

**BECOME A TRUSTEE**

**EMPOWER LIVES**

**ENRICH YEARS**





# Thank you for expressing an interest in joining our Board of Trustees.



I am delighted to welcome you to Age UK Herefordshire and Worcestershire.

In this pack you will find detailed information about our charity, the role of a trustee, and the impact we make supporting older people to live their lives as independently as possible.

Our Mission is to make a difference to older people across Herefordshire and Worcestershire by promoting connections, enabling seamless access to advice, support and services, and through awareness raising and advocacy.

We are looking for people who share our values, possess strong leadership qualities, and are eager to contribute to the strategic direction of Age UK Herefordshire and Worcestershire.

I look forward to the possibility of working together to ensure that we continue to provide services and activities that improve the quality of life for older people, their families and carers.

**Craig Guthrie, Chair of the Board of Trustees**



# About Us

**For over 35 years we have been working to improve the lives of older people in Herefordshire and Worcestershire. Built on a strong ethos of volunteering and engagement with local communities, the Charity works with older people, their friends, families and carers to promote independence.**

We work with other statutory and voluntary sector organisations to identify the changing needs of older people. Our responses to those needs includes the professional delivery of person-centred services, activities and campaigns.

Supported by staff and volunteers, we are committed to enabling individuals as they age to maximise their independence and to be able to experience more fulfilling lives. We deliver a range of services in order to achieve our mission and fulfil our strategy. Over the next three years, we intend to develop our work in these services, allowing us to support more older people within Herefordshire and Worcestershire.





# Our Strategy



## Our Vision

For Herefordshire and Worcestershire to be a great place to grow older.

## Our Mission

Our mission is to make a positive difference to the lives of older people across Herefordshire and Worcestershire, by promoting connections, enabling seamless access to advice support and services through awareness raising and advocacy.

## Our Strategic Objectives

1. Promote a positive attitude to ageing, leveraging the needs of older people, developing awareness of and building support for our work.
2. Ensure the highest standards of support and services which promote independence, tackle inequalities and address the needs of all older people.
3. Remain robust and adaptable as a sustainable organisation to deliver our Strategy and Business Plan.
4. Develop and grow our people, ensuring that the charity is a great place to work and volunteer

## Our Values

We are friendly

We work together

We make a difference

We are always learning

We are flexible



# Our Impact 2022-23

**13,673**

Total number of older people supported.

**5590**

Calls responded to with vital support and information.

**891**

People supported to live independently in their own home after a hospital stay or illness.

**7848**

Volunteer Hours

**260**

volunteer hours for our walking friends programme.

**14,922** hours of support delivered to **322** clients to help them live independently in their own homes.

**637**

Dementia Wellbeing Service referrals.

**304**

Dementia Meeting Centre Sessions.

**£13,069**

invested in the development of our people.

**316**

amount of Home Energy Checks to make best use of energy efficiencies.

**3600**

Calls to lonely and isolated people.

## Our latest client survey results showed that:

Respondents that found our services accessible: **84%**

Respondents that found our staff welcoming, listened to them and treated them with respect and dignity: **92%**

Respondents that felt we had a positive impact on their life: **92%**

Respondents that found our friendly: **95%**

## Our clients also provided the following survey feedback:

*"Changed my life as far as confidence in my feet and how they look and feel."*

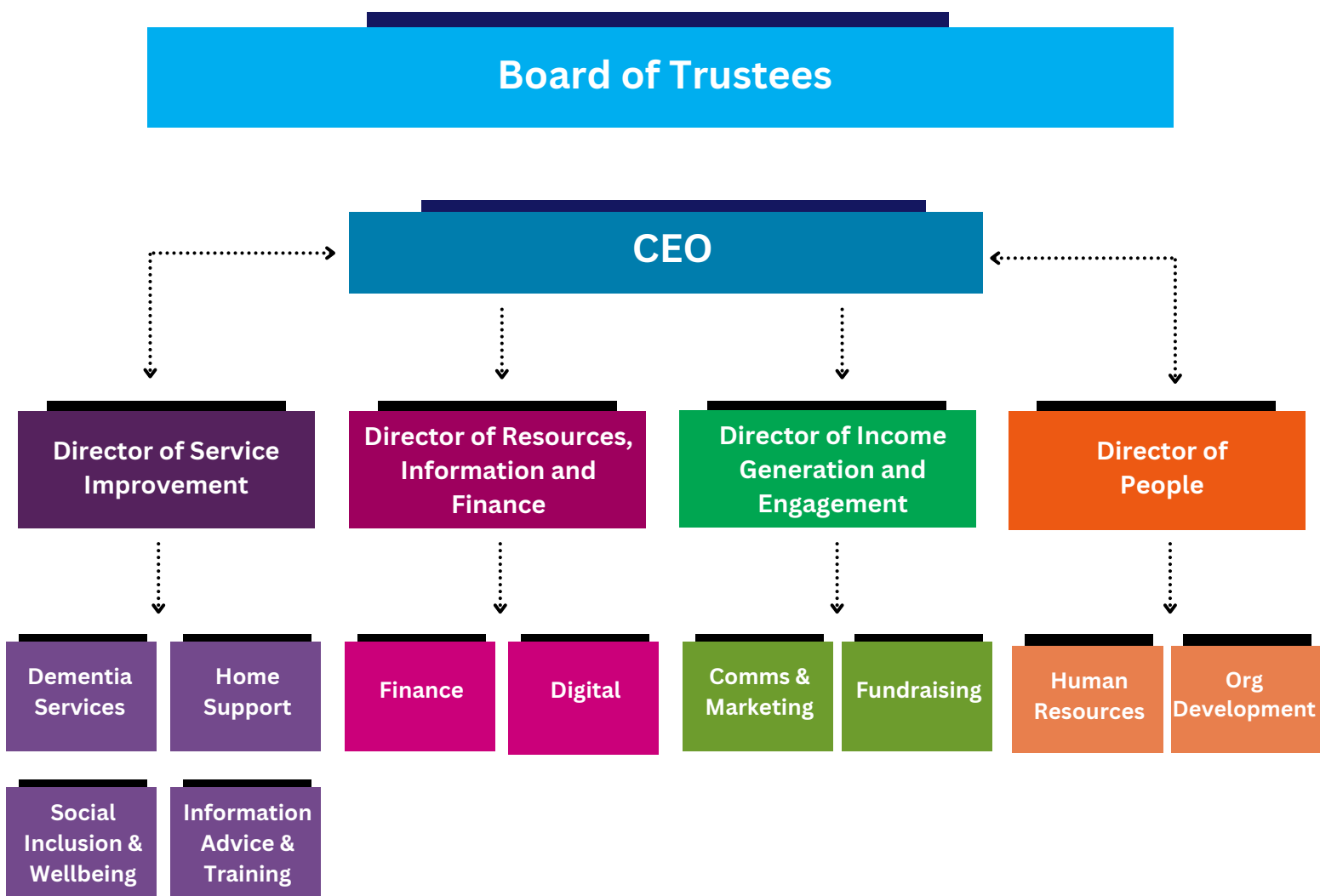
*"The lady that sat with my mum each week was amazing; she was exceptionally kind and caring."*

*"Supportive knowledgeable and empathetic approach."*

*"Free prompt knowledgeable and went beyond the call-of-duty."*

# Our Staff and Volunteers

We could not do what we do without our dedicated team of staff and volunteers. We have around 141 staff members and 200 volunteers at Age UK Herefordshire & Worcestershire who support the following structure:





# What our trustees say about the role



## **Charli Wood Trustee (from 2019) and current Vice Chair (from 2022)**

“I joined as a Trustee after my father died as I wanted to give something back to the community in which I grew up. I’m a Herefordshire girl born and bred, and giving some of my free time to help a charity that does so much for older people across the two counties is a real privilege.”

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## **Iain Balchin, Trustee and Treasurer, and Chair of Finance Information and Risk Subcommittee (from 2022)**

“Being a Trustee is hugely rewarding and I am very pleased to be able to support Age UK H&W as Trustee and Treasurer. Since I got involved just over 12 months ago I have seen great progress in the way finance is managed, both in terms of timely accounting and accurate forecasting, to support the Senior Leadership Team and Board in their decision making. The approach to risk assessment, mitigation and monitoring has also been improved and these changes mean that the charity is more efficient and better placed to support its mission effectively. The recent hiring of a new Resources, Information and Finance Director will only enhance these controls further.”

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## **Michelle Worthing, Trustee and Chair of Standards and Services Subcommittee (from 2022)**

“I’m really looking forward to seeing the impact Age UK H&W makes over the next year, particularly after all the hard work undertaken by the leadership team, staff and volunteers. I’m especially excited about the fundraising events that have taken place, those planned for the future and hearing about how they have raised valuable funds to support the ongoing work of the charity, whilst helping to promote the services available. The expansion of services into Herefordshire is another area I am enthusiastic about - it’s great that these will be available more widely across the two counties.”

**You can find out who is on our current board of trustees at [ageukhw.org.uk](https://ageukhw.org.uk)**

# The role of a Trustee

**Trustees have overall control of a charity and are responsible for making sure it is doing what it was set up to do. They are the people who lead the charity and decide how its run.**

- You will be expected to attend and contribute to meetings of the Board and subcommittees. This includes contributing to the collective decision-making on key strategic and policy matters; monitoring progress in relation to the delivery of strategy and financial plans. Financial responsibilities are limited under guarantee.
- Ensuring the charity pursues our stated objects (purposes), as defined in our governing document, by developing and agreeing a long-term strategy.
- Ensuring the charity complies with our governing document (i.e. our trust deed, constitution or memorandum and articles of association), charity law, company law and any other relevant legislation or regulations.
- Ensuring the charity applies resources exclusively in pursuance of our charitable objects (i.e. the charity must not spend money on activities that are not included in our own objectives, however worthwhile or charitable those activities are) for the benefit of the public.
- Ensuring the charity defines its goals and evaluates performance against agreed targets.
- Role modelling charity values.
- Ensuring the effective and efficient administration of the charity, including having appropriate policies and procedures in place.
- Ensuring the financial stability of the organisation.
- Protecting and managing the property of the charity and ensuring the proper investment of the charity's funds.
- Following proper and formal arrangements for the appointment, supervision, support, and appraisal of the Chief Executive.
- Members of the Board act as ambassadors for the charity, promoting its work and enacting its values and mission.
- All members of the Board are required to complete an Annual Fit and Proper Person Declaration which includes a Declaration of Interest and Related parties.



# Trustee support

- You will be invited to attend induction, training, and development events as needed to carry out the role effectively.
- Members of the Board are encouraged to take advantage of these opportunities to assist them in developing their understanding of the charity and the broader Integrated Care System.
- New members of the Board are assigned a mentor from within the existing membership of the Board to support and guide them.
- You will be working alongside a committed Board of Trustees and Senior Leadership Team all striving to increase the impact of Age UK H&W and make a difference to older people.

## Time commitment

- Preparing for and attending meetings, typically; four full board meetings per year and one quarterly sub committee.
- Supporting events throughout the year, including the AGM.
- Being responsive to emails and being available to offer ad hoc assistance/advice as required.

Each meeting lasts around two hours, although you would also need to allow time to read through meeting papers beforehand. There may be specific occasions when a Trustee is required to attend an event to represent the charity. Board Trustees serve a three-year term of office and can be re-elected to serve up to three additional terms.



# Our ideal trustee has...

- An understanding of our federated charity structure.
- A commitment to the charity's mission.
- An understanding of the legal duties, responsibilities and liabilities of trusteeship
- An understanding of strategic issues and strategic vision.
- The ability to analyse information and when necessary, challenge constructively.
- Willingness to devote the necessary time and effort to their duties as a trustee and attend meetings regularly.
- The ability to work effectively as a member of a team.
- A commitment to Nolan's seven principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership.
- We are currently looking for people with experience in HR, Fundraising, Marketing and Health & Social Care.

**However, previous experience as a Trustee is not as important as a passion for our work and desire to make a positive contribution**

- The role of a Trustee is voluntary and is not accompanied by any financial remuneration, although expenses for travel may be claimed
- This post is covered by the Rehabilitation of Offenders Act 1974 and therefore applicants are required to declare unspent convictions and/or unspent conditional cautions







Age UK H&W

# How to apply

We are fully committed to equity of opportunity and diversity to ensure we replicate the full breadth of the communities we serve. It is important that our board has the diversity of thought to underpin good governance.

If you are interested in being a trustee please feel free to contact Chief Executive, Julia Neal, for an informal chat by emailing [jneal@ageukhw.org.uk](mailto:jneal@ageukhw.org.uk).



[ageukhw.org.uk](http://ageukhw.org.uk)



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