

## Trustee Biographies February 2024

### **Roger Custance (Trustee and Vice Chair since 2018, Chair since Sept 2021)**

Roger has been involved with Age UK for about 6 years as an IT tutor following a term at Birmingham Samaritans as a volunteer listener. He has also supported road safety with the Institute of Advanced Motorists as a motorcycle observer.

He had many years working in sales and marketing at board level in several medical supply companies. Responsibilities included new product launches, profitability and forecasting.

Additionally, He had responsibilities for tender bids into the NHS for specialist wound care products.

### **Jonathan Shapiro (Trustee since March 2023, Vice-Chair since Oct 2023)**

Dr Shapiro gained a reputation as a senior leader, change agent and policy analyst on the back of a deep understanding of healthcare organisations, their culture and staff. His experience includes non-executive leadership; consultancy in fields including leadership and change management, policy development and service evaluations; University academia; and clinical medicine as a GP for many years.

He has always been interested in policy development and the management of change, especially in large organisations driven by autonomous professionals. His work explores the impact and management of organisational change on the behaviours of those working in and around the organisations; indeed, he thinks of himself as a kind of 'anthropologist' of organisational systems and their 'tribes.'

He has continued his involvement in the health and care sector since he left formal employment, and now sits on the Boards of several Charities including the Samaritans, Jewish Care and the Hospice Charity Partnership.

### **David Savage (re-joined as Trustee Aug 2023, Honorary Treasurer since Aug 2023)**

Born and raised in Bristol, David went to university in London (UCL) and stayed on to work for the United Kingdom Atomic Energy Authority in a variety of administrative roles including finance, strategic planning and HR. After 13 years with UKAEA in London, He was relocated to Harwell in Oxfordshire in 1992 and moved to Oxford.

In 1999 David moved to the University of Reading as Director of Finance (He is an accountant by profession). He remained at the university until 2018 having been their Chief Operating Officer (COO) until 2016 and was also, for about 18 months prior to his departure, COO of the University's campus in southern Malaysia. In both cases, but with significant differences in scale, the role was responsible for the non-academic side of operations including Finance, HR, IT, Estates and Facilities and much more besides.

After leaving Reading until mid-2021, He ran his own consulting business, specialising in higher education.

He and his wife have lived in central Kidderminster since late 2015 and are part-way through the wholesale refurbishment of their 1820s house. With their remaining time they enjoy their narrowboat moored near Henley-in-Arden, travelling and spending time at their apartment in the USA.

### **John Burbeck (Trustee since 2020)**

John believes in the provision of high quality, value for money public services. He has spent most of his career working to achieve that aim and understands the critical role that people play in delivering successful outcomes.

He has been the Vice Chairman of the Worcestershire Acute Health Trust and Non-Executive Director of the Dudley and Walsall Mental Health Trust with specific responsibility for overseeing quality and performance issues. He has enjoyed working in the National Health Service and helping the Trusts address the many challenges they face.

He was the Managing Director of a consultancy which provided expert advice on delivering major improvements in the criminal justice system. Previously he worked for several years with a major multi-national IT and Communications company, and with the Home Office.

As the Non-Executive Chairman, he helped develop a “not for profit” company delivering education programmes to help children develop cultural values and manage risk.

His earlier career was as a police officer and he retired from Warwickshire Police as the Chief Constable.

A married man with four children and two grandchildren he is a keen offshore sailor.

#### **Philippa Capel (Trustee since Feb 2022)**

Philippa is a Counselling Psychologist working with Older Adults for Herefordshire and Worcestershire Health and Care NHS Trust. She has dedicated many years of work to enhancing the psychological wellbeing of people in Herefordshire across the age groups and has a wide knowledge of the challenges and opportunities that arise as we age. More widely she supports the British Psychological Society by offering her time to the division of counselling psychology and is awaiting the publication of a book in which she has written a chapter on the working with Older Adults. She currently lives in Worcestershire and enjoys tennis, running and the beautiful Worcestershire countryside.

#### **Lucy Chatwin (Trustee since May 2023)**

Lucy has worked within the field of human resources for over 20 years, in a variety of sectors including palliative care, healthcare regulation, medical research and manufacturing, the NHS and housing. She is a Chartered Fellow of the CIPD, Fellow of the ILM, has a Masters Degree in HR Management and is a qualified Executive Coach and Mentor. Lucy currently works as the Assistant Director – People at the national charity, Victim Support. She is passionate about developing others, equality, diversity and inclusion as well as helping to make a positive difference to people’s lives.

#### **James Godsall (Trustee since Feb 2022)**

James lives in Stourbridge with his wife and 2 young children.

Having grown up in Bromsgrove and as Managing Director of Jukes Insurance Brokers in the town, James is passionate about playing an active role in the community and is proud to have joined the Board of Trustees.

Prior to joining the family business of Jukes Insurance Brokers, James had an accomplished and progressive HR career, most recently with 8 years in a large US corporation in a variety of global roles up to Director level. He has a passion for helping people and organisations to be their best, with experience of developing and delivering value-added HR and Business strategies within international businesses across the Aerospace, Business to Business and Business to Consumer Service sectors.

#### **Gail Malkin (Trustee since August 2023)**

Gail is a senior HR professional with over 30 years of experience, spending much of her career working for large, national providers of housing and care for older people. It was experience in this sector that drew her to Age UK so that she could continue to help improve the lives of older people. Gail also has experience in retail and financial services and is currently the Head of People for Oxford City Council but lives locally. She is fellow of the Chartered Institute of Personnel and Development and has a Master's Degree in Occupational Psychology. Gail is committed to supporting organisations in developing their people to deliver service excellence.

#### **Kimara Sharpe (Trustee since Sept 2021)**

After 40 years in the NHS, Kimara left Worcestershire Acute Hospitals NHS Trust as Company Secretary in 2021. She is a very active volunteer: - at Primrose Hospice; as a Trustee at The Hospice Charity Partnership; as a Recreational Route Warden for two of the Royal Hunter’s Paths (starting in

Sanders Park, Bromsgrove); as a volunteer at Worcestershire Acute Hospitals NHS Trust and as a St John Ambulance volunteer vaccinator. She also looks after her elderly father.

**Derek Williams (Trustee since Feb 2022)**

Having spent his early working life as a schoolteacher in Bromsgrove, Derek worked for the NHS for over 25 years in a variety of roles heading up education, training and leadership development services across a range of NHS Trusts, particularly those working across the health and social care divide. Derek has developed a wealth of experience helping individuals and teams navigate their way through major organisational change.

Derek is a Fellow of the Chartered Institute of Personnel and Development and a qualified Executive Coach. He has lectured to both undergraduate and post-graduate students and remains passionate about helping people learn.