



Trustee Information Pack

Thank you for your interest in joining the Board of Trustees at Age UK
Hillingdon, Harrow and Brent.

We find ourselves at an exciting stage for the charity and welcome new trustees
to support and further the work of the organisation.

This document is intended to support you in making your decision to apply for a
Trustee Role and understand the expectations and requirements for the role.

About Us

Our Background.

Age UK Hillingdon, Harrow and Brent (HHB) has a proud heritage of delivering services and support to the older residents of the London boroughs of Hillingdon, Harrow and Brent for over 30 years.

We started life as three local Age Concerns, rebranding as local Age UKs in 2009 following the merger of the national charities, Age Concern and Help the Aged.

In July 2018 Age UK Hillingdon merged with Age UK Harrow and Age UK Brent to become a stronger and more sustainable charity to support the needs of older people across the three London boroughs.

The charity is governed by a Board of Trustees who meet on a regular basis to provide overall governance and strategic direction, developing the organisation's aims, objectives and goals in accordance with the governing document, and legal and regulatory guidelines.

The Board works to develop oversight of the work of the charity and to give support to the Chief Executive and the Senior Management Team (SMT) and is supported by approximately 95 employees and 175 volunteers who work across the three boroughs.

Age UK is the country's leading charity dedicated to helping everyone make the most of later life. There are now over 115 local Age UKs throughout England. Together, we provide a wide range of services to help people in later life throughout the UK. The local Age UKs are affiliated with Age UK, the national organization, but are independent, locally-managed organizations concerned with the needs of older people in their own boroughs. Our family also includes [Age Cymru](#), [Age NI](#) and [Age Scotland](#), as well as [Age International](#), with whom we support vulnerable older people in more than 40 countries worldwide.

[Welcome to Age UK Hillingdon, Harrow and Brent](#)

[Age UK National](#)

**Our Mission is to make later life better in
Hillingdon, Harrow and Brent**

About Us

Our Services.

Age UK HHB offers a variety of essential services across the three boroughs with a focus on Making Later Life Better for Everyone in Hillingdon, Harrow and Brent. We look to support the older people in our community, and their families and carers, when they need us by offering a range of services including:

- Information & Advice
- Advocacy services
- Help at Home
- Housing support
- Will writing services
- Debt counselling
- Welfare benefits support
- Lasting Power of Attorney
- Wellbeing services
- Clubs
- Groups
- Hospital Support
- Community Support

We also have two charity shops which provide vital funds to the charity.

The Homeshare program has brought peace of mind to my family and provided me with valuable companionship.

John, 80

Help at Home has been a lifesaver, offering reliable and caring assistance with my daily tasks.

Jane, 75

The LPA and Will Writing service was professional and reassuring, making the process stress-free." -

Michael, 68



**Map of London
Boroughs
Showing Our
Locations and
Age UK Partners**

Being a Trustee

The Role of a Trustee.

Age UK Hillingdon, Harrow and Brent has an active board of Trustees from a range of different backgrounds who continually provide guidance and support to the charity.

The Trustee role offers an exciting opportunity to get involved in an engaging, decision-making role which contributes to the organisation strategy, financial strategy and day-to-day management of the organisation. The Board of Trustees conducts its business through its meetings and sub-committees and follows agreed processes and procedures in line with the requirements of the Charity Commission.

[The Charity Commission - GOV.UK](http://www.gov.uk)
(www.gov.uk)

More information on the role of a Trustee generally can be found here:

[The essential trustee: what you need to know, what you need to do - GOV.UK](http://www.gov.uk) (www.gov.uk)
[Charity trustee: what's involved \(CC3a\) - GOV.UK](http://www.gov.uk) (www.gov.uk)

Responsibilities and duties of the Board of Trustees:

The key responsibilities are to:

- Ensure that any activity undertaken by Age UK HHB is in pursuit of the vision, mission and ambitions of the charity and actively provide guidance and support to ensure the objectives of the charity are achieved.
- Champion the cause of Age UK HHB and actively participate in promoting the work and image of the charity to the wider community.
- Ensure that Age UK HHB undertakes regular reviews of performance, financial stability and charitable activity and evaluates these against the overall mission.

In addition to the above duties, each trustee should use any specific skills, knowledge or experience they have to help the board of trustees reach sound decisions.

This may involve leading discussions, identifying key issues, providing advice and guidance on new initiatives and evaluating or offering advice on other areas in which the trustee has expertise.

Being a Trustee

Skills and Experience.

We have recently undertaken a Skills Audit to understand our current strengths and recruitment needs.

We think we are strong on the following:

- Board / Committee Experience
- Chairing / Running meetings
- Strategic Planning
- PR / External Communications
- Campaigning / Income Generation

But we are looking for new Trustees with experience and/or knowledge of the following areas to help us develop and grow our Board:

- Change Management and Transformation experience
- NHS commissioning and infrastructure knowledge
- Strong financial expertise
- Partnership knowledge
- HR and Workforce Development
- Fundraising and income generation
- AI and emerging technologies

This is not an exclusive list of skills as each new Trustee brings their own valuable skills and experience so can strength our existing Board or support on other areas such as broad Voluntary Sector experience or Service Delivery.

The Time Commitment.

Our Trustees meet once a month on a Wednesday morning and alternate between an in-person meeting (3 hours in Harrow) and an online meeting (1 hour).

On average Trustees spend about 1-2 hours reading papers and preparing for these meetings.

We also hold an all day in-person Strategy Review Day with Trustees and the Senior Management Team in the Autumn which involves approximately 3 hours preparation.

After the initial induction training our Trustees are able to undertake any training they are interested in completing as part of their role. Mandatory training takes 1-2 hours per year.

In addition, Trustees might take on additional duties depending on their interests and experience.

We have a small Finance Sub-Committee which meets monthly for about an hour and requires 1-2 hours preparation. We also have a small Marketing and Fundraising Sub-Committee which meets occasionally, again for an hour.

Trustees find that they could spend another hour or so a month assisting on interviews, visiting services etc, this is not a requirement but useful to develop an understanding of the organisation and to show a presence to staff and volunteers.

Trustees may be invited to participate in induction sessions, staff and volunteer events, external gatherings with stakeholders and an annual meeting with the chair.

Ideally we would like Trustees to show a 3-year commitment to Age UK HHB.

Being a Trustee

Expectations of individual Trustees.

Trustees are expected to:

- Comply with the Charity's code of conduct and other relevant policies by behaving in a professional manner, thus safeguarding the name and charitable work of Age UK HHB
- Be diligent and sensible in the administration of their duties
- Keep within the charitable objects and powers
- Always maintain confidentiality and exercise discretion regarding the affairs of Age UK HHB
- Observe all policies /procedures agreed by the Board in day to day and strategic matters
- Provide the necessary information to comply with the requirements of regulatory and other statutory bodies
- Respond sensitively to the needs of older people as members, service users or in the wider community in the carrying out of Board plans and policies

What we are looking for in our Trustees.

- A commitment to the vision, mission and values of Age UK HHB
- A commitment to meet the minimum time requirements to the Trustee role including all Board meetings (please see above for more guidance on this area)
- Integrity
- Strategic vision
- Good, independent judgement and sound decision-making skills
- Solutions focused and an ability to think creatively
- An understanding and acceptance of the legal duties, responsibilities and liabilities of trusteeship
- An ability to work effectively as a member of a team and to collectively make decisions for the good of the Charity
- The ability to analyse and evaluate data, financial controls and KPIs

When the opportunity to become a Trustee at Age UK HHB arose, I was excited. I have witnessed the struggles of older people first-hand which inspired me to help other older people. Therefore this was the perfect opportunity to complement my day job within the Live Events industry. It's very satisfying to be around the table that makes decisions for older people in the various communities and the brilliant staff and volunteers of the charity.

Natasha Spence - Trustee



Being a Trustee

How We Will Support You:

- Provision of induction, information and training to enable you to carry out your role effectively
- Provision of policies, procedures and standards of the organisation relating to your role.
- One strategy meeting per year
- Contribution to email discussions allowing you to keep up to date with board and other documents
- Please note, this is an un-paid role but reasonable expenses, such as travel will be paid
- Access to an online training portal to support you in your understanding or to develop your own areas of interest
- Providing a sense of achievement through contributing to improving the lives of older people living in our Community and Making a Difference

Our commitment to equality, diversity and inclusion.

Age UK HHB is an equal opportunities employer and values diversity and inclusion and the benefits this brings.

We welcome applications from people of different ages and backgrounds and seek to ensure that the charity follows the principles of equality and diversity and encourages inclusive and accessible participation.

We value diversity, in the widest sense, and consider it essential for its Board to stay informed and responsive and to succeed in the fast paced and complex changes facing the voluntary sector.

We recognise that trustees from different backgrounds, with a variety of experiences and perspectives, are more likely to encourage debate and make better decisions.

We would particularly welcome expressions of interest from younger applicants and people representing Black, Asian and minority ethnic (BAME) communities.

Find out more and apply

We understand that the Role of a Trustee is a new area for many people and that you may have further questions.

We are keen to make your journey with us as positive and informed as we can. If you would like to start with an initial informal conversation then please contact us by emailing:

comms@ageukhbb.org.uk

or contact Sam Young on **020 8756 4398** so we can arrange a call with our CEO or Chair of Trustees as soon as possible.

If you are feeling confident with your knowledge of this role and would like to apply, please submit your CV and an application form explaining why you've applied for this role, and any relevant experience to **comms@ageukhbb.org.uk**

I had left work but after about 6 months I realised I was getting bored and needed something to engage my brain. I started volunteering in Information and Advice and quickly got involved with Welfare Benefits which I found so rewarding, helping people get the money they needed to maintain a decent life in older age.

Rita - Age UK HHB Volunteer

Age UK HHB has been a lifeline for me. The companionship program has given me friends and support I never thought possible.

Mary - Age UK HHB resident

I've found so much joy in Volunteering with Age UK HHB. It's a truly rewarding experience.

John - Age UK HHB Volunteer