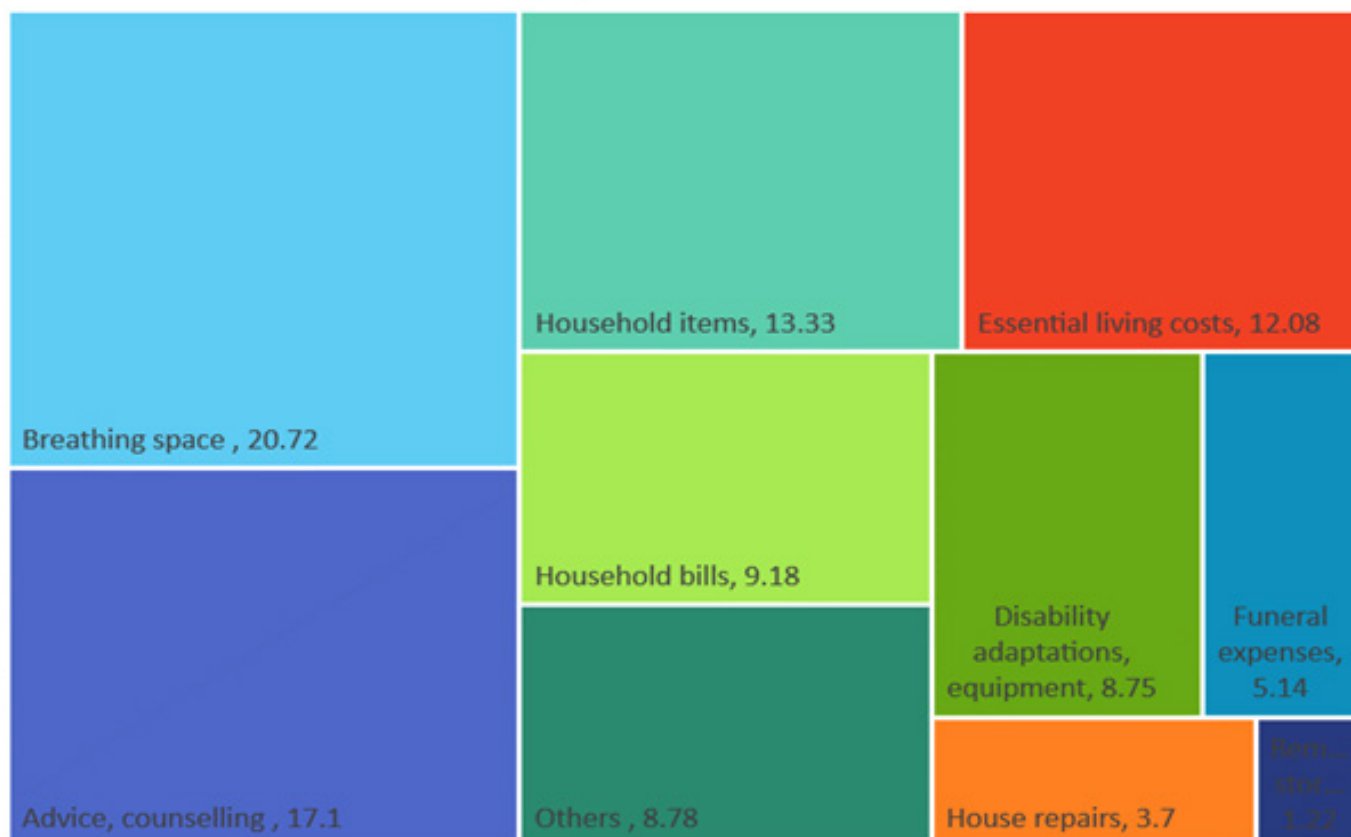
The total paid in financial payments was £1.97m, compared with £1.64m in 2021, with 6,389 payments compared with 3,951 in 2021.

Payments for relationship breakdown were £130k above budget with 2,803 payments (compared to the 600 budgeted), and because of this and advice from Relate that they have reverted to 6 sessions (from 4) we are now filtering requests by means testing rather than offering directly as self-serve. Payments for unsafe/unstable living arrangements are £55k above our forecast, reflecting more

people moving either because of domestic abuse, relationship breakdown or unsuitable accommodation. The higher figure reflects suppressed need to move from the years of pandemic, when people couldn't take any action. Payments for disability are £46k more than budgeted, reflecting need rising post-pandemic.



Percentage of total £ in 2022





GRANT MAKING POLICY

January 2023 to December 2024

Our charitable objects include relief from hardship or distress (whether financial or otherwise) for the public benefit of current or former civil servants and their dependants. Grants are made within our charitable objects and the agreed strategy of the Charity All grants are subject to a formal approval process. We award grants based on the four principles below:

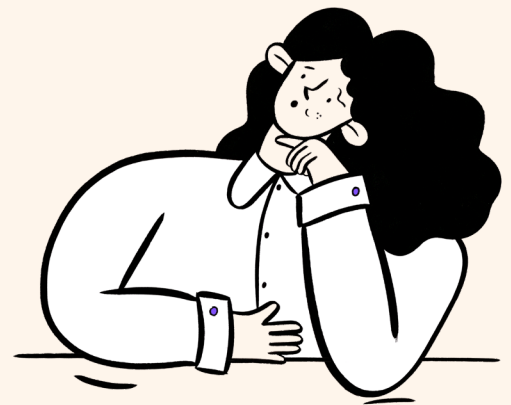
- Eligibility – the applicant must be a current, former or retired eligible person, or their financial dependant;
- Circumstances that may cause hardship and distress, for example ill health, caring, bereavement, domestic abuse, relationship breakdown, reduced income and unsafe or inappropriate accommodation;
- Need – exploring and establishing the specific needs and which needs should be prioritised;
- Alternative resources – this may be an entitlement to benefits, or grants from other charities, and in some cases, there may be additional help rather than alternative help.

Grants include financial help payments for emergency situations, grants to replace items that have broken or need repair, grants towards essential household bills, advanced rent and deposit for a new rented property, travel expenses, mobility aids and adaptations, as well as payment to third party suppliers for assessment of wellbeing and relationship counselling.

The policy was reviewed and agreed by the Board of Trustees for the period of January 2023 to December 2024, anticipating continued high demand and allowing for income not to improve at the same rate, because some time will be needed to maximise opportunities from brand activation.

One major change is to reduce the savings threshold before we consider helping financially from £12,000 to £6,000 to consider the fact that one in five households have no savings at all.

We will also monitor all changes to policy, which still have discretion and exceptions considered.



People coming to us for help

Over the year we handled 87,993 instances of help, including 8,169 applications (some applications were self-serve referrals/apps). In our one-to-one inhouse services, there were 514 caring and wellbeing conversations and 203 money advice and guidance cases. Our help webinars maintained good levels of attendance, resulting overall in 18,957 instances of help. The highest proportion were in wellbeing, which is a continuous area of demand and produced 9,852 of those instances of help. Our digital help aims to be around 70 - 80% of our total instances of help at current levels of demand and resource, and in effect 53,396 (61%) instances of help were digital.

Because of the CRM changeover, campaigns in 2022 were limited to ongoing social media and marketing, with no major campaigns as we have had in previous years, for example around caring. The main activity was the wellbeing conference in October which was on a smaller scale in terms of number of events than 2021 yet reached a high number of people with focused topics such as menopause.

Mental health and wellbeing conference

During the three-day conference more than 10,000 colleagues across the Civil Service joined the 2022 Mental Health and Wellbeing Conference, hosted by the Charity in partnership with Civil Service HR. Attendance rates were particularly high for some of the webinars about neurodiversity, menopause, supporting PTSD, and the cost of living.



“IF IT HADN'T BEEN FOR THE CHARITY, I DON'T THINK I WOULD HAVE GOT THROUGH THOSE FEW MONTHS.”

BEATRICE



A series of life-changing events meant that Beatrice's financial situation became so severe that she couldn't afford to buy food. But with her lifelong community behind her she gradually found her way back to a happier place.

Beatrice did her best to stay positive for the sake of her son who had become extremely vulnerable. He had recently had a mental breakdown and had moved back to the family home. As she comforted him, her own long-standing marriage was coming to an end. With expensive solicitor fees and essential work needed on her house, Beatrice felt like she was drowning with her single income.

"It's not just the heartache of the divorce, but it's all the costs around it too. Combine that with my son coming back home, it was a lot to deal with. I ended up going on sick leave for six weeks because I was so worried about everything. If it hadn't been for the Charity, I don't think I would have got through those few months."

Although not a requirement, Beatrice had donated to the Charity for most of her career. Remembering the range of support on offer, she decided to give us a call.



"I cried so much to the man on the phone, he was so empathetic throughout the whole thing. Someone understanding my situation like that made a huge difference. They provided me with financial support which meant that I could afford to eat. This is such a good charity and after my own experience, I feel like they'll always be there for you."

Fundraising

The Charity for Civil Servants is funded through fundraising and income generation activities, with five key areas of activity:

- Regular giving (including payroll and direct debit)
- Donations
- Legacies
- Community fundraising and events
- Grants and major giving

To do this, the Charity uses a range of established practices:

Direct marketing

Communicating by email and post with existing and potential supporters to encourage them to give.

(Virtual) Face-to-face

The Charity's fundraisers speak to current civil servants to raise awareness of the support we offer and encourage people to become donors. All fundraising activity in 2022 was carried out by our directly employed fundraising team. We did not use any indirectly employed fundraisers or commercial participators to carry out fundraising activities.

Events and conferences

Charity staff and volunteers attend third-party events to raise awareness of the Charity and ask people to support. We also hold our own events where current and prospective supporters can hear more about our work and how they can get involved.

Gaming

The Charity runs prize draws and a lottery throughout the year under licence from the Gambling Commission.

Fundraising campaigns, products and activities

The Charity invites people to take part in fundraising events and challenges and to support the Charity through sponsorship or donations. The Charity is also supported by individuals and departments holding their own

fundraising initiatives in aid of the Charity.

Volunteering

We seek the commitment and support of current, former and retired civil servants to support its activities by donating their time. We run a programme of structured and unstructured volunteering that enables people to give back through non-financial means, primarily helping to raise funds.

The Director of Fundraising and Marketing is responsible for all our fundraising activities and is accountable to the Chief Executive as the head of the Executive Leadership Team.

The Charity's Board of Trustees has overall accountability for all our fundraising and income generation activities. The Strategic Steering Group (a subcommittee of the full Board of Trustees) meets regularly and review fundraising activities, and the Finance and Audit Committee (a subcommittee of the full Board of Trustees) oversees compliance.

Key points to note

During the year, the Charity maintained its regular giving programme, raising £3.5m including gift aid (2021: £3.7m) through a combination of payroll giving and monthly direct-debit donations, representing 72.7% of the Charity's overall voluntary income.

The long-standing impacts of the pandemic, cost of living crisis, and increase in the numbers of civil servants retiring early impacted our number of existing donors as well as our ability to recruit new ones.

Plans for donor recruitment drives were impacted by emerging hybrid working, ongoing negotiations around Civil Service remuneration, and the death of the Monarch.

This resulted in an annual attrition rate of 7.8%, which is higher than we hoped.

Income from people leaving a gift in their will rose during 2022, with 16 generous donors (2021:15) donating £372k (2021: £324k), and has already been used to provide vital assistance during the year. The Charity undertook several initiatives to encourage supporters to pledge a legacy gift to the Charity, including providing a free-will service.

The Charity undertook its annual walking challenge, raising £30k (2021: £8k), with promising opportunities for growth back to (and hopefully exceeding) 2019 levels of £60k next year.

The Charity secured additional grant income this year in support of its work helping civil servants experiencing financial hardship, including from the CSIS Charitable Fund, Cabinet Office and the Northern Ireland Civil Service.

Volunteering is a major part of the Charity's outreach and engagement activity. The Charity had 107 active volunteers (2021: 975) that helped spread the word about the Charity, took part in fundraising activities, volunteered time as Welsh language translators, and took part in various research and focus groups. This number is significantly different due to a change in the way we interact with, and therefore consider active status, our volunteers. This number will grow during subsequent years as we rebuild our future activities.

Fundraising and marketing compliance

To maintain the highest standards of fundraising ethics and welfare, the Director of Fundraising and Marketing ensures our compliance and adherence with:

- the Code of Fundraising Practice (Fundraising Regulator)
- the DMA Code (Data & Marketing Association)

- the Fundraising Competency Framework (Chartered Institute of Fundraising).

Our supporter promise (available on our website) outlines the commitment made to our supporters and the public, affirming that we ensure that our fundraising is legal, open, honest and respectful.

The Charity also has:

- a Data Protection Officer and a Data Steward to ensure we operate in compliance with UK legislation around data and privacy.
- a team of Data Champions across the Charity to ensure we uphold the highest standards of data security and compliance.
- procedures in place to maintain accurate and up-to-date records.
- a safeguarding group to ensure we look after vulnerable supporters.
- an ethics policy to ensure our approach and methods are ethical and in line with our Charitable purpose and activities.

All fundraising complaints and notifications are monitored by the Director of Fundraising and Marketing to ensure effective resolution, and Trustees review our practice to ensure compliance.

All identification or confirmation of, and interactions with, vulnerable supporters are monitored by the Director of SMIG to ensure correct procedures are followed, and Trustees review our practice to ensure compliance.

All the Charity's fundraising activities complied with the Code of Fundraising Practice. Our website outlines our complaints policy for the public and clearly explains how an individual can complain. In 2022, the Charity received one complaint (2021: nil) about its fundraising activities or practices and was resolved to the donor's satisfaction. No complaints were lodged with the Fundraising Regulator (2021: nil).

AMBITION AND PLANS FOR 2023

The operating environment for civil servants is going through radical change because of the post-pandemic approach to work, the ongoing impact of the cost-of-living crisis, and the demand on civil servants increases over time.

The Charity anticipates yet more demand for financial support as inflation, energy costs and the cost of living accelerate debt and financial worries. As we become more needed than ever before, we must redouble our fundraising efforts so we can sustainably continue to deliver help for the long term.

2023 is the year we refresh our brand strategy, case for support, and fundraising proposition. This will see a marked change in message, tone, and approach to getting more civil servants to financially support the Charity. We are aiming to:

1. Provide £2.3m in financial help through a combination of direct assistance and funded services or provision.
2. Deliver 80 help webinars.
3. Raise £3.9m in voluntary income, through individual and relationship fundraising.
4. Attract 2,000 first-time givers through the 2023 campaign.

Help

There is likely to be a period of at least two years, through 2023 and 2024, where instances of help will reflect the cost-of-living impact, and the need for financial help is likely to be greater than in the last few years.

To ensure we focus on those most in need we have amended our policy and will monitor this to ensure the most effective use of charitable funds. This also involves means testing some of the wellbeing offers we previously offered directly as self-serve, which will lead to significant year on year differences in types of payments. As well as the SORP categories (bereavement, ill health etc) we will be closely looking at types of payment (household bills, equipment, counselling etc).

Financial assistance

We anticipate a higher level of need during the year and will continue to find cost effective ways of providing help as we have done through our digital services and third-party suppliers providing cost effective household items, as well as providing people with the usual forms of practical help. We aim to give out £2.3m in financial help. We will also review our current anti-fraud measures and consider any developments around verification of identity and bank checks that may offer better value or processing.

Money advice and guidance

To enhance services for people in financial difficulty or who are worried about their future finances, we are embedding a benefits calculator on our website. We are now able to arrange debt relief orders (DROs) following new guidance.

Caring, health and wellbeing

We have established a good working relationship with CSHR and the staff networks to ensure that our provision complements EAP programmes and workplace support.

A major area of development will be to rework the Carer's Passport and Statement digital tool to be a separate tool that people can build in various areas of wellbeing, including financial wellbeing, and this may be on the portal or via the wellbeing app.

We will work across other agencies either contributing towards this development or creating a tailored version, working with other interested organisations where there is synergy.

Webinars

We will refresh our webinar content to comply with the new brand, and approach some subject areas with sections of content that can be adapted to timescales and audience. We will also work with those requesting help webinars to identify whether webinars or other types of channel and session are the most appropriate for their needs.

Digital services

As well as the major piece of wellbeing work, our focus in 2023 is to provide evaluation to the Peppy app to identify its use as workplace support; to evaluate the Thrive app and consider how it can be provided at scale where relevant; to embed the benefits calculator in the newly branded site, and to review all digital tools in the light of brand and needs.

Fundraising and marketing

Fundraising is expected to be tough in 2023. Reports from across the sector indicate that, whilst people intend to continue giving to causes they care about, donations are likely to be smaller and less frequent. The Charity has undertaken a brand refresh in 2022 that will be launched in 2023 as part of a renewed fundraising drive across the Civil Service.

Raising brand awareness, encouraging participation, and earning loyalty are our three pillars for 2023, bringing fundraising and marketing together into an integrated approach. Staff, trustees, volunteers, and advocates will be instrumental in bringing these together to achieve our ambitions for 2023.

Raising brand awareness

Focussing on our campaign theme, ***WE NOT ME***, the purpose is to energise civil servants behind the notion that we are your charity –

here when times are tough, and that you can help colleagues through us by donating and fundraising.

This campaign will see us deliver communications through communications channels across the Civil Service, undertake in-person activities in key locations, and utilise media opportunities of value to civil servants.

Encouraging participation

As we unite people behind the Charity, we deliver a meaningful fundraising product that encourages fundraising by civil servants for their charity.

Adapting our walking challenge in 2023 to make it more accessible, fun and participatory in its design, we will combine the virtual challenge with physical activities and opportunities to get more involved in the workplace.

Earning loyalty

Regular giving and legacies are some of the most humbling ways a person can choose to support a charity, and we are fortunate to have so many people who already do.

We want to build on that to create a charity for civil servants that has a growing supporter base that is passionate about helping colleagues, through us, in times of need. Achieving this means we must earn their loyalty.

We will be delivering value-exchange through activities like the Mental Health and Wellbeing Conference, in partnership with CSHR; running campaigns showing the impact of support; and encouraging civil servants to choose to donate on a regular basis to us.

FINANCIAL REVIEW

Overview

In 2022, the Charity recorded net expenditure of £3,416k (2021: £3,148k) in line with its agreed approach to draw down from its reserves. The Charity has been refining the types of help it provides, ensuring its systems are fit for the future and delivering fundraising initiatives to tackle its long-term financial sustainability challenge.

This is before considering the return on the Charity's investments, which was a loss of £2,594k (2021 gain of £945k) and the loss on the defined benefit pension scheme of £504k (2021 loss of £156k).

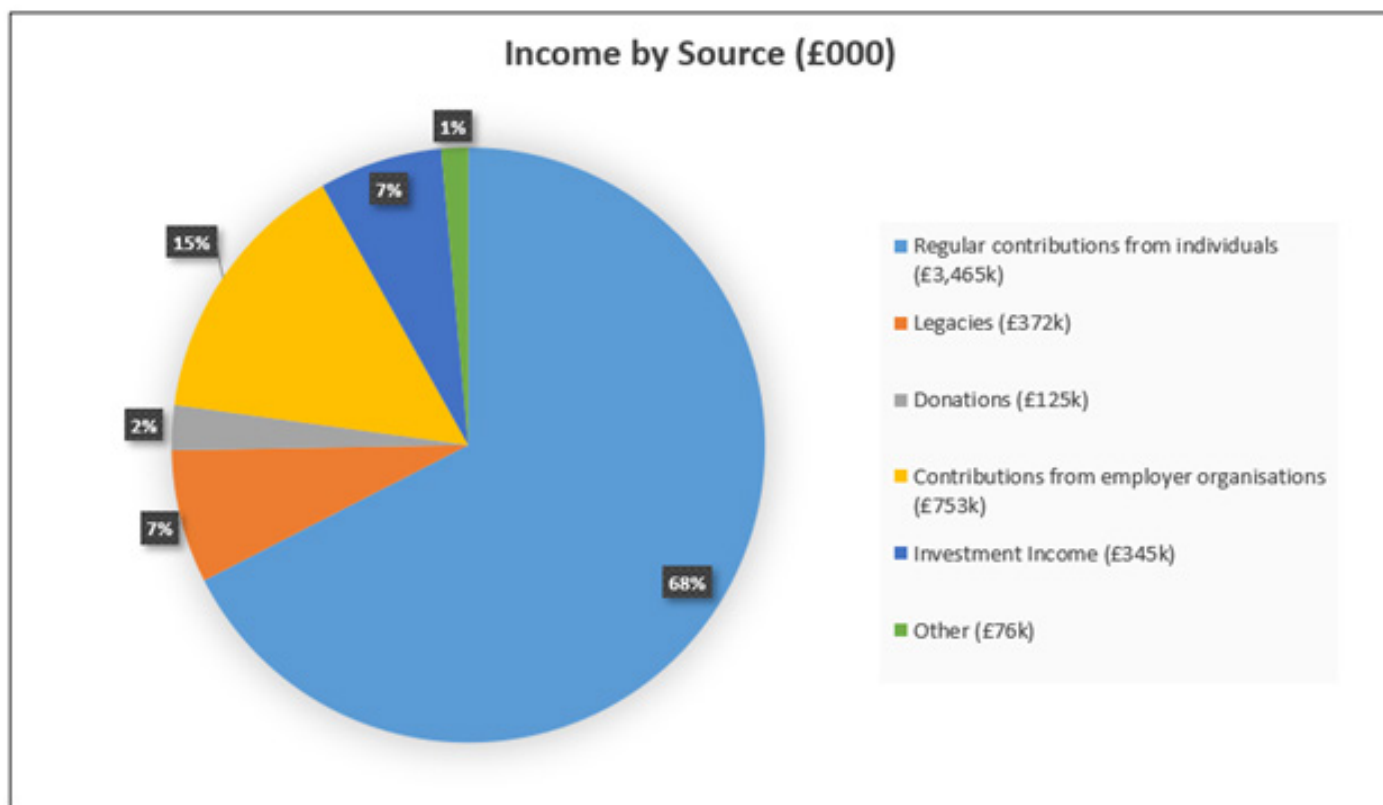
Net assets at the year-end were £28.4m, down £6.5m on 2021 (£34.9m). The Charity's Investment portfolio was valued at £25.8m at 31 December 2022 which was down £6.8m on December 2021 (£32.6m) reflecting the losses of £2.6m, interest income of £0.3m and £4.5m divested to fund the Charity's activities.

Income

In 2022, total income increased to £5.1m (2021 £4.8m). The principal source of the Charity's income remains regular monthly contributions from individuals, both serving and retired civil servants. Together with Gift Aid, this source of income accounted over 67.5% of the Charity's total income (2021: 77%). At £3.5m, regular contributions are down £0.2m on the previous year, following the pattern of decline.

Contributions from employer organisations amounted to £753k (2021: £196k) made up largely of a grant from the Cabinet Office of £710k (2021: £110k), and £42k (2021: £84k) from the Northern Ireland Civil Service (NICS). Legacy income was up at £372k (2021: £324k). We also received £40k (2021: £150k) from the CSIS Charity Fund.

Income from investments was £0.3m in 2022 (2021: £0.3m). The Charity's portfolio is now invested in pooled funds with Columbia Threadneedle and the interest is reinvested in the funds.



Expenditure

Total expenditure for the year is £8.6m (2021: £7.9m) with £7.1m (2021: £6.3m) being spent on charitable activities.

Costs of raising funds were £1.4m (2021: £1.7m) and included elements of staff costs and overheads.

Total staff costs of £4.6m (2021: £4.7m) were included within direct activities and support costs. The average number of staff (on a full-time equivalent basis) in 2022 was 91 (2021: 95).

The Charity withdrew £4.5m in the year (2021: £4.2m) from its investment portfolio to fund its expenditure in line with its plan to use its reserves to support civil servants.

Investment management

The purpose of this activity is to generate investment returns to make the best possible sustainable contribution to the Charity's activities in the current and the long term. As set out in the reserves section, the Charity is intending to reduce its reserves over the next five years. This means that the Charity envisages divesting from its portfolio over this period. As a result, under its Investment Policy, the Charity's investments are split into a short-term and long-term pool of assets.

The objective of the short-term pool is to be available to provide suitable liquidity and capital protection to meet anticipated drawdowns over a 1-2 year time horizon and to avoid the need to be in a forced sale position in respect of the fund in which the long-term pool is invested.

Fund management

The longer-term investments are managed in a dynamic pooled fund with Columbia Threadneedle delivering real returns with

volatility control with the aim to deliver a real return of UK CPI + 3% per annum, after the payment of investment management fees, over a 3-5 year time horizon.

The short-term portfolio is invested in a fund with suitable liquidity and capital protection to meet short term cash flow requirements.

The objective of this fund is to outperform the iBoxx GBP Non-Gilts 1-5 Years Index (a bond index) over rolling 3-year periods, after the deduction of charges.

Investment performance

The value of the portfolio as at 31 December 2022 was £25.8m (£32.6m as at 31 December 2021). The Charity divested £4.5m in the year to fund its activities, there was a £2.6m reduction in market valuation, and interest income of £0.3m.

The short-term portfolio was down 7.9% and the long-term portfolio was down 7.5% in 2022. Many of the reasons behind global market falls are well-documented: inflation, rising interest rates, an energy crisis made worse by Russia's war in Ukraine all contributing to an economic slowdown.

The Charity's investment performance objectives are set over a three-year horizon to allow for short term downturn and this is the first full year the Charity has been in both funds. The Investment Committee have reviewed benchmark data of comparable funds provided by an independent investment adviser and are satisfied with the overall performance, given the mitigating circumstances of current global market challenges.

Movements in the Charity's holdings of investments during the year and an analysis of the portfolio at year-end are shown in note 10a to the Accounts.

Approach to Environmental, Social and Governance issues

In selecting the Charity's investment managers, the Investment Committee took into consideration the approach that the various managers took to Environmental, Social and Governance (ESG) in their investment approach.

Columbia Threadneedle's approach is to integrate ESG into its investment research in companies in building a fuller picture of the risks and opportunities of all investment opportunities. This is based on the belief that companies which demonstrate sustainable business models, organisational stability and the ability to effect positive change, are more likely to deliver value to all stakeholders including shareholders. Columbia Threadneedle's approach is one of active ownership so that through continuous monitoring, targeted engagements and strategic voting it drives change and helps create future value.

In 2022 Columbia Threadneedle introduced responsible investment metrics in their regular reporting including: a Columbia Threadneedle ESG Materiality rating, Carbon Intensity, Controversies Exposure and MSCI ESG Score. Both funds outperformed the Columbia Threadneedle benchmarks set on these metrics.

Reserves

The trustees are mindful of their duty to balance the interests of both current and future beneficiaries. The holding of reserves is one of a range of measures that can contribute to stability and continuity of the Charity into the future to support future beneficiaries. The Trustees determine the need for reserves by reference to several factors which they keep under regular review, including the time needed to reverse the recent declines in regular giving from individuals and the extent to which the remainder of its income

is dependent on many small donations and grants. It considers fluctuations in beneficiary expenditure and future levels of demand for the help and services provided by the Charity. It also reflects the estimated buy-out cost of the Defined Benefit Pension Scheme which had reduced to £2.5m at 30 April 2022 (£8m 2019). Based on its current analysis, the trustees feel that the Charity should retain reserves of between £20m and £25m.

Of our total charity funds of £28.4m, total unrestricted funds were £28.3m at 31 December 2022. In assessing our level of free reserves, we exclude the fixed assets of £1.3m as these assets cannot be quickly disposed of. This leaves free reserves of £27.0m which is just above the target level of £20m to £25m. The trustees expect reserves to decline over the next four years as we develop the Charity's services to help more people in line with the strategy that was developed in 2015 and refreshed in 2020. Restricted reserves – which are not considered in formulating our reserves policy were £45k as at 31 December 2022, details of which are set out in note 14 to the accounts.

Going concern

The Trustees have assessed the Charity's ability to continue as a going concern. The Trustees have considered several factors when forming their conclusion as to whether the use of the going concern basis is appropriate when preparing these financial statements including a review of updated forecasts to the end of 2024, a consideration of key risks that could negatively impact the charity and the latest available valuation of the investment portfolio.

The Charity's principal source of income continues to be regular monthly contributions from individuals, both serving and retired civil servants. This represented approximately 72.7% of the Charity's income in 2022. As reported in the financial review, contributions in 2022 reflected a 7.8% decline and this trend

has continued to be modelled in the revised forecasts albeit modified slightly as we aim to reduce this attrition to c 5%. The key area of uncertainty relates to any impact of any market turmoil on the valuation of investments. The Trustees are satisfied that the Charity has sufficient reserves and liquidity within the investment portfolio to continue as a going concern for the foreseeable future. Cash flow forecasts are regularly prepared and assets in the investment portfolio can be liquidated to meet short term requirements.

After considering these factors, the Trustees have concluded that the Charity has a reasonable expectation that there are adequate resources to continue in operational existence for the foreseeable future and have continued to prepare the financial statements on the going concern basis.

Pensions

The pension liability in respect of the defined benefit pension scheme that was closed to all staff for future benefit accrual in 2004 continues to change from one year to the next.

This is largely driven by factors outside our control: performance of the assets in the pension scheme reflecting changing conditions in the financial markets and the sensitivity of the pension liability to changes in interest and inflation rates. The Scheme was a multi-employer defined benefit pension scheme, The CSBF Pension and Assurance Scheme, and The Charity accounts for its 92.9% share of the net assets and liabilities of the multi-employer pension scheme which is recognised on the Charity's balance sheet.

The Charity trustees agreed a deficit recovery plan with the pension trustees which resulted in the elimination of the historic deficit by the time of the triennial valuation as at April 2022. Contributions paid by the Charity during the year were £568k.

The value of our share of the scheme's assets decreased by £9.4m to £15.4m while the value of the scheme's liabilities (under FRS102 principles) decreased in 2022 by £7.7m to 14.3m resulting in a surplus of £1.1m. The Charity has chosen not to recognise this surplus but instead show zero as the pension asset/ liability.

This valuation is undertaken using a series of assumptions and judgments. The valuation of the scheme is very sensitive to these assumptions and thus there is a risk that this valuation will change significantly during the coming year, as it has in past years. The Charity's exposure to the pension deficit is monitored through its risk management framework and its consideration of financial risks. There is an effective budgeting and forecasting process in place considering payments in relation to the pension plan. The Charity also actively engages with the pension trustees including in relation to longer term plans for the Scheme.

Since closing the defined pension scheme to future staff benefit accrual in 2004, the Charity operates a defined contribution group pension scheme. More details about pensions are set out in note 16 to the accounts.

Principal risks and uncertainties

Risk is considered in key decision processes in the Charity at Executive and Board level. The Board reviews the major risks faced by the Charity at least annually after a more detailed discussion at the Finance and Audit Committee. The review includes consideration of the adequacy of the actions being taken in response to each risk.

The Board is satisfied that the major risks facing the Charity have been identified and are being appropriately addressed. This includes the Board's assessment of the impact of the current economic climate and the consequences on its risk assessment.

The key resulting risk for the Charity is the financial risk arising from a significant loss in the value of its investments which is detailed below.

Overall the Board considers that the key risks currently facing the Charity are as follows:

- The Charity has seen a decline in the number of regular donors over the last decade and income from regular donations has fallen over the same period. If this decline in regular income is not reversed or other sources of income found, this could threaten the longer-term future of the Charity and its ability to help civil servants. Plans to address this issue include a brand refresh together with new and more diversified fundraising initiatives, and focused interaction with major Civil Service departments to drive employee engagement with the Charity and marketing to promote the Charity that will increase the Charity's perceived relevance and reliance on donations. By presenting a clearer purpose, more people will see the difference the Charity makes and support the Charity. The Board is conscious that these efforts will take time to pay off and trends in income will take a while to reverse. Whilst the above risk has had some impact on the Charity's net income, the Charity currently remains in a strong financial position.
- A key financial risk for the Charity is a significant loss in value of its investment portfolio. The Charity is a long-term investor with a significant portfolio and can sustain short-term market fluctuations. As set out above, the Charity's investments are managed by professional managers and the Charity has access to independent investment advisers. The Charity has divided its portfolio with an amount to cover its short-term cash requirement held in a separate low volatility fund. The long-term portfolio is in a fund that targets a real return but with 2/3 or less of equity volatility. The performance of the managers

and the volatility achieved is reviewed by the Investment Committee quarterly.

- The Charity is reliant on its systems to run its operations and these need to be kept up to date. We embarked on a significant transformation programme in 2020 and 2021, with a significant upgrade going live in 2022. We have sought to improve the help we can provide to people by automating transactional processes and providing digital self-help or referrals where appropriate to release staff time for more engagement with people who are struggling or need follow-up. Further work is planned to refine processes and improve the customer journey.



REMUNERATION

Remuneration policy

The Charity had 99 staff as at 31 December 2022, which equates to 92.11 full-time equivalent employees. Salaries and total reward for the Senior Management Team – The Chief Executive and the three other directors responsible for Finance and Corporate Services, Help and Advisory Services and Strategic Marketing and Income Generation – are set and reviewed by the Remuneration Committee, a sub-committee of our Board of Trustees.

The Remuneration Committee is chaired by the Charity's chair and includes other members of the Board, who offer pay expertise in the Not for Profit and other sectors.

All other staff salaries are set by the Senior Management Team. Salaries are arranged in pay bands across the Charity, using external independent benchmarking and comparison data within the Charity and Not for Profit sectors, and considering affordability at the Charity. Salaries are clearly advertised when recruiting for new roles. At the Charity, we believe in recruiting and retaining high-calibre people to represent the organisation's interests. We also believe in rewarding staff fairly for the jobs that they do and provide a single streamlined salary and grading framework for all staff, which is equitable and consistent with the principle of equal pay for work of equal value.

The Charity works hard to retain staff who have been recruited for the specific skills that they bring to their particular role. Pay and reward are determined to ensure that we can recruit people with the right skills in a competitive market. Many of our staff have detailed knowledge, some of which is unique to the Charity and could not be easily replaced. Our staff pay scales and total reward package reflects our commitment to retaining and motivating our staff.

Senior management pay

The Charity's purpose and vision means that the Chief Executive and other members of the Senior Management Team require a breadth of experience, skills and personal qualities on a par with high-quality senior-level talent in similar organisations and so the Charity needs to be competitive in the market.

They need to be able to liaise and command the respect of senior civil servants and executives of other partnership charities of all sizes through their experience and credibility. At the Charity, we can retain this talent whilst keeping salary costs under control.

For the purposes of disclosures under the Charities SORP (FRS 102), senior management is defined as the Chief Executive Officer and the other three directors responsible for Finance and Corporate Services, Help, Advice and Services and Strategic Marketing and Income Generation. We also had an interim Programme Director for Data and Systems leading the programme of implementing the new CRM, a role that ended in February 2022, who is not part of the senior management team and therefore not covered in the senior management disclosures.

Benchmarking

The Senior Management Team's salaries are externally benchmarked every 3 years and staff pay levels are reviewed annually.

Each year, the Chief Executive and directors participate in performance appraisal as part of the appraisal scheme operated for all the Charity's staff. In the case of the Chief Executive, this includes seeking detailed feedback from the Chair, Trustees, and direct reports.

Staff pay is reviewed by the Senior Management Team and communicated to the Charity's recognised union, PCS. The same benefits, apart from annual leave allowance,

including pensions and terms and conditions, apply to the Chief Executive and directors, as all other staff. While they are separately determined, annual pay increases for the Chief Executive, directors and staff are aligned. In 2022, a 2.5% pay increase was awarded to all staff.

Gender pay reporting

As the Charity employs fewer than 250 employees, it is not required to publish information on Gender Pay Reporting. Nevertheless, as recommended by the NCVO, the Trustees requested information on gender pay differences to be collated and we are providing this information as part of a commitment to transparency and accountability.



As at 31 December 2022

Gender	Headcount	FTE Salary (mean)	Differential		FTE Salary (median)	Differential	
			(£)	(%)		(£)	(%)
Male	32	£40,676	£1,345	3.31%	£32,191	-£3,950	-12.3%
Female	65	£39,331			£36,141		

Salary Quartile	Male	Female
1 (Highest)	56% (9)	44% (16)
2	21% (5)	79% (19)
3	25% (6)	75% (18)
4	50% (12)	50% (12)
Overall	32	65

As at 31 December 2021

Gender	Headcount	FTE Salary (mean)	Differential		FTE Salary (median)	Differential	
			(£)	(%)		(£)	(%)
Male	37	£40,829	£3,610	8.8%	£30,396	-£4,864	-16.0%
Female	66	£37,219			£35,260		

TRUSTEES' ADMINISTRATIVE REPORT

Constitution and membership

The Civil Service Benevolent Fund ("The Charity") was incorporated on 16 June 2010 as a company limited by guarantee (company no. 7286399). In May 2012, the company began operating under the name "The Charity for Civil Servants". The Charity is registered with the Charity Commission in England and Wales (no. 1136870) and is on the Scottish Charity Register (no. SC041956).

The Charity carries out its activities from its principal office, No. 5 Anne Boleyn's Walk, Cheam, Sutton, SM3 8DY, which is also its registered office.

The governing instrument of the Charity is the Articles of Association, which were adopted on 16 June 2010. The Charity's Patron until her death was Her Majesty the Queen. The Charity has petitioned His Majesty the King to seek His patronage but has yet to receive a reply; its president is Simon Case (Cabinet Secretary and Head of the Civil Service).

The Charity has one subsidiary, CSBF Enterprises Limited (registered in England and Wales: company number 03119311). More detail is given in Note 10 (b) to the accounts.

Trustees and advisors

The Charity is governed by a Trustee Board of between 8 and 12 Trustees.

Under the Charity's Articles of Association, one Trustee shall be appointed by the Cabinet Office and that Trustee will be the Chair.

Other Trustees are appointed by resolution of the Trustees at the Annual General Meeting. The Board is currently comprised of 12 Trustees.

The following Trustees served as members of the Board throughout 2022:

- Peter Schofield CB (Chair)
- Sonia Phippard (Vice-Chair)
- Ross Campbell FCA (Treasurer)
retired 31 January 2023
- Selvin Brown MBE
- Mal Singh
- Joanna Dally
- James Renwick
- Clara Lane
- Matthew Brook

The following Trustees retired during 2022:

- Mark Addison CB
- Deborah Loudon
- Wendy Proctor

The following Trustees were appointed during 2022:

- Jaspal Roopra – 8 July 2022
- Michael Smith – 8 July 2022
- David Kuenssberg – 9 December 2022
appointed Treasurer from 1 February 2023

No Trustees had any disclosable interests under the Companies Act 2006.

Trustees are responsible for reviewing the structure, size and composition of the Board, including the skills, knowledge and experience required. Trustees seek to identify candidates to fill Board vacancies as and when they arise and open advertising or the services of external advisers are considered to facilitate the search for suitable candidates.

Trustees are appointed for an initial term of up to three years, to provide for an orderly succession, and are eligible to serve a second term, up to a maximum of six years. Trustees receive individual induction sessions, as well as being provided with relevant background information and training to help familiarise them with their responsibilities.

The Trustee Board meets a minimum of three times a year and takes all important strategic, policy and financial decisions. It met four times in 2022. The Board is supported by several sub-committees and advisory groups. Sub-committee and advisory group membership as at 31 December 2022 is set out below (* denotes chair of each committee, † denotes co-opted member).

Nominations and remuneration committee	Investment committee	Finance and audit committee	Strategic steering group
Peter Schofield* Ross Campbell Sonia Phippard Jaspal Roopra	Sonia Phippard* Ross Campbell Clara Lane Robert Woods † Alex Reeves †	Ross Campbell* Sonia Phippard Mal Singh Joanna Dally	Matthew Brook Michael Smith Selvin Brown James Renwick

Day-to-day management of the Charity is delegated to the Chief Executive, Graham Hooper, and other directors responsible for Finance and Corporate Services, Help Advice and Services (HAS), and Strategic Marketing and Income Generation (SMIG). An appropriate director or the assistant company secretary acts as secretary to each of the Board sub-committees and advisory committees, except for the Nominations and Remuneration Committee for which the Charity's Head of HR is secretary.

The key advisors to the Charity are:

Auditors

Crowe U.K. LLP
55 Ludgate Hill
London EC4M 7JW

Investment managers

Columbia Threadneedle Investments
78 Cannon Street
London EC4N 6AG

Bankers

Lloyds TSB Bank plc
1 Butler Place, Victoria Street
London SW1H 0PR

Solicitors

Stone King LLP
Boundary House, 91 Charterhouse Street
London EC1M 6HR

Trustee responsibilities

The Trustees are responsible for preparing the Trustees' Report (which comprises the Trustees' Administrative Report and the Trustees' Strategic Report) and the accounts in accordance with applicable law and regulations.

Charity law requires the Trustees to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards) and applicable law.

Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the situation of the charitable company and of its net incoming resources for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgments and accounting estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Trustees are responsible for keeping proper accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006.

They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Insofar as each of the Trustees of the charitable company at the date of approval of this report is aware there is no relevant audit information (information needed by the company's auditor in connection with preparing the audit report) of which the company's auditor is unaware. Each Trustee has taken all the steps that they should have taken as a Trustee to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

Charity governance code

The Charity's Trustees acknowledge that The Charity for Civil Servants is best placed to fulfil its vision, mission and strategic goals if it has effective governance in place.

The Charity continues to utilise the Charity Governance Code as a tool to support the Board to reflect upon its governance structures and consider the most appropriate ways to adopt the Code's principles and recommended practices.

Trustees also continue to uphold their legal responsibilities and recognise that behaviour and culture are integral, both in supporting the Charity to deliver its objects most effectively for its beneficiaries' benefit, and in achieving good governance.

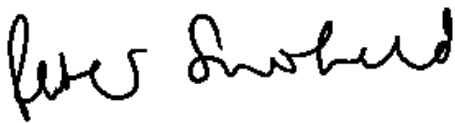
The Charity's governance structures continued to work well during 2022, and for the first time since the start of the pandemic, most Board meetings were held in person with a remote option for those unable to join face to face.

Larger committee meetings were also held predominantly in person, with smaller meetings being held virtually. The Trustees' annual Away Day was held in person, as was a training session held for trustees on fundraising.

A triennial externally facilitated board effectiveness review conducted in 2021 concluded that the Charity already had strong systems of governance in place, and work to apply the recommendations arising from the review was completed in 2022.

The Charity and its Trustees remain committed to improving the Charity's governance standards and on increasing its overall effectiveness as an organisation and will continue to consider how best to adopt and strengthen the recommended practices within the code over the next 12 months.

This Annual Report, which incorporates the Trustees' Strategic Report and Administrative Report, was approved by the Trustees on the 31 March 2023, and signed on their behalf by:

A handwritten signature in black ink, appearing to read 'Peter Schofield'.

Peter Schofield CB

Chair, Board of Trustees
31 March 2023

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS AND THE TRUSTEES OF THE CHARITY FOR CIVIL SERVANTS

Opinion

We have audited the financial statements of The Charity for Civil Servants ('the charitable company') for the year ended 31 December 2022 which comprise the Statement of Financial Activities, the Balance Sheet, the Cashflow Statement and notes to the financial statements, including significant accounting policies.

The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2022 and of its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (amended).

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance

with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

Other information

The trustees are responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon.

Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material

misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion based on the work undertaken in the course of our audit

- the information given in the trustees' report, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

Matters on which we are required to report by exception

In light of the knowledge and understanding of the charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records

and returns; or

- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

Responsibilities of trustees

As explained more fully in the trustees' responsibilities statement set out on page 25, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of financial statements

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion.

Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

Extent to which the audit was considered capable of detecting irregularities, including fraud

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006 and The Charities and Trustee Investment (Scotland) Act 2005 together with the Charities SORP (FRS 102) 2019. We

assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company for fraud. The laws and regulations we considered in this context for the UK operations were General Data Protection Regulation (GDPR), employment legislation and taxation legislation.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

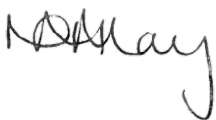
We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of legacy income, grant expenditure and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management, and the Finance and Audit Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission and reading minutes of meetings of those charged with governance.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is

from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

Use of our report

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and to the charitable company's trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Nicola May
Senior Statutory Auditor

For and on behalf of
Crowe U.K. LLP
Statutory Auditor
London
Date 15th May 2023

The Civil Service Benevolent Fund
operating as Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

Company Limited by Guarantee: 7286399
Registered Charity in England and Wales (1136870) and Scotland (SC041956)

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

		Unrestricted funds	Restricted funds	2022 Total Funds	2021 Total Funds
	Note	£000	£000	£000	£000
<u>Income from</u>					
Donations and legacies	2	4,763	1	4,764	4,453
Other income	2a	26	-	26	37
Investment income	3	345	-	345	300
Total income		<u>5,134</u>	<u>1</u>	<u>5,135</u>	<u>4,790</u>
<u>Expenditure on</u>					
Raising funds					
Fundraising and engagement		1,323	-	1,323	1,562
Investment management		95	-	95	91
Total cost of raising funds		<u>1,418</u>	<u>-</u>	<u>1,418</u>	<u>1,653</u>
Charitable activities					
Alleviating need		7,129	4	7,133	6,285
Total charitable activities		<u>7,129</u>	<u>4</u>	<u>7,133</u>	<u>6,285</u>
Total expenditure	4	<u>8,547</u>	<u>4</u>	<u>8,551</u>	<u>7,938</u>
Net (expenditure) for the year		(3,413)	(3)	(3,416)	(3,148)
Net (loss) on investments	10a	(2,594)	(4)	(2,594)	945
Actuarial (loss) on defined benefit pension scheme	16	(504)	-	(504)	(156)
Net movement in funds for the year		<u>(6,511)</u>	<u>(3)</u>	<u>(6,514)</u>	<u>(2,359)</u>
Reconciliation of funds					
Funds brought forward at 1 January		<u>34,851</u>	<u>48</u>	<u>34,899</u>	<u>37,258</u>
Funds carried forward at 31 December		<u>28,340</u>	<u>45</u>	<u>28,385</u>	<u>34,899</u>

The statement of financial activities incorporates an income and expenditure account.

The notes on pages 35-57 form an integral part of these Accounts.

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

		2022	2021
		Total	Total
	Note	£000	£000
Fixed assets			
Intangible assets	8	586	484
Tangible assets	9	690	716
Investment assets	10a	25,798	32,585
Total fixed assets		27,074	33,785
Current assets			
Debtors	11	1,376	768
Cash at bank and in hand		517	1,025
Total current assets		1,893	1,793
Liabilities			
Creditors: amounts falling due within one year	12	(582)	(679)
Net current assets		1,311	1,114
Total assets less current liabilities		28,385	34,899
Net assets excluding pension liability		28,385	34,899
Defined Benefit Pension Scheme liability	16	-	-
Total net assets		28,385	34,899
The funds of the Charity:			
Unrestricted funds		27,973	34,484
Revaluation reserve		367	367
Pension (deficit)	16	-	-
Total unrestricted funds	14	28,340	34,851
Restricted income funds	14	45	48
Total charity funds		28,385	34,899

Approved and authorised for issue by the Trustees on 31 March 2023 and signed on their behalf by:



Peter Schofield CB

Chair, Board of Trustees

The notes on pages 35-57 form an integral part of these Accounts.

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

	Note	2022 <u>£000</u>	2021 <u>£000</u>
Cash flows from operating activities:			
Net cash used in operating activities	A	(4,131)	(3,401)
Cash flows from investing activities:			
Investment income	3	1	300
Investment income reinvested		-	(313)
Purchase of intangible assets	8	(241)	(332)
Purchase of property, plant and equipment	9	(7)	(12)
Payments to pension fund	16	(573)	(653)
Rebate reinvested	10a	(8)	-
Disposal of investments	10a	4,450	4,199
Net cash provided by investing activities		3,623	3,189
Change in cash and cash equivalents in the reporting period		(508)	(212)
Cash and cash equivalents at the beginning of the reporting period		1,025	1,237
Cash and cash equivalents at the end of the reporting period	B	517	1,025

Notes to the cash flow statement

A. Reconciliation of net income/expenditure to net cash flow from operating activities		2022 <u>£000</u>	2021 <u>£000</u>
Net (expenditure) / income for the reporting period (as per the statement of financial activities)		(6,514)	(2,359)
Adjustments for:			
Investment management fees	10a	94	-
Loss on investments	10a	2,594	(945)
Depreciation & amortisation charges	8 & 9	171	105
Investment income reinvested	3	(344)	-
Investment income		-	(300)
(Increase) / decrease in debtors	11	(607)	(317)
Increase / (decrease) in creditors	12	(97)	101
Net Pension scheme interest	16	(53)	-
Net pension scheme expenses	16	121	158
Pension scheme loss	16	504	156
Net cash used in operating activities		(4,131)	(3,401)
B. Analysis of cash and cash equivalents		2022 <u>£000</u>	2021 <u>£000</u>
Cash in hand		517	1,025
Total cash and cash equivalents		517	1,025

The notes on pages 35-57 form an integral part of these Accounts.

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

1. Accounting policies

Status of the Charity

The Charity was incorporated in England and Wales on 16th June 2010 (company number 7286399) and is limited by guarantee of its members. The guarantee of each member is restricted to £1 sterling. The address of the registered office is No. 5 Anne Boleyn's Walk, Cheam, Surrey, SM3 8DY.

The Charity meets the definition of a public benefit entity under FRS 102. It is registered in England and Wales (charity number: 1136870) and in Scotland (charity number: SC041956).

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The financial statements are drawn up under the historical cost convention except that the freehold property was valued as at 30 June 2000 and investments are carried at market value.

The financial statements are presented in pounds sterling which is also the functional currency of the Charity.

The Charity has one wholly owned subsidiary undertaking, CSBF Enterprises Limited (company number 03119311). This is not consolidated on the basis that the amounts in the subsidiary are immaterial in the context of the Charity.

Going concern

The Trustees have assessed the Charity's ability to continue as a going concern. The Trustees have considered several factors when forming their conclusion as to whether the use of the going concern basis is appropriate when preparing these financial statements including a review of updated forecasts to the end of 2023, a consideration of key risks that could negatively impact the charity and the latest available valuation of the investment portfolio.

The Charity's principal source of income continues to be regular monthly contributions from individuals, both serving and retired civil servants. This represented approximately 72.7% of the Charity's income in 2022. As reported in the financial review, contributions in 2022 reflected a net 7.8% decline and this trend has

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

continued to be modelled in the revised forecasts. The key area of uncertainty relates to any impact of market turmoil on the valuation of investments. The Trustees are satisfied that the Charity has sufficient reserves and liquidity within the investment portfolio to continue as a going concern for the foreseeable future. Cash flow forecasts are regularly prepared and assets in the investment portfolio can be liquidated to meet short term requirements.

After considering these factors, the Trustees have concluded that the Charity has a reasonable expectation that there are adequate resources to continue in operational existence for the foreseeable future and have continued to prepare the financial statements on the going concern basis.

Income

Income is recognised in the accounts of the Charity when all of the following criteria are met:

- Entitlement – control over the rights or other access to the economic benefit has passed to the Charity.
- Probability – it is more likely than not that the economic benefits associated with the transaction or gift will flow to the Charity.
- Measurement – the monetary value or amount of the income can be measured reliably, and the costs incurred for the transaction and the costs to complete the transaction can be measured reliably.

Contributions, and any related recoverable tax, are accounted for when they are due. Donations are accounted for when received. Pecuniary legacies are recorded as income when notified; residuary legacies are recorded when the Charity is legally entitled to the income, receipt is probable and the amounts can be reasonably quantified on the basis of estate accounts or, where not available, on the basis of probate asset values. Income from investments represents distributions, as notified by the investment managers, that are reinvested.

Income from Government Grants is recognised using the accrual model basis. Grant Income is recognised when there is reasonable assurance that a) any conditions attached to receiving the grant will be met and b) the grants will be received. Grants relating to revenue are recognised in income over the periods in which related costs are incurred for which the grant is intended to compensate.

Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to commit the Charity to expenditure as a result of a past event, it is probable that settlement

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

will be required and the amount of the obligation can be measured or estimated reliably.

Grants payable are accounted for when approved by the Charity and notified to beneficiaries. All other expenditure is accounted for on an accruals basis.

Governance costs represent expenditure on strategic planning for the Charity's future development, internal and external audit, legal advice to trustees and costs associated with constitutional and statutory requirements including the cost of Board meetings and preparing statutory accounts.

Costs which cannot be directly attributed to individual activities reflected on the Statement of Financial Activities are allocated on a basis consistent with the use of resources, being the relevant proportions of either staff costs, time spent or assets utilised.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred

Allocation of support costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include central management and office costs, finance, HR, information technology and systems, analysis and insight, defined benefit pension scheme expenses and governance costs which support the Charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities.

Tangible fixed assets

Tangible fixed assets costing more than £1,000 are capitalised. All fixed assets are recorded at cost, except the freehold property which was re-valued as at 30 June 2000 and is recorded at this value, and are depreciated at rates to write off the excess of the cost or valuation over the anticipated residual value of individual assets evenly over their estimated useful lives. These rates are currently as follows:

Freehold building and property improvements	2-3% p.a. on valuation and cost
Fixtures, fittings & office equipment	15% p.a. on cost
Other computer hardware & software	33⅓ % p.a. on cost

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

Intangible fixed assets

Intangible fixed assets are non-monetary fixed assets that do not have physical substance but are identifiable and are controlled by the Charity through custody or legal rights. An intangible asset is recognised when it is separable or arises from contractual or other legal rights and if it is probable that its expected future economic benefits will flow to the Charity, and if its cost or value can be measured reliably. Intangible fixed assets costing more than £2,000 are capitalised.

Intangible assets are measured initially at cost and subsequently at cost less impairment and less any accumulated amortisation. The residual value of intangible fixed assets is nil when calculating the charge for amortisation unless reliable evidence exists to the contrary. Amortisation of intangible fixed assets is charged as an expense to the relevant statement of financial activities category reflecting the use of the asset.

Intangible assets are amortised on a straight-line basis over their useful economic lives. If the useful life cannot be estimated reliably it is presumed to be no more than five years. Amortisation commences on development expenditure when an intangible asset is available for use.

The amortisation rates used are as follows:

Software and website costs: 33 $\frac{1}{3}$ % per annum

Major system development: 20% per annum

Intangible assets are only reviewed for impairment if there are indicators that the asset may be impaired.

Investment assets

Investments are measured initially at cost and valued in the balance sheet at fair value (their market value) at the balance sheet date. Investment net gains and losses, whether realised or unrealised, are combined and shown in the heading 'Net gains/(losses) on investments' in the Statement of Financial Activities.

Investment charges

The arrangement with the investment manager, Columbia Threadneedle, is for the Charity to invest in two pooled funds where the fees are deducted directly in calculating the value of the units in the funds. Fees from this point are not separately identifiable and are in effect netted off in arriving at the gain on investments. The Ongoing Charges Figure (OCF) for the long-term fund is 0.56% (including an AMC of 0.40%). The OCF for the short-term fund is 0.53% (including an AMC of 0.40%). The Charity receives a 0.2% rebate on short dated fund's AMC, and this is reflected under

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

Other Income. The amount shown in the accounts is the estimated annual fees provided by the investment manager.

Pensions

Employer costs relating to the defined contribution pension scheme are included as expenditure when they become payable in accordance with the rules of the scheme.

The Charity also contributes to a defined benefit pension scheme, which was closed in 2004 to future benefit accrual. The current service costs of the scheme, together with the scheme interest cost less the expected return on the scheme assets for the year, are charged to the Statement of Financial Activities (SoFA). The actuarial losses on the scheme are recognised immediately as other recognised losses. The Charity does not recognise pension surpluses on its Balance sheet as FRS 102 only permits a surplus to be recognised where the employer is able to recover that surplus either through reduced contributions in future or through refunds from the plan.

The assets of the scheme are measured at fair value at the balance sheet date. Liabilities are measured on an actuarial basis at the balance sheet date using the projected unit method and discounted at a rate equivalent to the current rate of return on a high-quality corporate bond of equivalent term to the scheme liabilities. Any resulting defined benefit liability will be presented separately after other net assets on the face of the balance sheet.

Financial instruments

The Charity has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at amortised cost. Financial assets held at amortised cost comprise cash and bank and in hand, short term cash deposits together with debtors excluding prepayments. Financial liabilities held at amortised cost comprise short- and long-term creditors excluding deferred income and taxation payable. No discounting has been applied to these financial instruments on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

Investments, including bonds and cash held as part of the investment portfolio are held at fair value at the balance sheet date, with gains and losses being recognised within income and expenditure. Investments in subsidiary undertakings are held at cost less impairment.

Critical accounting judgements and key sources of estimation uncertainty

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

In the application of the accounting policies, trustees are required to make judgements, estimates, and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affected current and future periods.

The only significant sources of uncertainty in our estimations that have a significant effect on the amounts recognised in the financial statements are the defined benefit pension scheme, estimated residuary legacies receivable and gift aid. Further details, including assumptions used, are disclosed in Note 16 (defined pension scheme), and under Income in the accounting policies (residuary legacies). Gift aid for claims in the year yet to be submitted have been estimated on the basis of average annual recovery rates.

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

2. Income from donations and legacies

	2022	2021
	<u>£000</u>	<u>£000</u>
Regular contributions from individuals	3,465	3,691
Contributions from employer organisations	753	196
Legacies	372	324
Donations	124	221
Fundraising events	50	21
	<u>4,764</u>	<u>4,453</u>

2a. Other income

	2022	2021
	<u>£000</u>	<u>£000</u>
Government Grants	-	11
Investment Rebate	8	-
Lotteries	18	26
	<u>26</u>	<u>37</u>

Income from Government Grants resulted from claims made to the Coronavirus Job Retention Scheme.

3. Investment income

	2022	2021
	<u>£000</u>	<u>£000</u>
Interest receivable	1	-
Change in accrued investment interest	-	(13)
Interest re-invested	-	243
Dividends re-invested	344	70
	<u>345</u>	<u>300</u>

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

4. Expenditure

	Financial Support (Note 4a) £000	Direct Activities £000	Support costs (Note 4b) £000	2022 Total £000	2021 Total £000
Costs of raising funds					
Fundraising & engagement	-	792	531	1,323	1,562
Investment costs	-	95	-	95	91
	-	887	531	1,418	1,653
Charitable activities					
Alleviating need	1,929	3,134	2,070	7,133	6,285
Total expenditure at 2022	1,929	4,021	2,601	8,551	7,938
Total expenditure at 2021	1,637	3,711	2,590	-	7,938

4a. Analysis of financial support

	2022 One-off £000	2022 Ongoing £000	2022 Total £000	2021 One-off £000	2021 Ongoing £000	2021 Total £000
to help in the following circumstances:						
- bereavement	114	-	114	114	-	114
- caring	2	-	2	2	-	2
- disability	111	-	111	113	-	113
- domestic abuse	39	-	39	44	-	44
- emergency situation	7	-	7	11	-	11
- ill health	125	38	163	270	65	335
- poor wellbeing	442	-	442	379	-	379
- reduced or low income	589	1	590	436	2	438
- relationship breakdown	372	-	372	181	-	181
- unstable/unsafe living arrangements	87	-	87	20	-	20
- community projects	2	-	2	-	-	-
	1,890	39	1,929	1,570	67	1,637

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

4b. Analysis of support costs

	Management	Governance	DB Pension Scheme	Finance	H.R	Insight & Analysis	IT & Systems	Central Services	2022 Total	2021 Total
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
Costs of raising funds	-	-	-	-	-	-	-	-	-	-
Fundraising & engagement	147	6	24	44	60	57	143	49	530	536
Charitable activities	-	-	-	-	-	-	-	-	-	-
Alleviating need	589	24	97	177	241	228	517	197	2,070	2,054
In 2022	736	30	121	221	301	285	660	246	2,600	2,590
In 2021	655	40	158	243	234	254	769	237	-	2,590

Allocation is based on the use of resources, being the relevant proportions of staff costs, time spent and assets utilised.

4c. Analysis of governance costs

	2022 £000	2021 £000
Board of Trustee expenses	-	3
Annual report and accounts	8	7
Audit fees	27	24
	35	34

5. Net income/expenditure for the year

	2022 £000	2021 £000
This is stated after charging/crediting:		
Amortisation/depreciation charge for the year	171	105
Auditors' remuneration – audit fees (excluding VAT)	27	20

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

6. Trustees and employees

The trustees and persons connected with them have not received or obtained any remuneration or other financial benefits during the year, directly or indirectly from the Charity's funds (2021: nil). No trustees were reimbursed travelling expenses during 2022 (2021: nil).

Employee and staff costs

	2022	2021
	<u>£000</u>	<u>£000</u>
Staff costs during the year were:		
Salaries	3,751	3,828
Employers' national insurance	382	392
Employers' regular pension scheme contributions	480	514
Total	<u>4,613</u>	<u>4,734</u>

During the year there were two redundancy payments totalling £40,045 (2021 £0). Other termination payments were £0 (2021: £6,420).

Average number of employees – Full-time equivalents

	Regional	HQ	2022	2021
Marketing and income generation	19	16	35	33
Help, advice and services	14	21	35	37
Management and central services	0.75	20	20.75	25
In 2022	<u>33.75</u>	<u>57</u>	<u>90.75</u>	<u>95</u>
In 2021	29	66	-	95

Average number of employees – Headcounts

	Regional	HQ	2022	2021
Marketing and income generation	20	17	37	34
Help, advice and services	17	22	39	42
Management and central services	1	23	24	28
In 2022	<u>38</u>	<u>62</u>	<u>100</u>	<u>104</u>
In 2021	32	72	-	104

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

Number of employees with emoluments (including taxable benefits but excluding employer pension costs) exceeding £60,000

	2022	2021
£60,001 - £70,000	3	2
£70,001 - £80,000	1	1
£80,001 - £90,000	1	1
£90,001 - £100,000	0	2
£100,001 - £110,000	1	1
Employer (less salary sacrifice payments) pension	£57,259	£64,807

The key management personnel of the Charity comprise the Chief Executive Officer and three Directors. The total employee benefits of the key management personnel of the Charity were £436,576 (2021: £440,666), including salary, employer pension contributions, Health Cash Plan premiums and employer National Insurance contributions. Since April 2022, Directors have been enrolled in a salary sacrifice pension scheme. The total employers pension shown below in brackets therefore incorporates both employee and employer contributions. Our senior management team remuneration in 2022 was as follows:

Position	<u>Basic salary</u>	<u>Benefits</u>	<u>Employers pension</u>	<u>2022 Total remuneration</u>	2021 Total remuneration
Chief executive	£103,253	£0	£14,099	£117,352	£115,542
Director of help and advice	£82,295	£222	£11,521	£94,038	£93,084
Director of finance and corporate services (from 4.7.22)	£36,744	£111	£5,144	£41,999	-
Director of finance and corporate services (until 24.6.22)	£44,951	£111	£6,293	£51,355	£104,350
Director of strategic marketing and income generation	£79,099	£222	£10,297	£89,618	£85,163
Total remuneration				£394,362	£397,139
Employers NI				£42,209	£43,527
Dependents pension benefit annual premium (not BIK – closed 31 March 2020)				-	-
Grand total				£436,571	£440,666

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

7. Volunteers

At the end of 2022, the charity had a total of 107 Volunteers and Champions (2021: 975 volunteers) across the United Kingdom.

A new Assemble Volunteer Management System was launched at the end of November. Existing volunteer data was not integrated into the new system. Instead, we asked Champions to re-register in the role so we had a realistic number of those continuing to be engaged with the charity since the launch of the Champions in Nov 2020. Following this call to action the Charity had 80 Champions across by the end of 2022 (2021: 876) Our Champions are key to the awareness and engagement of the Charity and are motivated to ensure that their colleagues do not struggle through circumstances without the Charity's support. They do this by promoting the Charity's services and help offer. Encouraging fundraising and financial support by sharing information digitally within their workplaces.

Recruitment for our Skills Based Volunteering roles increased throughout the year with 25 individuals recruited to 5 different roles. This included 8 Feedback Forum Volunteers giving their insight and advice from the civil service community, 7 Events Volunteers represented the Charity at face-to-face events, 6 Community Engagement and Fundraising volunteers encouraging and involving people in fundraising activities, in readiness for our 2023 campaign, 4 Welsh Language Advocates helping proof read Welsh copy, enabling us to expand our bilingual offering, and 2 Volunteer Story Collectors helping us build a bank of volunteer stories to use as promotional and recruitment collateral throughout 2023.

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

8. Intangible fixed assets

	Website and software
<u>Cost or valuation</u>	<u>£000</u>
Balance at 01.01.2022	760
Additions	241
Disposals	(15)
Balance at 31.12.2022	985
<u>Accumulated amortization</u>	
Balance at 01.01.2022	276
Charge for the year	138
Disposals	(15)
Balance at 31.12.2022	399
Net book value at 31.12.2022	586
Net book value at 31.12.2021	484

9. Tangible fixed assets

	Freehold property	Fixtures, fittings and equipment	<u>Total</u>
<u>Cost or valuation</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>
Balance at 01.01.2022	940	341	1,281
Additions		7	7
Disposals	-	(15)	(15)
Balance at 31.12.2022	940	334	1,274
<u>Accumulated depreciation</u>			
Balance at 01.01.2022	262	305	567
Charges for the year	12	21	33
Disposals	-	(15)	(15)
Balance at 31.12.2022	274	310	584
Net book value at 31.12.2022	666	24	690
Net book value at 31.12.2021	678	38	716

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

The Charity's property at No 5 Anne Boleyn's Walk, Cheam, was re-valued by Christie & Co, Surveyors, Valuers and Agents, in June 2000. All adjustments necessary to reflect the value as at that date were charged to the Revaluation Reserve. Subsequent depreciation has been based on the re valued amounts.

10. Fixed asset investments

(a) Investment portfolio

Movements in the investment portfolio in the year	<u>2022</u> £000	<u>2021</u> £000
Market value at 1 January	32,585	35,526
Dividends received – re-invested	344	70
Interest re-invested	-	243
Net (disposals) Barings	-	(36,855)
Investment transferred to Columbia	-	33,956
Net (disposals) Columbia	(4,450)	(1,300)
Investment Rebate	8	-
Investment Management Fees	(95)	-
Net investment gain/(loss)	(2,594)	945
<u>Market value at 31 December</u>	<u>25,798</u>	<u>32,585</u>

The investments as at 31 December 2022 shown above as managed by Columbia Threadneedle have been valued at fair value (their market value) on 31 December 2022.

During 2021 the Charity appointed Columbia Threadneedle as investment manager, having previously invested through Barings. Investments are now held in two pooled funds: a short term and a long-term fund. The Charity owns shares in the pooled funds and has opted for accumulated shares. Any distributions due to the fund are not allocated as income but reinvested and form part of the fund's capital and reflected in an increased share price.

Market value of pooled funds as at 31 December 2022:

Funds	£000
Short Term Fund	866
Long Term Fund	24,932
Total held with Columbia Threadneedle	<u>25,798</u>

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

The Short-Term fund is mainly comprised of fixed income and cash to mitigate any short-term market volatility. The Long-term fund's asset weighting as at 31 December 2022 is analysed below:

Long Term Fund	Weighting (%)
Fixed Income	52%
Equities	37.4%
Commodities	4.5%
Cash	3.2%
Property	2.9%
Total	100.00%

(b) Investment in subsidiary

The Charity has an investment in one wholly owned subsidiary CSBF Enterprises Limited, a company registered in England & Wales, No. 03119311, with ordinary issued share capital of 7 shares of £1 each. The investment is held at a cost of £7. As the accounts are rounded to £000s, this investment is not shown on the balance sheet, and consolidated accounts are not prepared, as the subsidiary is not material to the assets, liabilities or net results of the Charity. The subsidiary had minimal activity during the year and does not employ any staff directly. The administrative charge to offset the cost of time spent by Charity staff on behalf of CSBF Enterprises Ltd was nil (2021: nil). In 2022 the subsidiary made a loss in the year and no donation has been made to the Charity. Its reserves at year end were £8,777 (2021: £9,060). At the year end, CSBF Enterprises Limited owed the charity £192 (2021: £825).

11. Debtors

	2022 <u>£000</u>	2021 <u>£000</u>
Other debtors		
Repayable grants	32	32
Sundry debtors	3	2
Prepayments	317	323
Accrued income		
Contributions from individuals	128	135
Legacies	247	200
Tax credits on gift aid donations	643	74
Other accrued income	6	1
Due from CSBF Enterprises Ltd	-	1
	<u>1,376</u>	<u>768</u>

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

12. Creditors – amounts falling due within one year

	<u>2022</u>	<u>2021</u>
	<u>£000</u>	<u>£000</u>
Accrued financial grants payable	89	127
Trade creditors	242	305
Pension contributions	55	54
Taxation and social security costs	89	104
Accruals	107	89
	<u>582</u>	<u>679</u>

12a. Movement of financial support payable

	<u>£000</u>
Opening financial grants payable	127
Alleviating need recognised	1,929
Financial grant payments made during the year	(1,993)
Cancelled/refunded financial grants	26
Closing financial grants payable 2022	<u>89</u>

£89k (2021: £127k) of financial grants were approved and are due to be paid in 2023.

13. Operating leases – equipment

	<u>2022</u>	<u>2021</u>
	<u>£000</u>	<u>£000</u>
Equipment Rentals charged in the year	17	27
	<u>2022</u>	<u>2021</u>
	<u>£000</u>	<u>£000</u>
The total future minimum lease payments under operating leases are due as follows:		
- in less than one year	4	17
- in more than one year and less than five years	-	3

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

14. Funds

The Charity maintains various types of fund as set out below.

Unrestricted funds

Unrestricted funds represent the free funds of the Charity which are expendable at the discretion of the trustees to further the objects of the Charity.

Restricted funds

Restricted funds are those funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes.

Customs & Excise Family Fund

A restricted donation of £30,000 was given to the Charity in March 2006, following the dissolution of The Customs & Excise Family Fund. This was to provide Christmas grants to certain members of the Family Fund, in line with the wishes of their trustees. Interest earned on the Restricted fund was £0 (2021: £0) and grants expenditure was £2k (2021: £660).

Fenton Trust

Restricted donations of £20,000 and £15,000 were given to the Charity in March 2013 and September 2015 respectively to support current, former and retired civil servants of grades executive officer and above residing in the UK. This is to provide grants for essential household bills and items and help with mobility requirements. Grants expenditure in 2022 was £0 (2021: £0) due to no applications being received in the year.

Civil Aviation Authority Fund

A donation provided by the Civil Aviation Authority was restricted to provide help to CAA retired staff and their dependants. In 2022, the interest earned on the restricted fund was £0 (2021: £0) and £0 was spent (2021: £0) on applications from CAA retirees or their dependants.

The Black Bequest Fund

In 2019, the Northern Lighthouse Board donated to the Charity £1,719.62 which represents the closing funds of the James Coats Junior Ferguslie Paisley Memorial Fund, known as Black Bequest. The fund is restricted to be used to supply Lightkeepers or their dependants who are or have been in the employ of the Northern Lighthouse Board with benefits in line with those offered by the Charity. No interest has been earned on or money spent in 2022 (2021: £0).

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

Dementia Fund

In 2014, CSIS Charity Fund donated £28,000 to be spent on Dementia services. £2k was spent in 2022 (2021: £4k). The funds will be focussed on the development of digital engagement.

Analysis of movements for the year ended 31 December 2022

Restricted Funds	Opening Balance	Income	Transfers between Funds	Expenditure	Closing Balance
	£000	£000	£000	£000	£000
Customs & Excise Family Fund	15	-		(2)	13
Fenton Trust	7	-			7
CAA Fund	5	-			5
Black Bequest Fund	2	-			2
Dementia Project Fund	19	-		(2)	17
DWP Legacy	-	1			1
Balance at 31 December 2022	48	1		(4)	45

Analysis of net assets by fund (2022)

	Intangible & tangible fixed assets £000	Investment assets £000	Net Current assets £000	Defined Pension scheme £000	Total £000
Unrestricted funds	1,276	25,798	1,266	-	28,340
Restricted funds	-	-	45	-	45
Balance at 31 December 2022	1,276	25,798	1,311	-	28,385

Analysis of movements for the Year Ended 31 December 2021

Restricted Funds	Opening Balance	Income	Transfers between Funds	Expenditure	Closing Balance
	£000	£000	£000	£000	£000
Customs & Excise Family Fund	16	-		(1)	15
Fenton Trust	7	-			7
CAA Fund	5	-			5
Black Bequest Fund	2	-			2
Dementia Project Fund	23	-		(4)	19
DWP Legacy	-	-			
Balance at 31 December 2021	53	-		(5)	48

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

Analysis of net assets by fund (2021)

	Intangible & tangible fixed assets £000	Investment assets £000	Net Current assets £000	Defined Pension scheme £000	Total £000
Unrestricted funds					
General reserves	1,200	32,585	1,066	-	34,851
Pension reserve	-	-		-	-
Restricted funded	-	-	48	-	48
Balance at 31 December 2021	1,200	32,585	1,114	-	34,899

15. Taxation

No corporation tax arises as the Charity for Civil Servants is a registered Charity, and is able to take advantage of the tax relief available to charitable bodies.

16. Pension

The Charity for Civil Servants participates in a non-contributory multi-employer defined benefit staff pension scheme, which was formed for all permanent members of staff, within certain age criteria, of the Charity for Civil Servants and certain other employers. The assets of the scheme are held separately from the assets of the Charity. The scheme has its own trustees who are responsible for the scheme which is administered on their behalf by Mercer. The scheme was closed to all staff for future benefit accrual with effect from 5 April 2004.

The Charity also operates a defined contribution group personal pension scheme which is administered by Legal & General. The Charity pays varying levels of contributions on behalf of the employees, based on their number of years' service and levels of employees' own contributions.

A full triennial actuarial valuation of the defined benefit scheme was undertaken at 6 April 2022 by an independent qualified actuary. This revealed a surplus, on the assumptions used, of £1,129,000. The employers' historic recovery plan has therefore ceased with future contributions limited to a contribution to 50% of the expenses.

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

The Charity contributed £573k under the recovery plan during 2022. The best estimate of contributions to be paid by the Charity towards expenses for the year beginning 1 January 2023 is £94k.

Detailed disclosures for the defined benefit pension scheme, in accordance with FRS102, are set out below.

Present value of scheme liabilities, fair value of assets and deficit

	<u>2022</u> <u>£000</u>	<u>2021</u> <u>£000</u>
Fair value of scheme assets	15,369	24,768
Present value of scheme liabilities	(14,293)	(22,044)
Surplus / (deficit) in Scheme	1,076	2,724

The Charity has not recognised the pension surplus on its balance sheet as FRS 102 only permits a surplus to be recognised where the employer is able to recover that surplus either through reduced contributions in future or through refunds from the plan.

Reconciliation of opening and closing balances of the present value of scheme liabilities

	<u>2022</u> <u>£000</u>	<u>2021</u> <u>£000</u>
Scheme liabilities at 1 January	22,044	23,363
Interest cost	391	321
Scheme expenses	-	158
Actuarial (gain) / loss	(7,510)	(898)
Benefits paid and expenses	(633)	(900)
Scheme liabilities at 31 December	14,293	22,044

Reconciliation of opening and closing balances of the fair value of scheme assets

	<u>2022</u> <u>£000</u>	<u>2021</u> <u>£000</u>
Fair value of scheme assets at 1 January	24,768	23,025
Change in employer's share	-	(8)
Interest income	444	320
Actuarial gain	(9,657)	1,678
Contributions by employer	568	653
Scheme expenses	(121)	-
Benefits paid & scheme expenses	(633)	(900)
Fair value of scheme assets at 31 December	15,369	24,768

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

Amounts included within Statement of Financial Activities

	<u>2022</u> <u>£000</u>	<u>2021</u> <u>£000</u>
Interest	53	(1)
Scheme expenses	(121)	(158)
	(68)	(159)
Actuarial (losses)	(504)	(156)
Total (charged) to the Statement of Financial Activities	(572)	(315)

The cumulative amount of actuarial gains or losses recognised in the statement of recognised gains and losses since the adoption of FRS102 is £1,621k loss (2021: £1,049k).

Fair value of scheme assets

	<u>2022</u> <u>£000</u>	<u>%</u>	<u>2021</u> <u>£000</u>	<u>%</u>
UK equity	-	-	-	-
Overseas equity	3,213	20.9%	4,816	19.4%
Global equity	-	-	8,846	35.7%
Absolute Return Bond Fund	3,697	24.1%	1,981	8.0%
Gilts	-	-	2,355	9.5%
Liability Driven Investment	-	-	6,683	27.0%
Cash	155	1.0%	87	0.4%
Other	8,303	54.0%	-	-
Total value of assets	15,368	100%	24,768	100%

Assumptions

	<u>2022</u>	<u>2021</u>
Inflation (RPI)	3.4%	3.6%
Inflation (CPI)	3.00%	3.15%
Discount rate	5%	1.8%
Allowance for increase in pensions: lower of CPI or 5% (effective from April 2017)	3.00%	3.03%
Rate of revaluation of deferred pensions of CPI +1%	4.00%	4.15%
Rate of revaluation for deferred pensioners: Lower of CPI or 5%	3.00%	3.15%
Cash commutation allowance (% tax free cash)	-	85%
Withdrawal allowance	-	None
Assumed life expectations (no. years) on retirement age of 60		
- Retiring today: males	25.7	26.0
- Retiring today: females	28.2	28.6
- Retiring in 20 years: males	27.3	27.5
- Retiring in 20 years: females	29.7	30.1

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

The amounts for the current and previous periods are as follows:

	<u>2022</u> <u>£000</u>	<u>2021</u> <u>£000</u>	<u>2020</u> <u>£000</u>	<u>2019</u> <u>£000</u>	<u>2018</u> <u>£000</u>
Defined benefit obligation	15,369	24,768	23,025	21,175	(22,162)
Scheme assets	<u>(14,293)</u>	<u>(22,044)</u>	<u>(23,363)</u>	<u>(20,875)</u>	<u>20,371</u>
Surplus/(Deficit)	<u>1,076</u>	<u>2,724</u>	<u>(338)</u>	<u>300</u>	<u>(1,791)</u>
Adjustment due to limitations on recognition of surplus	(1,076)	(2,724)	300	(300)	-
Experience adjustment: gain/(loss) on scheme liabilities	(869)	(60)	153	678	(66)
Effect of changes in demographic/other assumptions re: the present value of the scheme liabilities; gain/loss	8,379	958	(2,767)	(1,350)	1,173
Return on scheme assets: gains/(losses) assets	<u>(9,657)</u>	<u>1,678</u>	<u>1,506</u>	<u>2,464</u>	<u>(1,333)</u>

17. Financial instruments

	<u>2022</u> <u>£000</u>	<u>2021</u> <u>£000</u>
Financial assets measured at fair value	<u>25,798</u>	<u>32,585</u>

Financial assets held at fair value include assets held as investments.

18. Related parties

During the year to 31 December 2022 the Charity recharged costs amounting to £0 (2021 £0) in relation to staff and office overheads to its wholly owned subsidiary CSBF Enterprises.

Charity for Civil Servants

Statement of financial activities for the year ended 31 December 2022

19. Statement of financial activities for the year ended 31 December 2021

	Unrestricted funds	Restricted funds	2021 Total Funds
	<u>£000</u>	<u>£000</u>	<u>£000</u>
<u>Income from</u>			
Donations and legacies	4,453	-	4,453
Other income	37	-	37
Investment income	300	-	300
<u>Total income</u>	<u>4,790</u>	<u>-</u>	<u>4,790</u>
<u>Expenditure on</u>			
Raising funds			
Fundraising and engagement	1,562	-	1,562
Investment management	91	-	91
Total cost of raising funds	<u>1,653</u>	<u>-</u>	<u>1,653</u>
Charitable activities			
Alleviating need	6,280	5	6,285
Total charitable activities	<u>6,280</u>	<u>5</u>	<u>6,285</u>
<u>Total expenditure</u>	<u>7,933</u>	<u>5</u>	<u>7,938</u>
 Net (expenditure) for the year	 (3,143)	 (5)	 (3,148)
Net (loss) on investments	945	-	945
Actuarial (loss) on defined benefit pension scheme	(156)	-	(156)
Net movement in funds for the year	<u>(2,354)</u>	<u>(5)</u>	<u>(2,359)</u>
 Reconciliation of funds			
Funds brought forward at 1 January 2021	<u>37,205</u>	<u>53</u>	<u>37,258</u>
Funds carried forward at 31 December 2021	<u>34,851</u>	<u>48</u>	<u>34,899</u>

CHARITY FOR CIVIL SERVANTS



To find out more about the
Charity for Civil Servants, or
to make a donation visit:

CFCS.ORG.UK

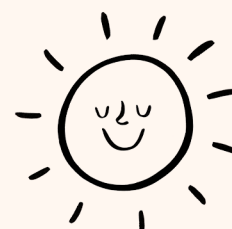


Or call our free,
confidential helpline:

0800 056 2424



The Civil Service Benevolent Fund. Company limited by guarantee 7286399.
A charity registered at the above address in England and Wales no. 1136870
and in Scotland SC041956. Our money advice is authorised and regulated
by the Financial Conduct Authority FRN: 624489.



THE CIVIL SERVICE BENEVOLENT FUND

England & Wales - Charity number 1136870

Accounts

**The Charity for
Civil Servants**

ANNUAL REPORT AND ACCOUNTS

for the year ending 31 December 2021

The Civil Service Benevolent Fund operating as
The Charity for Civil Servants



“

Caring, home-schooling, changing jobs and mounting debts just got too much and I didn't know what to do. Thank you for all your help.

”

Rohaam, Scottish Prison Service

“

Leaving an abusive marriage would have been impossible for me and the children if it weren't for the Charity. We simply can't thank you enough.

”

Lucy, Department for Work and Pensions

Details may be changed to protect identity

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Chair's Foreword



I am very pleased to introduce the Charity's Annual Report and Accounts for 2021.

The pandemic has continued to challenge us all in ways which we couldn't possibly have imagined just a couple of years ago. In line with the shifting Covid-19 guidance, necessary changes to long-established ways of working have been essential for so many organisations. Whenever required, adapting approaches swiftly and working remotely where possible, has become a well-practiced response.

In this respect, the Charity has been no exception.

This report shows that in the face of all of these challenges, the organisation achieved over **90,000** instances of help on behalf of those in civil service community. Alongside all of the other crucial work continuing behind the scenes in the Charity in 2021, this is a record high - and I believe it should remain a great source of pride for the Board of Trustees, supporters, donors, partners and volunteers – and for everyone working so hard in the Charity itself, to make this possible.

Across 2021, furlough, bans on evictions and other key government alleviation measures were extended. This influenced the shape of support requested from the Charity which accordingly has continued to adapt its offer to reflect the issues coming to the fore through a second year of Covid. Working extensively and very effectively with Civil Service HR and a range of staff networks within Departments, initiatives helping people to deal with Grief and Bereavement, Smarter Working and the co-production of the highly successful 2021 Civil Service Mental Health and Wellbeing Conference are just a few of the highlights.

As Chair, I would like to thank the Civil Service Insurance Society (CSIS) and its Charity Fund – as our largest donor organisation – for their continued support and crucially important partnership. I would also like to offer my particular thanks to the Board of Trustees for their commitment throughout.

There has been some really important work done through 2021 within the Charity, notably on the CRM programme, which nears its 'go-live' in 2022. These changes will underpin a stronger future for the Charity, the foundations on which the drive for income generation can now build.

Like everyone, I continue to hope that 2022 offers lasting change for the better, with an effective path out of the Covid pandemic for all of us. But, whatever 2022 and beyond has in store, it has certainly been rewarding to know that the Charity has so successfully managed to continue helping people throughout the last year, at a time when they really needed that support.

For that, I'd like both to congratulate and to extend my gratitude to everyone in the Charity for their ongoing hard work and commitment. Well done and thank you.

A handwritten signature in black ink that reads "Peter Schofield".

Peter Schofield CB
Chair, Board of Trustees

The Trustees of The Charity for Civil Servants present their Annual Report for the year ended 31 December 2021 under the Charities Act 2011 and the Companies Act 2006, including the Trustees' Annual Report comprising the Strategic Report and the Directors' Report under the 2006 Act together with the audited financial statements for the year.

Trustees' Strategic Report

Objectives and Activities

The Charity's Objects

"For the public benefit, to relieve from suffering, hardship or distress (whether financial or otherwise), and to promote and sustain the wellbeing of Civil Servants, former Civil Servants, Public Body Employees or former Public Body Employees, employees and former employees of the Charity (and any predecessor organisation of it) and their dependants including without limitation by:

- i. offering lifelong practical, financial and emotional support, advice and guidance;
- ii. providing direct support to individuals, using other available channels to enable civil service communities to connect and support each other, and collaborating with other organisations.

Given the large number of serving and former civil servants and public body employees (and their dependants) that fall under the Charity's remit, the Trustees are satisfied that the Charity is providing public benefit under the Charities Act 2011. Further details are given under Achievements and Performance below. They are also satisfied that they have had due regard to the public benefit guidance published by the Charity Commission and in particular the requirement that the Charity benefits a sufficient section of the public.

The Charity's Vision

A supportive community in which everyone has the chance to live their life to the full.

The Charity exists to support all civil servants, past and present, when times are tough, listening without judgement and providing practical, financial and emotional support. Alongside financial grants and issue-specific advice, we continue to develop and enhance our services, offering digital and self-help tools and techniques, which meet the changing needs our Civil Service community.

We help people to deal with the complex challenges, which anyone can face throughout their lives, from mental or physical health issues and financial capability and debt management, to relationship breakdown, caring responsibilities and bereavement.

The Charity's Mission

Helping people to overcome life's challenges and thrive.

We regularly review our aims, objectives and activities, and in doing so evaluate the appropriateness and effectiveness of our services. As a result of these reviews, we have continued to develop the Charity's offer, details of which are outlined in this Trustees' Strategic Report.

Strategic Review

The Charity has agreed an organisational strategy to 2025 in line with its charitable purpose and mission. As the occupational charity for more than 1.5m current and former civil servants, plus their financial dependents, we want more people to come to us for assistance and to support our work through donations. By 2025, each year we want to see:

- The Charity giving over £3.4m in financial support to those most in need.
- People coming to the Charity for help over 100,000 times.
- The Charity raising over £6m in voluntary income through donations.

We will achieve these targets through transformation of our systems, tactics and infrastructure, reaching and effectively engaging with more of our community, and by growing our donor numbers.

Specifically, we will:

- Embed new key systems and ways of working - making our infrastructure, internal systems and processes more effective and efficient.
- Improve engagement with the help and support we offer and informing service development by understanding and clarifying the customer journeys.
- Build a new online presence for the Charity, developing a new website with improved navigation and functionality for ease of access to help and for people to contribute support.
- Utilise and grow our networks to reach more people from the current, former, and retired civil servant communities – and engage with them more effectively – through relevant and appropriate activities (such as tele kits, webinars, and other forms of digital outreach).
- Work effectively with partners (including Civil Service HR, Civil Service departments, EAPs, Wellbeing advocates, subject networks, MyCSP and other charities) to build on our relationships and better understand need. We will develop relevant services and financial assistance programmes, and provide different forms of help which complement and expand support offered for those in need, both inside and outside the workplace.
- Increase and refresh relevant content (stories, user generated content, lived experience) so that people want to check in more regularly.
- Harness external facing activity to build the Charity a more effective profile -entering awards, making successful bids for funding and exploiting content deployed through key partners.
- Develop more tailored, digitised and seasonal communications to key audience segments - ensuring that the Charity successfully persuades people to become an active and committed supporter throughout their lifetime, building mutually valued and beneficial relationships.

Achievements and Performance

At the beginning of 2021, we set ourselves ambitious targets, but were also aware that the need to remain agile in responding to the pandemic had not abated.

We had a good view of the impact of Covid on serving civil servants due to the research we conducted in December 2020. We knew that civil servants were struggling in lots of areas of their lives, particularly with their wellbeing and mental health.

Thinking about now (i.e. December 2020) compared to the beginning of the year (i.e. January 2020) in general, to what extent would you say each of the following are better, worse or about the about same compared to the beginning of 2020?

	YouGov survey – Base 1,014	
	Net: Worse	Net: Better
My financial situation	16%	37%
My physical health	39%	16%
My relationships with others	23%	15%
My general wellbeing	45%	14%
My mental health	49%	10%

YouGov research commissioned by the Charity for Civil Servants with current service Civil Servants, December 2020. Full base 1014 respondents.

We knew that serving civil servants' financial situations had not been as significantly affected, as had been evidenced in our research and also in a reduction for applications for financial support across the previous year. But we also knew that this picture would change at some point when additional government measures were withdrawn.

As an occupational charity we were making plans, but were still unsure when civil servants might be returning to the office. We were also trying to understand what the impact might be for both civil servants and subsequently on the performance all of our activities.

Finally, the Charity itself was at the outset of a large scale transformation programme - changing our Customer Relationship Management (CRM) system and looking to build a solid technical infrastructure foundation for our ongoing development.

Throughout 2021, we have had to continue to be flexible and develop relevant approaches to support our audiences. By using our own insight and partnering extensively with the Civil Service, we were able to provide the right content at the right time. Driven by our wellbeing offer, this has resulted in record numbers of people coming to us for help. We brought in new partners that were relevant to the issues facing civil servants and within our applications for case worker support, we also continued to deal with lower volumes, but higher levels of complexity.

These were the key trends in our help provision performance in 2021:

- 1) We had significant demand for our digital wellbeing services.
- 2) Our live and on-demand webinar attendance continued to grow, building on last year's record total.
- 3) Suppressed demand for our caseworker-led help, both for financial assistance and money and debt advice, continued.

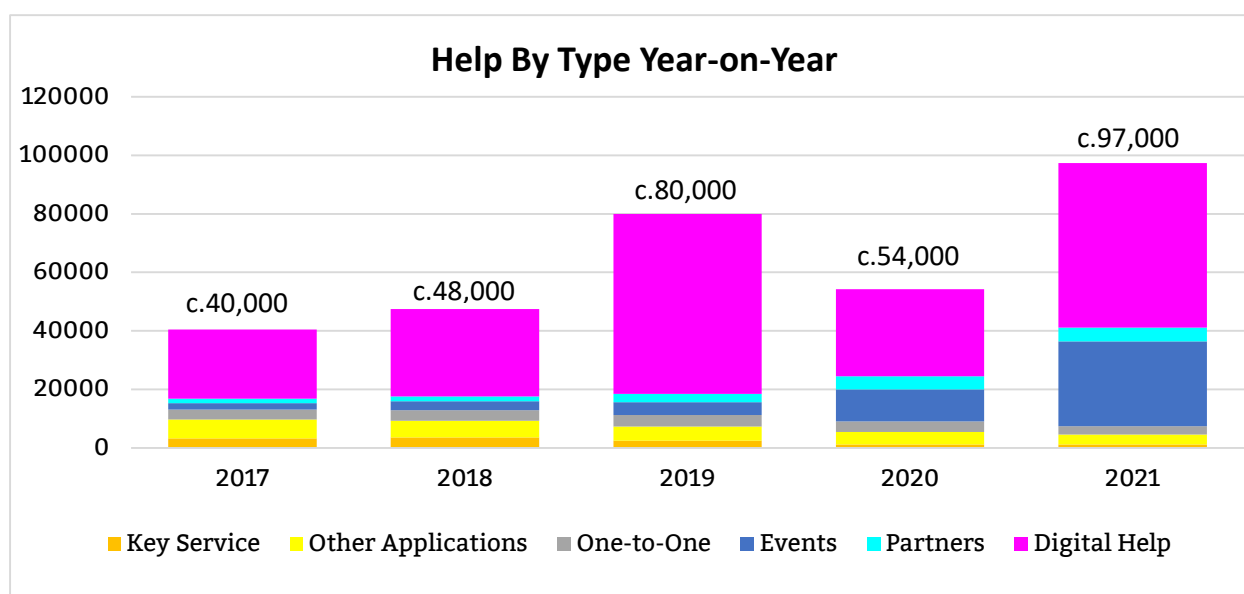
THE CHARITY FOR CIVIL SERVANTS TRUSTEES' ANNUAL REPORT 2021

Our income generation performance continued to be stifled by the pandemic. Fundraising activities and donor recruitment struggled, with Civil Service staff not being in the office, and virtual only activities not performing as well as hoped.

The transformation programme continued across the year, and the Charity is due to launch the new CRM in early 2022.

Key Successes in 2021:

The Charity received over 97,000 requests for help in 2021 – an all-time record which exceeded our target by 30%.



The Charity successfully delivered the Mental Health and Wellbeing Conference in partnership with Civil Service HR and CSSC. 12,867 civil servants registered and to date there have been over 20,000 views of the sessions, both live and recorded.

'... the charity delivered the multi-platform approach to pre-recording, live streaming, and hosting the sessions which thoroughly engaged delegates, and helped us to achieve our goal of a truly Civil Service wide conference.... It was two weeks of insightful and practical sessions to support civil servants with personal and work-related needs and worries during what has been a very difficult year.'

Rupert McNeil Government Chief People Officer

Key Measures in 2021

As outlined in last year's annual report, we had some key ambitions for 2021 to support us in heading to our 2025 goals. Below is a synopsis of the results.

Help

People coming to us for help 75,000 times	People came to us for help 97,294 times.
Reverse downward trend of financial help when the community is likely to be in more need of it, aiming to provide more than £1.7m in financial assistance	We delivered £1.6m of financial assistance. We believe that demand for financial help was suppressed, as government support measures continued longer than anticipated.
Increase the use of digital tools such as the Carer's Digital Passport and Statement	The tool issued 1,721 passport and statement outputs.
Deliver over 100 subject based webinars on debt and financial capability and web content alongside complex casework	Achieved.
Provide appropriate content and services to all areas of the civil service community, including reaching out to under-represented groups such as the retired community, or younger civil servants	We used insight from our Covid survey and engagement across the civil service to inform our communication and activities
Use evaluation, insight and data to understand the gaps in our help reach, to ensure we are effective, diverse and inclusive	Within our programme we have built an improved case management system, which allows us to capture help inputs in a more structured way, leading to improved reporting. We have also systemised evaluation which will help us understand gaps in our reach or differences in outcomes.
Work closely with other charities and Civil Service Departments to develop and share best practice, including the Association of Charitable Organisations	We contributed to ACO workshops and worked with a Social Innovation Council on a new shared referral platform.
Contribute to the programme of digital transformation to achieve a more customer-friendly and	The team have worked to create a new online application and messaging portal to support user journeys across different case types, and created easier access to Relate counselling.

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intuitive journey through all our services	
Continue to consider individual circumstances and needs, and offer of human intervention at whatever point people choose or require it	Within our transformation programme, we have designed the ability to request a conversation with a member of staff during the application process.

Income Generation

Raise £50k using virtual fundraising techniques	The Charity was able to run 'Step this September', raising £7k and increasing the conversion to gift to 21% of participants (1.75% in 2020). Further in-year development of digitally led events activity was reduced and slower than anticipated due to pressures on resourcing and the key phasing of crucial transformation priorities.
Uplift the amount given by 2,000 regular donors	Although the start of this initiative was delayed until far later in the year than anticipated, 140 donors uplifted their gift during the limited November pilot and we will build on the learning from this activity to increase future numbers of those who uplift.
Re-acquiring 500 recently lapsed donors	100 donors resumed their regular gift after the October pilot which was delayed due to recruitment challenges bringing in resource to deliver.
Reach 1000 volunteers by year end	We started the year with 611 volunteers. Over the year we wanted to expand our programme – with volunteers either becoming a Champion and advocating the Charity within the workplace, or a skills-based role aligned to our charitable activities. We finished 2021 with 975 people actively volunteering to support the Charity.
Carry out three issue-led campaigns	The Charity delivered: - The Burnout Hub campaign - Smarter working for your wellbeing campaign - Bereavement and loss (including the launch of the new Griefworks app) - 'Essentials' financial assistance campaign
Lapse-rate within regular donors	This year we lost 6,462 regular pledges which is a continuation of the long-term trend of a reduction in regular givers. Over recent years the rate of decline has slowed. In Q3, The Charity asked around 300 donors if they would complete a short survey about their reasons for stopping their gift – the most common answer (>90%) was that they were no longer employed in the Civil Service and their giving has stopped automatically.

**People we can reach:
We aimed to have 65,000
people who consented to
receive information about
the Charity by the end of the
year**

This was achieved, with 66,578 at the end of the year. Key activities driving this included the Mental Health and Wellbeing Conference, as well as other key marketing campaigns throughout the year like Smarter Working for your Wellbeing.

Providing more financial support

The Charity's unique selling point lies in our ability to provide practical transformative help in the form of financial assistance of grants and funded services. We also run FCA approved Money and Debt Advice and Wellbeing Conversations.

Through regular marketing communications activity that included internal monthly bulletins through our stakeholder network, external marketing via email, social media and advertising, volunteer initiatives and engagement opportunities, the Charity promoted its ability to help people in financial need – whether unexpected bills, financial hardship, or other reasons in line with our grant-making policy.

Our patterns of help changed considerably during the year, reflecting the issues running through a second year of Covid. Continued support from extensions to furlough, the extra £20 weekly Universal Credit remaining in place for longer, bans on evictions and local authority extra funding led to a lower demand for financial help than anticipated. We produced our budget based on government assumptions of timelines for ending support before the start of 2021. Unlike many sectors, civil servants continued to work operationally on the front line or remotely from home so were being paid throughout the period, although their households may have been impacted by redundancy or lack of support for some of the self-employed. Extra staff were recruited, but through 2022 there is likely to be a reduction of headcount.

Our results for financial payments came in around 10% below 2020. This is because January to early March 2020 was a period of normal requests, whereas the whole of 2021 was affected by the pandemic and government alleviation measures were carried into September. This started to shift in October, however, with more payments made in the last quarter.

The pattern of referrals for our FCA money debt advice service followed the same trend and continued to be low, but by the final months were at pre-pandemic levels. This reflects the beginning of Covid in March 2020 and the end of alleviation measures at the end of September 2021. Overall there were 498 referrals for money and debt advice.

Despite requests for help with financial issues remaining low, there were broad increases in funded wellbeing services with partners which can take many forms such as counselling services, app licenses or tailored courses.

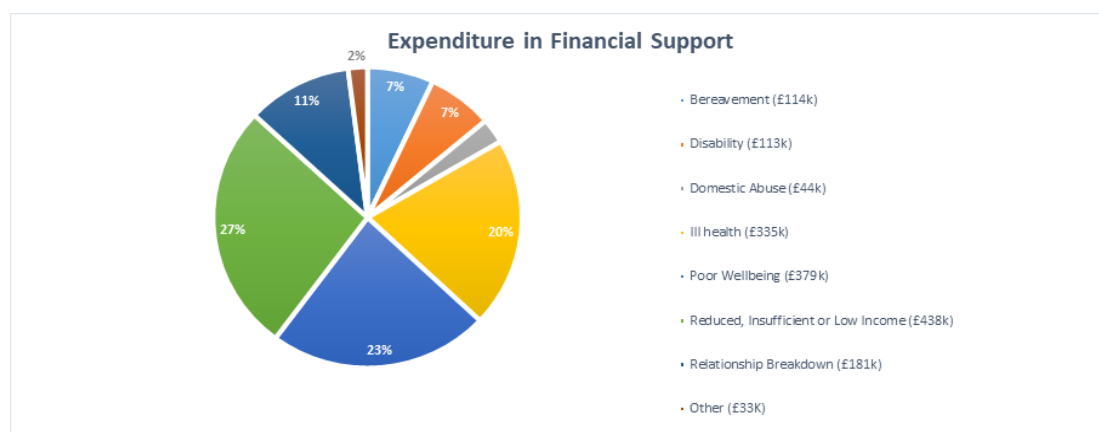
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Financial payments

The total paid in financial payments was £1.6m, with 3951 payments made.

Payments for people moving away from domestic violence, relationship breakdown and unsafe/unstable living arrangements saw an understandable rise in 2021 after a difficult year and one in which many could not move out of their house.

Wellbeing products and services continued to be a cost effective form of help, with 1,045 Sleepstation licences paid for in the year. We also saw a rise in relationship counselling through Relate, from 245 in 2020 to 463 sessions paid for by the Charity in 2021. This reflects the easier access created and also the fact that relationship breakdown was cited as a major issue from the pandemic.



Category	Total Paid 2021	Total Paid 2020	% Increase/ Decrease in total	Number of Payments 2021	Number of Payments 2020	% Increase/ Decrease in no. of payments
Bereavement	£114,000	£151,000	-25%	105	148	-29%
Caring	£2,000	£4,000	-50%	5	11	-55%
Community Projects	£0	£1,000	-100%	0	1	-100%
Disability	£113,000	£186,000	-39%	71	108	-34%
Domestic Abuse	£44,000	£30,000	47%	85	50	70%
Emergency Situation	£11,000	£12,000	-8%	92	81	14%
Ill health	£335,000	£297,000	-9%	592	620	-39%
Poor Wellbeing	£379,000	£332,000	14%	1437	1003	43%
Reduced, Insufficient or Low Income	£438,000	£474,000	-16%	784	979	-22%
Relationship Breakdown	£181,000	£161,000	12%	712	529	35%
Unsafe unstable living arrangements	£20,000	£11,000	82%	32	29	10%

All figures are rounded and demonstrate trends rather than actuals. Total amount paid is based on final figures after accruals have been accounted for. Total number of payments is based on actual payments offered within the year.

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Cindy, HMRC (Spouse)



After 50 years of marriage, Cindy and Tony were inseparable. They had been looking forward to spending their retired years together but sadly, Tony's health took a turn for the worse. After a diagnosis of dementia, he struggled with further medical complications and eventually passed away surrounded by his family.

At a time when all Cindy wanted to do was grieve, she was faced with financial problems and couldn't afford Tony's funeral. As a spouse of a civil servant however, The Charity for Civil Servants was able to pay towards the funeral costs, allowing the family to say goodbye in the way they wanted to.

"I burst into tears when you told me you could help me. My daughters were with me at the time and I couldn't stop crying. I couldn't believe it. I want to say thank you from the very bottom of my heart. Without you, I wouldn't have survived."

Grant making policy

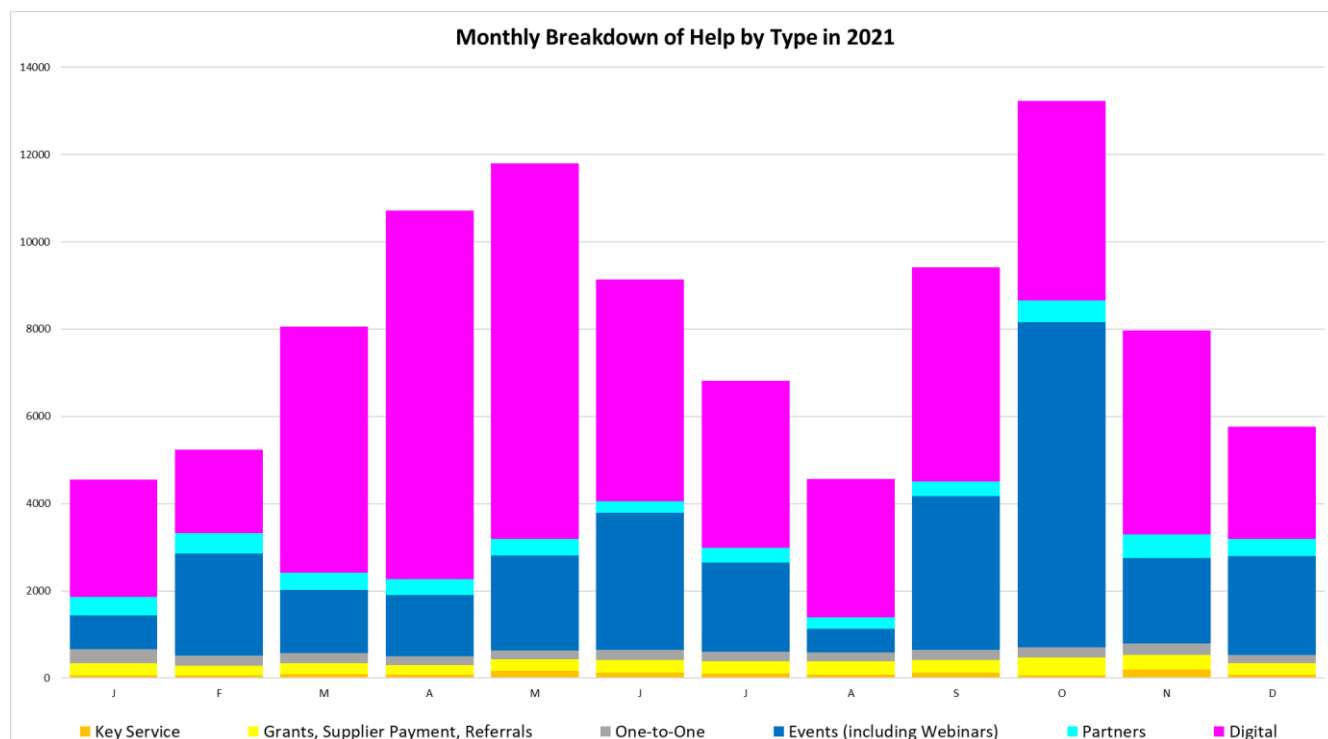
Our charitable objects include relief from hardship or distress (whether financial or otherwise) for the public benefit of current or former civil servants and their dependants. Grants are made within our charitable objects and the agreed strategy of the Charity. All grants are subject to a formal approval process. We award grants on the basis of the four principles below:

- Eligibility – the applicant must be a current, former or retired eligible person, or their financial dependant;
- Circumstances that may cause hardship and distress, for example ill health, caring, bereavement, domestic abuse, relationship breakdown, reduced income and unsafe or inappropriate accommodation;
- Need – exploring and establishing the specific needs and which needs should be prioritised;
- Alternative resources – this may be an entitlement to benefits, or grants from other charities, and in some cases there may be additional help rather than alternative help.

Grants include financial help payments for emergency situations, grants to replace items that have broken or need repair, grants towards essential household bills, advanced rent and deposit for a new rented property, travel expenses, mobility aids and adaptations, as well as payment to third party suppliers for assessment of wellbeing and relationship counselling.

In response to the pandemic, the policy has generally been sufficiently flexible to allow for needs arising specifically, through some slight amendments and use of exceptions. An example of one such amendment was for funeral arrangements that were compromised by Covid 19 restrictions. We have been allowing more discretion in the types of payment to include commemorative events.

People Coming to Us for Help



Through marketing activity and promotional campaigns such as carer's rights and money-matters, and through the development of hubs on specific topics we saw a big increase in the number of people accessing our digital help. Improvements to our website content and the way it is organised has increased the number of people completing a user journey successfully and finding the help they needed. This will continue as we prepare for a new website in 2023.

A focus in partnership working has supported us in providing the right content at the right time. We worked extensively with a range of networks within Departments to refresh some of our content, to gain insight for developing existing services and to develop new services which included:

- Creation of the 'Burnout Hub' and the 'Smarter Working for your Wellbeing' resource centres where a partnership with Civil Service HR and led to the development of tailored digital resources that were available on-demand and reflected issues the Civil Service were facing.
- Co-producing the Mental Health and Wellbeing Conference. The Charity contributed 8 of the 30 sessions which equated to 9,263 instances of help in both live attendance and post event streaming.
- Worked with Ministry of Justice supplying resources and information for their financial capability hub.
- Engaging with the DWP wellbeing teams to carry out Listening Circles on caring and on financial issues.

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Webinars

In addition, we have broadened our webinar content. During 2021, we held 20 webinars covering a variety of topics about wellbeing, caring and dementia, all of which were delivered together with experts from other charities. The topics are based on continual feedback we receive from participants. Over 2,500 civil servants participated, either live or on demand from our website, with many more accessing by telephone.

Our evaluation results show:

- The average Net Promoter Score (a rating scale to measure satisfaction) was 46, which is considered good (scores are between -100 and +100, with those above 0 being good and those over 50 being excellent).
- Overall, 50% of participants found the webinars quite helpful and 42% found them very helpful.
- 60% of participants reported an increase in their knowledge of the Charity and 80% had improved their understanding about the subject.

Many cited examples of what they were planning to do, or had already done, differently as a result of what they had learnt, for example to take note of the early signs of burnout in themselves and others, carry out acts of kindness and be more supportive, engage more with other people, and spend less time using mobile phones.

Our offer of subjects also includes nutrition, grief and digital overload.

We were also able to develop our range of funded partners to expand our help offer:

- With so many civil servants working from home, and with insight from our Covid research that civil servants' physical health had worsened over the pandemic, we launched a new partnership with Don't Tone Alone. This enables us to run fourteen 6 week courses that have regular sessions made up of an exercise class along with nutrition and weight management information. 183 participants have completed the course.
- Working with the new cross government bereavement and loss network, we ran focus groups to identify what support may be needed, and found there were already pockets of good practice in individuals running grief cafes and specific support groups. We then sourced the Griefworks app to provide a yearlong support programme and launched this for National Grief Awareness Week in early December, having achieved 200 sign-ups by the end of 2021.

Engagement with senior Civil Service leaders through a series of Active Listening Panels has increased our understanding of the nuanced needs in Departments and allowed us to increase our reach with targeted services from our offer.

Our continued engagement with the Fast-Stream network through the Basecamp initiative has been very well received this year, with feedback demonstrating the value of this activity for younger civil servants starting out a career with the Civil Service.

Overall, applications for support from our caseworkers and specialised support staff continued to be suppressed through much of the year, though patterns fluctuated. Following the pattern of need for wellbeing services there was a 52% increase in referrals for wellbeing conversations with our caseworkers in 2021, with peaks in May, the final quarter of the year and a spike of increase in requests following the wellbeing conference. Our trained staff working through 737 referrals in total.

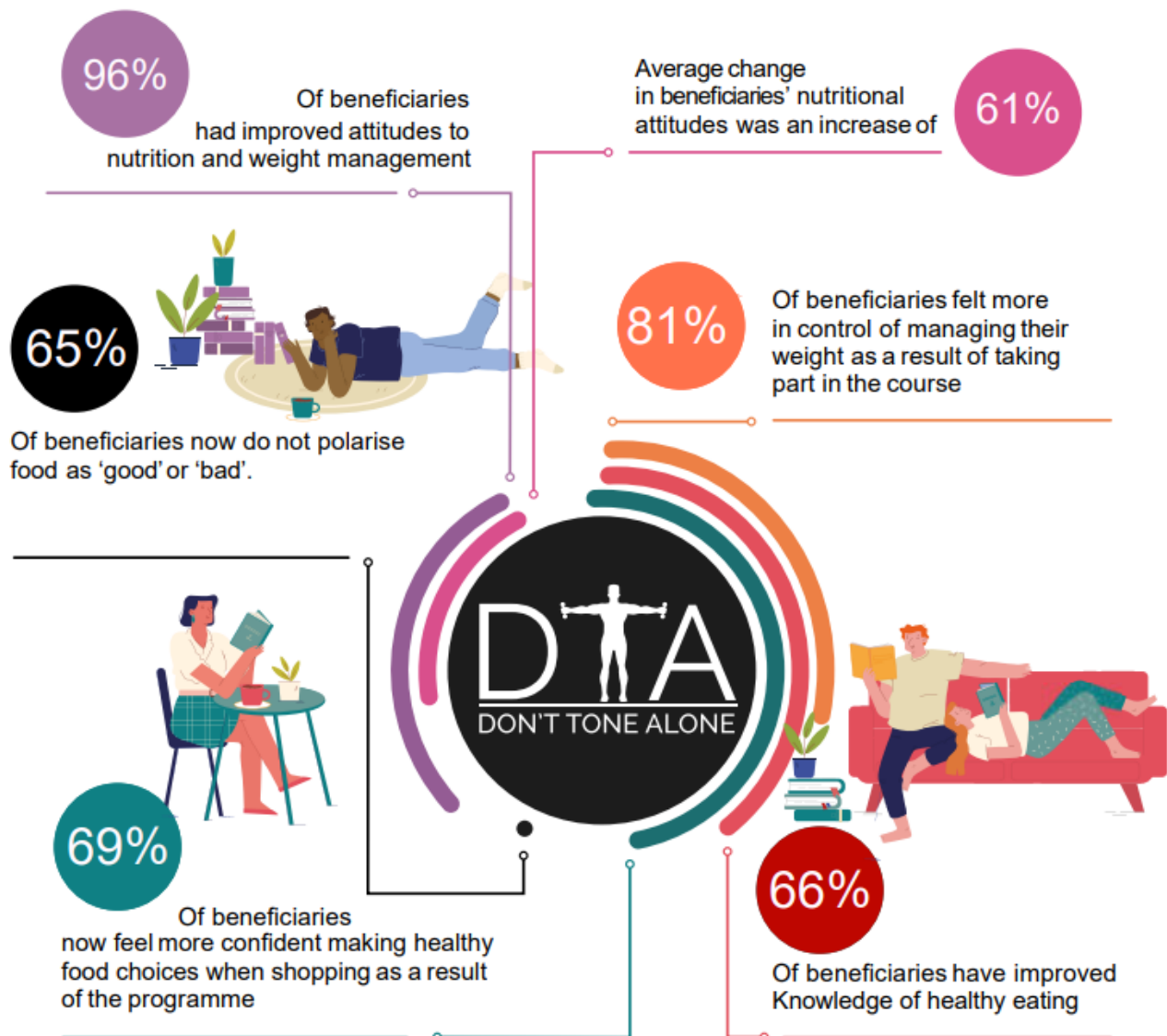
Don't Tone Alone Post Course Evaluation

In line with our evaluation approach Don't Tone alone are looking to capture both the immediate outcomes of the programme as well as longer term impact. An interim report from our first wave of courses shows positive changes in health and wellbeing. Next year there will be a follow up evaluation to track whether change is sustained.

Mental Wellbeing Outcomes

- 88% of participants saw an increase in mental wellbeing using SWEMWBS and the average score increased by 11%
- 46% of participants reported being able to make better decisions on a daily basis
- 58% of participants felt closer to others since taking part

Behaviour Change Outcomes



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Aiden, DWP

*Details changed to protect identity



Aiden was regularly seeing a specialist therapist to help him cope with the trauma of a recent homophobic attack. He knew this type of support was making a positive difference to his wellbeing but he couldn't afford to continue with the sessions. That's when his colleague recommended contacting The Charity for Civil Servants.

We had a confidential conversation with Aiden where we explored his options together. Led by a professional recommendation, we found that we could pay towards a fixed number of these tailored therapy sessions, allowing Aiden to continue to grow in confidence.

"The person I spoke to from the Charity was kind and respectful of my situation. She helped me with the application and I was ecstatic to find out it was a success. It was very emotional to be granted financial support for something so important to me and I will always be grateful for that."

Income Generation

Fundraising

During the year, the Charity maintained its regular giving programme, raising £3.7m including gift aid (down from £4.0m in 2020) through a combination of payroll giving and monthly direct-debit donations, representing 77% of the Charity's overall voluntary income. Activities such as our impact mailing and our new uplift and donor retention programmes aim to improve our relationship with our supporters. These are still in their infancy and in-year results have been affected by the pandemic, mostly due to delays in getting them underway, but we continue to do more to build this important approach to arrest the decline in regular giving. This has meant that we didn't achieve our ambitions of 2,000 uplifted donors (140 in the October appeal), or on reacquiring 500 lapsed donors (100 by year-end), however we intend to build on the learnings from these activities in 2021 and continue to grow these two areas of focus going forward. Tax relief on donations (more commonly known as Gift Aid) is a significant source of income for the Charity. In preparation for migrating to a new CRM in 2022, the Charity undertook a review of its gift aid processes. This included validating and, where necessary, repairing or reaffirming gift aid declarations supplied by donors to ensure continued compliance with the rules. Total tax relief received (included in regular contributions from individuals) in 2021 was £615k (2020: £723k). This was in-keeping with the changes in voluntary income, most of which is eligible for Gift Aid.

To support our regular giving recruitment, we piloted a partnership to promote payroll giving to the charity with HMRC and they have committed to running this again in 2022.

Income from people leaving a gift in their will rose during 2021, with 15 generous donors donating £324k, and has already been used to provide vital assistance during the year. The Charity undertakes several initiatives to encourage supporters to pledge a legacy gift to the Charity, including providing a free-will service as part of our financial assistance offer. In December we began a review of our legacy fundraising activities to better understand how we can improve this long-term source of income.

Major giving including employer contributions has provided most of the rest of overall voluntary income, thanks to grants from the Cabinet Office, Northern Ireland Civil Service, and a donation from the CSIS Charity Fund. A change in the funding arrangement with NICS led to the Charity receiving two grant payments this year. All grants are unrestricted but are given as the occupational charity for civil servants to support our mission of helping people in need.

The pandemic has continued to affect our abilities to raise money through community and events. In September, we ran a virtual walking challenge that raised £8k, while the Civil Service Mental Health and Wellbeing Conference performed poorly at raising money from virtual attendees (<£1k). We re-started our community and participation fundraising initiatives with £118k raised and growth plans to take us beyond pre-pandemic levels going forward. In November the committee at HASSRA (a sports and leisure association for employees of DHSC, DWP, and the FSA) picked the Charity as its 2022 charity of the year.

Fundraising Approach

As part of the DMA Fundraising Working Group, the Charity has been involved in developing industry best practice on consent, privacy, and data retention. Fundraising staff have been issued a copy of the Code of Fundraising Practice, trained using the guide provided by the Chartered Institute of Fundraising on treating donors fairly, and on fundraising with people in vulnerable circumstances. All staff are aware of the agreed procedures to protect vulnerable people, and the Charity has established a safeguarding group to protect the people we interact with. Fundraising staff are encouraged to attend conferences and training to maintain their continuing professional development, as well as maintain an understanding of changing behaviours or regulation. Our regular training programme will continue in 2022.

The Charity normally uses a range of fundraising methods:

- **Direct marketing** - communicating by email and post with existing and potential supporters to encourage them to give a one-off donation, support an appeal, or sign up to a regular monthly gift.
- **(Virtual) Face-to-face** - the Charity's fundraisers speak to current civil servants to raise awareness of the support we offer and encourage staff to become donors. All fundraising activity in 2021 was carried out by our directly employed fundraising team. We did not use any indirectly employed fundraisers or commercial participators to carry out fundraising activities.
- **Events and conferences** - Charity staff and volunteers attend third-party events to raise awareness of the Charity and ask people to support. We also hold our own events where current and prospective supporters can hear more about our work and how they can get involved.
- **Gaming** - the Charity runs prize draws and a lottery throughout the year under licence from the Gambling Commission.
- **Community fundraising** - the Charity invites individuals and teams to take part in fundraising events and challenges and to support the Charity through sponsorship or donations. The Charity is also supported by individuals and departments holding their own fundraising initiatives in aid of the Charity.
- **Legacies** - we aim to inspire supporters to consider leaving a gift to the Charity in their will.

2021 saw the pandemic continue to impact our fundraising activities. With most of our voluntary income coming through regular giving, the Charity is fortunate to have been less severely impacted than charities relying on income streams such as community fundraising and events.

Responsibility and Accountability

The Director of Strategic Marketing and Income Generation (SMIG) is responsible for all our fundraising activities and is accountable to the Chief Executive as the head of the Executive Leadership Team.

The Charity's Board of Trustees has overall accountability for all our fundraising and income generation activities. The Strategic Steering Group (a subcommittee of the full Board of Trustees) meets regularly and ensures continued compliance.

Fundraising Compliance

To maintain the highest standards of fundraising ethics and welfare, the Director of SMIG ensures our compliance and adherence with:

- the Code of Fundraising Practice (Fundraising Regulator)
- the DMA Code (Data & Marketing Association)
- the Fundraising Competency Framework (Chartered Institute of Fundraising).

The Charity is registered with the Fundraising Regulator, and as part of our efforts to uphold the highest fundraising standards, we are organisational members of:

- the Chartered Institute of Fundraising (ceased in September 2021)
- the Data & Marketing Association
- CharityComms

Our supporter promise (available on our website) outlines the commitment made to our supporters and the public, affirming that we ensure that our fundraising is legal, open, honest and respectful.

The Charity also has:

- a Data Protection Officer and a Data Steward to ensure we operate in compliance with UK legislation around data and privacy.
- a team of Data Champions across the Charity to ensure we uphold the highest standards of data security and compliance.
- procedures in place to maintain accurate and up-to-date records.
- a safeguarding group to ensure we look after vulnerable supporters.
- an ethics policy to ensure our approach and methods are ethical and in line with our Charitable purpose and activities.

Review of our fundraising compliance includes:

- All complaints and notifications being monitored by the Director of SMIG to ensure effective resolution, and Trustees review our practice to ensure compliance.
- All identification or confirmation of, and interactions with, vulnerable supporters being monitored by the Director of SMIG to ensure correct procedures are followed, and Trustees review our practice to ensure compliance.

All of the Charity's fundraising activities complied with the Code of Fundraising Practice. Our website outlines our complaints policy for the public and clearly explains how an individual can complain. In 2021, the Charity received no complaints about its fundraising activities or practices (2020: none), and no complaints were lodged with the Fundraising Regulator (2020: none).

Volunteering

Volunteering is a major part of the Charity's outreach and engagement activity. The Charity launched its volunteer 'Champions' programme in 2020, partly as a result of the pandemic and the need to continue raising awareness of the charity and its need to raise funds. Our volunteer numbers reached 975 at year end up from 611 at the beginning of

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the year an increase of 364. Their regular activity and advocacy have helped the Charity deliver more instances of help than ever before, and Champions are beginning to advocate the need for fundraising at a local level. 2021 has seen the creation of a number of key 'skills-based volunteering' roles at the Charity as we seek to grow the Charity's reach, relevance, and income. We now have a Welsh-speaking volunteer role, a volunteer steering group, and are about to commence a speaker-ambassador volunteer role that will enhance our ability to deliver introduction presentations across the Civil Service.

Ambition and plans for 2022:

This year's performance against our goals reflects both our own activities and the ongoing impacts of the pandemic on our audience. Looking ahead we will face another year of change and once again we know our audiences will face more challenges. It is likely that civil servants will be returning to offices this year but what the 'new normal' will look like for the Civil Service is still unclear. We are anticipating more demand for financial support as the increase in inflation, impacting energy costs and the cost of living, is likely to accelerate debt and financial worries. Which in turn means we need to increase our income performance in order to ensure we can sustainably continue to deliver help for the long term.

The Charity will need to continue to change to respond to these challenges both in our activities externally and internally with how we deliver them, as the new CRM and case management platform is also due to launch in the first couple of months of 2022.

Building towards our 2025 goals, against our core objectives in the year ahead we are aiming to:

1. Deliver £1.9m in financial help through a combination of direct assistance and funded services or provision.
2. Deliver 85,000 instances of help.
3. Raise £4.5m in voluntary income, through individual and relationship fundraising.

We will achieve this by:

Help

The target for instances of help (85,000) is lower than our performance this year. This is due to the fact that civil servants are likely to return to offices in greater numbers this year and a reduction in flexibility and privacy may affect attendance at virtual seminars and interaction with digital tools.

Following trustee guidance, we will continue to work closely with CSHR, Departments and staff networks to take an "inclusion by design" approach to developing services across all of our themes below.

The way we report help will change over the year as our systems improve to capture help delivery across our case management led services.

Financial assistance

We will review policy in March, looking at any trends emerging and with a view on cost of living and need. We anticipate financial need to grow as pay is unlikely to keep pace with inflation. We will continue to promote less well-known types of assistance such as respite breaks and assistive technology. We anticipate a higher level of need during the year but we will continue to find cost effective ways of providing help as we have done through our digital services and third parties, as well as providing people with the usual forms of practical help. We aim to give out £1.9m in financial help.

Money advice and guidance

We will deal with around 600 money advice cases with our in-house FCA regulated team. Money advice can be a lengthy process in terms of giving the information, agreeing next steps, and taking those steps. From the casework we will evidence 100 significant outcomes within the year, such as prevention of repossession and token payments acceptance. We will also be able to arrange debt relief orders (DROs) following new guidance. At least 10% of the cases will lead to financial assistance also being given. Our KPIs include this kind of intervention as we continue to improve reporting on outcomes. We will also continue to work closely with departments to understand needs around financial capability as well as debt advice.

Caring, Health and Wellbeing

We will Continue our involvement in the Civil Service Mental Health and Wellbeing Conference. One area where we will be developing support is around autism. This emerged as a problem area in 2021, especially for those without a diagnosis. Numbers are increasing as the availability of health care professionals decreases and with diagnoses taking longer. We have the opportunity to develop our wellbeing app, but want to consult first with the Civil Service HR policy team and with staff networks and Departments to find out what support will be most used and whether we need to tailor the app for different needs, for example for a specific Department, or line managers. We will evaluate the Griefworks app, and are seeking to provide Headspace or a similar product for mental wellbeing.

We will deliver 650 wellbeing and/or caring conversations in-house, with 10% of these leading also to financial assistance.

Webinars

We will continue to expand our content offer and commission 30 external expert webinars that bring additional opportunities for help to complement our existing offer.

Digital services

We are continuously learning about how to source, develop and use digital services as cost effective solutions for some types of help. We will integrate more digital services with the CRM, and create consistent models for bot development and digital tools. Where third parties are used as suppliers, contracts and reporting will be standardised. We will also review all caring digital resources, with a target of 500 uses of the Wellbeing Hub and 1500 Carer's Passport and Statement digital resources to be produced. The Civil Service created their own Carer's Passport in 2018 which meant the Charity switched

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from developing these to creating a tool that supported the creation of both Carer's Passports that can be used in the workplace and Carer's Statements for life outside work. This year we will be reviewing how our tool supports the passport creation and whether there can be clearer separation between our documents and the workplace document.

Income Generation

The Charity for Civil Servants will maintain its focus on two key areas of fundraising and our target is to raise £4.5m in voluntary income – the same as 2021.

We aim to do this by:

Individual and legacy giving

Developing effective, long-term, and sustainable communications with our existing, new, and recently lapsed donors so that we:

- **Raise £3.6m from regular giving**
- Keep regular giving attrition under 5%
- Implement a regular giving communication programme.
- **Achieve £0.1m in single gifts.**
- **Raise £0.4m from legacies**
- Develop our legacy stewardship programme, maintaining our commitment to support the creation of wills as part of our money advice programme.
- Sign off on a long-term legacy fundraising strategy through to 2035.

Relationship fundraising

Restarting our community and events fundraising programme is key in 2022 as we come out from covid-related restrictions. Demonstrating impact for our supporters is also a priority, as well as forging new partnerships, so that we:

- **Raise £346k from grants and major gifts**
- Grow our network and reach across the Civil Service through engagement, volunteering, and strategic partnerships with Civil Service employers.
- **Raise £44k from community and events fundraising**
- Implement a hybrid-working-friendly events programme, as well as offering key opportunities to take part in significant fundraising initiatives.
- Roll out the community fundraising challenge across our core relationships to raise more money locally.

Supporting this effort will be our network of volunteers and advocates, as well as our engagement activities and our marketing communications efforts. We will aim to increase our email community again pushing it to 80K. In addition to raising £4.5m in 2022, we will also be preparing the groundwork for a fundraising appeal in 2023, including putting focus into our brand strategy and case for support.

Financial Review

Overview

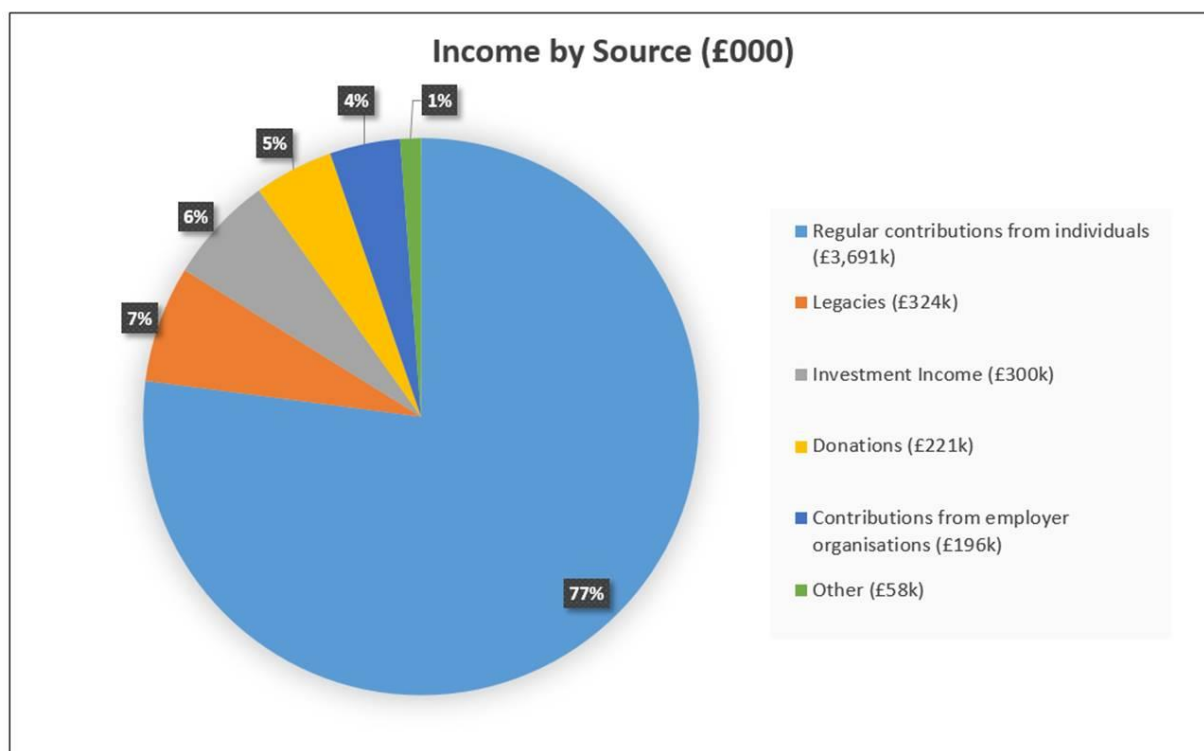
In 2021, the Charity recorded net expenditure of £3,143k (2020: £2,867k) in line with its agreed approach to draw down from its reserves. The Charity has been expanding the types of help it provides, ensuring its systems are fit for the future and building up its fundraising expertise to tackle its long-term financial sustainability challenge.

This is before taking into account the return on the Charity's investments, which was a gain of £945k (2020 gain of £368k) and the loss on the defined benefit pension scheme of £156k (2020 loss of £797k).

Net assets at the year-end were £34.9m, down £2.4m on 2020 (£37.3m). The Charity's Investment portfolio was valued at £32.6m at 31 December 2021 which was down £2.9m on December 2020 (£35.5m) largely reflecting the £4.2m divested to fund the Charity's activities.

Income

In 2021, total income was £4.8m, down £0.5m (2020 £5.3m).



The principal source of the Charity's income remains regular monthly contributions from individuals, both serving and retired civil servants. Together with Gift Aid, this source of income accounted over 77% of the Charity's total income (2020: 75%). At £3.7m, regular contributions are down £0.3m on the previous year, following the pattern of decline.

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Contributions from employer organisations amounted to £196k (2020: £152k) made up largely of an annual grant from the Cabinet Office of £110k (2019: £110k) and £84k (2019: £42k) from the Northern Ireland Civil Service (NICS) as we received two payments in 2021 as NICS brought their annual payment earlier in their financial year.

Legacy income was up at £324k (2020: £99k). We also received £150k (2020: £200k) from the CSIS Charity Fund.

As explained in the fundraising section, the Charity's income from lotteries, fundraising events and other donations remained below pre-Covid levels income totalling £118k in 2021 (2020 £127k) compared with £314k in 2019.

During the year the charity also claimed government grants under the coronavirus Job Retention Scheme of £11k (2020: £119k).

Income from investments was £0.3m (2020: £0.6m). This largely comprises of interest and dividends from the Charity's multi-asset investment portfolio while it was managed by Barings Asset Management up to the end of June 2021. The Charity's portfolio is now invested in pooled funds with Columbia Threadneedle and the Charity will not receive income in the same way with almost all the return being received by way of increase in the market value of the units held in the funds.

Expenditure

Total expenditure for the year is £7.9m (2020: £8.2m) with £6.3m being spent on charitable activities.

Costs of raising funds were £1.7m (2020: £1.4m) and included elements of staff costs, investment management fees (up to June 2021) and overheads.

Total staff costs of £4.7m (2020: £5.0m) were included within direct activities and support costs. The average number of staff (on a full-time equivalent basis) in 2021 was 100 (2020: 95).

The Charity withdrew £4.2m in the year (2020: £4.6m) from its investment portfolio to fund its expenditure in line with its plan to use its reserves to support civil servants.

Investment management

The purpose of this portfolio is to generate investment returns to make the best possible sustainable contribution to the Charity's activities in the current and the long term.

As set out in the reserves section, the Charity is intending to reduce its reserves over the next five years providing more help and more types of help to those it is there to support and ensuring that its messages reach its intended audience. This means that the Charity envisages divesting from its portfolio over this period. As a result, under its Investment Policy, the Charity's investments are split into a short-term and long-term pool of assets. The objective of the short-term pool is to be available to provide suitable liquidity and capital protection to meet anticipated drawdowns over a 1-2 year time horizon and to avoid the need to be in a forced sale position in respect of the fund in which the long-term pool is invested.

Fund management

Up to July 2021 our total portfolio was managed by Barings Asset Management Limited ("Barings"), through a segregated mandate, that is, where the Charity owned the investment portfolio, with Northern Trust as custodians.

Early this year Barings notified the Charity that it was exiting the market for products similar to our arrangement. The Investment Committee ran a tender process for a new fund manager and the Board approved the Committee's recommendation for Columbia Threadneedle to manage the Charity's funds in two pooled funds.

The longer term investments are managed in a dynamic pooled fund with Columbia Threadneedle delivering real returns with volatility control with the aim to deliver a real return of UK CPI + 3% per annum after the payment of investment management fees over a 3-5 year time horizon. The short term portfolio is invested in a fund with suitable liquidity and capital protection to meet short term cash flow requirements. The objective of this fund is to outperform the iBoxx GDP Non Gilts 1-5 Years Index (a corporate bond index) over rolling 3 year periods after the deduction of charges.

To mitigate any short term market fluctuations, the portfolio was converted to cash between May and June, until fully invested with Columbia Threadneedle in September.

Investment Performance

The value of the portfolio as at 31 December 2021 was £32.6m (£35.5m as at 31 December 2020.) The Charity divested £4.2m in the year to fund its activities. Movements in the Charity's holdings of investments during the year and an analysis of the portfolio at year-end are shown in note 10a to the Accounts.

The agreement target with Barings was to achieve a net return of RPI plus 3.5% p.a. over rolling three-year periods. The net returns from Barings between January and June 2021 produced a realised gain of £1,016k. The Charity instructed Barings to liquidate the portfolio to cash between May and June which may have reduced overall returns to mitigate the risk of any short term volatility.

Since September the funds have been invested with Columbia Threadneedle and there was a net loss of £72k between then and 31 December 2021.

Tensions between Russia and Ukraine and then the Russian invasion of Ukraine in late February have led to increased volatility in equity markets as investors consider the attack's expected impact on energy, global growth, inflation and central bank actions. The Charity's investment portfolio that was valued at £32.6m on 31 December 2021 was valued at £30.8m on 30 March just before this report was signed. This reflects divestments from the funds of £1.3m and the value of the Charity's units decreasing by £0.4m.

Approach to Environmental, Social and Governance issues

In selecting the new investment manager, the Investment Committee took into consideration the approach that the various managers would take to Environmental, Social and Governance (ESG) in its investment approach. Columbia Threadneedle's stated approach is to integrate ESG into its investment research in companies in building a fuller picture of the risks and opportunities of all investment opportunities. This is based

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on the belief that companies which demonstrate sustainable business models, organisational stability and the ability to effect positive change are more likely to deliver value to all stakeholders including shareholders. Columbia Threadneedle's stated approach is one of active ownership so that through continuous monitoring, targeted engagements and strategic voting it drives change and helps create future value. It is developing its ESG reporting and we envisage being able to report further on ESG metrics for the Charity's portfolio in future years.

Reserves

The trustees are mindful of their duty to balance the interests of both current and future beneficiaries. The holding of reserves is one of a range of measures that can contribute to stability and continuity of the Charity into the future to support future beneficiaries. The Trustees determine the need for reserves by reference to a number of factors which they keep under regular review, including the time needed to reverse the recent declines in regular giving from individuals and the extent to which the remainder of its income is dependent on a small number of large donations and grants. It also considers fluctuations in beneficiary expenditure and future levels of demand for the help and services provided by the Charity. Based on its current analysis, the trustees feel that the Charity should retain reserves of between £25m and £35m.

Of our total charity funds of £35.0m, total unrestricted funds were £34.9m at 31 December 2021. In assessing our level of free reserves, we exclude the tangible and intangible fixed assets of £1.2m as these assets cannot be quickly disposed of. (We would also exclude any pension deficit. This year there is an unrecognized surplus in respect of the defined benefit pension scheme.) This leaves free reserves of £33.7m which is within the target level of £25m to £35m. The trustees expect reserves to decline over the next five years as we develop the Charity's services to help more people in line with the strategy that was developed in 2015 and refreshed in 2020. A payment plan to reduce the pension deficit has been agreed with the pension fund trustees and this commitment is considered in all our financial planning, including the anticipated and target level of reserves. Restricted reserves – which are not taken into account in formulating our reserves policy – were £48k as at 31 December 2021, details of which are set out in note 14 to the accounts.

Going Concern

The Trustees have assessed the Charity's ability to continue as a going concern. The Trustees have considered several factors when forming their conclusion as to whether the use of the going concern basis is appropriate when preparing these financial statements including a review of updated forecasts to the end of 2023, a consideration of key risks, including the ongoing impact of coronavirus, that could negatively impact the charity and the latest available valuation of the investment portfolio.

The Charity's principal source of income continues to be regular monthly contributions from individuals, both serving and retired civil servants. This represented approximately 77% of the Charity's income in 2021. As reported in the financial review, contributions in 2021 reflected a net 8% decline and this trend has continued to be modelled in the revised

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forecasts albeit modified slightly as we aim to reduce this attrition to c 5%. The key area of uncertainty relates to any impact of any market turmoil on the valuation of investments. The Trustees are satisfied that the Charity has sufficient reserves and liquidity within the investment portfolio to continue as a going concern for the foreseeable future. Cash flow forecasts are regularly prepared and assets in the investment portfolio can be liquidated to meet short term requirements.

After considering these factors, the Trustees have concluded that the Charity has a reasonable expectation that there are adequate resources to continue in operational existence for the foreseeable future and have continued to prepare the financial statements on the going concern basis.

Pensions

The pension liability in respect of the defined benefit pension scheme that was closed to all staff for future benefit accrual in 2004 continues to change from one year to the next. This is largely driven by factors outside our control: performance of the assets in the pension scheme reflecting changing conditions in the financial markets and the sensitivity of the pension liability to changes in interest and inflation rates. The Scheme was a multi-employer defined benefit pension scheme, The CSBF Pension and Assurance Scheme, and The Charity accounts for its 92.9% share of the net assets and liabilities of the multi-employer pension scheme which is recognised on the Charity's balance sheet.

The Charity trustees have agreed a deficit recovery plan with the pension trustees which aims to close the deficit by April 2023. The annual employer contributions needed to fund this deficit are determined by reference to the triennial valuations undertaken by the pension trustees. The latest triennial valuation reflected the position as at 6 April 2019. The best estimate of contributions to be paid by the Charity for the year beginning 1 January 2022 is £668,061. The next triennial valuation will be produced in 2022 and will reflect the funding position as at 5 April 2022.

The value of the scheme's assets increased by £1.7m to £24.8m while the value of the scheme's liabilities (under FRS102 principles) decreased in 2021 by £1.3m to £22.0m resulting in a surplus of £2.7m. The Charity has chosen not to recognise this surplus but instead show zero as the pension asset/ liability. This valuation is undertaken using a series of assumptions and judgments. The valuation of the scheme is very sensitive to these assumptions and thus there is a risk that this valuation will change significantly during the coming year, as it has in past years. The Charity's exposure to the pension deficit is monitored through its risk management framework and its consideration of financial risks. There is an effective budgeting and forecasting process in place taking into account payments, including deficit payments, in relation to the pension plan. The Charity also actively engages with the pension trustees including in relation to longer term plans for the Scheme.

Since closing the defined pension scheme to future staff benefit accrual in 2004, the Charity operates a defined contribution group pension scheme.

More details about pensions are set out in note 16 to the accounts.

Principal Risks and Uncertainties

Risk is considered in key decision processes in the Charity at Executive and Board level. The Board reviews the major risks faced by the Charity at least annually after a more detailed discussion at the Finance and Audit Committee. The review includes reviewing the adequacy of the actions being taken in response to each risk.

The Board is satisfied that the major risks facing the Charity have been identified and are being appropriately addressed. This includes the Board's assessment of the impact of the ongoing pandemic and its economic consequences on its risk assessment. The key resulting risk for the Charity is considered to be the financial risk for the Charity arising from a significant loss in the value of its investments which is detailed below. Overall the Board considers that the key risks currently facing the Charity are as follows:

- The Charity has seen a decline in the number of regular donors over the last decade and income from regular donations has fallen over the same period. If this decline in regular income is not reversed or other sources of income found, this could threaten the longer term future of the Charity and its ability to help civil servants. Plans to address this issue include focused interaction with major Civil Service departments to drive employee engagement with the Charity and marketing to promote the various Charity services that will increase the Charity's perceived relevance. By building deeper stronger relationships with its community, the Charity's understanding of how best to give more help and support will improve, which will in turn mean that more people will see the difference the Charity makes and support the Charity. The Board is conscious that these efforts will take time to pay off and trends in income will take a while to reverse. Whilst the above risk has had some impact on the Charity's net income, the Charity currently remains in a strong financial position.
- A key financial risk for the Charity is a significant loss in value of its investment portfolio. The Charity is a long-term investor with a significant portfolio and is able to sustain short-term market fluctuations. As set out above, the Charity's investments are managed by professional managers and the Charity has access to further independent investment advisers. During the year, the Charity has divided its portfolio with an amount to cover its short-term cash requirement held in a separate low volatility fund. The long-term portfolio is in a fund that targets a real return but with 2/3rds or less of equity volatility. The performance of the managers and the achieved volatility is reviewed by the Investment Committee quarterly.
- The Charity is reliant on its systems to run its operations and these need to be kept up to date. We embarked on a significant transformation programme in 2020 and 2021 with a significant upgrade going live in 2022. We are also seeking to improve the help we can provide to people by automating transactional processes and providing digital self-help or referrals where appropriate to release staff time for more engagement with people who are struggling or need follow-up. Failing to automate and/or digitise in a timely fashion would present issues for the Charity's operation and continue to impact on our efficiency and turnaround times.

Remuneration

Remuneration Policy

Our approach to pay at The Charity

The Charity had 103 staff as at 31st December 2021, which equates to 96.3 full-time equivalent employees. Salaries and total reward for the Senior Management Team – The Chief Executive and the three other directors responsible for Finance and Corporate Services, Help and Advisory Services and Strategic Marketing and Income Generation – are set and review by the Remuneration Committee, a sub-committee of our Board of Trustees.

The Remuneration Committee is chaired by the Charity's chair and includes other members of the Board, who offer pay expertise in the Not for Profit and other sectors.

All other staff salaries are set by the Senior Management Team. Salaries are arranged in pay bands across the Charity, using external independent benchmarking and comparison data within the Charity and Not for Profit sectors, and taking into account affordability at the Charity. Salaries are clearly advertised when recruiting for new roles. At the Charity, we believe in recruiting and retaining high-calibre people to represent the organisation's interest. We also believe in rewarding staff fairly for the jobs that they do and provide a single streamlined salary and grading framework for all staff, which is equitable and consistent with the principle of equal pay for work of equal value.

We believe this engenders a positive working environment. Additionally, we believe in encouraging young people to enter the workplace to increase their skills and establish their careers. We provide apprenticeships in some specialist areas and ensure that people in these roles are rewarded fairly for their work with pay and benefits.

The Charity works hard to retain staff who have been recruited for the specific skills that they bring to their particular role. Pay and reward are determined to ensure that we can recruit people with the right skills in a competitive market. Many of our staff have detailed knowledge, some of which is unique to the Charity and could not be easily replaced. Our staff pay scales and total reward package reflects our commitment to retaining and motivating our staff.

Senior Management Pay

The Charity's purpose and vision means that the Chief Executive and other members of the Senior Management Team require a breadth of experience, skills and personal qualities on a par with high-quality senior-level talent in similar organisations and so the Charity needs to be competitive in the market. They need to be able to liaise and command the respect of senior civil servants and executives of other partnership charities of all sizes through their experience and credibility. At the Charity, we are able to retain this talent whilst keeping salary costs under control.

For the purposes of disclosures under the Charities SORP (FRS 102), senior management is defined as the Chief Executive Officer and the other three directors responsible for Finance and Corporate Services, Help, Advice and Services and Strategic Marketing and Income Generation. We also have an interim Programme Director for Data and Systems leading the programme of implementing the new CRM, a role that will continue into early

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2022, who is not part of the senior management team and therefore not covered in the senior management disclosures.

Benchmarking

The Senior Management Team's salaries are externally benchmarked every 3 years and staff pay levels are reviewed annually.

Each year, the Chief Executive and directors participate in performance appraisal as part of the appraisal scheme operated for all of the Charity's staff. In the case of the Chief Executive, this includes seeking detailed feedback from the Chair, Trustees, and direct reports.

Staff pay is reviewed by the Senior Management Team and communicated to the Charity's recognised union, PCS. The same benefits, apart from annual leave allowance, including pensions and terms and conditions, apply to the Chief Executive and directors, as all other staff.

While they are separately determined, annual pay increases for the Chief Executive, directors and staff have been aligned for the four years leading up to 2021. In 2021, a 2% pay increase was awarded to all staff earning £29,999 and below and a 1% pay increase was awarded to both the senior management team and staff earning £30,000 and above. The Chief Executive elected not to take a pay rise in 2021.

Living Wage Foundation

The Charity continued its commitment to paying all staff the London Living Wage, calculated independently by the Living Wage Foundation. Being a Living Wage accredited employer also means paying the same basic wage to all of its contractors that fit the criteria of working on site for a specified number of hours per week. So there remains an increased cost to the Charity for its subcontracted/outsourced cleaning contractors to ensure we fulfil our commitment.

Gender Pay Reporting

As the Charity employs fewer than 250 employees, it is not required to publish information on Gender Pay Reporting. Nevertheless, as recommended by the NCVO, the Trustees requested information on gender pay differences to be collated and we are providing this information as part of a commitment to transparency and accountability.

Gender Pay Gap:

As at 31st December 2021:

Gender	No. of staff	FTE Salary	Differential		FTE Salary	Differential	
			(£)	(%)		(£)	(%)
Male	37	£40,829	£3,610	8.8%	£30,396	-£4,864	-16.0%
Female	66	£37,219			£35,260		

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As at 31st December 2020:

Gender	No. of staff	FTE Salary	Differential		FTE Salary	Differential	
		Mean	(£)	(%)	Median	(£)	(%)
Male	36	£42,100	£4,757	11.3%	£34,910	£0	0%
Female	67	£37,343			£34,910		

Percentage Gender per Quartile Salary Range (1=highest paid quartile) as at December 2021

Salary Quartile	Male	Female
1	42% (11)	58% (15)
2	23% (6)	77% (20)
3	28% (7)	72% (18)
4	50% (13)	50% (13)
Overall	37	66

Trustees' Administrative Report

Structure and Governance

Constitution and Membership

The Civil Service Benevolent Fund ("The Charity") was incorporated on 16th June 2010 as a company limited by guarantee (company no. 7286399). In May 2012, the company began operating under the name "The Charity for Civil Servants". The Charity is registered with the Charity Commission in England and Wales (no. 1136870) and is on the Scottish Charity Register (no. SC041956). The Charity carries out its activities from its principal office, No. 5 Anne Boleyn's Walk, Cheam, Surrey, SM3 8DY, which is also its registered office.

The governing instrument of the Charity is the Articles of Association, which were adopted on 16th June 2010. The Charity's Patron is Her Majesty the Queen; its president is Simon Case (Cabinet Secretary and Head of the Civil Service).

The Charity has one subsidiary, CSBF Enterprises Limited (registered in England and Wales: company number 03119311). More detail is given in Note 10 (b) to the accounts.

Trustees and Advisors

The Charity is governed by a Trustee Board of between 8 and 12 Trustees. Under the Charity's Articles of Association, one Trustee shall be appointed by the Cabinet Office and that Trustee will be the Chair. Other Trustees are appointed by resolution of the Trustees at the Annual General Meeting. The Board is currently comprised of 12 Trustees.

The following Trustees served as members of the Board throughout 2021 and were Trustees on the date this report was approved:

- Peter Schofield CB (Chair)
- Mark Addison CB (Vice-Chair)
- Deborah Loudon
- Wendy Proctor
- Selvin Brown MBE
- Ross Campbell FCA (Treasurer)
- Mal Singh
- Joanna Dally
- James Renwick
- Clara Lane
- Matthew Brook

The following Trustee resigned during 2021:

- Holly Ellis – 27th October 2021

The following Trustees were appointed during 2021:

- Sonia Phippard – 6th December 2021

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No Trustees had any disclosable interests under the Companies Act 2006.

Trustees are responsible for reviewing the structure, size and composition of the Board, including the skills, knowledge and experience required. Trustees seek to identify candidates to fill Board vacancies as and when they arise and open advertising or the services of external advisers are considered to facilitate the search for suitable candidates. Trustees are appointed for an initial term of up to three years, in order to provide for an orderly succession, and are eligible to serve a second term, up to a maximum of six years. Trustees receive individual induction sessions, as well as being provided with relevant background information and training to help familiarise them with their responsibilities.

The Trustee Board meets a minimum of three times a year and takes all important strategic, policy and financial decisions. It met four times in 2021. The Board is supported by a number of sub-committees and advisory groups.

Sub-committee and advisory group membership as at 31st December 2021 is set out below (* denotes chair of each committee, † denotes co-opted member):

Nominations and Remuneration Committee	Investment Committee	Finance and Audit Committee	Strategic Steering Group
Peter Schofield *	Mark Addison *	Ross Campbell *	Matthew Brook
Ross Campbell	Ross Campbell	Mark Addison	Wendy Proctor
Deborah Loudon	Clara Lane	Mal Singh	Selvin Brown
Wendy Proctor	Robert Woods †	Joanna Dally	James Renwick
	Alex Reeves †		

Day-to-day management of the Charity is delegated to the Chief Executive, Graham Hooper, and other directors responsible for Finance and Corporate Services, Help Advice and Services (HAS), and Strategic Marketing and Income Generation (SMIG). An appropriate director or the assistant company secretary acts as secretary to each of the Board sub-committees and advisory committees, except for the Nominations and Remuneration Committee for which the Charity's Head of HR is secretary.

The key advisers to the Charity are:

Auditor:

Crowe U.K. LLP
55 Ludgate Hill
London
EC4M 7JW

Investment Managers:

Columbia Threadneedle Investments
78 Cannon Street
London EC4N 6AG

Bankers:

Lloyds TSB Bank plc
1 Butler Place
Victoria Street
London SW1H 0PR

Solicitors:

Stone King LLP
Boundary House - 91 Charterhouse Street
London EC1M 6HR

Trustee Responsibilities

The Trustees are responsible for preparing the Trustees' Report (which comprises the Trustees' Administrative Report and the Trustees' Strategic Report) and the accounts in accordance with applicable law and regulations. Charity law requires the Trustees to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards) and applicable law. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its net incoming resources for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgments and accounting estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Trustees are responsible for keeping proper accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Insofar as each of the Trustees of the charitable company at the date of approval of this report is aware there is no relevant audit information (information needed by the company's auditor in connection with preparing the audit report) of which the company's auditor is unaware. Each Trustee has taken all of the steps that they should have taken as a Trustee in order to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

Charity Governance Code

The Charity's Trustees acknowledge that The Charity for Civil Servants is best placed to fulfil its vision, mission and strategic goals if it has effective governance in place. The Charity continues to utilise the Charity Governance Code as a tool to support the Board to reflect upon its governance structures and consider the most appropriate ways to adopt the Code's principles and recommended practices. Trustees also continue to uphold their legal responsibilities and recognise that behaviour and culture are integral, both in supporting the Charity to deliver its objects most effectively for its beneficiaries' benefit, and in achieving good governance.

The Charity's governance structures continued to work well during 2021, with most Board and Committee meetings being held virtually but a workshop conducted as part of the triennial externally facilitated board effectiveness review allowed an opportunity for trustees to meet in person. The review concluded that the Charity already had strong systems of governance in place, and a Report of the review outlining areas in which the Charity could improve further was discussed by trustees at the October board meeting. A

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subsequent action plan has been produced outlining work in this area to be started in 2022. This includes work in some areas that were “refreshed” in the Charity Governance Code which was published in December 2020.

The Charity and its Trustees remain committed to improving the Charity’s governance standards and on increasing its overall effectiveness as an organisation and will continue to consider how best to adopt and strengthen the recommended practices within the code over the next 12 months.

This Annual Report, which incorporates the Trustees’ Strategic Report and Administrative Report, was approved by the Trustees on the 1 April 2022, and signed on their behalf by:

A handwritten signature in black ink, appearing to read 'Peter Schofield'.

Peter Schofield CB

Chair, Board of Trustees

1 April 2022

Independent Auditor's Report to the Members and the Trustees of The Charity for Civil Servants

OPINION

We have audited the financial statements of The Charity for Civil Servants ('the charitable company') for the year ended 31 December 2021 which comprise the Statement of Financial Activities, the Balance Sheet, the Cashflow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2021 and of its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (amended).

BASIS FOR OPINION

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

CONCLUSIONS RELATING TO GOING CONCERN

In auditing the financial statements, we have concluded that the trustees' use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

OTHER INFORMATION

The trustees are responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the

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other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

OPINIONS ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006

In our opinion based on the work undertaken in the course of our audit

- the information given in the trustees' report, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

In light of the knowledge and understanding of the charitable company and their environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the trustees' responsibilities statement set out on page 33, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

**THE CHARITY FOR CIVIL SERVANTS
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Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

**EXTENT TO WHICH THE AUDIT WAS CONSIDERED CAPABLE OF DETECTING
IRREGULARITIES, INCLUDING FRAUD**

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006, the Charities Act 2011 and The Charities and Trustee Investment (Scotland) Act 2005 together with the Charities SORP (FRS 102). We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within the charitable company for fraud. The laws and regulations we considered in this context for the UK operations were General Data Protection Regulation (GDPR), employment legislation and taxation legislation.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within the timing of recognition of legacy income, grant expenditure and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management, and the Finance and Audit Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence with the Charity Commission and reading minutes of meetings of those charged with governance.

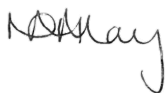
Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For

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example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

USE OF OUR REPORT

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006, and to the charitable company's trustees, as a body, in accordance with Regulation 10 of the Charities Accounts (Scotland) Regulations 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body and the charitable company's trustees as a body, for our audit work, for this report, or for the opinions we have formed.



Nicola May
Senior Statutory Auditor
For and on behalf of
Crowe U.K. LLP
Statutory Auditor

London

Date 4th May 2022

THE CHARITY FOR CIVIL SERVANTS
STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 DECEMBER 2021

		Unrestricted Funds £000	Restricted Funds £000	2021 Total Funds £000	2020 Total Funds £000
<u>Income from</u>	Note				
Donations and legacies	2	4,453	-	4,453	4,557
Other income	2a	37	-	37	165
Investment Income	3	300	-	300	603
<u>Total income</u>		<u>4,790</u>	<u>-</u>	<u>4,790</u>	<u>5,325</u>
<u>Expenditure on</u>					
Raising funds					
Fundraising & Engagement		1,562	-	1,562	1,305
Investment management		91	-	91	113
Total costs of raising funds		<u>1,653</u>	<u>-</u>	<u>1,653</u>	<u>1,418</u>
Charitable activities					
Alleviating need		6,280	5	6,285	6,774
Total charitable expenditure		<u>6,280</u>	<u>5</u>	<u>6,285</u>	<u>6,774</u>
<u>Total expenditure</u>	4	<u>7,933</u>	<u>5</u>	<u>7,938</u>	<u>8,192</u>
Net (expenditure) for the year		(3,143)	(5)	(3,148)	(2,867)
Net gain on investments	10a	945	-	945	368
Actuarial (loss) on defined benefit pension scheme	16	(156)	-	(156)	(797)
Net movement in funds for the year		<u>(2,354)</u>	<u>(5)</u>	<u>(2,359)</u>	<u>(3,296)</u>
Reconciliation of funds					
Funds brought forward at 1 January		<u>37,205</u>	<u>53</u>	<u>37,258</u>	<u>40,554</u>
Funds carried forward at 31 December		<u>34,851</u>	<u>48</u>	<u>34,899</u>	<u>37,258</u>

The statement of financial activities incorporates an income and expenditure account.

The notes on pages 42 to 61 form an integral part of these Accounts

THE CHARITY FOR CIVIL SERVANTS
BALANCE SHEET AS AT 31 DECEMBER 2021

		<u>2021</u> <u>Total</u> <u>£000</u>	<u>2020</u> <u>Total</u> <u>£000</u>
Fixed assets			
Intangible assets	8	484	226
Tangible assets	9	716	734
Investment assets	10a	<u>32,585</u>	<u>35,526</u>
Total fixed assets		<u>33,785</u>	<u>36,486</u>
 Current assets			
Debtors	11	768	451
Cash at bank and in hand		<u>1,025</u>	<u>1,237</u>
Total current assets		<u>1,793</u>	<u>1,688</u>
 Liabilities			
Creditors: amounts falling due within one year	12	<u>(679)</u>	<u>(578)</u>
Net current assets		<u>1,114</u>	<u>1,110</u>
Total assets less current liabilities		<u>34,899</u>	<u>37,596</u>
Net assets excluding pension liability		<u>34,899</u>	<u>37,596</u>
Defined Benefit Pension Scheme liability	16	<u>-</u>	<u>(338)</u>
Total net assets		<u>34,899</u>	<u>37,258</u>
 The funds of the Charity:			
Unrestricted funds	14	34,484	37,176
Revaluation reserve	9	367	367
Pension (deficit)	16	<u>-</u>	<u>(338)</u>
Total unrestricted funds		<u>34,851</u>	<u>37,205</u>
Restricted income funds	14	<u>48</u>	<u>53</u>
Total charity funds		<u>34,899</u>	<u>37,258</u>

Approved and authorised for issue by the Trustees on 1 April 2022 and signed on their behalf by:

Chair:



Peter Schofield

The notes on pages 42 to 61 form an integral part of these accounts

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2021

	Note	<u>2021</u> <u>£000</u>	<u>2020</u> <u>£000</u>
Cash flows from operating activities:			
Net cash used in operating activities	A	(3,401)	(2,915)
Cash flows from investing activities:			
Investment income	3	300	603
Investment income reinvested	3	(313)	(626)
Purchase of intangible assets	8	(332)	(228)
Purchase of property, plant and equipment	9	(12)	(27)
Payments to pension fund	16	(653)	(638)
Disposal of investments	10a	4,199	4,568
Net cash provided by investing activities		3,189	3,652
Change in cash and cash equivalents in the reporting period		(212)	737
Cash and cash equivalents at the beginning of the reporting period		1,237	500
Cash and cash equivalents at the end of the reporting period	B	1,025	1,237

Notes to the cash flow statement

A. Reconciliation of net income/expenditure to net cash flow from operating activities		<u>2021</u> <u>£000</u>	<u>2020</u> <u>£000</u>
Net (expenditure) / income for the reporting period (as per the statement of financial activities)		(2,359)	(3,296)
Adjustments for:			
(Gain) on investments	10a	(945)	(368)
Depreciation & amortisation charges	8 & 9	105	85
Investment income	3	(300)	(603)
(Increase)/ decrease in debtors	11	(317)	303
Increase/ (decrease) in creditors	12	101	(10)
Net pension scheme expenses	16	158	177
Pension scheme loss	16	156	797
Net cash used in operating activities		(3,401)	(2,915)
B. Analysis of cash and cash equivalents		<u>2021</u> <u>£000</u>	<u>2020</u> <u>£000</u>
Cash in hand		1,025	1,237
Total cash and cash equivalents		1,025	1,237

The notes on pages 42 to 61 form an integral part of these Accounts

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2021

1. Accounting policies

Status of the Charity

The Charity was incorporated in England and Wales on 16th June 2010 (company number 7286399) and is limited by guarantee of its members. The guarantee of each member is restricted to £1 sterling. The address of the registered office is No. 5 Anne Boleyn's Walk, Cheam, Surrey, SM3 8DY.

The Charity meets the definition of a public benefit entity under FRS 102. It is registered in England and Wales (charity number: 1136870) and in Scotland (charity number: SC041956).

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The financial statements are drawn up under the historical cost convention except that the freehold property was valued as at 30 June 2000 and investments are carried at market value.

The financial statements are presented in pounds sterling which is also the functional currency of the Charity.

The Charity has one wholly owned subsidiary undertaking, CSBF Enterprises Limited (company number 03119311). This is not consolidated on the basis that the amounts in the subsidiary are immaterial in the context of the Charity.

Going concern

The Trustees have assessed the Charity's ability to continue as a going concern. The Trustees have considered several factors when forming their conclusion as to whether the use of the going concern basis is appropriate when preparing these financial statements including a review of updated forecasts to the end of 2023, a consideration of key risks, including the impact of coronavirus, that could negatively impact the charity and the latest available valuation of the investment portfolio.

The Charity's principal source of income continues to be regular monthly contributions from individuals, both serving and retired civil servants. This represented approximately 75% of the Charity's income in 2021. As reported in the financial review, contributions in 2021 reflected a net 8% decline and this trend has continued to be modelled in the revised forecasts. The key area of uncertainty relates to any impact of market turmoil on the valuation of investments. The Trustees are satisfied that the Charity has sufficient reserves and liquidity within the investment portfolio to continue as a going concern for the foreseeable future. Cash flow forecasts are regularly prepared and assets in the investment portfolio can be liquidated to meet short term requirements.

After considering these factors, the Trustees have concluded that the Charity has a reasonable expectation that there are adequate resources to continue in operational existence for the foreseeable future and have continued to prepare the financial statements on the going concern basis.

Income

Income is recognised in the accounts of the Charity when all of the following criteria are met:

- Entitlement – control over the rights or other access to the economic benefit has passed to the Charity.

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2021

- Probability – it is more likely than not that the economic benefits associated with the transaction or gift will flow to the Charity.
- Measurement – the monetary value or amount of the income can be measured reliably and the costs incurred for the transaction and the costs to complete the transaction can be measured reliably.

Contributions, and any related recoverable tax, are accounted for when they are due. Donations are accounted for when received. Pecuniary legacies are recorded as income when notified; residuary legacies are recorded when the Charity is legally entitled to the income, receipt is probable and the amounts can be reasonably quantified. Income from investments is accounted for when distributions are notified by the investment managers.

Income from Government Grants is recognised using the accrual model basis. Grant Income is recognised when there is reasonable assurance that a) any conditions attached to receiving the grant will be met and b) the grants will be received. Grants relating to revenue are recognised in income over the periods in which related costs are incurred for which the grant is intended to compensate.

Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to commit the Charity to expenditure as a result of a past event, it is probable that settlement will be required and the amount of the obligation can be measured or estimated reliably.

Grants payable are accounted for when approved by the Charity and notified to beneficiaries. All other expenditure is accounted for on an accruals basis.

Governance costs represent expenditure on strategic planning for the Charity's future development, internal and external audit, legal advice to trustees and costs associated with constitutional and statutory requirements including the cost of Board meetings and preparing statutory accounts.

Costs which cannot be directly attributed to individual activities reflected on the Statement of Financial Activities are allocated on a basis consistent with the use of resources, being the relevant proportions of either staff costs, time spent or assets utilised.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred

Allocation of support costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include central management and office costs, finance, HR, information technology and systems, analysis and insight, defined benefit pension scheme expenses and governance costs which support the Charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities.

Tangible fixed assets

Tangible fixed assets costing more than £1,000 are capitalised. All fixed assets are recorded at cost, except the freehold property which was re-valued as at 30 June 2000 and is recorded at this value, and are depreciated at rates to write off the excess of the cost or valuation over the anticipated residual value of individual assets evenly over their estimated useful lives. These rates are currently as follows:

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2021

Freehold building and property improvements	2-3% p.a. on valuation and cost
Fixtures, fittings & office equipment	15% p.a. on cost
Other computer hardware & software purchased before 1 January 2017	33½% p.a. on cost

Intangible fixed assets

Intangible fixed assets are non-monetary fixed assets that do not have physical substance but are identifiable and are controlled by the Charity through custody or legal rights. An intangible asset is recognised when it is separable or arises from contractual or other legal rights and if it is probable that its expected future economic benefits will flow to the Charity, and if its cost or value can be measured reliably. Intangible fixed assets costing more than £2,000 are capitalised.

Intangible assets are measured initially at cost and subsequently at cost less impairment and less any accumulated amortisation. The residual value of intangible fixed assets is nil when calculating the charge for amortisation unless reliable evidence exists to the contrary. Amortisation of intangible fixed assets is charged as an expense to the relevant statement of financial activities (SoFA) category reflecting the use of the asset.

Intangible assets are amortised on a straight-line basis over their useful economic lives. If the useful life cannot be estimated reliably it is presumed to be no more than five years. Amortisation commences on development expenditure when an intangible asset is available for use.

The amortisation rates used are as follows:

Software and website costs: 33½% per annum

Major system development: 20% per annum

Intangible assets are only reviewed for impairment if there are indicators that the asset may be impaired.

Investment assets

Investments are measured initially at cost and valued in the balance sheet at fair value (their market value) at the balance sheet date. Investment net gains and losses, whether realised or unrealised, are combined and shown in the heading 'Net gains/(losses) on investments' in the Statement of Financial Activities.

Investment charges

The investment management fees in the Statement of Financial Activities are feed paid directly to Barings for the management of the Charity's segregated fund until the arrangements with Barings came to an end in June 2021. The new arrangement with Columbia Threadneedle, the Charity's new investment manager, which started in September 2021 is for the Charity to invest in two pooled funds where the fees are deducted directly in calculating the value of the units in the funds. Fees from this point are not separately identifiable and are in effect netted off in arriving at the gain on investments. The Ongoing Charges Figure (OCF) for the long term fund is 0.56% (including an AMC of 0.40%). The OCF for the short term fund is 0.53% (including an AMC of 0.40%). The Charity receives a 0.2% rebate on short dated fund's AMC, and this is reflected under Other Income.

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2021

Pensions

Employer costs relating to the defined contribution pension scheme are included as expenditure when they become payable in accordance with the rules of the scheme.

The Charity also contributes to a defined benefit pension scheme, which was closed in 2004 to future benefit accrual. The current service costs of the scheme, together with the scheme interest cost less the expected return on the scheme assets for the year, are charged to the Statement of Financial Activities (SoFA). The actuarial losses on the scheme are recognised immediately as other recognised losses. The Charity does not recognise pension surpluses on its Balance sheet as FRS 102 only permits a surplus to be recognised where the employer is able to recover that surplus either through reduced contributions in future or through refunds from the plan.

The assets of the scheme are measured at fair value at the balance sheet date. Liabilities are measured on an actuarial basis at the balance sheet date using the projected unit method and discounted at a rate equivalent to the current rate of return on a high quality corporate bond of equivalent term to the scheme liabilities. Any resulting defined benefit liability will be presented separately after other net assets on the face of the balance sheet.

Financial instruments

The Charity has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at amortised cost. Financial assets held at amortised cost comprise cash and bank and in hand, short term cash deposits together with debtors excluding prepayments. Financial liabilities held at amortised cost comprise short and long term creditors excluding deferred income and taxation payable. No discounting has been applied to these financial instruments on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

Investments, including bonds and cash held as part of the investment portfolio are held at fair value at the balance sheet date, with gains and losses being recognised within income and expenditure. Investments in subsidiary undertakings are held at cost less impairment.

Critical accounting judgements and key sources of estimation uncertainty

In the application of the accounting policies, trustees are required to make judgements, estimates, and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affected current and future periods.

The only significant sources of uncertainty in our estimations that have a significant effect on the amounts recognised in the financial statements are the defined benefit pension scheme and estimated residuary legacies receivable. Further details, including assumptions used, are disclosed in Note 16 (defined pension scheme), and under Income in the accounting policies (residuary legacies).

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2021

2. Income from donations and legacies

	<u>2021</u>	<u>2020</u>
	<u>£000</u>	<u>£000</u>
Regular contributions from individuals	3,691	4,025
Contributions from employer organisations	196	152
Legacies	324	99
Donations	221	253
Fundraising events	21	28
	4,453	4,557

2a. Other Income

	<u>2021</u>	<u>2020</u>
	<u>£000</u>	<u>£000</u>
Government Grants	11	119
Lotteries	26	46
	37	165

Income from Government Grants resulted from claims made to the Coronavirus Job Retention Scheme.

3. Investment income

	<u>2021</u>	<u>2020</u>
	<u>£000</u>	<u>£000</u>
Interest receivable	-	1
Change in accrued investment interest	(13)	(24)
Interest from Baring Asset Management portfolio re-invested	243	450
Dividends from Baring Asset Management portfolio re-invested	70	176
	300	603

The Charity moved its portfolio from directly owning the assets in a segregated fund to investing in two pooled funds in September 2021 (see note 10).

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2021

4. Expenditure

	Financial Support (Note 4a) £000	Direct Activities £000	Support costs (Note 4b) £000	<u>2021</u> <u>Total</u> £000	<u>2020</u> <u>Total</u> £000
Costs of raising funds					
Fundraising & engagement	-	1,026	536	1,562	1,305
Investment costs	-	91	-	91	113
	-	1,117	536	1,653	1,418
Charitable activities					
Alleviating need	1,637	2,594	2,054	6,285	6,774
Total expenditure at 2021	1,637	3,711	2,590	7,938	8,192
Total expenditure at 2020	1,659	3,791	2,742	8,192	

(a) Analysis of financial support	2021 One-off £000	2021 Ongoing £000	<u>2021</u> <u>Total</u> £000	2020 One-off £000	2020 Ongoing £000	<u>2020</u> <u>Total</u> £000
to help in the following circumstances:						
- bereavement	114	-	114	151	-	151
- caring	2	-	2	4	-	4
- disability	113	-	113	186	-	186
- domestic abuse	44	-	44	30	-	30
- emergency situation	11	-	11	12	-	12
- ill health	270	65	335	223	74	297
- poor wellbeing	379	-	379	332	-	332
- reduced or low income	436	2	438	470	4	474
- relationship breakdown	181	-	181	161	-	161
- unstable/unsafe living arrangements	20	-	20	11	-	11
- community projects	-	-	-	1	-	1
	1,570	67	1,637	1,581	78	1,659

There were no repayable grants (2020: none) agreed during the year. The total outstanding at 31 December is shown in Note 11 to the Accounts.

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2021

(b) Analysis of support costs

									<u>2021</u>	<u>2020</u>
	<u>Management</u>	<u>Governance</u>	<u>DB Pension Scheme</u>	<u>Finance</u>	<u>H.R</u>	<u>Insight & Analysis</u>	<u>IT & Systems</u>	<u>Central Services</u>	<u>Total</u>	<u>Total</u>
	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>	<u>£000</u>
Costs of raising funds										
Fundraising & engagement	131	8	32	49	47	51	171	47	536	551
Charitable activities										
Alleviating need	524	32	126	194	187	203	598	190	2,054	2,191
In 2021	655	40	158	243	234	254	769	237	2,590	2,742
In 2020	791	32	177	241	364	364	467	306	2,742	

Allocation is based on the use of resources, being the relevant proportions of staff costs, time spent and assets utilised.

(c) Analysis of governance costs

	<u>2021</u>	<u>2020</u>
	<u>£000</u>	<u>£000</u>
Board of Trustees expenses	3	3
Annual Reports & accounts	7	8
Audit fees	24	21
	<u>34</u>	<u>32</u>

5. Net Income/expenditure for the year

	<u>2021</u>	<u>2020</u>
	<u>£000</u>	<u>£000</u>
This is stated after charging/crediting:		
Amortisation/depreciation charge for the year	105	85
Auditors' remuneration – audit fees (excluding VAT)	20	18

6. Trustees and employees

The trustees and persons connected with them have not received or obtained any remuneration or other financial benefits during the year, directly or indirectly from the Charity's funds (2020: nil). No trustees were reimbursed travelling expenses during 2021 (2020: one trustee, £51).

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2021

Employee and staff costs

Staff costs during the year were as follows:	£000	£000
Salaries	3,828	4,047
Employer's national insurance	392	412
Employer's regular pension scheme contributions	514	502
Total	4,734	4,961

During the year, there was one termination payment of £6,420 (2020 £137k) and there were no outstanding payments at the end of the year.

Average number of employees – Full-time equivalents

	<u>Regional</u>	<u>HQ</u>	<u>2021</u>	<u>2020</u>
Marketing and Income Generation	14	19	33	36
Help, Advice and Service	14	23	37	38
Management and Central Services	1	24	25	26
In 2021	29	66	95	100
In 2020	26	74	100	

Average number of employees – Headcount

	<u>Regional</u>	<u>HQ</u>	<u>2021</u>	<u>2020</u>
Marketing and Income Generation	14	20	34	38
Help, Advice and Service	17	25	42	43
Management and Central Services	1	27	28	29
In 2021	32	72	104	110
In 2020	30	80	110	

Number of employees with emoluments (including taxable benefits but excluding employer pension costs) exceeding £60,000:

	2021	2020
£60,001 - £70,000	2	1
£70,001 - £80,000	1	2
£80,001 - £90,000	1	1
£90,001 - £100,000	2	1
£100,001 - £110,000	1	1
Employer pension contributions paid in respect of a defined contributions pension scheme	£64,807	£52,029

THE CHARITY FOR CIVIL SERVANTS
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The key management personnel of the Charity comprise the Chief Executive Officer and three Directors. The total employee benefits of the key management personnel of the Charity were £440,666 (2020: £430,531), including salary, employer pension contributions, Health Cash Plan premiums and employer National Insurance contributions.

Our senior management team remuneration in 2021 was as follows:

Position	2021			2020	
	Basic Salary	Benefits	Employers Pension conts.	Total remuneration	Total remuneration
Chief Executive	£101,353#	£0	£14,189	£115,542	£114,838
Director of Help and Advice	£80,581	£222	£11,281	£92,084	£90,844
Director of Finance & Corporate Services	£91,340	£222	£12,788	£104,350	£100,112
Director of Strategic Marketing and Income Generation	£77,452	£222	£7,489	£85,163	£81,212

The Chief Executive elected not to take a pay rise in 2021.

	<u>2021</u>	<u>2020</u>
Total remuneration	397,139	£387,006
Employers NI	43,527	£42,672
Dependents Pension Benefit annual premium (not BIK) – closed 31st March 2020	-	£853
Grand Total	<u>£440,666</u>	<u>£430,531</u>

7. Volunteers

The charity has a total of 975 volunteers (2020: 611 volunteers) situated across the UK at the end of 2021.

In 2021 the Charity launched the new ‘2025 Volunteering Strategy’ where we introduced a new engagement network: The Champions and new Skills-Based Volunteering roles.

The Charity had 876 Champions across the UK by the end of 2021, based in 42 government departments. Our Champions have either received help in the past or are keen to ensure that colleagues do not struggle through circumstances without the Charity’s support.

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Doing this by promoting the Charity's services and encouraging fundraising and income giving, mainly by sharing information digitally within their workplaces.

With the launch of the Skills Based Volunteering roles, we had 10 individuals in 10 different roles, supporting the volunteering and organisational strategic vision.

8 Volunteers were appointed to roles to represent the volunteer audience from different departments and activities as part of the new Volunteer Strategy Group, who provided feedback on several activities including; the design and content of new role profiles, a mentoring/buddy scheme proposal and fundraising in workplaces.

The overall number of 975 volunteers for 2021 includes: Champions, the Skills-Based Volunteers (who are also registered as Champions on the data base) and those who are still registered with us who are Retired and Former CS, who we still communicate with outside of The Champions network.

8. Intangible fixed assets

	Website & software
Cost or valuation	<u>£000</u>
Balance at 01.01.2021	485
Additions	332
Disposals	(57)
Balance at 31.12.2021	<u>760</u>
Accumulated amortization	
Balance at 01.01.2021	259
Charge for the year	74
Disposals	(57)
Balance at 31.12.2021	<u>276</u>
Net book value at 31.12.2021	<u>484</u>
Net book value at 31.12.2020	<u>226</u>

Assets in the course of construction were £374,912 (2020: 43,174)

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2021

9. Tangible fixed assets

	Freehold property	Fixtures, fittings and equipment	<u>Total</u>
Cost or valuation	<u>£000</u>	<u>£000</u>	<u>£000</u>
Balance at 01.01.2021	940	333	1,273
Additions	-	12	12
Disposals	-	(4)	(4)
Balance at 31.12.2021	<u>940</u>	<u>341</u>	<u>1,281</u>
Accumulated depreciation			
Balance at 01.01.2021	250	289	539
Charges for the year	12	19	31
Disposals	-	(3)	(3)
Balance at 31.12.2021	<u>262</u>	<u>305</u>	<u>567</u>
Net book value at 31.12.2021	<u>678</u>	<u>38</u>	<u>716</u>
Net book value at 31.12.2020	<u>690</u>	<u>44</u>	<u>734</u>

The Charity's property at No 5 Anne Boleyn's Walk, Cheam, was re-valued by Christie & Co, Surveyors, Valuers and Agents, in June 2000. All adjustments necessary to reflect the value as at that date were charged to the Revaluation Reserve. Subsequent depreciation has been based on the re valued amounts.

10. Fixed asset investments

(a) Investment portfolio

Movements in the investment portfolio in the year	<u>2021</u> <u>£000</u>	<u>2020</u> <u>£000</u>
Market value at 1 January	35,526	39,099
Dividends received – re-invested	70	176
Interest re-invested	243	451
Net (disposals) Barings	(36,855)	(4,568)
Investment transferred to Columbia	33,956	-
Net (disposals) Columbia	(1,300)	-
Net investment gain	945	368
Market value at 31 December	<u>32,585</u>	<u>35,526</u>

The investments as at 31 December 2021 shown above as managed by Columbia Threadneedle have been valued at fair value (their market value) on 31 December 2021.

During 2021 the Charity transferred its investment portfolio from Barings to Columbia Threadneedle. Under the management of Barings, the portfolio was held in segregated funds meaning the investment assets were directly owned by the Charity. In September 2021 the Charity transferred its investment portfolio into two pooled funds: a short term and a long term fund. The Charity owns shares in the pooled funds and has opted for accumulated shares. Any distributions due to the fund will not be allocated as income but

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2021

will be reinvested and form part of the fund's capital and reflected in an increased share price.

Market value of pooled funds as at 31 December 2021:

Funds	£000
Short Term Fund	5,625
Long Term Fund	26,960
Total held with Columbia Threadneedle	32,585

The Short Term fund is mainly comprised of fixed income and cash to mitigate any short term market volatility. The Long term fund's asset weighting as at 31 December 2021 is analysed below:

Long Term Fund	Weighting (%)
Fixed Income	45.80%
Equities	42.30%
Commodities	6.50%
Cash	3.10%
Property	2.30%
Total	100.00%

Investments held by Baring Asset Management is set out below, reflecting the asset types of the underlying investments as at 31 December 2020:

Asset Class	Market Value £000	% Total
Equities	19,973	56.22%
Bonds	12,644	35.59%
Commodities	1,876	5.28%
Foreign exchange contracts	831	2.34%
Cash and cash equivalents	202	0.57%
Total portfolio	35,526	100%

(b) Investment in subsidiary

The Charity has an investment in one wholly owned subsidiary CSBF Enterprises Limited, a company registered in England & Wales, No. 03119311, with ordinary issued share capital of 7 shares of £1 each. The investment is held at a cost of £7. As the accounts are rounded to £000s, this investment is not shown on the balance sheet, and consolidated accounts are not prepared, as the subsidiary is not material to the assets, liabilities or net results of the Charity. The subsidiary had minimal activity during the year and does not employ any staff directly. The administrative charge to offset the cost of time spent by Charity staff on behalf of CSBF Enterprises Ltd was nil (2020: nil). In 2021 the subsidiary made a loss in the year and no donation has been made to the Charity. Its reserves at year end were £9,060 (2020: £9,713). At the year end, CSBF Enterprises Limited owed the charity £825 (2020: £624).

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11. Debtors

	<u>2021</u>	<u>2020</u>
	<u>£000</u>	<u>£000</u>
Other debtors:		
- Repayable grants	32	70
- Sundry debtors	2	4
Prepayments	323	170
Accrued income:		
- Contributions from individuals	135	145
- Legacies	200	33
- Tax credits on gift aid donations	74	14
- Other accrued income	1	-
- Investment income	-	14
Due from CSBF Enterprises Ltd	1	1
	<u>768</u>	<u>451</u>

In 2021 £38k of repayable grants were reclassified into non-repayable financial support.

12. Creditors - amounts falling due within one year

	<u>2021</u>	<u>2020</u>
	<u>£000</u>	<u>£000</u>
Accrued financial grants payable	127	66
Trade creditors	305	175
Pension contributions	54	53
Taxation and social security costs	104	105
Accruals	89	179
	<u>679</u>	<u>578</u>

12.(a) Movement of financial support payable

	<u>£000</u>
Opening financial grants payable	66
Alleviating need recognised	1,637
Financial grant payments made during the year	(1,595)
Cancelled/refunded financial grants	19
Closing financial grants payable 2021	<u>127</u>

In 2021 £127k (2020: £66k) of financial grants were approved but not paid. These are expected to be paid in 2022.

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2021

13. Operating Leases

	<u>2021</u> <u>£000</u>	<u>2020</u> <u>£000</u>
Rentals charged in the year		
Equipment	27	31
	Equipment	
	<u>2021</u> <u>£000</u>	<u>2020</u> <u>£000</u>
The total future minimum lease payments under operating leases are due as follows:		
- in less than one year	17	32
- in more than one year and less than five years	3	15

14. Funds

The Charity maintains various types of fund as set out below.

Unrestricted funds

Unrestricted funds represent the free funds of the Charity which are expendable at the discretion of the trustees to further the objects of the Charity.

Restricted funds

Restricted funds are those funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes.

Customs & Excise Family Fund

A restricted donation of £30,000 was given to the Charity in March 2006, following the dissolution of The Customs & Excise Family Fund. This was to provide Christmas grants to certain members of the Family Fund, in line with the wishes of their trustees. Interest earned on the Restricted fund was £0 (2020: £0) and grants expenditure was £660 (2020: £660).

Fenton Trust

Restricted donations of £20,000 and £15,000 were given to the Charity in March 2013 and September 2015 respectively to support current, former and retired civil servants of grades executive officer and above residing in the UK. This is to provide grants for essential household bills and items and help with mobility requirements. Grants expenditure in 2021 was £0 (2021: £0) due to no applications being received in the year.

Civil Aviation Authority Fund

A donation provided by the Civil Aviation Authority was restricted to provide help to CAA retired staff and their dependants. In 2021, the interest earned on the restricted fund was £0 (2020: £0) and £0 was spent (2020: £771) on applications from CAA retirees or their dependants.

The Black Bequest Fund

In 2019, the Northern Lighthouse Board donated to the Charity £1,719.62 which represents the closing funds of the James Coats Junior Ferguslie Paisley Memorial Fund, known as Black Bequest. The amount is restricted to be used to supply Lightkeepers or their dependants who are

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2021

or have been in the employ of the Northern Lighthouse Board with benefits in line with those offered by the Charity. No interest has been earned on or money spent from the Fund in 2021 (2020: £0).

Dementia Fund

In 2014, CSIS Charity Fund donated £28,000 to be spent on Dementia services. £4k was spent in 2021 (2020: £0).

During 2019, a new project was developed in partnership with Dementia UK. A part of this was a plan to deliver face to face support sessions led by Admiral Nurses in civil service workplaces. However, the COVID-19 pandemic led to these being cancelled. Instead, the project has now focused on the development of digital engagement through the pilot of online clinics and an online appointment based model.

Analysis of movements

Restricted Funds	Opening Balance	Income	Transfers between Funds	Expenditure	Closing Balance
	£000	£000	£000	£000	£000
Customs & Excise	16	-	-	(1)	15
Family Fund	7	-	-	-	7
Fenton Trust	5	-	-	-	5
CAA Fund	2	-	-	-	2
Black Bequest Fund	23	-	-	(4)	19
Balance at 31 December 2021	53	-	-	(5)	48

Analysis of net assets by fund

	Intangible & tangible fixed assets	Investment assets	Net Current assets	Defined Pension scheme	Total
	£000	£000	£000	£000	£000
Unrestricted funds					
General reserves	1,200	32,585	1,066	-	34,851
Restricted funds	-	-	48	-	48
Balance at 31 December 2021	1,200	32,585	1,114	-	34,899

Analysis of movements for the Year Ended 31 December 2020

Restricted Funds	Opening Balance	Income	Transfers between Funds	Expenditure	Closing Balance
	£000	£000	£000	£000	£000
Customs & Excise	17	-	-	(1)	16
Family Fund	7	-	-	-	7
Fenton Trust	6	-	-	(1)	5
CAA Fund	2	-	-	-	2
Black Bequest Fund	23	-	-	-	23
Balance at 31 December 2021	55	-	-	(2)	53

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2021

Analysis of net assets by fund the Year Ended 31 December 2020

	Intangible & tangible fixed assets	Investment assets	Net Current assets	Defined Pension scheme	Total
	£000	£000	£000	£000	£000
Unrestricted funds					
General reserves	960	35,526	1,057	-	37,543
Pension reserve	-	-	-	(338)	(338)
Restricted funds	-	-	53	-	53
Balance at 31 December 2020	960	35,526	1,110	(338)	37,258

15. Taxation

No corporation tax arises as the Charity for Civil Servants is a registered Charity, and is able to take advantage of the tax relief available to charitable bodies.

16. Pension

The Charity for Civil Servants participates in a non-contributory multi-employer defined benefit staff pension scheme, which was formed for all permanent members of staff, within certain age criteria, of the Charity for Civil Servants and certain other employers. The assets of the scheme are held separately from the assets of the Charity. The scheme has its own trustees who are responsible for the scheme which is administered on their behalf by Mercer. The scheme was closed to all staff for future benefit accrual with effect from 5 April 2004.

The Charity also operates a defined contribution group personal pension scheme which is administered by Legal & General. The Charity pays varying levels of contributions on behalf of the employees, based on their number of years' service and levels of employees' own contributions.

A full triennial actuarial valuation of the defined benefit scheme was undertaken at 6 April 2019 by an independent qualified actuary. This revealed a deficit, on the assumptions used, of £1,855,000. The employers signed up to a recovery plan which is intended to eliminate the shortfall by 5 April 2023. The Charity is committed to paying the following contributions and expenses.

Year Commencing	Contribution	Expenses
6 April 2019	£485,892	£141,000
6 April 2020	£453,446	£188,000
6 April 2021	£468,460	£188,000
6 April 2022	£483,924	£188,000

The best estimate of contributions to be paid by the Charity for the year beginning 1 January 2022 is £668,061. Detailed disclosures for the defined benefit pension scheme, in accordance with FRS102, are set out below.

Present value of scheme liabilities, fair value of assets and deficit

	2021 £000	2020 £000
Fair value of scheme assets	24,768	23,025
Present value of scheme liabilities	(22,044)	(23,363)
Surplus / (deficit) in Scheme	2,724	(338)

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The Charity has not recognised the pension surplus on its balance sheet as FRS 102 only permits a surplus to be recognised where the employer is able to recover that surplus either through reduced contributions in future or through refunds from the plan.

Reconciliation of opening and closing balances of the present value of scheme liabilities

	<u>2021</u>	<u>2020</u>
	<u>£000</u>	<u>£000</u>
Scheme liabilities at 1 January	23,363	20,875
Change in employer's share	-	-
Scheme expenses	158	177
Interest cost	321	413
Actuarial (gain) / loss	(898)	2,613
Benefits paid and expenses	(900)	(715)
Scheme liabilities at 31 December	<u>22,044</u>	<u>23,363</u>

Reconciliation of opening and closing balances of the fair value of scheme assets

	<u>2021</u>	<u>2020</u>
	<u>£000</u>	<u>£000</u>
Fair value of scheme assets at 1 January	23,025	21,175
Change in employer's share	(8)	(2)
Interest income	320	423
Actuarial gain	1,678	1,506
Contributions by employer	653	638
Benefits paid & scheme expenses	(900)	(715)
Fair value of scheme assets at 31 December	<u>24,768</u>	<u>23,025</u>

Amounts included within Statement of Financial Activities

	<u>2021</u>	<u>2020</u>
	<u>£000</u>	<u>£000</u>
Interest cost	(1)	-
Scheme expenses	(158)	(177)
Change in employer's share	-	(2)
Total (charged) within net income	<u>(159)</u>	<u>(179)</u>
Actuarial (losses)	(156)	(797)
Total (charged) to the Statement of Financial Activities	<u>(315)</u>	<u>(976)</u>

The cumulative amount of actuarial gains or losses recognised in the statement of recognised gains and losses since the adoption of FRS102 is £1,049k loss (2020: £734k).

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2021

Fair value of scheme assets

	<u>2021</u>		<u>2020</u>	
	<u>£000</u>	<u>%</u>	<u>£000</u>	<u>%</u>
UK equity	-	-	1,787	7.8%
Other equity	4,816	19.4%	1,787	7.8%
Global equity	8,846	35.7%	13,490	58.6%
Absolute Return Bond Fund	1,981	8.0%	1,963	8.5%
Gilts	2,355	9.5%	-	0%
Liability Driven Investment	6,683	27.0%	3,918	17.0%
Cash	87	0.4%	80	0.3%
Total value of assets	<u>24,768</u>	<u>100%</u>	<u>23,025</u>	<u>100%</u>

Assumptions	<u>2021</u>	<u>2020</u>
Inflation (RPI)	3.6%	3.1%
Inflation (CPI)	3.15%	2.55%
Discount rate	1.8%	1.4%
Allowance for increase in pensions: lower of CPI or 5% (effective from April 2017)	3.03%	2.53%
Rate of revaluation of deferred pensions of CPI +1%	4.15%	3.55%
Rate of revaluation for deferred pensioners: Lower of CPI or 5%	3.15%	2.55%
Cash commutation allowance (% tax free cash)	85%	85%
Withdrawal allowance	None	None
Assumed life expectations (no. years) on retirement age of 60		
- Retiring today: males	26.0	26.0
- Retiring today: females	28.6	28.5
- Retiring in 20 years: males	27.5	27.5
- Retiring in 20 years: females	30.1	30.0

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2021

The amounts for the current and previous periods are as follows:

	<u>2021</u> <u>£000</u>	<u>2020</u> <u>£000</u>	<u>2019</u> <u>£000</u>	<u>2018</u> <u>£000</u>	<u>2017</u> <u>£000</u>
Defined benefit obligation	24,768	23,025	21,175	(22,162)	(23,702)
Scheme assets	(22,044)	(23,363)	(20,875)	20,371	21,796
Surplus/(Deficit)	2,724	(338)	300	(1,791)	(1,906)
Adjustment due to limitations on recognition of surplus	(2,724)	300	(300)	-	-
Experience adjustment: gain/(loss) on scheme liabilities	(60)	153	678	(66)	171
Effect of changes in demographic/other assumptions re: the present value of the scheme liabilities; gain/loss	958	(2,767)	(1,350)	1,173	(28)
Return on scheme assets: gains/(losses) assets	1,678	1,506	2,464	(1,333)	988

17. Financial instruments

	<u>2021</u> <u>£000</u>	<u>2020</u> <u>£000</u>
Financial assets measured at fair value	32,585	35,526

Financial assets held at fair value include assets held as investments

18. Related parties

During the year to 31 December 2021 the Charity recharged costs amounting to £0 (2020 £0) in relation to staff and office overheads to its wholly owned subsidiary CSBF Enterprises.

19. Events after the end of the year

The Charity's investment portfolio was valued at £32.6m on 31 December 2021. Since the year end tensions between Russia and Ukraine and then the Russian invasion of Ukraine in late February have led to increased volatility in equity markets as investors consider the attack's expected impact on energy, global growth, inflation and central bank actions. The portfolio was valued at £30.8m on 30 March just before this report was signed. This reflects divestments from the funds of £1.3m and the value of the Charity's units decreasing by £0.4m.

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2021

20. Statement of Financial Activities for the Year Ended 31 December 2020

	Unrestricted Funds £000	Restricted Funds £000	<u>2020</u> <u>Total</u> <u>Funds</u> <u>£000</u>
<u>Income from</u>			
Donations and legacies	4,557	-	4,557
Other income	165	-	165
Investment Income	603	-	603
<u>Total income</u>	<u>5,325</u>	<u>-</u>	<u>5,325</u>
 <u>Expenditure on</u>			
Raising funds			
Fundraising & Engagement	1,305	-	1,305
Investment management	113	-	113
Total costs of raising funds	<u>1,418</u>	<u>-</u>	<u>1,418</u>
Charitable activities			
Alleviating need	6,772	2	6,774
Total charitable expenditure	<u>6,772</u>	<u>2</u>	<u>6,774</u>
<u>Total expenditure</u>	<u>8,190</u>	<u>2</u>	<u>8,192</u>
Net expenditure for the year	(2,865)	(2)	(2,867)
Net gains on investments	368	-	368
Actuarial gain on defined benefit pension scheme	(797)	-	(797)
Net movement in funds for the year	<u>(3,294)</u>	<u>(2)</u>	<u>(3,296)</u>
 Reconciliation of funds			
Funds brought forward at 1 January 2020	40,499	55	40,554
Funds carried forward at 31 December 2020	<u>37,205</u>	<u>53</u>	<u>37,258</u>

The Charity for Civil Servants

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020 8240 2400

foryoubyyou.org.uk

The Charity for Civil Servants is the operating name of the Civil Service Benevolent Fund, registered charity in England and Wales (1136870) and Scotland (SC041956). Company limited by guarantee (7286399). Our money advice is authorised and regulated by the Financial Conduct Authority (FRN: 624489).



FUNDRAISING
REGULATOR

THE CIVIL SERVICE BENEVOLENT FUND

England & Wales - Charity number 1136870

Accounts

**The Charity for
Civil Servants**

ANNUAL REPORT AND ACCOUNTS

for the year ending 31 December 2020

“
*They save lives. They saved my
life. There is no doubt in my
mind they put me together again
and I'll be forever grateful.*

”

Atila, MOD



The Civil Service Benevolent Fund
operating as
The Charity for Civil Servants

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Chair's Foreword



I am very pleased to introduce the Charity's Annual Report and Accounts for 2020. Civil servants have worked hard throughout the pandemic, anticipating, addressing and navigating the challenges and complexities which have continued to emerge. Like everyone, however, those in the civil service community have not been immune to the direct impact of Covid-19 on a personal level.

Despite all the disruption across the year, the Charity still managed to achieve over 54,000 instances of help in 2020 and I was also delighted that the Digital Carer's Passport launched in November 2020, streamlining access to this key support for carers. It's great to see the organisation continuing to make such an enormous difference to the lives of so many in need of our help.

If nothing else, 2020 certainly became a year to adapt, flex, listen and learn. Over a matter of weeks, for example, the Charity seamlessly adapted its operation and ways of working – enabling it to function outside of its offices, on an entirely remote basis. This report serves to highlight other achievements and key issues faced by the Charity, as it worked to continue to deliver vital support during such a difficult period.

As its Chair, I would like to offer my thanks to the Board of Trustees for their commitment during these tough times. I'd also like to thank our supporters, donors, partners and volunteers for all their efforts. The Civil Service Insurance Society (CSIS) and its Charity Fund deserve a special mention – as our largest donor organisation – for their continued support and crucially important partnership.

I know there are robust plans in place for the Charity's future, but I am also mindful that adaptability and flexibility are likely to continue to be increasingly important for the Charity. We must remain agile in our response to a rapidly-shifting context, particularly given the extreme uncertainty which remains about how the next year (and the future beyond that) may eventually unfold for everyone, not just those in our civil service community. I also know that the important work we carry out through 2021 will provide a firm foundation and help transform our longer term fundraising and income generation effort.

To close this introduction, I would like to offer a personal thanks to everyone working at the Charity. You should be very proud of the crucial difference that you all make for the people we support. Alongside those directly delivering help and advice, I am also particularly grateful to the teams in the Charity involved in making some great progress in 2020 on our vital new Finance and CRM systems. Thank you, one and all.

Finally, let's hope that things begin to improve for everyone across 2021.

A handwritten signature in black ink, reading 'Peter Schofield'.

Peter Schofield CB
Chair, Board of Trustees

**THE CHARITY FOR CIVIL SERVANTS
TRUSTEES' ANNUAL REPORT 2020**

The Trustees of The Charity for Civil Servants present their Annual Report for the year ended 31 December 2020 under the Charities Act 2011 and the Companies Act 2006, including the Trustees' Annual Report comprising the Strategic Report and the Directors' Report under the 2006 Act together with the audited financial statements for the year.

Trustees' Strategic Report

Objectives and Activities

The Charity's Objects

"For the public benefit, to relieve from suffering, hardship or distress (whether financial or otherwise), and to promote and sustain the wellbeing of Civil Servants, former Civil Servants, Public Body Employees or former Public Body Employees, employees and former employees of the Charity (and any predecessor organisation of it) and their dependants including without limitation by:

- i. offering lifelong practical, financial and emotional support, advice and guidance;
- ii. providing direct support to individuals, using other available channels to enable civil service communities to connect and support each other, and collaborating with other organisations.

Given the large number of serving and former civil servants and public body employees (and their dependants) that fall under the Charity's remit, the Trustees are satisfied that the Charity is providing public benefit under the Charities Act 2011. Further details are given under Achievements and Performance below. They are also satisfied that they have had due regard to the public benefit guidance published by the Charity Commission and in particular the requirement that the Charity benefits a sufficient section of the public.

The Charity's Vision

A supportive community in which everyone has the chance to live their life to the full.

The Charity exists to support all civil servants, past and present, when times are tough, listening without judgement and providing practical, financial and emotional support. Alongside financial grants and issue-specific advice, we continue to develop and enhance our services, offering digital and self-help tools and techniques, which meet the changing needs our Civil Service community.

We help people to deal with the complex challenges, which anyone can face throughout their lives, from mental or physical health issues and financial capability and debt management, to relationship breakdown, caring responsibilities and bereavement.

The Charity's Mission

Helping people to overcome life's challenges and thrive.

We regularly review our aims, objectives and activities, and in doing so evaluate the appropriateness and effectiveness of our services. As a result of these reviews, we have continued to develop the Charity's offer, details of which are outlined in this Trustees' Strategic Report.

Achievements and Performance

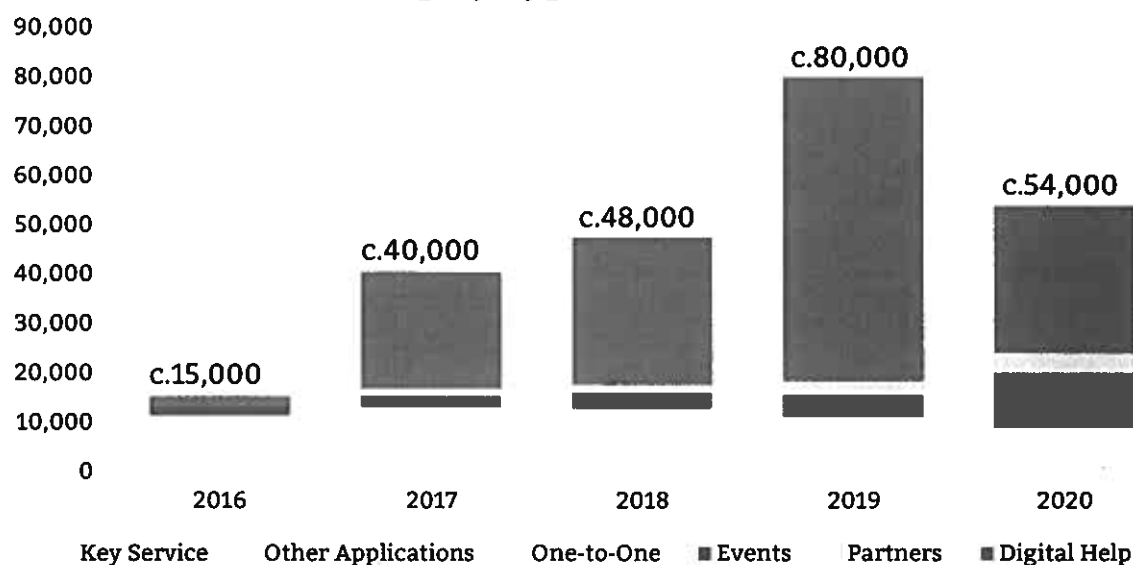
The saying goes: "We're all in the same storm... but we're not all in the same boat" and 2020 has shown exactly that. With a public health crisis and preparations for Brexit sitting top of the list, the Civil Service has (in recent history at least) never been more needed, yet civil servants are not immune to the effects of the Covid-19 pandemic, nor the unprecedented challenges we are all facing in these turbulent times.

The Charity experienced some shifting trends across this past year, and has therefore worked to understand the impact of the Covid-19 pandemic on our audiences, in order to best learn how to support them. Some key headlines from this research are included in this Annual Report and a full report will be available on our website.

Help in 2020:

People came to the Charity for help over 54,000 times. This number continued the upward trend from 2016 although within the context of the pandemic, it was lower than the previous year's high spike, for reasons we touch on in this report.

Help By Type Year-on-Year



There were three key changes to our help provision in 2020:

1. Overall, we had less demand for our help throughout the first lockdown
2. We did not invest in paid for digital promotion as we did in 2019
3. We offset some of this decline, however, with new and continuing partnerships (like Dementia UK and Sleep Station) and a significant increase in help through virtual events and webinars. Events made up just 5% of all the times people came for help in 2019, whereas in 2020 this rose to 20%.

One word sums up the Charity: 'magnificent'

Applicant in 2020 Covid-Effect Survey

Key Measures of Success in 2020

Each year we set some targets for annual performance. Just as it has for most organisations, the Covid-19 pandemic has dramatically impacted our activities and therefore our success in several areas, however we feel it is important to be transparent in our reporting and clear in our realistic ambition for those activities which will now take place in 2021.

Service Delivery and Evolution

Our aim	What we did
Develop our use of the expertise we have in-house within our webinar delivery	Our live and on-demand webinars saw the highest attendance since launch with nearly 6,000 people receiving help from one of our expert help webinars.
Broaden our service offering through digital transformation	The Digital Carer's Passport launched in November 2020, streamlining access to this key support and saving staff time, as each one of these previously took a minimum of 90 minutes for our staff to complete.
Keep updating policy to reflect new areas and trends of need	As the pandemic changed our working practices and the needs people presented, we added £300 to all financial assistance decisions to recognise the extra demands faced by those who were in immediate financial difficulty.
Give out £2.5million in Grants and Purchased Help	We gave out £1.66m in financial assistance in 2020 as demand declined. We anticipate an increase in demand once Government interventions introduced in-year (such as "furlough") are phased out.

Engagement and Sustainability

Our aim	What we did
Achieve £150,000 of regular annualised income from new and restarting donors	Actual achieved £41,000 (27% of target) as recruitment of new donors was seriously impacted by restrictions resulting from the pandemic.
Keep our net lapse rate below 7%	Net Lapse rate was 6.9%.
Achieve £70,000 in one-off donations	One-off donations were £48,000 as events were cancelled.
Increase the pool of people we can contact by 28,000	Actual achieved 12,000 in addition (43% of target).
Ask existing supporters to uplift their regular gift	This initiative was delayed but we will take forward in 2021.
Grow our volunteer network across the Civil Service	Launched the Champions in November 2020 and ended the year with 611 volunteers.
Carry out three issue-led campaigns	Transformed into one key campaign on wellbeing during Covid-19

Service Delivery and Service Evolution

2020 was a year to adapt, be flexible, and develop relevant approaches to financial need and services. We adapted to match our understanding of people's needs, which became predominantly wellbeing rather than financially focused from March to June, during the first phases of lockdown.

Most civil servants, and our own staff, were also adapting to working from home. Financial alleviation measures from Government, such as furlough and the extra weekly £20 on Universal Credit, meant many of our current serving community were hard-pressed at work, but actually saving money on transport, shopping and leisure.

In response to this shift, we increased our wellbeing webinars, on topics such as: gratitude, resilience, kindness and laughter, helping people nearly 6,000 times. This complemented the work of Employee Assistance Programmes and Wellbeing Teams in the workplace and we promoted counselling and other wellbeing offers. Our caseworkers provided a listening ear for people, taking over 200 calls, relating to lockdown itself during the first lockdown period.

The Impact of Covid-19 on our Community

To understand the impact of the Covid-19 pandemic on our audience, we designed a piece of research with the following three objectives:

- Collate and compare the health and wellness of our eligible community against national datasets and previous snapshots during this exceptional period.
- Gain understanding of our help provision and its effectiveness during the pandemic and the level of effect Covid-19 had for driving changes in key areas of our community's lives.
- Discover barriers to entry for people who have struggled during the pandemic period and may not have come to us for support.

To utilise all of our available connections to the Civil Service community – we designed two surveys:

Firstly an in-depth survey devised in-house, sent to our existing connections and networks across the Civil Service.

We received over 1,500 responses, from across 79 departments, agencies and non-departmental public bodies and all across the UK, meaning we should have a well-rounded representation of perspectives.

Secondly, we commissioned **YouGov** to recruit a neutral panel of a further 1,000 working civil servants, where we asked a stripped-down version of our full survey.

Results from the YouGov survey are highlighted in a teal box, like this one.

In the surveys we asked people to evaluate key areas of their lives over 2020, to see if they were now better, worse or about the same, to how they were at the beginning of 2020.

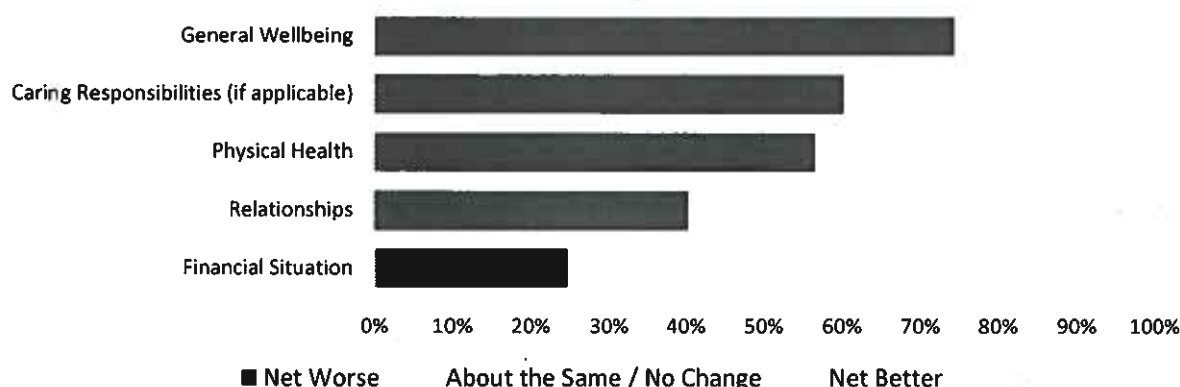
Most people said areas of their lives had got worse during 2020.

Life Situations in 2020:

- Three quarters (75%) said their general wellbeing was negatively affected in 2020
- 60% of those with caring responsibilities felt their situation had got worse
- Physical health and people's relationships were both, on balance, worse off

Thinking about [...] is it better, worse, or about the same as the beginning of 2020?

Base: 1490 (apart from Caring which was 602)



However, unlike the other areas, more people said their financial situation had improved (32%), than those that said it had worsened (25%). Civil servants have been protected from redundancy and wholesale furlough programmes more than many other employed sectors so it is not a surprise to see this survey show us that more people have an improved situation in this area than a worse one.

This was also evidenced in the YouGov survey:

Thinking about now (i.e. December 2020) compared to the beginning of the year (i.e. January 2020)... In general, to what extent would you say each of the following are better, worse or about the about same compared to the beginning of 2020?

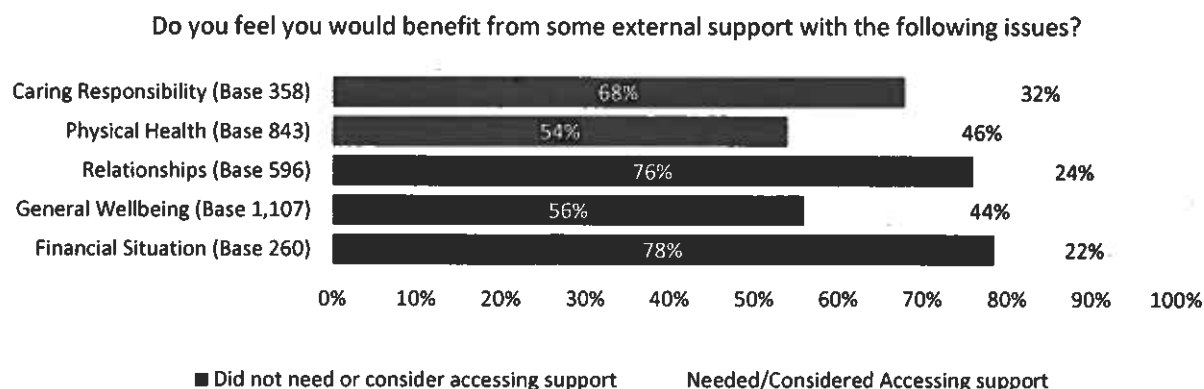
	YouGov survey – Base 1,014	
	Worse	Better
My financial situation	16%	37%
My physical health	39%	16%
My relationships with others	23%	15%
My general wellbeing	45%	14%
My mental health	49%	10%

So what did people do...?

Despite large proportions of our respondents saying that areas of their lives had worsened, many did not take or consider accessing any support.

**THE CHARITY FOR CIVIL SERVANTS
TRUSTEES' ANNUAL REPORT 2020**

For example, of the 75% that said their mental wellbeing has worsened in 2020, only 44% agreed they had needed or were considering support for their general wellbeing.

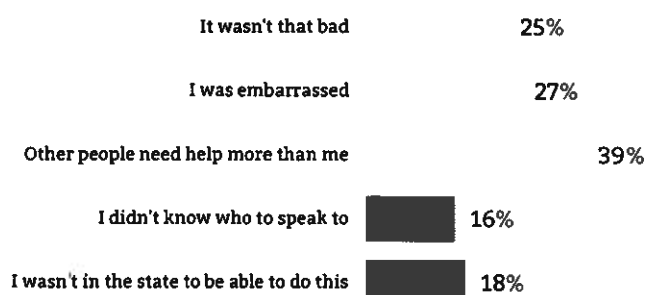


We asked a similar question in the YouGov Panel survey to anyone that had experienced a life event such as a bereavement, mental health issues or illness:

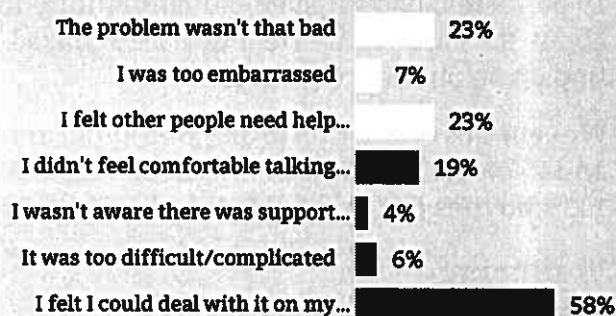
Which, if any, of the following places did you go to for support? And 38% (of 627 respondents) said "Not Applicable – I did not go anywhere for support"

The reasons for not seeking help seem to be largely people's attitudes. Many people feeling their issue is not worthy of help or feeling too embarrassed to reach out.

Charity Survey - why did you not seek support? Base: 157



YouGov Panel - why did you not seek support? Base 241

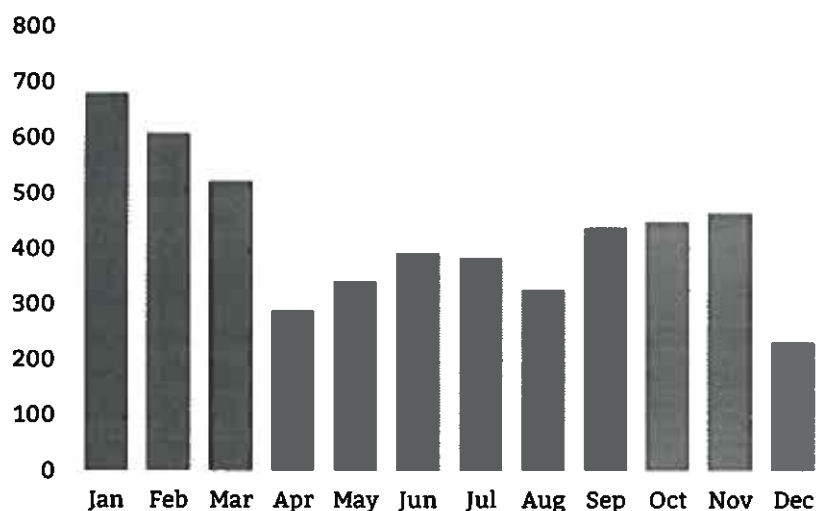


Whilst difficult to change, clear communications and key messaging should be able to influence some movement here as future plans unfold.

Applicants in 2020

Through late March to early June, the Civil Service was adjusting to remote working and the needs of service delivery, as well as implementing numerous government initiatives at very short notice. As a result, we saw a phase of lower numbers coming to the Charity for help across most services and lower expenditure on payments by the Charity.

Caseworker Applications Received by Month



Our Money Advice and Guidance service was less used (-44% on 2019 figures), which may correlate with some having their financial difficulties deferred while alleviation measures were in place. However, the need for wellbeing was evident both at the beginning of lockdown, and towards the latter part of 2020, so despite a fallow second quarter, we reached 85% of the 2019 total of referrals for Wellbeing Conversations.

Given the unusual circumstances in 2020, we decided to modify our usual formal of applicant evaluation, bringing it in line with the wider evaluation of the how the Covid-19 pandemic had affected our community in 2020. This way we could understand more about the cause and effect Covid-19 played both in triggering crisis situations, and its impact on our help delivery.

We sent this evaluation to all 3,600 applicants in 2020 who had applied between 1 January and 27 November. Within the 1,500 respondents to the Covid Effect Survey (see page 5), 133 said they had applied to the Charity in 2020.

Wellbeing:

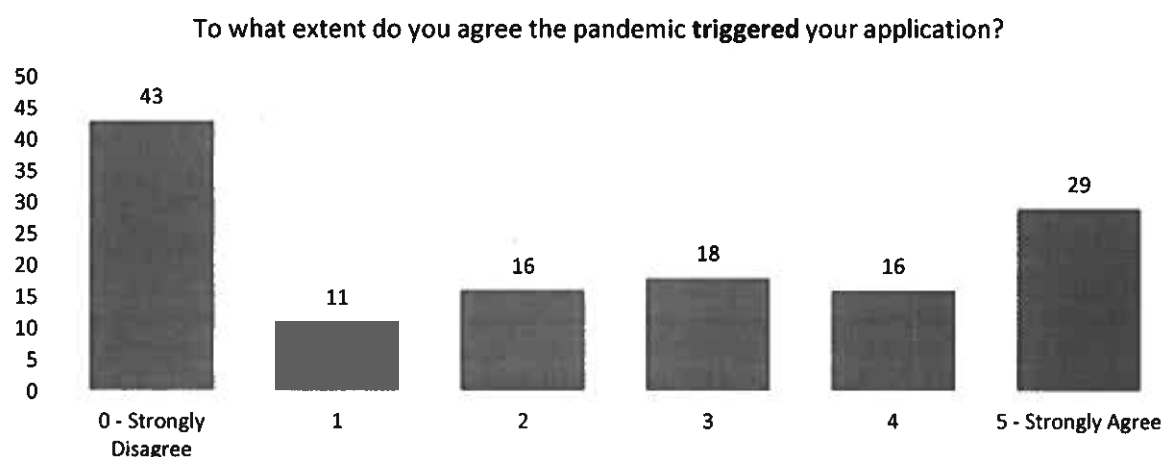
The Wellbeing of our applicants in this survey was broadly consistent with our wider sample of previous applicants (2018 and 2019 analysis), apart from anxiousness which is worse in the wider applicant pool than this smaller 2020 sample.

	Mean Satisfaction ¹	Mean Worthwhile	Mean Happiness	Mean Anxiousness	Count in Sample
All Applicants in Wellbeing Barometer (6-11 months after their application was submitted)	5.24	5.69	5.41	5.32	1,292
Covid-Effect Survey 2020: Applicants	5.44	5.87	5.39	4.83	181

¹ Respondents were asked to answer on a scale of 0 to 10 where 0 is "not at all" and 10 is "completely".

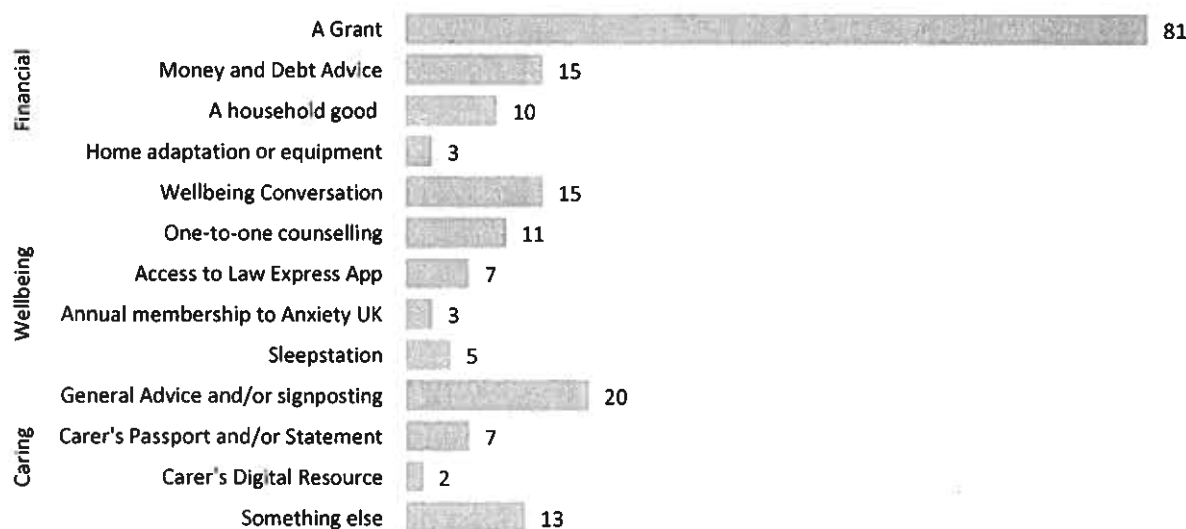
Cause/Trigger of Application:

32% (43) of respondents felt their application was in no way triggered by the Covid-19 pandemic (Strongly Disagree). This could be because the nature of people's reasons for applying vary significantly and many people's issues are long lasting, i.e. preceded the pandemic period.



Help received:

Most of the respondents applied to the Charity because of a financial need (53%) and most people said they received a grant (61%).



Digital Transformation

We accelerated our programme of digital transformation during 2020 with the digitisation of the Carer's Passport and Statement. This now means we can focus on any help needed after the Passport or Statement has been completed, which also informs our

THE CHARITY FOR CIVIL SERVANTS TRUSTEES' ANNUAL REPORT 2020

advice giving. Previous promotion of this support had often then had a knock-on effect on our ability to deliver other services and support as caseworker time was monopolised.

We launched the tool on Carer's Rights Day (November 26) and by the end of the year, we had already supported people 413 times with its output.

In parallel to the design of this new tool we also completed a piece of research to answer a burning question: does digital help provided by the Charity have a lasting impact?

As a Charity we have invested in extending our reach using digital tools as another tool to helping more people.

We therefore need to understand if this kind of intervention makes a difference and how it works alongside the more traditional ways in which we have delivered help in the past.

The Charity for Civil Servants

Carer's Passport and Statement
Digital Tool

Carer's Passport

Create a Carer's Passport / Statement

We're here,
caring with
you

Does Digital Help have a Lasting Impact?

To begin to answer this question we invited all the users of our Wellbeing Hub from its launch in October 2018, up to August 2019 to complete a survey, giving us 128 responses we could analyse.

What is the Wellbeing Hub?

A digital collection of useful information, within four key areas of wellbeing support: Stress, Anxiety, Depression and Resilience. It allows an individual to choose relevant resources which are received by email.



Who was using the Wellbeing Hub...?

We discovered several differences in the demographics of people using the Hub compared to our applicant analysis. Indicating this type of help is reaching new people. There was a larger proportion of younger users (under the age of 35) and a much higher proportion of married/civil partnered users.

Why were people using the Hub...?

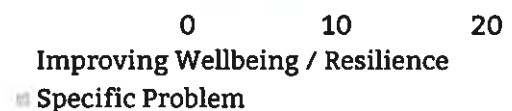
Most people (55) came with a specific problem they wanted support with and a further 30 wanted more general support with their wellbeing.

General concern
for my mental
wellbeing

Workplace stress



And when asked what was the main reason for their visit two key themes emerged from both groups of people. See chart (right).

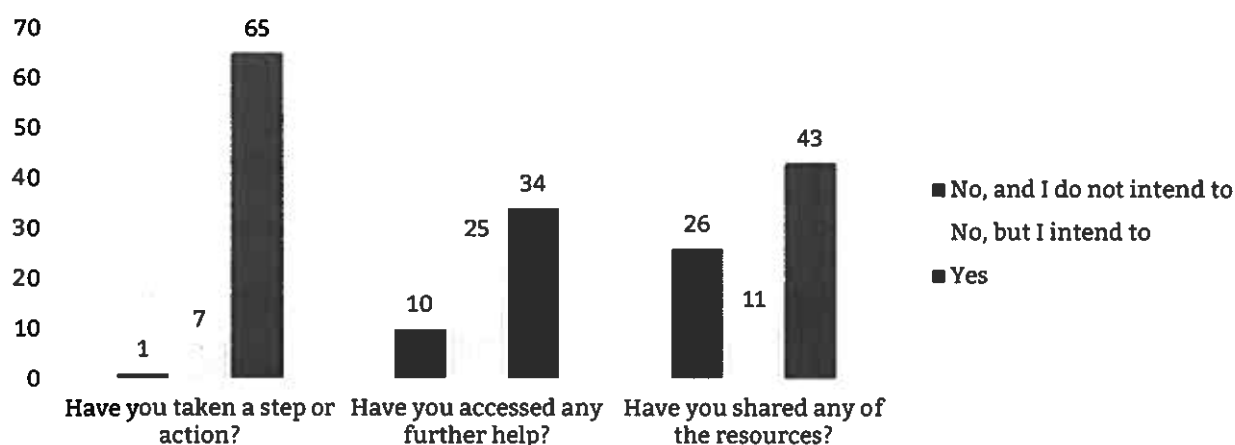


The Lasting Impact of the Hub:

What happened next...?

- 55% agreed that the situation that prompted them to use the Hub had improved
- And 92% of them agreed that the Hub had had at least some positive impact on this improvement

The resources of the Hub are designed to prompt an action and 83% had done at least one thing after receiving their resources and 10 people went onto make a full application to the Charity.



"Thank you for the initial information you supplied it helped me realise I need to get some help, and that I was suffering with low mood. I started talking to family and friends about how I was feeling. It's a slow process but I'm starting to feel better."

Quote from Wellbeing Hub evaluation survey.

What is the value...?

Working with Simetrica (experts in social impact measurement) we discovered a positive association between using the Hub and an increase in someone's wellbeing², worth the equivalent of £3,488 per user.

This totals an impressive £14.7 million in social value³, in other words, we have been able to formally recognise that there is an additional social, economic and/or environmental benefit to our help, showcasing that there is larger value to our digital help provision beyond its initial investment cost. When conducting a Cost Benefit Ratio – we found for every £1 the Charity invested in the Hub, we have generated £11.50 in societal benefit.

This is a very high ratio and could be compounded due to the limitations in our control group and methodology of retrospective questioning. The field of wellbeing analysis and

² Shorter Warwick Edinburgh Mental Wellbeing Scale

³ For more information: [HM Treasury's Green Book](#)

**THE CHARITY FOR CIVIL SERVANTS
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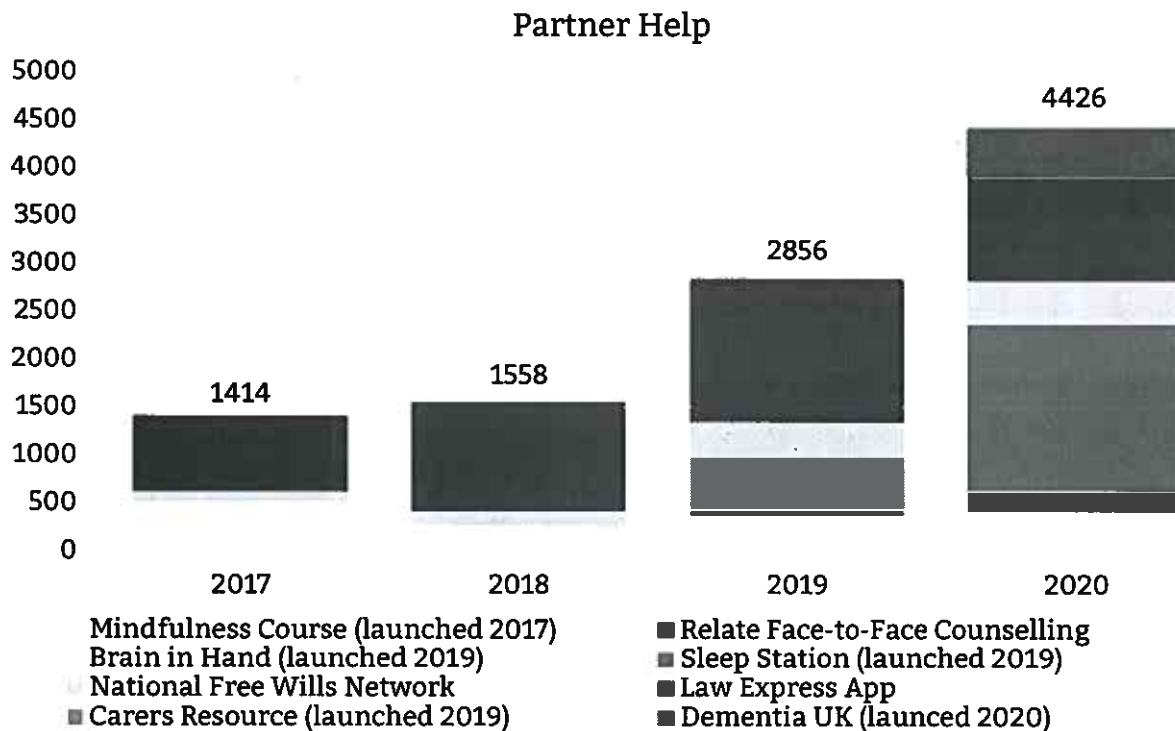
valuation is ever evolving and we are aware we may need to revise the results in the future. However, the strong result does show the positive association is robust.

Partnership Working:

Our collaborative approach to developing services worked well through the year, both in terms of developing the digital offers and offering staff expertise at salient points.

Work to support particular groups of people continued with the aid of the insight from engagement and evaluation. For carers of people with dementia, we co-produced sessions and appointments with Admiral Nurses from Dementia UK.

Year-on-year, new partnerships have extended our help provision. This pattern continued in 2020 with new work with Dementia UK bringing in 12% of all partner help, despite only launching in the final quarter of 2020.



Once again, the pandemic has meant we have had to adapt to new and different ways of delivering our help. For example, our work with Dementia UK was moved to virtual appointments and sessions only. There was good take up for those needing in-depth help and advice from an Admiral Nurse, coupled with better awareness of our offer. Additional resources and webinars on living with grief and dementia were provided.

Brain in Hand has continued to prove of great value to its users, helping them to live independently. This is a digital self-management and human support system for people who need help remembering things, making decisions, planning, or managing anxiety. Sleepstation was also widely used in 2020 with over 800 licences used for their clinically validated sleep improvement programme, and over 1,500 people received a personalised sleep assessment. Both resources were particularly appropriate for people struggling with work and home life during lockdown.

Adapting to the needs of people during the pandemic

Most civil servants continued to work throughout the year; however, we were aware that while some households might have been saving money in terms of travel commute, leisure, shopping etc., there were still some suffering financial shocks, where other members of the household were furloughed or made redundant/losing overtime etc. Additional pressures of childcare and home schooling were also present, and whilst some relationships may have flourished with more time spent in the household, some relationships were under immense pressure, and experiences across 2020 were different for everyone.

Wellbeing in 2020:

From previous work on wellbeing within the Civil Service community, we know that civil servants' wellbeing (according to the national ONS measures) is below the UK average. This has remained consistent for several years, and throughout a wide variety of survey types and respondents (see Wellbeing Barometer in 2019 Annual Report for more detail on this) and this research is much the same.

	Mean Satisfaction	Mean Worthwhile	Mean Happiness	Mean Anxiousness	Count in Sample
UK Average: March 2020 ⁴	7.66	7.86	7.48	3.05	-
All Non-Applicants from Charity Wellbeing Barometer	6.79	6.98	6.57	4.10	6,587
Non-Applicants in Covid-Effect Survey	5.73	6.23	5.59	4.82	1,320

Negative Behaviours:

To move past the general overview that these national measures give, and look deeper into the related effects of lower wellbeing we asked our respondents about some negative behaviours⁵ and whether they had experienced them during 2020:

- 59% said they felt exhausted (this increased to 71% for those whose caring responsibilities had grown during 2020)
- 49% said they felt lost or alone (this increased to 63% for those who said their relationships had worsened in 2020)

We also ask about these behaviours in our usual applicant analysis. We were surprised to see just how in line with our applicants, who are in crisis situations, these respondents were. And some, for example "struggling to focus at work" were worse in this survey than our applicant evaluation.



⁴ Annual Population Survey - <https://www.ons.gov.uk/peoplepopulationandcommunity/wellbeing/datasets/headlineestimatesofpersonalwellbeing>

⁵ Missed work, Struggled to focus at work, Considering leaving work, Relationships affected, Felt lost or alone, Felt exhausted, Often losing sleep

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Our research shows that civil servants are struggling and the pandemic is responsible for making many areas of their lives harder to deal with. This is not only having an impact on them at home but also at work with many struggling to focus or even considering leaving work (21%). It also chimes with intelligence gathered from our community which suggests that people are reaching the limits of their resilience.

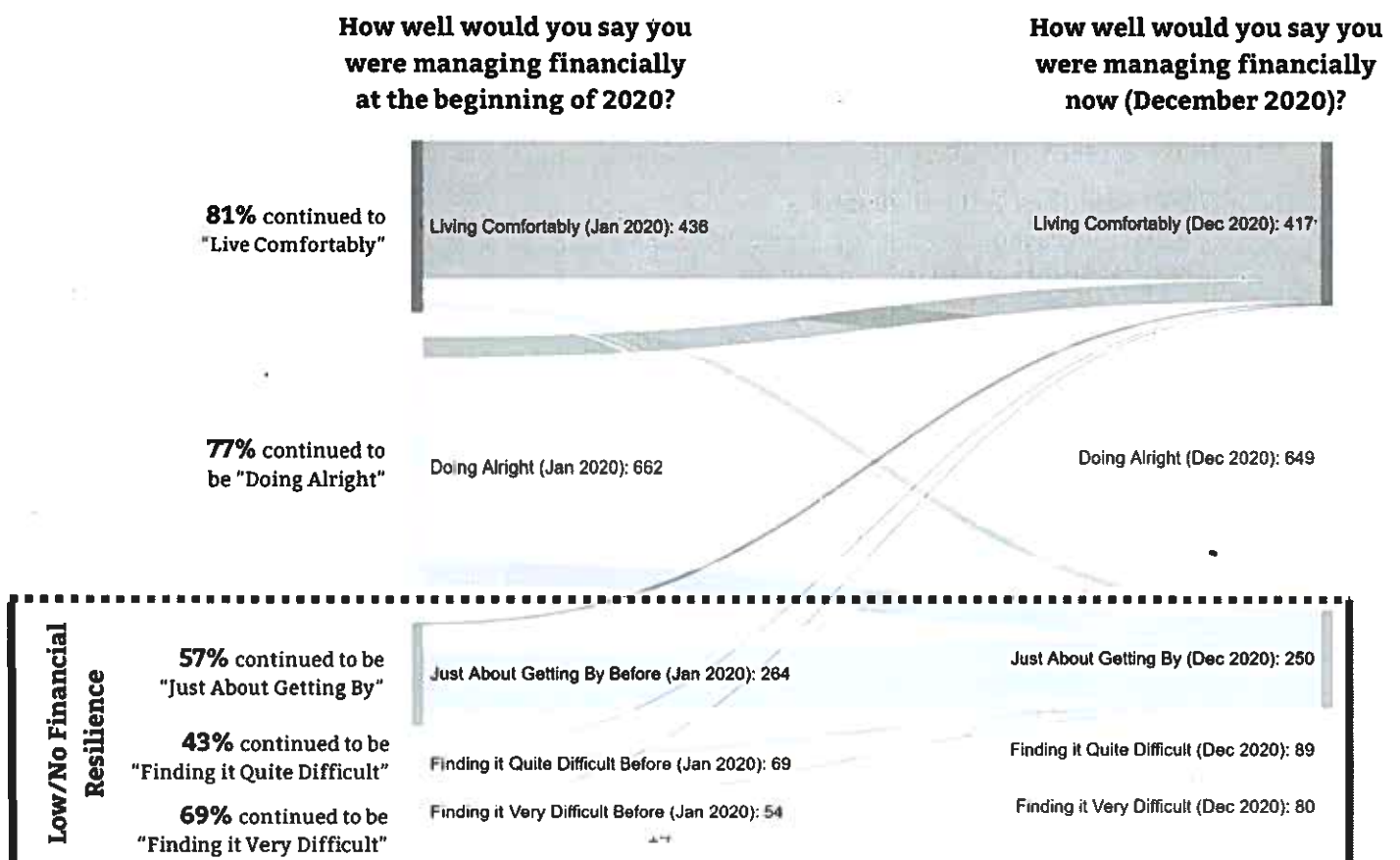
Though we can see that fewer people may need our financial help at the moment, the situations they face are likely to be even more challenging due to the impact of the Covid-19 pandemic.

25% of respondents said their financial situation had got worse in 2020, but how many may have got to a critical status? To evaluate this, we asked people to think back to the beginning of 2020 (left hand side of the chart below) and then again to how they were managing in December 2020 (right hand side), so we could analyse the effect of time passing through the pandemic and how people's financial situations had changed.

The categories that showed the most change over the period are those who described their situation at the beginning of the year as "just about getting by" and "finding it quite difficult": those with least financial resilience to begin with. It was those that originally said they were "Finding it quite difficult" where most people, 61% in fact, that saw their position worsen in 2020.

Those with less financial resilience to begin with were most likely to:

- Have lower wellbeing: 15% lower satisfaction scores and 9% lower SWEMWBS
- Be needing or considering external help: 66% of them agreed, whereas this was only 51% in the rest of the sample
- See their situation worsen: see chart below



Grant Making Policy

Our charitable objects include relief from hardship or distress (whether financial or otherwise) for the public benefit of current or former civil servants and their dependants. Grants are made within our charitable objects and the agreed strategy of the Charity.

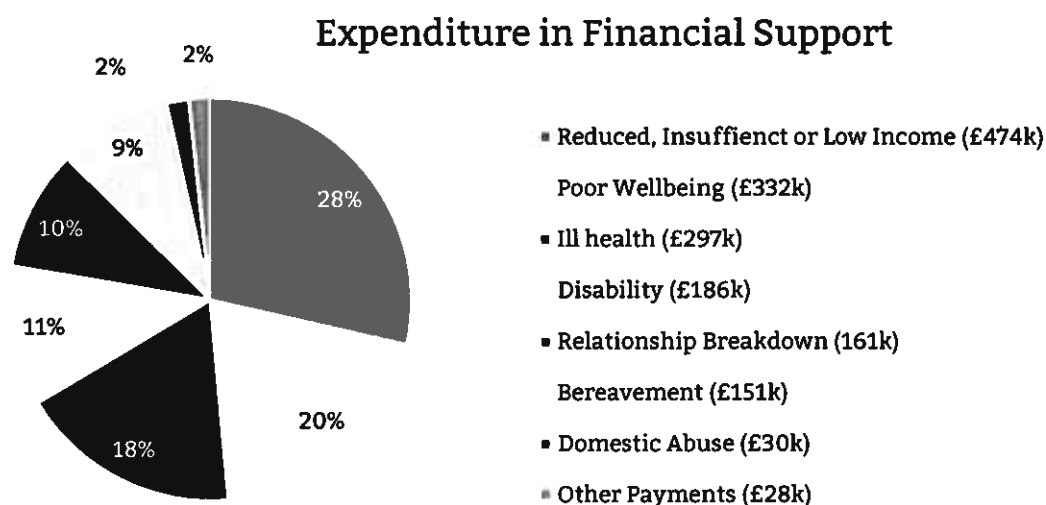
All grants are subject to a formal approval process.

We award grants on the basis of:

- Eligibility – the applicant must be a current, former or retired eligible person, or their financial dependant;
- Circumstances that cause hardship and distress including ill health, caring, bereavement, domestic abuse, relationship breakdown, reduced income and unsafe or inappropriate accommodation;
- Need – establishing the specific needs, which may not always be exactly what has been requested – for example if someone wanted a sofa but their child had no bed, providing the bed would be more of a priority;
- Alternative resources – this may be an entitlement to benefits, or grants from other charities, and in some cases there may be additional help rather than alternative help. Grants include financial help payments for emergency situations, grants to replace items that have broken or need repair, grants towards essential household bills, advanced rent and deposit for a new rented property, travel expenses, mobility aids and adaptations, as well as payment to third party suppliers for assessment of wellbeing, relationship counselling.

Financial Payments

In 2020 we paid out nearly £1.66million (2019: £2million) in 3,559 (2019: 4,043) payments. As already mentioned we had generally less demand for our financial support.



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However, we did spend £75,000 more for Disability payments in 2020 than we did in 2019. We also paid more per average payment in the categories for: Domestic Abuse (up 11% in 2020) reflecting national statistics on the rise of domestic abuse; Emergency Situations (up 5% in 2020) and Ill-health (up 6% in 2020).



"I felt so much better after reaching out for help. I knew that if there was anything I wanted to say, I could say it. It was a weight off my chest."

Carol, DWP

Carol is retired from the DWP and has been donating to the charity for over 40 years, never thinking she would need help herself. Kevin, her husband, was originally diagnosed with a chest infection in March this year. As the pandemic unfolded around the world, Kevin and Carol feared the worst. Both in their mid-70's they knew they were more vulnerable to the virus. As his temperature and fever worsened, they called for an ambulance and he was taken to hospital.

"I packed a bag for him and I didn't have a chance to say goodbye. Two weeks after that, I got a call saying he was in intensive care. Being on my own and knowing he was on his own, was truly heart-breaking."

Carol had a supportive conversation with our Help, Advice and Services Team on the phone. By talking about her fears to someone outside of her own world, she felt released from them.

Against all the odds, Kevin pulled through. Defying the doctor's predictions, he regained his strength and eventually came home.

Strategic Marketing and Income Generation

The Charity's main audience groups are made up of current, former, and retired civil servants across HM Government, the Scottish Government, the Welsh Government, and the Northern Ireland Assembly – as well as their dependants. Engagement is key to reaching more of these people, both to access help and to support the Charity. We have staff in all four countries working on specific and targeted engagement activities.

Campaigns

The Charity has routinely operated on an issues-based approach to campaigns, delivering targeted messaging and calls to action that are relevant to our differing audiences (current, former, and retired civil servants). Previous campaigns included topics around caring for carers, financial capability, mental wellbeing and other mental health issues. The Charity planned to continue this approach in 2020, but as a result of Covid-19, this plan was changed.

We delivered one long issue-based campaign around *looking after yourself* during Covid-19, with six key themes of wellbeing promoted across all our digital marketing channels. Due to workplace restrictions, social distancing, and a shift in remote working within the Civil Service, no face-to-face marketing, or blended campaign elements could be included in the approach during 2020.

Alongside the Covid-19 issues-based campaign, the Charity ran a number of other key campaigns directly linked to our Charitable activity, namely the launch of two new HAS products (Wellbeing Guide and the Carer's Passport and Carer's Statement Digital Tool), as well as a new fundraising product (STEPtember) and a new volunteering offer (The Champions).

"I receive newsletters from the Charity and I liked reading the powerful stories from people they've supported. Both myself and my husband had long careers within the Civil Service and it really felt like a family. Their support has been utterly wonderful."

Marian, HMRC

Wellbeing Guide launch

On 6 February 2020 the Charity launched a Wellbeing Guide app as part of our campaign activity on Time to Talk Day. Based on research commissioned by the Charity and completed by Demos in 2019, this app is designed to provide resources for managers to better support their teams through periods of change and adjustment. We publicised the launch through our newsletter and social channels, and also promoted the app through our internal communications network across the Civil Service. To date, we have seen more than 2,000 downloads from the app stores, and our Help, Advice, and Services (HAS) team have received requests to expand the scope of the app further.

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Covid campaign

In March 2020 when the first lockdown was announced, we adjusted our annual plans and developed our Covid Campaign encouraging civil servants to access help online as a first point of call for advice and guidance. Covering six themes (Staying grounded, staying active, caring for loved ones, family and relationships, maintaining positivity, and avoiding burnout.) - three of which aligned with those of the Civil Service Employee Policy unit - we sent out over 1 million emails from April to June and saw over 150,000 sessions on our website. We also developed new content in collaboration with colleagues across the Charity and external partners including Relate, the Mental Health Foundation, and Born Digital Health.

We remained reactive and agile so that we could respond to changes and new developments during Covid-19 – a position and model we continue to operate under. This enabled us to change from a message about financial capability and debt advice to one around fatigue and physical wellbeing when the Government extended the furlough scheme, payment holidays, and evictions relief in June and September.



"STEPtember"

The fundraising team changed their Walking Challenge (usually held in May but cancelled due to Covid-19) into a virtual walking offer in September ("STEPtember") and we developed a completely new campaign to encourage participation and fundraising. This reached over 3,500 civil servants through social media, and saw our audience creating and sharing their own 'selfie story videos' in support of the fundraising challenge. This expanded user-generated content is new to the Charity and is something we intend to develop further.

The Champions

In collaboration with the volunteering team (who changed their volunteer strategy due to Covid-19), we supported the launch of The Champions in November 2020. This new active volunteer role used social media to encourage civil servants to promote the Charity's support services. A new Facebook group has helped this community of volunteers collaborate and foster a sense of purpose. The Charity now has 611 Champions across the UK, with a plan to reach 5,000 by 2025.

Field Engagement

When the first Covid-19 lockdown led to the immediate closure of workplaces and Civil Service sites across the UK, the decision was taken to furlough the Field Engagement Team. As it became clear that access to workplaces and Civil Service sites would not be possible for the foreseeable future, the decision was made to cancel plans for face-to-face engagement in Civil Service sites. Three staff were therefore redeployed to other roles and six staff left the Charity in September 2020.

Strategic Engagement

In 2020, the Strategic Engagement Team (SET) was initially focused on physical face-to-face engagement and planning for a year of engagement in person. However, with the announcement of the first UK-wide lockdown in March 2020, the team moved swiftly to a digital-first approach.

The techniques and tactics used in this approach have supported the Covid campaign, increasing promotion of the HAS-delivered webinars, "STEPtember", engaging with the Devolved Nations about assets such as our new dementia support programme, and recruiting participants for the Charity's Covid-19 survey.

We have also trialled virtual Active Listening Panels, with many of the participants previously unaware of the Charity's work. As well as introducing them to the offer, the panels provided a real opportunity for the Charity to learn about what matters to new audience groups.

Volunteering

We began 2020 with 454 volunteers and planned to deliver new training workshops in collaboration with Charity colleagues.

At the beginning of the first Covid-19 lockdown in March we transitioned the planned physical sessions to online coffee mornings (pictured) to support the Covid campaign. As the effects of Covid-19 became more significant, it became clear that the volunteering programme could not be implemented as planned.



A new volunteering strategy was developed, part of which included the creation of a new volunteering role. "The Champions" is a UK-wide network encouraging like-minded, committed civil servants to promote the Charity across the Civil Service. Open to all serving civil servants and launched in November 2020, this light-touch voluntary role is based around three key asks:

- Tell people the Charity exists
- Tell people how to access support
- Promote their status as a Champion in their workplace

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Champions are supported with a monthly newsletter, monthly online coffee mornings with the volunteering team, and "Speed 8-ing" - a collection of 8-minute videos detailing campaigns and offers for Champions to promote.

We finished the year with 611 total active volunteers.

Fundraising

The Charity for Civil Servants is committed to fundraising in an honest and transparent way. We rely on the generosity of our supporters (most of whom are serving, former, or retired civil servants themselves) to fund our work, and we strive to provide a positive and rewarding supporter experience. We are fortunate to have around 80,000 regular donors

Our fundraising approach

All fundraising activity in 2020 was carried out by our directly-employed fundraising team. We did not use any indirectly-employed fundraisers or commercial participators to carry out fundraising activities.

The Charity normally uses a range of fundraising methods:

- Direct marketing - communicating by email and post with existing and potential supporters to encourage them to give a one-off donation, support an appeal, or sign up to a regular monthly gift.
- Face-to-face - the Charity's fundraisers visit offices and sites operated by the Civil Service to promote the Charity, raise awareness of the support we offer, and encourage staff to become supporters.
- Events and conferences - Charity staff and volunteers attend third-party events to raise awareness of the Charity and ask people to support. We also hold our own events where current and prospective supporters can hear more about our work and how they can get involved.
- Prize draws - the Charity runs several prize draws throughout the year under licence from the Gambling Commission.
- Community fundraising - the Charity invites individuals and teams to take part in fundraising events and challenges and to support the Charity through sponsorship or donations. The Charity is also supported by individuals and departments holding their own fundraising initiatives in aid of the Charity.
- Legacies - we aim to inspire supporters to consider leaving a gift to the Charity in their will.

In 2020, Covid-19 meant that we needed to pause or adapt some of our fundraising activities. With the majority of income coming through regular giving, the Charity is fortunate to have been less severely impacted than charities relying on income streams such as community fundraising and events.



"When I think about the pandemic, I know I would have been in a dire situation if I hadn't reached out for help. I no longer feel isolated and I'm looking forward to the future. I can't thank the Charity enough for their support."

Katherine, DWP

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Covid-19 meant that face-to-face fundraising on Civil Service premises could no longer go ahead. As the Charity's main donor acquisition channel, this significantly impacted the number of new donors recruited in 2020. With the creation of the Digital Outreach Team, the Charity has shifted its focus and begun to develop new ways to engage with audiences and recruit regular donors, specifically through video conference platforms and webinars.

Covid-19 saw many of our community and event fundraising activities either cancelled, turned virtual, or changed completely for a virtual delivery. The number of community fundraising activities dropped by more than 95%, and digital-only delivered activities raised much smaller amounts per activity than would ordinarily be expected. With all events cancelled, we achieved less than 10% of our original target for challenge fundraising during the year

In 2020, the results of our fundraising activities were:

- **Regular giving** - As at 31st December 2020 we had 79,003 regular donors supporting the Charity with a monthly gift (2019: 84,832). Due to the impact of Covid-19 (and stopping field engagement), we recruited fewer new donors than hoped – 733 (2019: 1,704). Including Gift Aid, regular giving raised £4.0m (2019: £4.3m).
- **Individual giving** - Following the popularity of prize draws in 2019, the Charity increased the number of draws to three in 2020, raising over £62,000 in ticket sales and donations (2019: £38,090). We are grateful to the Civil Service Insurance Society (CSIS) for again kindly supporting the Charity by donating the cash prizes for these draws as well as their generous grant to the Charity.
- **Community fundraising** - In response to the restrictions imposed as a result of Covid-19, this year's Walking Challenge was cancelled (2019: £60,635). We ran a virtual "STEPtember" as a way to engage committed previous participants which saw over 1,400 supporters take part, raising over £8,000 for the Charity.
- **Legacies** - The Charity was notified of 8 gifts in wills in 2020 and recognised £99,000 (2019: 12 gifts and £278,000 recognised). Covid-19 has seen legacy fundraising income drop at most charities due to delays in the system, notifications taking longer to process, and grants of probate delays as courts prioritised other cases. As a result, legacy income is down, and legacy marketing was limited to our free wills offer

We are immensely grateful for the generosity of our supporters, without whom our work would not be possible.



"Donating to this Charity, gives us all the opportunity to make a difference to someone's life. I can't put into words the difference it's made to me."

Debbie, HMRC

Responsibility and Accountability

The Director of Strategic Marketing and Income Generation (SMIG) is responsible for all our fundraising activities and is accountable to the Chief Executive as the head of the Executive Leadership Team.

The Charity's Board of Trustees has overall accountability for all our fundraising and income generation activities. The Strategic Steering Group (a subcommittee of the full Board of Trustees) meets regularly and ensures continued compliance.

Fundraising Compliance

To maintain the highest standards of fundraising ethics and welfare, the Director of SMIG ensures our compliance and adherence with:

- the Code of Fundraising Practice (Fundraising Regulator)
- the DMA Code (Data & Marketing Association)
- the Fundraising Competency Framework (Chartered Institute of Fundraising).

As part of our compliance efforts, and to uphold the highest fundraising standards, we are organisational members of:

- the Chartered Institute of Fundraising
- the Data & Marketing Association
- the Fundraising Regulator
- CharityComms

We also have:

- a Data Protection Officer and a Data Steward to ensure we operate in compliance with UK legislation around data and privacy.
- a team of Data Champions across the Charity to ensure we uphold the highest standards of data security and compliance.
- procedures in place to maintain accurate and up-to-date records.
- a safeguarding group to ensure we look after vulnerable supporters.
- an ethics policy to ensure our approach and methods are ethical and in line with our Charitable purpose and activities.

Review of our fundraising compliance includes:

- All complaints and notifications being monitored by the Director of SMIG to ensure effective resolution, and Trustees review our practice to ensure compliance.
- All identification or confirmation of, and interactions with, vulnerable supporters being monitored by the Director of SMIG to ensure correct procedures are followed, and Trustees review our practice to ensure compliance.

All of the Charity's fundraising activities complied with the Code of Fundraising Practice. Our website outlines our complaints policy for the public and clearly explains how an individual can complain. In 2020, the Charity received no complaints

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about its fundraising activities or practices (2019: none), and no complaints were lodged with the Fundraising Regulator (2019: none).

Fundraising staff have been trained using the guide provided by the Chartered Institute of Fundraising on treating donors fairly and on fundraising with people in vulnerable circumstances. All staff are aware of the agreed procedures to protect vulnerable people, and the Charity has established a safeguarding group to protect the people we interact with. Our regular training programme will continue in 2021.

As part of the DMA Fundraising Working Group, the Charity has been involved in developing industry best practice on consent, privacy, and data retention.

Our Supporter Promise

This promise outlines the commitment made to our supporters and the public. We ensure that our fundraising is legal, open, honest and respectful.

We commit to high standards

- We will adhere to the Fundraising Code of Practice.
- We will monitor fundraisers, volunteers and third parties working with us to raise funds, to ensure that they comply with the Code of Fundraising Practice and with this Promise.
- We will comply with the law as it applies to charities and fundraising.
- We will display the Fundraising Regulator badge on our fundraising material to show we are committed to good practice.

We will be clear, honest and open

- We will tell the truth and we will not exaggerate.
- We will do what we say we are going to do with donations we receive.
- We will be clear about who we are and what we do.
- We will give a clear explanation of how you can make a gift and change a regular donation.
- Where we ask a third party to fundraise on our behalf, we will make this relationship and the financial arrangement transparent.
- We will be able to explain our fundraising costs and show how they are in the best interests of our cause if challenged.
- We will ensure our complaints process is clear and easily accessible.
- We will provide clear and evidence-based reasons for our decisions on complaints.

We will be respectful

- We will respect your rights and privacy.
- We will not put undue pressure on you to make a gift. If you do not want to give or wish to cease giving, we will respect your decision.
- We will have a procedure for dealing with people in vulnerable circumstances and it will be available on request.
- Where the law requires, we will get your consent before we contact you to fundraise.

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- If you tell us that you don't want us to contact, you in a particular way we will not do so.
- We will work with the Telephone, Mail and Fundraising Preference Services to ensure that those who choose not to receive specific types of communication don't have to.

We will be fair and reasonable

- We will treat donors and the public fairly, showing sensitivity and adapting our approach depending on your needs.
- We will take care not to use any images or words that intentionally cause distress or anxiety.
- We will take care not to cause nuisance or disruption to the public.

We will be accountable and responsible

- We will manage our resources responsibly and consider the impact of our fundraising on our donors, supporters and the wider public.
- If you are unhappy with anything we've done whilst fundraising, you can contact us to make a complaint. We will listen to feedback and respond appropriately to compliments and criticism we receive.
- We will have a complaints procedure, a copy of which will be available on our website or available on request.
- Our complaints procedure will let you know how to contact the Fundraising Regulator in the event that you feel our response is unsatisfactory.

We will monitor and record the number of complaints we receive each year and share this data with the Fundraising Regulator.

Financial Review

Overview

In 2020, the Charity recorded net expenditure of £2,867k (2019: £2,544k) in line with its agreed approach to draw down from its reserves.

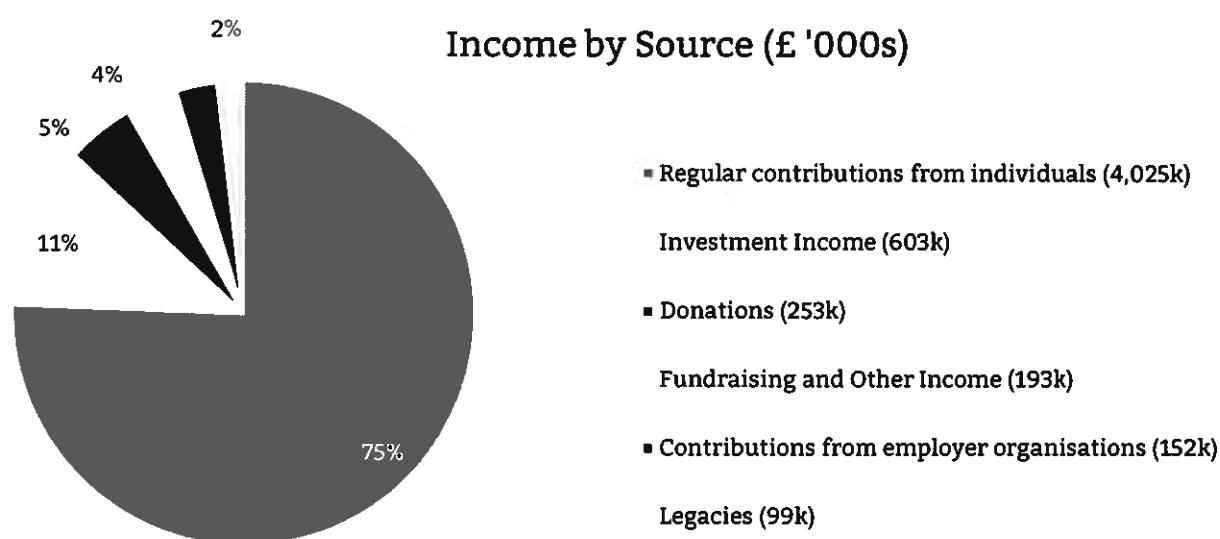
This is before taking into account the return on the Charity's investments, which was a gain of £368k (2019 gain of £4,183k) and the loss on the defined benefit pension scheme of £797k (2019 gain of £1,492k).

Net assets at the year-end were £37.3m, down £3.3m on 2019 (£40.6m). The Charity's Investment portfolio was valued at £35.5m at 31 December 2020 which was down £3.6m on December 2019 (£39.1m) largely reflecting the £4.6m divested to fund the Charity's activities and the impact of the economic uncertainty resulting from the pandemic.

Income

In 2020, total income was £5.3m, down £0.8m (2019 £6.1m).

The breakdown of income is shown in the pie chart below.



The principal source of the Charity's income remains regular monthly contributions from individuals, both serving and retired civil servants. Together with gift aid, this source of income accounted over 75% of the Charity's total income (2019: 70%). At £4.0m, contributions are down £0.3m on the previous year, reflecting a net 7% decline in the number of regular donors with the average monthly donation increasing slightly to £3.48 (before Gift Aid). This follows the pattern of decline in recent years.

Contributions from employer organisations amounted to £152k (2019: £153k) made up of an annual grant from the Cabinet Office of £110k (2019: £110k) and £42k (2019: £42k) from the Northern Ireland Civil Service.

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We also received £200k (2019: £250k) from the CSIS Charity Fund.

As explained in the fundraising section, the Charity's other source of income were impacted by the restrictions and cancellations with other non-investment income (from legacies, lotteries and fundraising events) totalling £173k in 2020 compared with £404k in 2019.

During the year the charity also claimed government grants under the coronavirus Job Retention Scheme of £119k (2019: nil).

Income from investments was £0.6m (2019: £0.8m), reflecting reduced interest and dividends from the Charity's multi-asset investment portfolio managed by Barings Asset Management.

Expenditure

Total expenditure for the year is £8.2m (2019: £8.7m) with £6.8m being spent on charitable activities.

Costs of raising funds were £1.4m (2019: £1.5m) and included elements of staff costs, investment management fees and overheads.

Total staff costs of £5.0m (2019: £4.3m) were included within direct activities and support costs. The average number of staff (on a full-time equivalent basis) in 2020 was 95 (2019: 97).

The Charity withdrew £4.6m in the year (2019: £3.5m) from its investment portfolio to fund its expenditure in line with its plan to use its reserves to support civil servants.

Investments

The Charity's powers of investment are set out in the Memorandum and Articles of Association. The Board of Trustees has delegated authority to manage the Charity's portfolio of investments to the Investment Committee of the Board of Trustees.

The investment portfolio is managed by Barings Asset Management Limited ("Barings"). The manager's performance is monitored quarterly against various indices. The Northern Trust Company undertakes custodian functions for the portfolio. The value of the portfolio as at 31 December 2020 was £35.5m (£39.9m as at 31 December 2019.) The Charity divested £4.6m in the year to fund its activities. Movements in the Charity's holdings of investments during the year and an analysis of the portfolio at year-end are shown in note 10a to the Accounts.

Barings operate under a mandate which seeks to optimise the portfolio's returns while controlling risk. Risk is spread by investing across a broad range of business sectors and markets throughout the world. The agreement signed with Barings in 2016 sets an investment objective to achieve a net return of RPI plus 3.5% p.a. over rolling three-year periods with the aim of delivering returns equivalent to long-term equity returns within 70% of realised equity volatility, over a medium to long term time horizon. Barings have discretion as to asset allocation within agreed ranges for each asset class, whilst stock selection is accomplished by using a combination of tracker and active funds.

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The net return for the three years to 31 December 2020 was 3.5% (three years to 31 December 2019: net 4.9%) compared with a benchmark of 6.1%. The net return in 2020 was 3.3% (2019: net +13.9%). As noted in the 2019 Annual Report, there was a material change in the valuation of the Charity's investments in the first quarter of 2020 which fell 15.33% in this period. This was followed by a recovery in the second quarter of 10.5% and further increases in value in the subsequent two periods.

The Charity has selected an Investment Manager to manage its assets in accordance with its agreed asset allocation. The Investment Manager's approach is to invest primarily in existing pooled funds some of which track indices rather than select individual stocks. As a result, the Charity does not directly exclude underlying stocks on the grounds of social, environmental and other ethical grounds. The Charity proposes to actively consider its approach to environmental, social and governance (ESG) issues in respect of its investment portfolio over the next year.

Reserves

The trustees are mindful of their duty to balance the interests of both current and future beneficiaries. The holding of reserves is one of a range of measures that can contribute to stability and continuity of the Charity into the future to support future beneficiaries. The Trustees determine the need for reserves by reference to a number of factors which they keep under regular review, including the time needed to reverse the recent declines in regular giving from individuals and the extent to which the remainder of its income is dependent on a small number of large donations and grants. It also considers fluctuations in beneficiary expenditure and future levels of demand for the help and services provided by the Charity. Based on its current analysis, the trustees feel that the Charity should retain reserves of between £30m and £35m.

Of our total charity funds of £37.3m, total unrestricted funds were £37.2m at 31 December 2020. In assessing our level of free reserves, we exclude the fixed assets of £1.0m as these assets cannot be quickly disposed of. We also exclude the pension deficit of £0.3m. This leaves free reserves of £36.6m which is above the target level of £30m to £35m. The trustees expect reserves to decline over the next five years as we develop the Charity's services to help more people in line with the strategy that was developed in 2015 and refreshed in 2020. A payment plan to reduce the pension deficit has been agreed with the pension fund trustees and this commitment is considered in all our financial planning, including the anticipated and target level of reserves. Restricted reserves – which are not taken into account in formulating our reserves policy – were £0.1m as at 31 December 2020, details of which are set out in note 14 to the accounts.

Going Concern

The Trustees have assessed the Charity's ability to continue as a going concern. The Trustees have considered several factors when forming their conclusion as to whether the use of the going concern basis is appropriate when preparing these financial statements including a review of updated forecasts to the end of 2022, a consideration of key risks, including the impact of coronavirus, that could negatively impact the charity and the latest available valuation of the investment portfolio.

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The Charity's principal source of income continues to be regular monthly contributions from individuals, both serving and retired civil servants. This represented approximately 75% of the Charity's income in 2020. As reported in the financial review, contributions in 2020 reflected a net 7% decline and this trend has continued to be modelled in the revised forecasts. The key area of uncertainty relates to any impact of any market turmoil on the valuation of investments. The Trustees are satisfied that the Charity has sufficient reserves and liquidity within the investment portfolio to continue as a going concern for the foreseeable future. Cash flow forecasts are regularly prepared and assets in the investment portfolio can be liquidated to meet short term requirements.

After considering these factors, the Trustees have concluded that the Charity has a reasonable expectation that there are adequate resources to continue in operational existence for the foreseeable future and have continued to prepare the financial statements on the going concern basis.

Pensions

The pension liability in respect of the defined benefit pension scheme that was closed to all staff for future benefit accrual in 2004 continues to change from one year to the next. This is largely driven by factors outside our control: performance of the assets in the pension scheme reflecting changing conditions in the financial markets and the sensitivity of the pension liability to changes in interest and inflation rates. The Scheme was a multi-employer defined benefit pension scheme, The CSBF Pension and Assurance Scheme, and The Charity accounts for its 92.9% share of the net assets and liabilities of the multi-employer pension scheme which is recognised on the Charity's balance sheet.

The Charity trustees have agreed a deficit recovery plan with the pension trustees which aims to close the deficit by April 2023. The annual employer contributions needed to fund this deficit are determined by reference to the triennial valuations undertaken by the pension trustees. The latest triennial valuation reflected the position as at 6 April 2019. The best estimate of contributions to be paid by the Charity for the year beginning 1 January 2021 is £652,707. The next triennial valuation will reflect the funding position as at 5 April 2022.

The pension deficit (under FRS102 principles) increased in 2020 to £338k as the gains in the assets in the Scheme (which were lower than in 2019) and the contributions from the Charity were more than offset by the increase in the valuation of the liabilities (which was higher than in 2019) much of which resulted from lower gilt yields reducing the discount rate used. This valuation is undertaken using a series of assumptions and judgments. The valuation of the scheme is very sensitive to these assumptions and thus there is a risk that this valuation will change significantly during the coming year, as it has in past years. The Charity's exposure to the pension deficit is monitored through its risk management framework and its consideration of financial risks. There is an effective budgeting and forecasting process in place taking into account payments, including deficit payments, in relation to the pension plan. The Charity also actively engages with the pension trustees including in relation to longer term plans for the Scheme.

Since closing the defined pension scheme to future staff benefit accrual in 2004, the Charity operates a defined contribution group pension scheme.

More details about pensions are set out in note 16 to the accounts.

Principal Risks and Uncertainties

Risk is considered in key decision processes in the Charity at Executive and Board level. The Board reviews the major risks faced by the Charity at least annually after a more detailed discussion at the Finance and Audit Committee. The review includes reviewing the adequacy of the actions being taken in response to each risk.

The Board is satisfied that the major risks facing the Charity have been identified and are being appropriately addressed. This includes the Board's assessment of the impact of coronavirus on its risk assessment. The key risk for the Charity arising from coronavirus is considered to be the financial risk for the Charity arising from a significant loss in the value of its investments which is detailed below. Overall the Board considers that the key risks currently facing the Charity are as follows:

- A key financial risk for the Charity is a significant loss in value of its investment portfolio. The Charity is a long-term investor with a significant portfolio and is able to sustain short-term market fluctuations. As set out above, the Charity's investments are managed by professional managers and the Charity has access to further independent investment advisers. The portfolio is diversified both in terms of asset classes and geographically. The target that has been set for the managers is to deliver long-term equity returns within 70% of realised equity volatility and this target has been met historically. The performance of the managers and the asset allocation is reviewed by the Investment Committee quarterly.
- The Charity has seen a decline in the number of regular donors over the last decade and income from regular donations has fallen over the same period. If this decline in regular income is not reversed or other sources of income found, this could threaten the longer term future of the Charity and its ability to help civil servants. Plans to address this issue include focused interaction with major Civil Service departments to drive employee engagement with the Charity and campaigns that will increase the Charity's perceived relevance. By building deeper stronger relationships with its community, the Charity's understanding of how best to give more help and support will improve, which will in turn mean that more people will see the difference the Charity makes and support the Charity. The Board is conscious that these efforts will take time to pay off and trends in income will take a while to reverse. Whilst the above risk has had some impact on the Charity's net income, the Charity currently remains in a strong financial position.
- The Charity is reliant on its systems to run its operations and these need to be kept up to date. We have embarked on a significant transformation programme in 2020 and this should move towards implementation in 2021. We are also seeking to improve the help we can provide to people by automating transactional processes and providing digital self-help or referrals where appropriate to release staff time for more engagement with people who are struggling or need follow-up. Failing to automate and/or digitise in a timely fashion would present issues for the Charity's operation and continue to impact on our efficiency and turnaround times.

Remuneration

Remuneration Policy

Our approach to pay at The Charity

The Charity had 103 staff as at 31st December 2020, which equates to 94.4 full-time equivalent employees. Salaries and total reward for the Senior Management Team – The Chief Executive and the three other directors responsible for (i) Finance and Corporate Services, (ii) Help, Advice and Services and (iii) Strategic Marketing and Income Generation – are set and reviewed by the Remuneration Committee, a sub-committee of our Board of Trustees.

The Remuneration Committee is chaired by the Charity's chair and includes other members of the Board, who offer pay expertise in the Not for Profit and other sectors.

All other staff salaries are set by the Senior Management Team. Salaries are arranged in pay bands across the Charity, using external independent benchmarking and comparison data within the Charity and Not for Profit sectors, and taking into account affordability at the Charity. Salaries are clearly advertised when recruiting for new roles. At the Charity, we believe in recruiting and retaining high-calibre people to represent the organisation's interest. We also believe in rewarding staff fairly for the jobs that they do and provide a single streamlined salary and grading framework for all staff, which is equitable and consistent with the principle of equal pay for work of equal value.

We believe this engenders a positive working environment. Additionally, we believe in encouraging young people to enter the workplace to increase their skills and establish their careers. We provide apprenticeships in some specialist areas and ensure that people in these roles are rewarded fairly for their work with pay and benefits.

The Charity works hard to retain staff who have been recruited for the specific skills that they bring to their particular role. Pay and reward are determined to ensure that we can recruit people with the right skills in a competitive market. Many of our staff have detailed knowledge, some of which is unique to the Charity and could not be easily replaced. Our staff pay scales and total reward package reflects our commitment to retaining and motivating our staff.

Senior Management Pay

The Charity's purpose and vision means that the Chief Executive and other members of the Senior Management Team require a breadth of experience, skills and personal qualities on a par with high-quality senior-level talent in similar organisations and so the Charity needs to be competitive in the market. They need to be able to liaise and command the respect of senior civil servants and executives of other partnership charities of all sizes through their experience and credibility. At the Charity, we are able to retain this talent whilst keeping salary costs under control.

For the purposes of disclosures under the Charities SORP (FRS 102), senior management is defined as the Chief Executive Officer and the other three directors responsible for Finance and Corporate Services, Help Advice and Services and Strategic Marketing and Income Generation. We also have an interim Programme Director for Data and Systems leading the programme of implementing the new CRM, a role that will continue in 2021,

**THE CHARITY FOR CIVIL SERVANTS
TRUSTEES' ANNUAL REPORT 2020**

who is not part of the senior management team and therefore not covered in the senior management disclosures.

Benchmarking

The Senior Management Team's salaries are externally benchmarked every 3 years and staff pay levels are reviewed annually.

Each year, the Chief Executive and directors participate in performance appraisal as part of the appraisal scheme operated for all of the Charity's staff. In the case of the Chief Executive, this includes seeking detailed feedback from the Chair, Trustees, and direct reports.

Staff pay is reviewed by the Senior Management Team and communicated to the Charity's recognised union, PCS. The same benefits, apart from annual leave allowance, including pensions and terms and conditions, apply to the Chief Executive and directors, as all other staff.

While they are separately determined, annual pay increases for the Chief Executive, directors and staff have been aligned for the three years leading up to 2020. In 2020, a 2.5% pay increase was awarded to both the senior management team and staff.

Living Wage Foundation

The Charity continued its commitment to paying all staff the London Living Wage, calculated independently by the Living Wage Foundation. Being a Living Wage accredited employer also means paying the same basic wage to all of its contractors that fit the criteria of working on site for a specified number of hours per week. So there remains an increased cost to the Charity for its subcontracted/outsourced cleaning contractors to ensure we fulfil our commitment.

Gender Pay Reporting

As the Charity employs fewer than 250 employees, it is not required to publish information on Gender Pay Reporting. Nevertheless, as recommended by the NCVO, the Trustees requested information on gender pay differences to be collated and we are providing this information as part of a commitment to transparency and accountability.

Gender Pay Gap:

As at 31st December 2020:

Gender	Number of staff	FTE Salary	Differential		FTE Salary	Differential	
		Mean	(£)	(%)	Median	(£)	(%)
Male	36	£42,100	£4,757	11.3%	£34,910	£0	0%
Female	67	£37,343			£34,910		

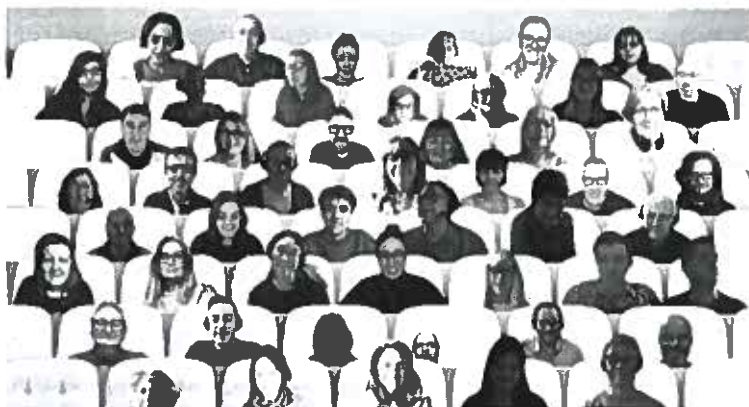
As at 31st December 2019:

Gender	Number of staff	FTE Salary	Differential		FTE Salary	Differential	
		Mean	(£)	(%)	Median	(£)	(%)
Male	35	£37,893	£924	2.4%	£28,565	£-5494	-19.2%
Female	73	£36,969			£34,059		

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Percentage Gender per Quartile Salary Range (1=highest paid quartile) as at December 2020

Salary Quartile	Male	Female
1	42.3%	57.7%
2	15.4%	84.6%
3	38.5%	61.5%
4	42.3%	57.7%
Overall	35%	65%



**The Charity for Civil Servants'
All Staff Meeting using Microsoft Teams**

Plans for the Future

The Charity's approach in 2021 will be centred around three core themes: Transformation, Retention, and Reach.

Transformation:

Getting the fundamental elements of our infrastructure right, as a solid foundation: Developing and embedding the right systems, capability and appropriate strategies across 2021 – for systems, and most importantly – for our people.

A key part of this is the CRM Transformation Programme where we are planning to implement a new system in 2021.

Retention:

Learn how best to retain and develop existing donor relationships and income, to arrest the decline, as well as gaining new donors and more income.

Reach:

Establish how we can best make the Charity's offer "Well known and known well" across our community – so that more people are aware of (and engage with) our offer – particularly financial help.

Service Delivery and Service Evolution

In 2021 we plan to:

- continue to review the patterns of need emerging as a consequence of the ongoing Covid-19 pandemic situation, updating policy as required
- reverse downward trend of financial help when the community is likely to be in more need of it, aiming to provide more than £1.7m in financial assistance.
- increase use of digital tools such as the Carer's Digital Passport and Statement, aiming to issue 1,000 Passports and 500 Statements
- continue to deliver help webinars reaching over 100 subject based webinars on debt and financial capability and web content alongside complex casework.
- provide appropriate content and services to all areas of the civil service community, including reaching out to under-represented groups such as the retired community, or younger civil servants
- use evaluation, insight and data to understand the gaps in our help reach, to ensure we are effective, diverse and inclusive
- work closely with other charities and Civil Service Departments to develop and share best practice, including the Association of Charitable Organisations
- contribute to the programme of digital transformation to achieve a more customer-friendly and intuitive journey through all our services
- continue to consider individual circumstances and needs, and offer of human intervention at whatever point people choose or require it.

Overall, we are aiming to have people coming for help more than 75,000 times in 2021.

Strategic Marketing and Income Generation

Fundraising

We will be adapting to the anticipated permanent change to our operating environment as a result of Covid-19 and Brexit. This means engaging and maintaining a sustainable supporter and income base from which we can grow over the coming five years and beyond; ensuring we have the infrastructure and technology in place to be as efficient and effective as we can be; trialling new ways to generate income; and driving awareness across the Civil Service to grow our support base, partnerships, and as a result, income. Our targets for 2021 include:

- raising £50k using virtual fundraising techniques
- uplifting the amount given by 2,000 regular donors who currently give less than £3 per month by on average 100%; and
- re-acquiring 500 recently lapsed donors.

Marketing

We will be focussed on building our brand and establishing the necessary framework to support the future growth aspirations of the Charity. We will also be driving requests for help from within our core audiences (current, former, and retired civil servants), to reach the target of people coming to us 75,000 this year, by running a thematic marketing programme. This thematic approach will be in line with need trends as they evolve, during what is expected to be another turbulent year as a result of Covid-19.

Engagement

In 2021, we will focus on growing the Charity's relational capital with its stakeholders within the Civil Service. Using engagement best practice, we will further our reach into new audiences, with innovations including our digital-first engagement offer; prioritising one-to-one and one-to-few engagement opportunities with senior stakeholders; and embedding the principles of participatory engagement as the gold standard for the Charity.

Volunteering

We will continue to grow our Champions network, recruiting a further 500 volunteers across the Civil Service. Volunteers will also be supporting our fundraising efforts by recruiting 500 new donors via their networks. We will also be piloting a series of new skills-based volunteer roles in 2021, recruiting 100 by year-end. These new roles will better enable the Charity to achieve its Charitable Objects, and provide the strategic support needed to reach its long-term aspirations of a supportive community.

Trustees' Administrative Report

Structure and Governance

Constitution and Membership

The Civil Service Benevolent Fund ("The Charity") was incorporated on 16th June 2010 as a company limited by guarantee (company no. 7286399). In May 2012, the company began operating under the name "The Charity for Civil Servants". The Charity is registered with the Charity Commission in England and Wales (no. 1136870) and is on the Scottish Charity Register (no. SC041956). The Charity carries out its activities from its principal office, No. 5 Anne Boleyn's Walk, Cheam, Surrey, SM3 8DY, which is also its registered office.

The governing instrument of the Charity is the Articles of Association, which were adopted on 16th June 2010. The Charity's Patron is Her Majesty the Queen; its president is Simon Case (Cabinet Secretary and Head of the Civil Service).

The Charity has one subsidiary, CSBF Enterprises Limited (registered in England and Wales: company number 03119311). More detail is given in Note 10 (b) to the accounts.

Trustees and Advisors

The Charity is governed by a Trustee Board of between 8 and 12 Trustees. Under the Charity's Articles of Association, one Trustee shall be appointed by the Cabinet Office and that Trustee will be the Chair. Other Trustees are appointed by resolution of the Trustees at the Annual General Meeting. The Board is currently comprised of 12 Trustees.

The following Trustees served as members of the Board throughout 2020 and were Trustees on the date this report was approved:

- Peter Schofield CB (Chair)
- Mark Addison CB (Vice-Chair)
- Deborah Loudon
- Wendy Proctor
- Selvin Brown MBE
- Ross Campbell FCA (Treasurer)
- Mal Singh
- Joanna Dally
- James Renwick
- Clara Lane

The following Trustee retired during 2020:

- Jonathan Russell CB – 25th September 2020

The following Trustees were appointed during 2020:

- Holly Ellis – 25th September 2020
- Matthew Brook – 25th September 2020

**THE CHARITY FOR CIVIL SERVANTS
TRUSTEES' ANNUAL REPORT 2020**

No Trustees had any disclosable interests under the Companies Act 2006.

Trustees are responsible for reviewing the structure, size and composition of the Board, including the skills, knowledge and experience required. Trustees seek to identify candidates to fill Board vacancies as and when they arise and open advertising or the services of external advisers are always considered to facilitate the search for suitable candidates. Trustees are appointed for an initial term of up to three years, in order to provide for an orderly succession, and are eligible to serve a second term, up to a maximum of six years. Trustees receive individual induction sessions, as well as being provided with relevant background information and training to help familiarise them with their responsibilities.

The Trustee Board meets a minimum of three times a year and takes all important strategic, policy and financial decisions. It met four times in 2020. The Board is supported by a number of sub-committees and advisory groups.

Sub-committee and advisory group membership as at 31st December 2020 is set out below (* denotes chair of each committee, † denotes co-opted member):

Nominations and Remuneration Committee	Investment Committee	Finance and Audit Committee	Strategic Steering Group
Peter Schofield *	Mark Addison *	Ross Campbell *	Matthew Brook
Ross Campbell	Ross Campbell	Mark Addison	Wendy Proctor
Deborah Loudon	Clara Lane	Mal Singh	Selvin Brown
Wendy Proctor	Chris Jones †	Joanna Dally	James Renwick
	Alex Reeves†		

Day-to-day management of the Charity is delegated to the Chief Executive, Graham Hooper, and other directors responsible for Finance and Corporate Services, Help Advice and Services (HAS), and Strategic Marketing and Income Generation (SMIG). An appropriate director or the assistant company secretary acts as secretary to each of the Board sub-committees and advisory committees, except for the Nominations and Remuneration Committee for which the Charity's Head of HR is secretary.

The key advisers to the Charity are:

Auditor:

Crowe U.K. LLP
55 Ludgate Hill
London
EC4M 7JW

Investment Managers:

Baring Asset Management Limited
20 Old Bailey
London EC4M 7AN

Bankers:

Lloyds TSB Bank plc
1 Butler Place
Victoria Street
London SW1H 0PR

Solicitors:

Stone King LLP
Boundary House - 91 Charterhouse Street
London EC1M 6HR

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TRUSTEES' ANNUAL REPORT 2020**

Trustee Responsibilities

The Trustees are responsible for preparing the Trustees' Report (which comprises the Trustees' Administrative Report and the Trustees' Strategic Report) and the accounts in accordance with applicable law and regulations. Charity law requires the Trustees to prepare financial statements for each financial year in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards) and applicable law. Under company law the Trustees must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the charitable company and of its net incoming resources for that period. In preparing these financial statements, the Trustees are required to:

- Select suitable accounting policies and then apply them consistently;
- Make judgments and accounting estimates that are reasonable and prudent;
- State whether applicable accounting standards have been followed, subject to any material departures disclosed and explained in the financial statements; and
- Prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The Trustees are responsible for keeping proper accounting records that are sufficient to show and explain the charitable company's transactions and disclose with reasonable accuracy at any time the financial position of the charitable company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

Insofar as each of the Trustees of the charitable company at the date of approval of this report is aware there is no relevant audit information (information needed by the company's auditor in connection with preparing the audit report) of which the company's auditor is unaware. Each Trustee has taken all of the steps that they should have taken as a Trustee in order to make themselves aware of any relevant audit information and to establish that the company's auditor is aware of that information.

Charity Governance Code

The Charity's Trustees acknowledge that The Charity for Civil Servants is best placed to fulfil its vision, mission and strategic goals if it has effective governance in place. The Charity continues to utilise the Charity Governance Code as a tool to support the Board to reflect upon its governance structures and consider the most appropriate ways to adopt the Code's principles and recommended practices. Trustees also continue to uphold their legal responsibilities and recognise that behaviour and culture are integral, both in supporting the Charity to deliver its objects most effectively for its beneficiaries' benefit, and in achieving good governance.

The Charity's governance structures all worked well in the unusual circumstances of 2020 with all Board and Committee meetings from March being virtual. The Charity's Annual General Meeting in September was also virtual. After the numerous pieces of work in the governance area completed in 2019, there were few significant areas left to be covered. There were a small number of areas planned for 2020 that were not completed and these will be taken forward in 2021.

***THE CHARITY FOR CIVIL SERVANTS
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A review of the Charity Governance Code with a 'light refresh' edition of the Code was published in December 2020. The Charity and its Trustees remain committed to improving the Charity's governance standards and on increasing its overall effectiveness as an organisation and will consider the ways in which the Charity can best approach any new areas within the refreshed code as well as further adopt and strengthen the recommended practices within it over the next 12 months.

This Annual Report, which incorporates the Trustees' Strategic Report and Administrative Report, was approved by the Trustees on the 26 March 2021, and signed on their behalf by:



Peter Schofield CB

Chair, Board of Trustees

26 March 2021

**THE CHARITY FOR CIVIL SERVANTS
AUDITOR'S REPORT**

Independent Auditor's Report to the Trustees and Members of The Charity for Civil Servants

OPINION

We have audited the financial statements of The Charity for Civil Servants ('the charitable company') for the year ended 31 December 2020 which comprise the Statement of Financial Activities, the Balance Sheet, the Cashflow Statement and notes to the financial statements, including significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 The Financial Reporting Standard applicable in the UK and Republic of Ireland (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the charitable company's affairs as at 31 December 2020 and of its incoming resources and application of resources, including its income and expenditure, for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006 and the Charities and Trustee Investment (Scotland) Act 2005 and Regulations 6 and 8 of the Charities Accounts (Scotland) Regulations 2006 (amended).

BASIS FOR OPINION

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the charitable company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

CONCLUSIONS RELATING TO GOING CONCERN

In auditing the financial statements, we have concluded that the trustee's use of the going concern basis of accounting in the preparation of the financial statements is appropriate.

Based on the work we have performed, we have not identified any material uncertainties relating to events or conditions that, individually or collectively, may cast significant doubt on the charitable company's ability to continue as a going concern for a period of at least twelve months from when the financial statements are authorised for issue.

Our responsibilities and the responsibilities of the trustees with respect to going concern are described in the relevant sections of this report.

**THE CHARITY FOR CIVIL SERVANTS
AUDITOR'S REPORT**

OTHER INFORMATION

The trustees are responsible for the other information contained within the annual report. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

Our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether this gives rise to a material misstatement in the financial statements themselves. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

OPINIONS ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2006

In our opinion based on the work undertaken in the course of our audit

- the information given in the trustees' report, which includes the directors' report and the strategic report prepared for the purposes of company law, for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the strategic report and the directors' report included within the trustees' report have been prepared in accordance with applicable legal requirements.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

In light of the knowledge and understanding of the charitable company and its environment obtained in the course of the audit, we have not identified material misstatements in the strategic report or the directors' report included within the trustees' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 and the Charities Accounts (Scotland) Regulations 2006 requires us to report to you if, in our opinion:

- adequate and proper accounting records have not been kept; or
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of trustees' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit.

RESPONSIBILITIES OF TRUSTEES

As explained more fully in the trustees' responsibilities statement set out on page 37, the trustees (who are also the directors of the charitable company for the purposes of company law) are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the

THE CHARITY FOR CIVIL SERVANTS
AUDITOR'S REPORT

trustees determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the trustees are responsible for assessing the charitable company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the trustees either intend to liquidate the charitable company or to cease operations, or have no realistic alternative but to do so.

AUDITOR'S RESPONSIBILITIES FOR THE AUDIT OF THE FINANCIAL STATEMENTS

We have been appointed as auditor under section 44(1)(c) of the Charities and Trustee Investment (Scotland) Act 2005 and under the Companies Act 2006 and report in accordance with the Acts and relevant regulations made or having effect thereunder.

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

Details of the extent to which the audit was considered capable of detecting irregularities, including fraud and non-compliance with laws and regulations are set out below.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at: www.frc.org.uk/auditorsresponsibilities. This description forms part of our auditor's report.

EXTENT TO WHICH THE AUDIT WAS CONSIDERED CAPABLE OF DETECTING IRREGULARITIES, INCLUDING FRAUD

Irregularities, including fraud, are instances of non-compliance with laws and regulations. We identified and assessed the risks of material misstatement of the financial statements from irregularities, whether due to fraud or error, and discussed these between our audit team members. We then designed and performed audit procedures responsive to those risks, including obtaining audit evidence sufficient and appropriate to provide a basis for our opinion.

We obtained an understanding of the legal and regulatory frameworks within which the charitable company operates, focusing on those laws and regulations that have a direct effect on the determination of material amounts and disclosures in the financial statements. The laws and regulations we considered in this context were the Companies Act 2006 and The Charities and Trustee Investment (Scotland) Act 2005 together with the Charities SORP (FRS102) 2019. We assessed the required compliance with these laws and regulations as part of our audit procedures on the related financial statement items.

In addition, we considered provisions of other laws and regulations that do not have a direct effect on the financial statements but compliance with which might be fundamental to the charitable company's ability to operate or to avoid a material penalty. We also considered the opportunities and incentives that may exist within

**THE CHARITY FOR CIVIL SERVANTS
AUDITOR'S REPORT**

the charitable company for fraud.

Auditing standards limit the required audit procedures to identify non-compliance with these laws and regulations to enquiry of the Trustees and other management and inspection of regulatory and legal correspondence, if any.

We identified the greatest risk of material impact on the financial statements from irregularities, including fraud, to be within grant expenditure and the override of controls by management. Our audit procedures to respond to these risks included enquiries of management, and the Finance and Audit Committee about their own identification and assessment of the risks of irregularities, sample testing on the posting of journals, reviewing accounting estimates for biases, reviewing regulatory correspondence including that with the Charity Commission, and reading minutes of meetings of those charged with governance.

Owing to the inherent limitations of an audit, there is an unavoidable risk that we may not have detected some material misstatements in the financial statements, even though we have properly planned and performed our audit in accordance with auditing standards. For example, the further removed non-compliance with laws and regulations (irregularities) is from the events and transactions reflected in the financial statements, the less likely the inherently limited procedures required by auditing standards would identify it. In addition, as with any audit, there remained a higher risk of non-detection of irregularities, as these may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal controls. We are not responsible for preventing non-compliance and cannot be expected to detect non-compliance with all laws and regulations.

USE OF OUR REPORT

This report is made solely to the charitable company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the charitable company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the charitable company and the charitable company's members as a body, for our audit work, for this report, or for the opinions we have formed.



Nicola May
Senior Statutory Auditor
For and on behalf of
Crowe U.K. LLP
Statutory Auditor
London

Date 26th April 2021

Crowe U.K LLP is eligible to act as an auditor in terms of section 1212 of the Companies Act 2006.

THE CHARITY FOR CIVIL SERVANTS
STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 DECEMBER 2020

		Unrestricted Funds £000	Restricted Funds £000	2020 Total Funds £000	2019 Total Funds £000
<u>Income from</u>	<u>Note</u>				
Donations and legacies	2	4,557	-	4,557	5,271
Other income	2a	165	-	165	24
Investment Income	3	603	-	603	814
Total income		5,325	-	5,325	6,109
Expenditure on					
Raising funds					
Fundraising & Engagement		1,305	-	1,305	1,389
Investment management		113	-	113	130
Total costs of raising funds		1,418	-	1,418	1,519
Charitable activities					
Alleviating need		6,772	2	6,774	7,134
Total charitable expenditure		6,772	2	6,774	7,134
Total expenditure	4	8,190	2	8,192	8,653
Net (expenditure) for the year		(2,865)	(2)	(2,867)	(2,544)
Net gain on investments	10a	368	-	368	4,183
Actuarial (loss) /gain on defined benefit pension scheme	16	(797)	-	(797)	1,492
Net movement in funds for the year		(3,294)	(2)	(3,296)	3,131
Reconciliation of funds					
Funds brought forward at 1 January		40,499	55	40,554	37,423
Funds carried forward at 31 December		37,205	53	37,258	40,554

The statement of financial activities incorporates an income and expenditure account.

The notes on pages 46 to 66 form an integral part of these Accounts

THE CHARITY FOR CIVIL SERVANTS
BALANCE SHEET AS AT 31 DECEMBER 2020

		2020	2019
		Total	Total
	Note	£000	£000
Fixed assets			
Intangible assets	8	226	46
Tangible assets	9	734	743
Investment assets	10a	35,526	39,099
Total fixed assets		36,486	39,888
Current assets			
Debtors	11	451	754
Cash at bank and in hand		1,237	500
Total current assets		1,688	1,254
Liabilities			
Creditors: amounts falling due within one year	12	(578)	(588)
Net current assets		1,110	666
Total assets less current liabilities		37,596	40,554
Net assets excluding pension liability		37,596	40,554
Defined Benefit Pension Scheme liability	16	(338)	-
Total net assets		37,258	40,554
The funds of the Charity:			
Unrestricted funds	14	37,176	40,132
Revaluation reserve	9	367	367
Pension (deficit)	16	(338)	-
Total unrestricted funds		37,205	40,499
Restricted income funds	14	53	55
Total charity funds		37,258	40,554

Approved and authorised for issue by the Trustees on 26 March 2021 and signed on their behalf by:

Chair:



Peter Schofield

The notes on pages 46 to 66 form an integral part of these accounts

THE CHARITY FOR CIVIL SERVANTS
STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 31 DECEMBER 2020

	Note	2020 £000	2019 £000
Cash flows from operating activities:			
Net cash used in operating activities	A	(2,915)	(2,913)
Cash flows from investing activities:			
Investment income	3	603	814
Investment income reinvested	3	(626)	(792)
Purchase of intangible assets	8	(228)	(21)
Purchase of property, plant and equipment	9	(27)	(11)
Payments to pension fund	16	(638)	(622)
Disposal of investments	10a	4,568	3,500
Net cash provided by investing activities		3,652	2,868
Change in cash and cash equivalents in the reporting period		737	(45)
Cash and cash equivalents at the beginning of the reporting period		500	545
Cash and cash equivalents at the end of the reporting period	B	1,237	500

Notes to the cash flow statement

A. Reconciliation of net income/expenditure to net cash flow from operating activities		2020 £000	2019 £000
Net (expenditure) / income for the reporting period (as per the statement of financial activities)		(3,296)	3,131
Adjustments for:			
(Gain) on investments	10a	(368)	(4,183)
Depreciation & amortisation charges	8 & 9	85	73
Investment income	3	(603)	(814)
Decrease in debtors	11	303	8
(Decrease)/ Increase in creditors	12	(10)	39
Net pension scheme expenses	16	177	325
Pension scheme loss / (gain)	16	797	(1,492)
Net cash used in operating activities		(2,915)	(2,913)

B. Analysis of cash and cash equivalents	2020 £000	2019 £000
Cash in hand		500
Total cash and cash equivalents	1,237	500

The notes on pages 46 to 66 form an integral part of these Accounts

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2020

1. Accounting policies

Status of the Charity

The Charity was incorporated in England and Wales on 16th June 2010 (company number 7286399) and is limited by guarantee of its members. The guarantee of each member is restricted to £1 sterling. The address of the registered office is No. 5 Anne Boleyn's Walk, Cheam, Surrey, SM3 8DY.

The Charity meets the definition of a public benefit entity under FRS 102. It is registered in England and Wales (charity number: 1136870) and in Scotland (charity number: SC041956).

Basis of preparation

The financial statements have been prepared in accordance with Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2015) - (Charities SORP (FRS 102)), the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) and the Companies Act 2006. The financial statements are drawn up under the historical cost convention except that the freehold property was valued as at 30 June 2000 and investments are carried at market value.

The financial statements are presented in pounds sterling which is also the functional currency of the Charity.

The Charity has one wholly owned subsidiary undertaking, CSBF Enterprises Limited (company number 03119311). This is not consolidated on the basis that the amounts in the subsidiary are immaterial in the context of the Charity.

Going concern

The Trustees have assessed the Charity's ability to continue as a going concern. The Trustees have considered several factors when forming their conclusion as to whether the use of the going concern basis is appropriate when preparing these financial statements including a review of updated forecasts to the end of 2022, a consideration of key risks, including the impact of coronavirus, that could negatively impact the charity and the latest available valuation of the investment portfolio.

The Charity's principal source of income continues to be regular monthly contributions from individuals, both serving and retired civil servants. This represented approximately 75% of the Charity's income in 2020. As reported in the financial review, contributions in 2020 reflected a net 7% decline and this trend has continued to be modelled in the revised forecasts. The key area of uncertainty relates to any impact of market turmoil on the valuation of investments. The Trustees are satisfied that the Charity has sufficient reserves and liquidity within the investment portfolio to continue as a going concern for the foreseeable future. Cash flow forecasts are regularly prepared and assets in the investment portfolio can be liquidated to meet short term requirements.

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2020

After considering these factors, the Trustees have concluded that the Charity has a reasonable expectation that there are adequate resources to continue in operational existence for the foreseeable future and have continued to prepare the financial statements on the going concern basis.

Income

Income is recognised in the accounts of the Charity when all of the following criteria are met:

- Entitlement – control over the rights or other access to the economic benefit has passed to the Charity.
- Probability – it is more likely than not that the economic benefits associated with the transaction or gift will flow to the Charity.
- Measurement – the monetary value or amount of the income can be measured reliably and the costs incurred for the transaction and the costs to complete the transaction can be measured reliably.

Contributions, and any related recoverable tax, are accounted for when they are due. Donations are accounted for when received. Pecuniary legacies are recorded as income when notified; residuary legacies are recorded when the Charity is legally entitled to the income, receipt is probable and the amounts can be reasonably quantified. Income from investments is accounted for when distributions are notified by the investment managers.

Income from Government Grants is recognised using the accrual model basis. Grant Income is recognised when there is reasonable assurance that a) any conditions attached to receiving the grant will be met and b) the grants will be received. Grants relating to revenue are recognised in income over the periods in which related costs are incurred for which the grant is intended to compensate.

Expenditure and irrecoverable VAT

Expenditure is recognised once there is a legal or constructive obligation to commit the Charity to expenditure as a result of a past event, it is probable that settlement will be required and the amount of the obligation can be measured or estimated reliably.

Grants payable are accounted for when approved by the Charity and notified to beneficiaries. All other expenditure is accounted for on an accruals basis.

Governance costs represent expenditure on strategic planning for the Charity's future development, internal and external audit, legal advice to trustees and costs associated with constitutional and statutory requirements including the cost of Board meetings and preparing statutory accounts.

Costs which cannot be directly attributed to individual activities reflected on the Statement of Financial Activities are allocated on a basis consistent with the use of resources, being the relevant proportions of either staff costs, time spent or assets utilised.

Irrecoverable VAT is charged as a cost against the activity for which the expenditure was incurred

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2020

Allocation of support costs

Support costs are those functions that assist the work of the Charity but do not directly undertake charitable activities. Support costs include central management and office costs, finance, HR, information technology and systems, analysis and insight, defined benefit pension scheme expenses and governance costs which support the Charity's activities. These costs have been allocated between cost of raising funds and expenditure on charitable activities.

Tangible fixed assets

Tangible fixed assets costing more than £1,000 are capitalised. All fixed assets are recorded at cost, except the freehold property which was re-valued as at 30 June 2000 and is recorded at this value, and are depreciated at rates to write off the excess of the cost or valuation over the anticipated residual value of individual assets evenly over their estimated useful lives. These rates are currently as follows:

Freehold building and property improvements	2-3% p.a. on valuation and cost
Fixtures, fittings & office equipment	15% p.a. on cost
Other computer hardware & software purchased before 1 January 2017	33% p.a. on cost

Intangible fixed assets

Intangible fixed assets are non-monetary fixed assets that do not have physical substance but are identifiable and are controlled by the Charity through custody or legal rights. An intangible asset is recognised when it is separable or arises from contractual or other legal rights and if it is probable that its expected future economic benefits will flow to the Charity, and if its cost or value can be measured reliably. Intangible fixed assets costing more than £2,000 are capitalised.

Intangible assets are measured initially at cost and subsequently at cost less impairment and less any accumulated amortisation. The residual value of intangible fixed assets is nil when calculating the charge for amortisation unless reliable evidence exists to the contrary. Amortisation of intangible fixed assets is charged as an expense to the relevant statement of financial activities (SoFA) category reflecting the use of the asset.

Intangible assets are amortised on a straight-line basis over their useful economic lives. If the useful life cannot be estimated reliably it is presumed to be no more than five years. Amortisation commences on development expenditure when an intangible asset is available for use.

The amortisation rates used are as follows:

Software and website costs: 33% per annum

Intangible assets are only reviewed for impairment if there are indicators that the asset may be impaired.

Investment assets

Investments are measured initially at cost and valued in the balance sheet at fair value (their market value) at the balance sheet date. Investment net gains and losses,

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2020

whether realised or unrealised, are combined and shown in the heading 'Net gains/(losses) on investments' in the Statement of Financial Activities.

Pensions

Employer costs relating to the defined contribution pension scheme are included as expenditure when they become payable in accordance with the rules of the scheme.

The Charity also contributes to a defined benefit pension scheme, which was closed in 2004 to future benefit accrual. The current service costs of the scheme, together with the scheme interest cost less the expected return on the scheme assets for the year, are charged to the Statement of Financial Activities. The actuarial gains and losses on the scheme are recognised immediately as other recognised gains and losses.

The assets of the scheme are measured at fair value at the balance sheet date. Liabilities are measured on an actuarial basis at the balance sheet date using the projected unit method and discounted at a rate equivalent to the current rate of return on a high quality corporate bond of equivalent term to the scheme liabilities. The resulting defined benefit asset or liability is presented separately after other net assets on the face of the balance sheet.

Financial instruments

The Charity has financial assets and financial liabilities of a kind that qualify as basic financial instruments. Basic financial instruments are initially recognised at transaction value and subsequently measured at amortised cost. Financial assets held at amortised cost comprise cash and bank and in hand, short term cash deposits together with debtors excluding prepayments. Financial liabilities held at amortised cost comprise short and long term creditors excluding deferred income and taxation payable. No discounting has been applied to these financial instruments on the basis that the periods over which amounts will be settled are such that any discounting would be immaterial.

Investments, including bonds and cash held as part of the investment portfolio are held at fair value at the balance sheet date, with gains and losses being recognised within income and expenditure. Investments in subsidiary undertakings are held at cost less impairment.

Critical accounting judgements and key sources of estimation uncertainty

In the application of the accounting policies, trustees are required to make judgements, estimates, and assumptions about the carrying value of assets and liabilities that are not readily apparent from other sources. The estimates and underlying assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates. The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised if the revision affects only that period or in the period of the revision and future periods if the revision affected current and future periods.

The only significant source of uncertainty in our estimations that have a significant effect on the amounts recognised in the financial statements is the defined benefit pension scheme. Further details, including assumptions used, are disclosed in Note 16.

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2020

2. Income from donations and legacies

	<u>2020</u>	<u>2019</u>
	<u>£000</u>	<u>£000</u>
Regular contributions from individuals	4,025	4,300
Contributions from employer organisations	152	153
Legacies	99	278
Donations	253	436
CSBF Enterprise Limited-profits donated	-	2
Fundraising events	28	102
	<u>4,557</u>	<u>5,271</u>

2a. Other Income

	<u>2020</u>	<u>2019</u>
	<u>£000</u>	<u>£000</u>
Government Grants	119	-
Lotteries	46	24
	<u>165</u>	<u>24</u>

Income from government grants resulted from claims made to the Coronavirus Job Retention Scheme.

3. Investment income

	<u>2020</u>	<u>2019</u>
	<u>£000</u>	<u>£000</u>
Interest receivable	1	2
Change in accrued investment income	(24)	20
Interest from Baring Asset Management portfolio re-invested	450	459
Dividends from Baring Asset Management portfolio re-invested	176	333
	<u>603</u>	<u>814</u>

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2020

4. Expenditure

	Financial Support (Note 4a) £000	Direct Activities £000	Support costs (Note 4b) £000	2020 Total £000	2019 Total £000
Costs of raising funds					
Fundraising & engagement	-	754	551	1,305	1,389
Investment costs	-	113	-	113	130
	-	867	551	1,418	1,519
Charitable activities					
Alleviating need	1,659	2,924	2,191	6,774	7,134
Total expenditure at 2020	1,659	3,791	2,742	8,192	8,653
Total expenditure at 2019	1,973	4,096	2,584	8,653	

(a) Analysis of financial support*	2020 One-off £000	2020 Ongoing £000	2020 Total £000	2019 One-off £000	2019 Ongoing £000	2019 Total £000
to help in the following circumstances:						
- bereavement	151	-	151	186	-	186
- caring	4	-	4	8	-	8
- disability	186	-	186	111	-	111
- domestic abuse	30	-	30	55	-	55
- emergency situation	12	-	12	30	-	30
- ill health	223	74	297	294	101	395
- poor wellbeing	332	-	332	153	-	153
- reduced or low income	470	4	474	772	5	777
- relationship breakdown	161	-	161	195	-	195
- unstable/unsafe living arrangements	11	-	11	30	-	30
- community projects	1	-	1	33	-	33
	1,581	78	1,659	1,867	106	1,973

There were no repayable grants (2019: none) agreed during the year. The total outstanding at 31 December is shown in Note 11 to the Accounts.

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2020

(b) Analysis of support costs

									2020	2019
	Management	Governance	DB Pension Scheme	Finance	H.R	Insight & Analysis	IT & Systems	Central Services	Total	Total
	£000	£000	£000	£000	£000	£000	£000	£000	£000	£000
Costs of raising funds	-	-	-	-	-	-	-	-	-	-
Fundraising & engagement	159	6	35	48	73	73	96	61	551	519
Charitable activities	-	-	-	-	-	-	-	-	-	-
Alleviating need	632	26	142	193	291	291	371	245	2,191	2,065
In 2020	791	32	177	241	364	364	467	306	2,742	2,584
In 2019	720	40	325	226	324	247	387	315	2,584	

Allocation is based on the use of resources, being the relevant proportions of staff costs, time spent and assets utilised.

(c) Analysis of governance costs

	2020	2019
	£000	£000
Board of Trustees expenses	3	2
Annual Reports & accounts	8	7
Audit fees	21	21
Other fees paid to auditors for assurance services	-	9
Legal & Consultancy fees	-	1
	32	40

5. Net Income/expenditure for the year

	2020	2019
	£000	£000
This is stated after charging/crediting:		
Amortisation/depreciation charge for the year	85	73
Auditors' remuneration – audit fees (excluding VAT)	18	17
Other fees paid to auditors (excluding VAT)	-	8

6. Trustees and employees

The trustees and persons connected with them have not received or obtained any remuneration or other financial benefits during the year, directly or indirectly from the Charity's funds (2019: nil). During the year one trustee was reimbursed a total of £51 travelling expenses (2019: one trustee, £124).

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2020

Employee and staff costs	2020	2019
Staff costs during the year were as follows:	£000	£000
Salaries	4,047	3,476
Employer's national insurance	412	350
Employer's regular pension scheme contributions	502	434
Total	4,961	4,260

During the year, there were 7 termination payments made amounting to £137k (2019 £14k). There were no outstanding payments at the end of the year.

Average number of employees – Full-time equivalents (Headcount)

	Regional	HQ	2020	2019
Marketing and Income Generation	12 (13)	24 (25)	36 (38)	37 (40)
Help, Advice and Service	13 (16)	25 (27)	38 (43)	38 (43)
Management and Central Services	1 (1)	25 (28)	26 (29)	22 (24)
In 2020	26 (30)	74 (80)	100 (110)	97 (107)
In 2019	28 (31)	69 (76)	97 (107)	

The analysis of headcount has been changed from the prior year to more accurately reflect the current organisational structure.

Number of employees with emoluments (including taxable benefits but excluding employer pension costs) exceeding £60,000:

	2020	2019
£60,001 - £70,000	1	3
£70,001 - £80,000	2	1
£80,001 - £90,000	1	1
£90,001 - £100,000	1	1
£100,001 - £110,000	1	0
Employer pension contributions paid in respect of a defined contributions pension scheme	£52,029	£54,034

The key management personnel of the Charity comprise the Chief Executive Officer and three Directors. The total employee benefits of the key management personnel of the Charity were £430,531 (2019: £392,129), including salary, employer pension contributions, Health Cash Plan premiums and employer National Insurance contributions.

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2020

Our senior management team remuneration in 2020 was as follows:

	2020			2019	
Position	Basic Salary	Benefits	Employers Pension conts.	Total remuneration	Total remuneration
Chief Executive	£100,735	-	£14,103	£114,838	£112,171
Director of Help and Advice	£79,493	£222	£11,129	£90,844	£88,739
Director of Finance & Corporate Services	£87,623	£222	£12,267	£100,112	£97,254
Director of Strategic Marketing and Income Generation (joined 9.12.19)	£76,406	£222	£4,584	£81,212	£4,903
Director of Marketing and Audience Engagement (left 25.7.19)	-	-	-	-	£47,390
				2020	2019
Total remuneration	£387,006			£350,457	
Employers NI	£42,672			£38,417	
Dependents Pension Benefit annual premium (not BIK) – closed 31st March 2020	£853			£3,255	
Grand Total	£430,531			£392,129	

7. Volunteers

The Charity had 611 volunteers situated across the UK by the end of 2020. We recruited 204 new volunteers throughout the year. The majority of these volunteers are working civil servants and are based in 38 government departments. All these Volunteers transitioned to the new role of Champions in October 2020 as members of our new engagement network.

Our volunteers have either received help in the past or know a colleague, family member or friend who has received help and are inspired to contribute to the Charity

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2020

in this way. They promote the Charity communications and circulate materials within their workplaces. Volunteers also help to promote the Charity's services by distributing promotional materials, attending workplace awareness events, delivering talks on the services we provide and advising colleagues on how they can apply for help. Volunteers help us to test new digital initiatives, forms and tools prior to their launch to enable us to ensure our products are offering the right service as well as functioning to a high standard.

8. Intangible fixed assets

	Website & software	Total
Cost or valuation	£000	£000
Balance at 01.01.2020	82	82
Additions	228	228
Balance at 31.12.2020	310	310
Accumulated amortization		
Balance at 01.01.2020	36	36
Charge for the year	48	48
Balance at 31.12.2020	84	84
Net book value at 31.12.2020	226	226
Net book value at 31.12.2019	46	46

Assets in the course of construction were £43,174 (2019: nil)

9. Tangible fixed assets

	Freehold property	Fixtures, fittings and equipment	Total
Cost or valuation	£000	£000	£000
Balance at 01.01.2020	940	531	1,471
Additions	-	27	27
Disposals	-	(51)	(51)
Balance at 31.12.2020	940	507	1,447
Accumulated depreciation			
Balance at 01.01.2020	238	490	728
Disposals	-	(52)	(52)
Charge for the year	12	25	37
Balance at 31.12.2020	250	463	713
Net book value at 31.12.2020	690	44	734
Net book value at 31.12.2019	702	41	743

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2020

The Charity's property at No 5 Anne Boleyn's Walk, Cheam, was re-valued by Christie & Co, Surveyors, Valuers and Agents, in June 2000. All adjustments necessary to reflect the value as at that date were charged to the Revaluation Reserve. Subsequent depreciation has been based on the re valued amounts.

10. Fixed asset investments

(a) Investment portfolio

The investment portfolio is managed by Baring Asset Management and is held mainly in the form of bonds and index-linked funds.

Movements in the investment portfolio in the year	2020	2019
	£000	£000
Market value at 1 January	39,099	37,624
Dividends received – re-invested	176	333
Interest re-invested	451	459
Net (disposals)	(4,568)	(3,500)
Net investment gain	368	4,183
Market value at 31 December	35,526	39,099

The investments shown above as managed by Barings have been valued at fair value (their market value) on 31 December 2020.

Additional disclosure on investments held by Baring Asset Management is set out below, reflecting the asset types and geographical analysis of the underlying investments.

		2020		2019	
		Market Value	% Total	Market Value	% Total
		£000		£000	
Equities	-United Kingdom	2,814	7.92%	5,188	13.27%
	-Europe	2,629	7.40%	4,113	10.52%
	-Global	-	-	792	2.02%
	-Japan	963	2.71%	898	2.30%
	-North America	9,435	26.56%	3,846	9.84%
	-Emerging market	3,123	8.79%	2,485	6.35%
		18,964	53.38%	17,322	44.30%
Bonds		12,644	35.59%	14,974	38.30%
Alternatives	Property	-	-	4,105	10.50%
	Alternative equity	1,009	2.84%	508	1.30%
	Precious metals	1,876	5.28%	-	-
		2,885	8.12%	4,613	11.80%
Cash and cash equivalents		202	0.57%	2,022	5.17%
Foreign exchange contracts		831	2.34%	168	0.43%
Total portfolio		35,526	100.00%	39,099	100.00%

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2020

At 31 December 2020, the Charity had entered into 42 foreign exchange hedging contracts to reduce the risk of currency fluctuations in overseas assets. Of these, 41 contracts expired in January 2021 and 1 contract in February 2021.

(b) Investment in subsidiary

The Charity has an investment in one wholly owned subsidiary CSBF Enterprises Limited, a company registered in England & Wales, No. 03119311, with ordinary issued share capital of 7 shares of £1 each. The investment is held at a cost of £7. As the accounts are rounded to £'000s, this investment is not shown on the balance sheet, and consolidated accounts are not prepared, as the subsidiary is not material to the assets, liabilities or net results of the Charity. The subsidiary had minimal activity during the year and does not employ any staff directly. The administrative charge to offset the cost of time spent by Charity staff on behalf of CSBF Enterprises Ltd was nil (2019: £7,679). In 2020 it made a loss in the year and no donation has been made to the Charity. (2019: Profit £1,941) Its reserves at year end were £9,713 (2019: £10,270). At the year end, CSBF Enterprises Limited owed the charity £624 (2019: £10,263)

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2020

11. Debtors

	<u>2020</u> <u>£000</u>	<u>2019</u> <u>£000</u>
Other debtors:		
- Repayable grants	70	72
- Sundry debtors	4	4
Prepayments	170	174
Accrued income:		
- Contributions from individuals	145	157
- Legacies	33	103
- Tax credits on gift aid donations	14	76
- Other accrued income	-	120
- Investment income	14	38
Due from CSBF Enterprises Ltd	1	10
	<u>451</u>	<u>754</u>

12. Creditors - amounts falling due within one year

	<u>2020</u> <u>£000</u>	<u>2019</u> <u>£000</u>
Trade creditors	175	224
Other creditors	-	4
Pension contributions	53	51
Taxation and social security costs	105	101
Accruals	245	208
	<u>578</u>	<u>588</u>

13. Operating Leases

	<u>2020</u> <u>£000</u>	<u>2019</u> <u>£000</u>
Rentals charged in the year		
Equipment	31	35

Equipment

	<u>2020</u> <u>£000</u>	<u>2019</u> <u>£000</u>
The total future minimum lease payments under operating leases are due as follows:		
- in less than one year	32	33
- in more than one year and less than five years	15	58

THE CHARITY FOR CIVIL SERVANTS
NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2020

14. Funds

The Charity maintains various types of fund as set out below.

Unrestricted funds

Unrestricted funds represent the free funds of the Charity which are expendable at the discretion of the trustees to further the objects of the Charity.

Restricted funds

Restricted funds are those funds which are to be used in accordance with specific restrictions imposed by donors or which have been raised by the Charity for particular purposes.

Customs & Excise Family Fund

A restricted donation of £30,000 was given to the Charity in March 2006, following the dissolution of The Customs & Excise Family Fund. This was to provide Christmas grants to certain members of the Family Fund, in line with the wishes of their trustees. Interest earned on the Restricted fund was £0 (2019: £0) and grants expenditure was £660 (2019: £540).

Creedy House Care Foundation

Creedy House Care Foundation, a registered charity, whose object was to make payments to beneficiaries, was dissolved at 31 December 2010 and its net assets were transferred to the Charity as restricted for use of beneficiaries' payments. Interest earned on the restricted fund was £0 (2019: £0) and grants expenditure was £0 as the fund was fully depleted in 2019 (2019: £63,091).

Fenton Trust

Restricted donations of £20,000 and £15,000 were given to the Charity in March 2013 and September 2015 respectively to support current, former and retired civil servants of grades executive officer and above residing in the UK. This is to provide grants for essential household bills and items and help with mobility requirements. Grants expenditure in 2020 was £0 (2019: £597) due to no applications being received in the year.

Civil Aviation Authority Fund

A donation provided by the Civil Aviation Authority was restricted to provide help to CAA retired staff and their dependants. In 2020, the interest earned on the restricted fund was £0 (2019: £0) and £771 was spent (2019: £0) on applications from CAA retirees or their dependants.

Dementia Fund

In 2014, CSIS Charity Fund donated £28,000 to be spent on Dementia services. No funds were spent in 2020 (2019: £0).

During 2019, a new project was developed in partnership with Dementia UK. A part of this was a plan to deliver face to face support sessions led by Admiral Nurses in civil service workplaces. However, the COVID-19 pandemic led to these being cancelled. Instead, the project has focused on the development of digital engagement through the pilot of online

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clinics and an online appointment based model. We are now evaluating this approach and hope to see this rolled out in 2021; which in turn would see spend against this fund.

The Black Bequest Fund

In 2019, the Northern Lighthouse Board donated to the Charity £1,719.62 which represents the closing funds of the James Coats Junior Ferguslie Paisley Memorial Fund, known as Black Bequest. The amount is restricted to be used to supply Lightkeepers or their dependants who are or have been in the employ of the Northern Lighthouse Board with benefits in line with those offered by the Charity. No interest has been earned on or money spent from the Fund in 2020 (2019: £0).

Analysis of movements

Restricted Funds	Opening Balance	Income	Transfers between Funds	Expenditure	Closing Balance
	£000	£000	£000	£000	£000
Customs & Excise	17	-	-	(1)	16
Family Fund					
Fenton Trust	7	-	-	-	7
CAA Fund	6	-	-	(1)	5
Black Bequest Fund	2	-	-	-	2
Dementia Project Fund	23	-	-	-	23
Balance at 31 December 2020	55	-	-	(2)	53

Analysis of net assets by fund

	Intangible & tangible fixed assets	Investment assets	Net Current assets	Defined Pension scheme	Total
	£000	£000	£000	£000	£000
Unrestricted funds					
General reserves	960	35,526	1,057	-	37,543
Pension reserve	-	-	-	(338)	(338)
Restricted funds	-	-	53	-	53
Balance at 31 December 2020	960	35,526	1,110	(338)	37,258

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Analysis of movements for the Year Ended 31 December 2019

Restricted Funds	Opening Balance	Income	Transfers between Funds	Expenditure	Closing Balance
	£000	£000	£000	£000	£000
Customs & Excise	17	-	-	-	17
Family Fund					
Creedy House Care	64	-	-	(64)	-
Foundation					
Fenton Trust	7	-	-	-	7
CAA Fund	6	-	-	-	6
Black Bequest Fund	-	2	-	-	2
Dementia Project Fund	23	-	-	-	23
Balance at 31 December 2019	117	2	-	(64)	55

Analysis of net assets by fund the Year Ended 31 December 2019

	Intangible & tangible fixed assets	Investment assets	Net Current assets	Defined Pension scheme	Total
	£000	£000	£000	£000	£000
Unrestricted funds					
General reserves	789	39,099	611	-	40,499
Pension reserve	-	-	-	-	-
Restricted funds	-	-	55	-	55
Balance at 31 December 2019	789	39,099	666	-	40,554

15. Taxation

No corporation tax arises as the Charity for Civil Servants is a registered Charity, and is able to take advantage of the tax relief available to charitable bodies.

16. Pension schemes

The Charity for Civil Servants participates in a non-contributory multi-employer defined benefit staff pension scheme, which was formed for all permanent members of staff, within certain age criteria, of the Charity for Civil Servants and certain other employers. The assets of the scheme are held separately from the assets of the Charity. The scheme has its own trustees who are responsible for the scheme which is administered on their behalf by Mercer. The scheme was closed to all staff for future benefit accrual with effect from 5 April 2004.

The Charity also operates a defined contribution group personal pension scheme which is administered by Legal & General. The Charity pays varying levels of contributions on behalf of the employees, based on their number of years' service and levels of employees' own contributions.

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A full triennial actuarial valuation of the defined benefit scheme was undertaken at 6 April 2019 by an independent qualified actuary. This revealed a deficit, on the assumptions used, of £1,855,000. The employers signed up to a recovery plan which is intended to eliminate the shortfall by 5 April 2023. The Charity is committed to paying the following contributions and expenses.

Year Commencing	Contribution	Expenses
6 April 2019	£485,892	£141,000
6 April 2020	£453,446	£188,000
6 April 2021	£468,460	£188,000
6 April 2022	£483,924	£188,000

The best estimate of contributions to be paid by the Charity for the year beginning 1 January 2021 is £652,707. Detailed disclosures for the defined benefit pension scheme, in accordance with FRS102, are set out below.

Present value of scheme liabilities, fair value of assets and deficit

	<u>2020</u>	<u>2019</u>
	£000	£000
Fair value of scheme assets	23,025	21,175
Present value of scheme liabilities	(23,363)	(20,875)
(Deficit) / surplus in Scheme	(338)	300

In its December 2019 accounts the Charity chose not to recognise the surplus on its balance sheet given the triennial actuarial valuation produced a deficit and the consequential recovery plan that the trustees have signed up to. There is a deficit in the scheme as at 31 December 2020.

Reconciliation of opening and closing balances of the present value of scheme liabilities

	<u>2020</u>	<u>2019</u>
	£000	£000
Scheme liabilities at 1 January	20,875	22,162
Change in employer's share	0	(271)
Scheme expenses	177	278
Interest cost	413	581
Actuarial gain	2,613	688
Benefits paid and expenses	(715)	(2,563)
Scheme liabilities at 31 December	23,363	20,875

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Reconciliation of opening and closing balances of the fair value of scheme assets

	<u>2020</u>	<u>2019</u>
	£000	£000
Fair value of scheme assets at 1 January	21,175	20,371
Change in employer's share	(2)	(255)
Interest income	423	536
Actuarial gain/(loss)	1,506	2,464
Contributions by employer	638	622
Benefits paid & scheme expenses	(715)	(2,563)
Fair value of scheme assets at 31 December	<u>23,025</u>	<u>21,175</u>

Amounts included within Statement of Financial Activities

	<u>2020</u>	<u>2019</u>
	£000	£000
Interest cost	-	(47)
Scheme expenses	(177)	(278)
Change in employer's share	(2)	-
Total (charged) within net income	<u>(179)</u>	<u>(325)</u>
Actuarial (losses)/gains	(797)	1,492
Total (charged)/credited to the Statement of Financial Activities	<u>(976)</u>	<u>1,167</u>

The cumulative amount of actuarial gains or losses recognised in the statement of recognised gains and losses since the adoption of FRS102 is £734,000 loss (2019: £65,000 gain).

Fair value of scheme assets

	<u>2020</u>		<u>2019</u>	
	£000	%	£000	%
UK equity	1,787	7.8%	1,541	7.3%
Other equity	1,787	7.8%	1,541	7.3%
Global equity	13,490	58.6%	12,362	58.4%
Absolute Return Bond Fund	1,963	8.5%	1,873	8.8%
Liability Driven Investment	3,918	17.0%	3,300	15.6%
Cash	80	0.3%	558	2.6%
Total value of assets	<u>23,025</u>	<u>100%</u>	<u>21,175</u>	<u>100%</u>

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Assumptions	2020	2019
Inflation (RPI)	3.1%	3.1%
Inflation (CPI)	2.55%	2.1%
Discount rate	1.4%	2.0%
Allowance for increase in pensions: lower of CPI or 5% (effective from April 2017)	2.53%	2.15%
Rate of revaluation of deferred pensions of CPI +1%	3.55%	3.1%
Rate of revaluation for deferred pensioners: Lower of CPI or 5%	2.55%	2.1%
Cash commutation allowance (% tax free cash)	85%	85%
Withdrawal allowance	None	None
Assumed life expectations (no. years) on retirement age of 60		
- Retiring today: males	26.0	25.8
- Retiring today: females	28.5	28.2
- Retiring in 20 years: males	27.5	26.9
- Retiring in 20 years: females	30.0	29.4

The amounts for the current and previous periods are as follows:

	2020	2019	2018	2017	2016
	£000	£000	£000	£000	£000
Defined benefit	23,025	21,175	(22,162)	(23,702)	(24,044)
Scheme assets	<u>(23,363)</u>	<u>(20,875)</u>	<u>20,371</u>	<u>21,796</u>	<u>20,557</u>
Surplus/(Deficit)	<u>(338)</u>	<u>300</u>	<u>(1,791)</u>	<u>(1,906)</u>	<u>(3,487)</u>
Adjustment due to limitations on recognition of surplus	300	(300)	-	-	-
Experience adjustment: gain/(loss) on scheme liabilities	153	678	(66)	171	520
Effect of changes in demographic/other assumptions re: the present value of the scheme liabilities; gain/loss	(2,767)	(1,350)	1,173	(28)	(4,305)
Return on scheme assets: gains/(losses) assets	<u>1,506</u>	<u>2,464</u>	<u>(1,333)</u>	<u>988</u>	<u>1,326</u>

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2020

17. Financial instruments

	<u>2020</u>	<u>2019</u>
	<u>£000</u>	<u>£000</u>
Financial assets measured at fair value	35,526	39,099

Financial assets held at fair value include assets held as investments

18. Related parties

There were no related party transactions in 2020 (2019: no transactions).

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NOTES TO THE ACCOUNTS FOR THE YEAR ENDED 31 DECEMBER 2020

19. Statement of Financial Activities for the Year Ended 31 December 2019

	Unrestricted Funds £000	Restricted Funds £000	2019 Total Funds £000
<u>Income from</u>			
Donations and legacies	5,269	2	5,271
Other income	24	-	24
Investment Income	814	-	814
<u>Total income</u>	<u>6,107</u>	<u>2</u>	<u>6,109</u>
<u>Expenditure on</u>			
Raising funds			
Fundraising & Engagement	1,389	-	1,389
Investment management	130	-	130
Total costs of raising funds	<u>1,519</u>	<u>-</u>	<u>1,519</u>
Charitable activities			
Alleviating need	7,070	64	7,134
Total charitable expenditure	<u>7,070</u>	<u>64</u>	<u>7,134</u>
<u>Total expenditure</u>	<u>8,589</u>	<u>64</u>	<u>8,653</u>
Net expenditure for the year	(2,482)	(62)	(2,544)
Net gains on investments	4,183	-	4,183
Actuarial gain on defined benefit pension scheme	1,492	-	1,492
Net movement in funds for the year	<u>3,193</u>	<u>(62)</u>	<u>3,131</u>
Reconciliation of funds			
Funds brought forward at 1 January 2019	37,306	117	37,423
Funds carried forward at 31 December 2019	<u>40,499</u>	<u>55</u>	<u>40,554</u>

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