



North Tyneside
Carers' Centre



**COULD YOU BE OUR NEXT TRUSTEE AT
NORTH TYNESIDE CARERS' CENTRE?**

Welcome message from the chair of the board of trustees

Dear Candidate,

Thank you for your interest in becoming a Trustee at North Tyneside Carers' Centre (NTCC). We are an information, advice and support service that was set up by carers for carers across North Tyneside nearly 30 years ago. Since then we have been proudly advocating for the rights and needs of unpaid carers, both locally and nationally. Our vision is that carers are healthy, happy, safe and recognised for the role they play in their community.

At North Tyneside Carers' Centre we offer specialist services for unpaid carers of all ages and backgrounds. Our provision includes:

- peer and mental health support groups,
- person-centred guidance sessions,
- support for carers trying to secure employment,
- breaks and activities
- one-to-one therapy for children and young people
- bespoke training
- information about specific health conditions and how to cope with a wide range of situations.

We work with partner agencies and charities in North Tyneside to ensure that we all provide a cohesive and holistic approach to make life as easy as possible for carers.

In 2022 we had nearly 6250 adult carers and 460 young carers registered with us, all of whom are unpaid and who rely on our various services. We know that these figures form the tip of the iceberg and our internal research has determined that there are many more unsupported carers.

We are actively trying to identify them and hope that they will engage with us. Demand for our services keeps increasing but the charitable and health & social care sectors continue to face exceptional challenges and circumstances. To keep providing the quality and breadth of service, on which we have built our reputation, we need to become more innovative and creative and to further develop and harness the talents of the North Tyneside Carers' Centre team. This is where your time and talents could help us if you become a Trustee.

Our Trustees are key to the success of the Carers' Centre. With their range of professional and technical skills they ensure that the charity keeps moving forward. Each Trustee exemplifies the behaviours and values that have long been associated with North Tyneside Carers' Centre and which we continually strive to uphold. If you join our Board you will have an active role in shaping the strategic direction of the charity and effecting change in order to make a real difference to carers' lives. You will be working alongside a dedicated, compassionate and highly experienced team of professionals and volunteers who all share the same vision of improving quality of life for unpaid carers. In addition, you will be working in collaboration with the people we support to influence local and national policymakers and, hopefully, contribute to lasting societal changes and improvements.

We would love to hear from you if you believe that you have the qualities, skills and experience that we are looking for in new Trustees.

David Baldwin

About us

North Tyneside Carers' Centre is an independent charity and a network partner of Carers Trust. Established in 1994 by a group of unpaid carers who identified that they had nowhere to go for support, they approached North Tyneside Council and requested access to a room where they could meet and support one another. After discussions, a steering group was formed and the Princess Royal Trust for Carers was approached to help set up a Carers' Centre in North Tyneside. Now, nearly thirty years later, carers continue to be involved at every level of our organisation including policy and service development and they are represented on the Board of Trustees and within our staff and volunteer teams.

Our Board benefits from Trustees who have a wealth of experience in terms of caring and working within health and social care.

The Centre now employs over 20 staff and benefits from the support of nearly 20 volunteers, many of whom also have direct experience of caring for family, friends and neighbours. Our well-established adult carer and young carer services deliver a wide range of innovative, flexible and high-quality interventions. These enable carers to maintain their health and wellbeing, achieve their future aspirations and cope better in their caring role. The value and success of our work is also recognised in our track record of securing funding and contracts from the local authority and NHS and receiving grants and donations from a range of charitable and philanthropic benefactors. We enjoy the support of over 104 Carers Trust network partners across the UK and this enables us to influence policy at a regional and national level.



Our board of trustees

Our Board is responsible for upholding the mission and values of the Carers' Centre, agreeing the strategic direction of the charity, setting the budgetary framework and taking high-level decisions for any major undertakings. Responsibility for the day-to-day operation of the Carers' Centre is delegated to our Chief Executive, Claire Easton, who reports to the Trustees on a regular basis. This arrangement ensures that our Trustees have all the information they need to monitor progress and to agree any strategic or budgetary adjustments which may become necessary and to ensure good governance. The Board appoints our Chief Executive and assists with other staff appointments, as required. The Chief Executive is responsible for leading the Management Team and for making and implementing operational decisions.

Our Trustees undertake the following responsibilities:

1. Setting and maintaining vision, mission and values

Trustees establish the essential purpose of the organisation. They are also responsible for guarding and maintaining the ethos and values of the organisation.

2. Developing strategy

Trustees work with the Centre's Management Team to develop long-term plans for the organisation.

3. Establishing and monitoring policies

Trustees help to create policies to govern the organisation. These include:

- *Relevant policies, e.g. Human Resources, Child Protection, Protection of Vulnerable Adults, Equality and Diversity, etc.*
- *Systems for reporting and sharing information*
- *Guidance for staff*
- *Conduct of the Management Team and their meetings*

4. Setting up employment procedures

Trustees help oversee Human Resources issues and create comprehensive, fair and legal policies for employees. These protect the organisation and those who work for it. They cover:

- *Recruitment*
- *Support and Supervision*
- *Appraisal*
- *Discipline*

Trustees also recruit and select new members to the Management Team.

5. Ensuring compliance with our Articles of Association

The Articles of Association are the rulebook for the organisation. Trustees ensure that it is followed and that, in particular, the organisation's activities always comply with the charitable objectives.

6. Ensuring accountability

Trustees ensure that the organisation fulfils the legal requirements of the Charity Commission, His Majesty's Revenue and Customs (HMRC) and Companies House. The Centre must always be accountable to these government regulators and departments as well as to carer beneficiaries, donors, staff, volunteers and the general public.

7. Ensuring compliance with the law

Trustees are responsible for checking that all of the organisation's activities are legal.

8. Maintaining proper financial records

Trustees are responsible for effectively managing the organisation's finances and resources so it can meet its charitable objects including:

- *Securing sufficient resources to fulfil the aims of the organisation*
- *Monitoring spending in the best interests of the organisation*
- *Approving the annual financial statement and budget*
- *Seeking to minimise risk for the organisation*
- *Participating in fundraising and income generation*
- *Ensuring legal compliance*

9. Selecting and supporting the Chief Executive

Trustees select and support the Chief Executive and review their performance.

10. Respecting the roles of NTCC staff

Trustees recognise and respect the domain of staff responsibility. At the same time, they create policies to guide staff activities and safeguard the interests of the organisation.

11. Maintaining effective Board performance

Trustees engage in:

- *Productive meetings*
- *Development activities*
- *Regular performance reviews*
- *Partnership with other organisations where necessary*

12. Promoting the organisation

Trustees act as ambassadors for the organisation and through their own behaviour, governance, oversight and activities on behalf of the organisation, enhance and protect the reputation of the Carers' Centre.



What do we look for in a trustee?

The unpaid carers we support are always at the heart of what we do and they inspire and help us to drive positive change. As such, we are looking for Trustees who share our vision of the best quality services for unpaid carers. Trustees must have compassion, empathy and sensitivity to the needs and challenges faced by the people we support. They must also be open to learning about and understanding the complexity of carers' circumstances and lived experiences.

We would particularly welcome applications from people with personal experience of:

- Being a carer (currently or previously)
- The health and social care sector (public, charitable or private sector experience)
- Safeguarding
- Working with children and/or young people
- Strategic Planning
- Charity Governance
- Business Management
- Risk Assessment and Management
- Finance / Accountancy
- Fundraising / Grants Administration
- Legal / Contract negotiations
- Communications, Marketing or PR

We aim to have a diverse and inclusive Board of Trustees. We actively encourage applications from people who are Black or a minoritised ethnicity, disabled, LGBTQ+ and/or have varying levels of educational attainment. We also particularly welcome applications from younger people aged 18 to 30.

Any new Trustee will be able to demonstrate the following qualities:

- commitment to our purpose, values, ethics, policies and initiatives
- a genuine desire for our continued growth and success
- sincerity
- integrity
- the ability to maintain confidentiality on sensitive and confidential information
- the ability to analyse information and to demonstrate creative, analytical and strategic thinking
- the ability to work collaboratively and effectively within a Trustee team so that collective decisions can be made and upheld
- good independent judgement with the ability to express views respectfully and collaboratively in order to provide constructive challenge
- the ability to act reasonably and responsibly when undertaking duties and performing tasks
- an understanding of the importance and purpose of meetings and the consistent need to adequately prepare for and attend these meetings
- the ability to respect boundaries between executive functions (day-to-day operations and HR) and governance functions
- a willingness to meet the minimum time commitment.

Duties of trustees

Trustees have, and must accept, ultimate responsibility for directing the affairs of NTCC. They ensure that the organisation is governed and managed effectively and in accordance with all relevant legislation and that it delivers the charitable outcomes outlined in its Constitution, Charity Articles and Corporate Strategy. The Board ensures that all of its decisions and actions are consistent with the charity's values.

Trustees must ensure that NTCC complies with:

- All U.K. charity laws and the requirements of the Charity Commission as regulator;
- The requirements of other legislation and other regulators which govern the activities of the charity;
- The requirements and rules and the charitable purpose and objects set out in NTCC's Constitution and Charity Articles;
- The requirement for Trustees to act with integrity and avoid any personal conflicts of interest (in accordance with our Conflict of Interest policy) and/or misuse of charity funds or assets.

Trustees are not expected to have a detailed knowledge of all relevant legislation as NTCC staff and external consultants can provide guidance and support, as required. It is, however, necessary for them to realise that legislation exists and to be satisfied that NTCC's policies, procedures and reporting mechanisms comply with this legislation.

Trustees have a duty of prudence so they must ensure that:

- NTCC delivers its charitable objectives;
- NTCC is and will remain solvent and financially sustainable;
- NTCC uses charitable funds and assets wisely and that any spend is in full accordance with the purposes and interests of the charity as set out in its governing documents and the interests of the charity's beneficiaries;
- NTCC does not undertake activities that might place the charity's property, funds, assets or reputation at undue risk;
- NTCC is especially cautious when investing funds or borrowing funds.



Trustees have a duty of care so they must ensure that:

- They exercise reasonable care and skill as Trustees, using their personal knowledge and experience to ensure that the charity is well run, efficient and governed effectively;
- They consider getting external professional advice on all matters where there may be material risk to NTCC or where the Trustees may be in breach of their duties;
- They protect and safeguard people who come into contact with NTCC including: service users, staff, volunteers and any others at any time;
- They uphold, promote and enforce the principles of equality, diversity, inclusion and anti- racism;
- They do not profit from their role;
- They contribute to the Board and the governance of the charity as a whole and also provide strategic advice;
- They consider any good practice initiatives that promote confidence in charities and create a supportive environment;
- They always act in full accordance with the Trustee Code of Conduct.



Trustee commitment

Term of Office

Trustees are appointed for a minimum of 3 years and can continue for a further two periods of 3 years (maximum term 9 years). The decision to renew terms of office is discretionary based upon performance review and confirmation of the continuing need for a particular skill set.

Time Commitment

Our Board meet 6 times a year on the first Wednesday of the month: these meetings are held during normal office hours and/or in the evenings, usually from 4pm to 6pm.

We currently have 2 Trustee Sub-Groups: Finance and HR. All Trustees are encouraged to join one or more subgroups according to their area of interest. The Board appoints a Trustee to be the Chair of each of these Sub-Groups and they report into the Board in line with the charity's planning and performance management cycle. Our Sub-Groups meet 6 times a year at a time that suits members and these meetings usually last 1 ½ hours.

On average the Trustee role takes up to 4 hours a month based on attendance at Board meetings, involvement in one of our Sub-Committees and completion of any related tasks. Existing trustees who work full-time can provide advice and guidance about balancing your time commitments.

We aim to distribute papers electronically one week in advance of meetings to allow sufficient time for reading and preparation.

Outside of scheduled meetings, Trustees may be asked to join ad-hoc meetings to discuss time-sensitive topics.

We also ask that Trustees commit time to reading documents and taking part in email discussions with fellow Board Members, as required.

Trustees are also expected to attend key organisational events once or twice a year.

Location

Trustees meet for Board and Sub-Committee meetings at our office in Wallsend and online on Teams. They may occasionally represent the charity at other local events and meetings.

Terms of Appointment

All of our Trustees are volunteers and their role is unpaid. The work they undertake for the charity does not form any type of employment contract.

How do we support our trustees?

Equality, Diversity and Inclusion

NTCC regularly reviews both policy and performance to ensure that we always retain an equitable, inclusive and positive culture where anyone who uses, delivers or oversees our services feels safe, secure and comfortable in being their true selves and feels able to reach their full potential. We encourage and welcome diversity in thinking, skills, experience, background and culture as we see this as the right way to be with everyone. As such, we are keen to reduce under-representation and to ensure organisational accountability for fair and equal practice. Anyone at NTCC can approach the Board, the Chief Executive and/or the Management Team if they have any concerns about how they or others are being treated. All such discussions are taken seriously and appropriate actions will be taken.

Mentoring and Guidance

We recognise that anyone who is new to Trusteeship may benefit from short-term mentoring by an existing, experienced Trustee. If this would suit you, we will ask one of your peers to support you in this role for the first year or until you feel more confident. You will, of course, also be supported in a more general sense by the whole Board who are friendly and inclusive. We would encourage you to have regular reviews and an annual one-to-one with the Chair of Trustees. These meetings are an opportunity for you to identify any learning needs, areas for development or other personal issues which you wish to discuss.

Learning and Development

One of the advantages of volunteering is the ability to access learning and development

opportunities relevant to the role. We ask you to undertake the following training modules within the first 12 months of joining the Board:

- Safeguarding
- Equality, Diversity and Inclusion
- GDPR (Data Protection and Confidentiality)
- Health and Safety

Each module takes between an hour and an hour and a half. If you need additional training at any time, we aim to be as flexible as possible when booking training dates and you may be able to access sessions alongside staff teams. Some training is available as e-learning so you can access it from home, at your own pace. All Trustees have the opportunity to attend relevant events and conferences within the sector.

Expenses

The role of Trustee is voluntary but NTCC will reimburse you for reasonable and agreed out of pocket expenses including travel to meetings and events to enable you to attend Board and/or Sub-Committee meetings or other agreed meetings and events. If you are receiving welfare benefits, we recommend that you inform the relevant benefits office. Guidance from the Department of Work and Pensions currently states that your benefits should not be affected by volunteering but they do like to be informed. We are happy to help you with this notification if required.

Insurance

We provide insurance cover for Trustees when they are doing approved and authorised voluntary work for NTCC.

Becoming a trustee

Finding Out More

If you are inspired by our work and interested in finding out more about the role and whether it would feel right for you, we would love to hear from you and answer any questions. Please contact the Chief Executive, Claire Easton, on **0191 249 6480** or email **Claire.Easton@ntcarers.co.uk**

Application and Interview

If you decide that you would like to apply to join us as a Trustee, our process includes the following steps:

Application – Please complete an online application via our website at:
www.northtynesidecarers.org.uk

Alternatively, please download the application form from our website, complete it electronically or by hand and return it via email (**recruitment@ntcarers.co.uk**) or to our postal address:

North Tyneside Carers' Centre
Floor 2
Wallsend Customer First Centre,
Wallsend
NE28 8JR

We ask that you give special attention to the supporting statement as this covers why you want to be considered for Trusteeship and the expertise and experience you can bring to the role.

Interview – Your application will be considered by the Board of Trustees and the Chief Executive. Interviews are held by the Chief Executive and at least one of the Trustees in our office in Wallsend. We are happy to arrange interviews for shortlisted candidates outside office hours if this would be more convenient.

Reasonable Adjustments

We are committed to providing an inclusive experience for all those who want to apply for any role at NTCC and we are committed to removing any barriers in our recruitment processes. If you have any difficulty with our application and/or interview process we can support you to apply in other ways such as via telephone or video call.

Basic DBS Check

The role requires a Basic Disclosure check by the Disclosure and Barring Service (DBS). This provides information about a person's criminal record such as cautions, reprimands, warnings, spent and unspent convictions. Any information given will be treated in the strictest confidence. Suitable applicants will not be refused a role because of spent offences which are not relevant to that role and which do not place them at or make them a risk in that role. All cases will be examined on an individual basis. The DBS check will be organised by appointment.

Trustee Disqualification Check

Individuals are automatically disqualified as Charity Trustees if they:

- Have unspent convictions for offences of dishonesty or deception;
- Are currently declared bankrupt or subject to bankruptcy restrictions or an interim order;
- Are subject to a debt relief order, a debt relief restrictions order or interim order;
- Are on the sex offenders register;
- Have been disqualified from being a company director;
- Have previously been removed as a Trustee, or as a charity officer, agent or employee by the Charities Commission or the High Court due to misconduct or mismanagement.

Further information on the role of a Trustee

- For more information on the role of a charity Trustee and wider charity governance please review the guidance provided by the Charity Commission for England and Wales. This is available at:
- Charity trustee: what's involved (CC3a) - GOV.UK (www.gov.uk)
- Managing your charity: guidance for trustees - GOV.UK (www.gov.uk)

Thank you for your interest in North Tyneside Carers' Centre. We look forward to receiving your application.

