

# Trustee Recruitment Pack



**Can you help us to create  
carer friendly  
communities across  
Wiltshire and Dorset?**

# Letter from chair



Dear Applicant,

Thank you for considering joining Carer Support Wiltshire (CSW) as a trustee. We are looking to strengthen our board by appointing new trustees. Our Board works hard throughout the year to ensure that Carer Support Wiltshire remains focused on its mission to support unpaid carers in Wiltshire and Dorset.

We are looking for three trustees with knowledge and/or links to Wiltshire/Dorset, and who can bring senior-level experience and expertise in the following broad areas:

- Health and Social Care
- Income Generation
- A Carer / young Carer experience
- Volunteer Management

You may already have some form of trustee/board experience or have worked closely with boards. You might bring senior experience from the public, private or voluntary sectors.

You will join us at an exciting time as we embark on the first year of our new strategy and take forward the achievements and learning of the last challenging year. Our main strategic priorities are sustainability and growth to meet the rapidly increasing and complex needs of unpaid carers.

Despite recent, significant events, we have innovated new ways of working, introduced new services, built our fundraising base and now are in the fourth of a five-year contract for carers of all ages with Wiltshire Council and Wiltshire Clinical Commissioning Group (CCG). We are now undertaking key steps to implement this strategy which will see considerable organisational change and a focus on developing our people. You will be able to find out more about our achievements in this Introduction Pack as well as our website [www.carersupportwiltshire.co.uk](http://www.carersupportwiltshire.co.uk) and [www.carersupportdorset.co.uk](http://www.carersupportdorset.co.uk)

I hope you will share our commitment to grow our reach and influence on behalf of carers, so that together we achieve our vision to create a community where unpaid carers are valued and recognised for the amazing work they do.

If you would like to take forward your application and have any further questions, please contact Leanne Hubbard, our Chief Executive. We both look forward to hearing from you.

Yours sincerely

**Liz Brown**



**‘My daughter has a support worker from Carer Support Wiltshire who she has found very useful – it’s someone to offload to. I have been to groups along the way and chatted to people. It’s useful to talk to people who know what you’re going through – they know that process of caring and how it limits you.’**

**Mandy, carer for her Mum**



**In this Trustee information pack you will find the following information:**

- Who we are
- Our board and committees
- Role overview – trustee
- How to apply

If you have any questions about any aspect of the organisation or the role, please do not hesitate to get in touch.

## **About us**



Carer Support Wiltshire is a registered charity (Charity no: 1092762) that supports all unpaid carers, from 5 years upwards, in Wiltshire.

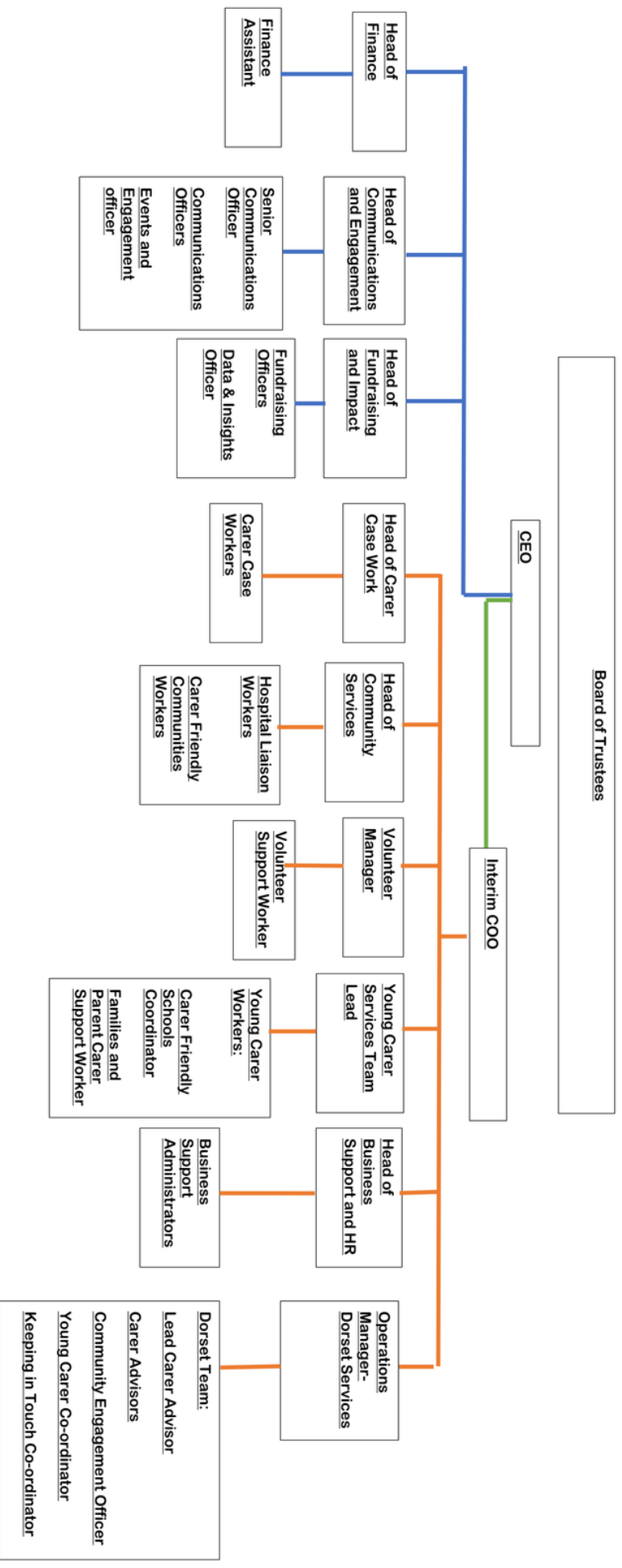
Our aim is to create a society that understands and supports unpaid carers. We also operate in Dorset under the name Carer Support Dorset.

We help carers to access services, information, education and training, respite, and breaks from their caring role. We ensure carers have a voice and we work with health and social care professionals and employers to raise carer awareness and develop best practice.

**We work towards a future where:**

- Carers have better health and wellbeing.
- Carers can make choices about their caring role and access the right support and services for themselves and the person they care for.
- Carers needs, voices and the contribution they make to society are recognised and valued.

Carer Support Wiltshire and Dorset  
Organisational Chart 2023



# Our Vision and Mission



## Our vision

A society which understands and support unpaid carers.

## Our Mission

Improving life for all unpaid carers by:

- Listening to and meeting their needs;
- Providing information to give them choices;
- Giving them a voice;
- Influencing and raising awareness of unpaid caring.

## Our values

Our values are that we are carer-focused, creative, have integrity, we collaborate and we empower.

## Why we are needed

National Census data released at the start of 2023 showed that in Wiltshire and Dorset, the number of people providing a significant amount of unpaid care – over 20 hours a week – reached 19,330 people, and over 28% of Wiltshire and Dorset's unpaid carers were found to be providing more than 50 hours of care a week.

## How we work

We offer a range of services and activities designed to support carers aged 5 and upwards in all aspects of their caring role and ensure their health, wellbeing, educational and recreational needs.

We work with healthcare professionals, GPs, hospitals and schools to educate, inform and advise about unpaid carers. For example, our Carer Friendly Award for GP surgeries, which nearly all GP surgeries in Wiltshire are signed up to, recognises surgeries for offering flexible appointments to carers, keeping a carers register, holding regular carer events and offering carers an annual health check.

Our team of Carer Friendly Communities workers are out in the community, working with local businesses and other organisations; helping to identify carers and signposting them to services in their communities.

Our support team works with carers to ensure they receive the support they need to continue caring. We run a helpline for carers which is open during normal office hours on **0800 181 4118** and **0800 368 8349** in Dorset.

We are working with Olive Branch Counselling to provide a simple referral pathway for carers for low and no cost counselling. We will need to seek further funding to develop this service and give more carers access to counselling services that will help to prevent crisis situations.

We are working with Avon and Wiltshire Mental Health Partnership and Wiltshire Mind to develop support groups for carers caring for someone with mental health difficulties.

We are part of the dementia wrist band partnership with Bobby Van Trust, Alzheimer's Support and Wiltshire Police and will be promoting this to carers and issuing bands.

We continue to work with Dorothy House and Prospect Hospice on developing Bereavement Help Points.

As part of the Carers Trust network, we have been able to offer carers in Wiltshire a range of grants to support short breaks, household goods and cost of living difficulties. We have also been able to give young carers access to a wide range of opportunities including a West End Theatre workshop residential.

For more information, please read our latest [Impact Report](#) and [Strategy and Business plan 2021-24](#).

## How we are funded

We rely on funding from Wiltshire Council and Bath and North East Somerset, Swindon and Wiltshire Integrated Care Board, Dorset Council and NHS Dorset Clinical Commissioning Group, companies, trusts, charities, and many others, including those who fundraise or make donations to make a difference to the lives of carers.

We are proud to be a network partner of the Carers Trust – the leading national charity for carers in the UK.



**‘Thank you for arranging this training. I’ve had a pretty hideous five weeks and have been on a massive, steep learning curve. In reality this has been the most practical, supportive and humane hour on this journey.’**

**Feedback from a carer who attended a training session**



# Board and Committees



Carer Support Wiltshire has a Board of Trustees comprising a Chair and up to 12 trustees at any one time. Our trustees ensure Carer Support Wiltshire has a clear strategy, and that our work and goals are in line with our vision. The trustees have independent control over, and legal responsibility for, the charity's management and administration. They are also responsible for the corporate governance of the organisation and report annually to the Charity Commission and Companies House. We have board meetings four times a year.

Four sub-committees of the board of trustees provide more detailed scrutiny, challenge and support our activities: Finance; Quality, Compliance & Volunteering; Nominations and Fundraising & Publicity. The four sub-committees meet quarterly and include trustees and staff.

We believe in working with others to make Wiltshire and Dorset a carer friendly community and have a range of networks and partnerships to ensure we can:

- Raise awareness of the support and services we offer
- Stay up to date with local developments
- Represent the voices of carers
- Influence local services

These community links can also generate income, contracts and services. We currently work with or have worked with:

BANES and Swindon Carers Centre, Dorothy House, Bobby Van Trust, Wiltshire Council, Wiltshire Police, Dyson, Wilton House, BWS ICB, Bournemouth Christchurch & Poole Council including CRISP (Carers' Resource Information and Support Programme), Dorset Council, Dorset Healthcare University NHS Foundation Trust, NHS Dorset, Dorset County Hospital NHS Foundation Trust, University Hospitals Dorset NHS Foundation Trust (Bournemouth, Christchurch and Poole Hospitals), Help & Care, Leonardo Trust, Rethink Dorset Carers Service, Dorset Carers Hub and Pramacare



**'I have a phone call fortnightly from Yvonne, She's absolutely lovely and I enjoy speaking to her. We have a shared interest in sewing and quite a friendship going.'**

**Loretta, a carer for her Mum who is signed up to our Here to Talk befriending service**



# Role Overview - Trustee



Our trustees are essential to our success as a charity. The role is essentially strategic, with trustees focusing on the overall direction of the organisation and monitoring performance of the organisation and senior leadership team.

As a trustee, you will set our direction and hold staff to account, making sure we are always doing the best we possibly can for unpaid carers across Wiltshire and Dorset. Trustees focus on the overall direction of the organisation, whilst monitoring the performance of the organisation and the senior leadership team.

The Board of Trustees is responsible for the corporate governance of the organisation and reports the actual achievements on an annual basis to Charity Commission and Companies House.

## Trustees for Carer Support Wiltshire

Carer Support Wiltshire has undergone a transformation in recent years. It is entering an exciting new phase, with continuing to grow Carer Support Dorset and other new projects, and diversifying income sources to achieve the goal of ensuring Wiltshire and Dorset carers are well supported.

We are looking for three trustees with knowledge and/or links to Wiltshire/Dorset, and who can bring senior level experience and expertise in the following broad areas:

- Health and Social Care
- Income Generation
- A Carer / young Carer experience
- Volunteer Management

## Outline duties

- To agree the objectives and strategic plans of the organisation
- To ensure compliance with all legal and regulatory requirements, including employment, health and safety and personal data
- To provide advice and guidance to the senior leadership team where appropriate
- To ensure the charity is and will remain solvent with safeguards in place to prevent fraud
- To attend board meetings (approximately 4 per year)
- To join occasional meetings as required by the board (eg. strategic review)
- To research and understand relevant background information concerning the work of the organisation

Each trustee should use any specific knowledge or experience he/she may have to help the board reach sound decisions. This will involve scrutinising board papers, leading discussions, focusing on key issues, and providing advice and guidance. This would be requested by the board on new initiatives or other issues relevant to an area of the charity's work in which the trustee has special expertise.



## Skills and expertise

- Integrity
- Commitment to the charity
- Understanding of the legal duties, responsibilities and liabilities of trusteeship
- Understanding of strategic issues and strategic vision
- Be able 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
- 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

## General information

The Board accepts a range of skills and experience given the range, variety and diversity of the organisation. These include financial management, legal matters, health and social care issues, fundraising, HR, public relations, marketing, mental health and wellbeing.

New trustees are given an induction to the charity and an opportunity to spend some time with the senior leadership team and other key members of staff. There will be opportunities for specific training for the board as a group and individual trustees as identified. Trustees serve a three-year term of office and can be re-elected to serve additional three-year terms.

Trusteeship can be rewarding for many reasons, from a sense of making a difference, to gaining new skills and experiences and new understanding, and although it is an honorary position, trustees will be reimbursed for out-of-pocket expenses.

Every hour you spend carrying out your role as a Trustee with us will make a real difference to the life of an unpaid carer and their family. Feeling valued will mean different things to different people, so we have a variety of different ways to show our appreciation for what you do.

## Time commitment required

The average time commitment of a Trustee is one day per month. This includes four full board meetings per year, and subcommittees, most of which meet quarterly. In the first couple of months, induction will require some additional time.

There is one trustee away day per year, and a number of events that require the attendance of staff, volunteers and trustees. All successful candidates are expected to sit on at least one relevant sub-committee.

Trustees should be prepared to contribute their expertise on an ad-hoc basis, depending on the needs of the charity at a given time.

Board arrangements are reviewed annually to ensure we are able to conduct our strategic oversight in a way that fosters full trustee involvement. We undertake an annual Board Effectiveness Survey and skills audit to inform our board practice and trustee development.

## Key information before submitting an application

- You must be over 18 years old
- You must be properly appointed following the procedures and any restrictions in the charity's governing document
- The role of a Trustee is voluntary and is not accompanied by any financial remuneration, although expenses for travel may be claimed.

### You cannot be a trustee if you:

- Are a designated person for the purposes of antiterrorism legislation
- Are on the sex offender's register
- Have been found in contempt of court for making (or causing to be made) a false statement
- Have been found guilty of disobedience to an order or direction of the Charity Commission
- You must not act as a Trustee if you are disqualified under the Charities Act, including:
  - If you have an unspent conviction for an offence involving dishonesty or deception (such as fraud)
  - Are bankrupt or have entered into a formal arrangement (e.g. an individual voluntary arrangement) with a creditor
  - Or you have been removed as a company director or charity trustee because of wrongdoing.

We particularly welcome applications from disabled and Black, Asian and Minority Ethnic candidates as people from ethnic minorities, women and young people are currently underrepresented on our board.



**I've worked alongside some of the team members within the CSW Comms department and had a real opportunity to see the charity in action, learned more than I anticipated in a very short period of time about the third sector and participated in fabulous virtual strategy sessions and board meetings along the way. It's an opportunity for skills development and personal growth while knowing that you're contributing towards something that can really make a difference.**

**Donna, current Trustee**



# How to apply



All applications are to be addressed to Leanne Hubbard at Carer Support Wiltshire. Whilst Carer Support Wiltshire is focusing its search on trustees with current experience in the skill areas outlined above, we will also welcome applications from volunteers with other relevant skills and from individuals with backgrounds and experience currently under-represented on the board. **Closing date for applications is the 18 December, 2023.**

Your application will require the following:

- Your current CV, setting out relevant experience (addressing the expertise area where relevant)
- A covering letter answering the following questions:
  - What motivated you to apply to become a trustee?
  - What other experience or skills do you feel you could offer?
  - Are there any areas of the organisation's work you have a particular interest in and/or would like to become more involved in?
- Please ensure you have also completed the separate Equality and Diversity Monitoring form. The information on the form will be treated as confidential and used for reporting purposes only. The form will be kept separate and will not form part of the application process.

Please email all the above documents to Leanne Hubbard, Chief Executive at: [leaneh@carersupportwiltshire.co.uk](mailto:leaneh@carersupportwiltshire.co.uk) or by post to:

**Leanne Hubbard, Chief Executive**  
**Carer Support Wiltshire**  
**Independent Living Centre**  
**St George's Road**  
**Semington, Nr Trowbridge, Wiltshire, BA14 6JQ**



**Trustee Recruitment Pack**

**0800 181 4118**

**[www.carersupportwiltshire.co.uk](http://www.carersupportwiltshire.co.uk)**

**Creating carer friendly communities**

