

**Trustee Information Pack**

Thank you for considering becoming a trustee with us.

At Citizens Advice Epsom & Ewell (CAEE) I am privileged to chair a well-run charity, much respected in the local community. We are firmly focused on the impact we make on the lives of people who live, work or study in the borough. We have a strong board and management team, so incoming trustees will be well supported as they settle into the role.

We are looking forward to welcoming new trustees to our Board. The successful applicant will be joining a dedicated team who are proud of the difference our service makes to the lives of our clients. If you share our aims and values, would enjoy shaping the future of CAEE and have the right skills and experience to be a trustee, we'd love to hear from you.

Yvette Ball

Chair of Trustee Board

**The role**

We welcome applicants of all ages, backgrounds and experience, including those who have personally benefitted from our service. We value fresh ideas, alternative perspectives and different life experiences. We are looking for candidates with an inclusive style who respect other people’s views and are comfortable with challenge and debate. You do not need to have been a trustee before.

To be successful in this role you’ll be:

* able to think clearly and creatively
* able to facilitate and support a range of different meetings
* able to work effectively as part of a team
* effective at building relationships at all levels, including with staff, volunteers, funders and key stakeholders
* committed to the aims, values, policies and principles of CAEE
* able to give the time, energy and motivation to respond to current and future challenges.

This is an exciting opportunity for you to make a real difference to our charity in challenging times and to change things for the better in the local community. You will enjoy the satisfaction of:

* making a positive impact for people in the Borough by ensuring that CAEE is financially sustainable and meeting local needs
* working for a worthwhile cause
* meeting people and building relationships with trustees, staff and other volunteers
* building on and/or learning new governance, organisational and strategy skills.

We value and promote Equality, Diversity and Inclusion (EDI) and particularly welcome applications from people with disabilities, BME applicants and LGBTQ candidates to enhance representation on our Board.

**Role profile**

We are seeking trustees across a range of disciplines and specialisms, e.g. EDI, housing, fundraising, health, safeguarding, technology and social media. But what really counts is your strategic knowledge or lived experience and your passion to help local people who need advice, information and advocacy.

**What will you do?**

We are looking for a trustee to work with us to:

* guide and govern the service, shape strategy and set targets
* monitor the financial position of the charity, ensuring that it operates within its means and objectives, that there are clear lines of accountability for day-to-day financial management and that there are proper financial controls to safeguard the organisation’s resources
* seek the views of all sections of the community, monitor how well the service meets the needs of the local community and campaign accordingly
* ensure that the service plans for the recruitment and turnover of staff and volunteers
* review and evaluate the performance of the organisation and how effectively it operates including action for improvement
* prepare for and attend 5 Board meetings per year, in addition to leading or contributing to other trustee meetings as necessary
* work with other trustees and staff to further the strategic objectives of CAEE, including developing strategy in your specialist area



**What do you need to have?**

Essential for you to:

* understand and accept the responsibilities and liabilities of trustees
* be non-judgmental and respect views, values and cultures that are different to your own
* exercise good independent judgement
* demonstrate good leadership and inter-personal skills
* have good listening, verbal and written communication skills
* have good numeracy skills
* be willing to follow the aims, principles, values and policies of CAEE including confidentiality and data protection
* be willing to undertake training in your role

Desirable: strategic knowledge and/or experience in a relevant specialism.

**How much time do you need to give?**

The trustee board usually meets in the daytime and you’ll need to spend about 8 hours per month of your time. Expenses will be reimbursed.



**Contact details**

**Before you apply**

If you are interested in joining our Trustee Board and would like to have a chat with the Chair, you can express your interest online by clicking [Trustee role - expression of interest – Citizens Advice Epsom & Ewell (caee.org.uk)](https://www.caee.org.uk/volunteer/trustee-role-expression-of-interest/)

and we will get back to you by phone or email.

For further information on being a trustee see [Working as a Trustee](https://www.caee.org.uk/volunteer/working-as-a-trustee/)

**To apply**

Please complete our online [Application Form](https://www.caee.org.uk/volunteer/trustee-application-form/) and submit with your CV.



**About Us**

Citizens Advice Epsom & Ewell (CAEE) is a local charity that helps people to solve their problems and find ways forward. It is run by volunteers, supported by a small team of paid staff.

**Our Vision**

To create an environment in which everyone living, working or studying in the Borough is easily able to get the advice they need for the problems they face.

**Our Mission**

To provide free, confidential, and impartial advice on issues affecting people’s day to day lives; and

To effect changes to government policy and practices at both local and national level, which materially improve the lives of our clients.

**Our Strategic Objectives**

These are:

* To create a sustainable supply of volunteers
* To develop a strong financial position
* To and continually enhance and grow our brand and reputation in the local community
* To nurture key partnerships with whom we can work to deliver a wide-ranging service.

**Our Values** (draft to be finalised)

*Honesty and integrity:* we will be open and straightforward in our interactions and act in the best interests of all parties

*Respect*: we will consider the rights and feelings of others, be non-judgemental and show patience in all relationships

*Learning*: we will be creative and aim to continually increase our knowledge and improve the service

*Empowerment*: we will be active in equipping clients, volunteers and staff to grow in self-reliance and independence

*Community:* we care about our local community and will be tenacious in pursuing beneficial change

*Diversity*: we are inclusive and compassionate treating everyone with fairness and using everyday language

**More About Citizens Advice Epsom & Ewell**

Location: The Old Town Hall, The Parade, Epsom, Surrey, KT18 5AG pending a move to East St, Epsom.

Service Delivery: We deliver our service through different channels to be accessible to everyone including face to face, phone, video conferencing, email and webchat. We operate a hybrid system of remote working and in-office plus developing our network of outreach venues.

Specialist services:

Mid and East Surrey Mental Health Outreach service for clients with mental health issues across mid and east Surrey.

Specialist Debt Advice for local people with critical debt issues

Legal Aid Housing Solicitor and pro bono advice

Tribunals & Appeals

Specialist access: Textphone for deaf clients, Wheelchair access,
Disabled toilet, Phone translation service

For 2022/23:

Number of people helped: 2,660

Number of client contacts: 12,959

Main types of enquiries: Benefits, debt, housing and employment

Number of volunteers: 55 advisers and assessors (incl trainees)

13 paid staff

9 members of the Trustee Board

Area served: Borough of Epsom and Ewell

Population: 79,928 (2018) [ONS UK](https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates)

While Epsom & Ewell as a whole is relatively well-off, this masks two wards (Ruxley and Court) with the highest deprivation indices. Epsom & Ewell has the highest percentage of ethnic minority groups among all the districts in Surrey.

**Our Governance & Management**

We are governed by a Trustee Board. Our trustees are all volunteers from the local community who have gained skills, knowledge and experience in their working lives. The Board works with the Chief Executive and other staff to guide, govern, shape strategy, and give direction.

Applicants for a position on the Board are interviewed by a panel of trustees. Those selected are proposed for appointment either by resolution of the Board or by election at a General Meeting. The Chair, Vice Chair and Treasurer are elected annually at the next Board meeting following the date of the Annual General Meeting. As part of their induction, new trustees are encouraged to sit in on client interviews, having signed a confidentiality agreement, to help develop their understanding of the work of the bureau, and to attend the short induction course organised by the National Association.

**Responsibilities of Trustees**

Trustees have the skills, knowledge and experience to help guide and govern our service, shape strategy and give direction to the organisation. This includes making sure that the charity is:

* doing what it was set-up to do, such as offering high quality advice services to the local community
* complying with the law, including upkeep of premises, insurance, recruitment and equipment
* securing money to meet current and new demands and ensuring that all funds are used responsibly
* recognised and valued by local organisations, funders and people, who are aware of the vital service CAEE provides locally.

CAEE (which dates back to 1939) is a registered charity and a company limited by guarantee incorporated on 27 September 2000. The maximum liability of each member is limited to £1. We are governed by our Memorandum and Articles of Association as amended on 13 January 2011. We are authorised and regulated by the Financial Conduct Authority.

By invitation, Epsom and Ewell Borough Council appoint two councillors as its representatives to attend meetings of the Board as non-voting observers.

The Chief Executive is responsible for delivering our strategic objectives and for the day-to-day management of the organisation, its paid staff and volunteers.

The Board usually meets quarterly and has two committees with responsibilities respectively for Finance and Human Resources. Each of them has written terms of reference that are reviewed periodically. In addition, there are also groups that meet as and when required such as Fundraising and Research & Campaigns. Several of our trustees have responsibility for specific areas of the Board’s work eg. Finance, Governance, Human Resources.

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| **Overview of Citizens Advice**

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| The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 280 local Citizens Advice members.We are part of a network of independent charities, delivering services from* over 600 local Citizens Advice outlets
* over 1,800 community centres, GPs’ surgeries and prisons

They do this with:  * 6,500 local staff
* over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live. | **A blue and black logo  Description automatically generated**https://lh5.googleusercontent.com/r8suuMK2Y1jlNYRk0lSUl754bSwmNYAJobX-F9ffjexbCyPchw5197ffUyCrom3-bxGgy_E0fqO2Re9Dxk0UtXRs940bi9gIIzX24uYthNRbwQm6lKqY9AnpSF_d5Fn9vqek1OG2 |

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