



# Trustees Recruitment Pack

February 2021



Carer Support Wiltshire is a registered charity in England & Wales (1092762). A company limited by guarantee. Registered company in England & Wales (4415685). Registered address: Independent Living Centre, St George's Road, Semington, Trowbridge, BA14 6JQ

## **Letter from the Chief Executive**

Dear Applicant,

Many thanks for considering trusteeship with Carer Support Wiltshire. 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 across the county.

Following a recent Board skills audit, new trustees should ideally bring specific experience and expertise in finance. We have two volunteer roles; Treasurer and Finance. We are also seeking to recruit from Dorset.

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

In 2018, Carer Support Wiltshire began a three-year all-ages contract with Wiltshire Council and Wiltshire Clinical Commissioning Group (CCG), and in 2019, Dorset Council and Dorset CCG awarded us the contract to be that county's lead carer organisation. In November 2019, Carer Support Dorset began operations.

Our Wiltshire staff and volunteers offer a range of services and support to carers, including formal assessments of adult carers' needs and reviews on behalf of Wiltshire Council, and we work with Youth Action Wiltshire to provide support for young carers. Our Community Connector team is based in the community, helping to identify carers and signpost them to local resources. Carers cafés, dotted around the county, are run by volunteers, many with experience as a carer. Young Adult Carers are offered support to help pursue studies, manage their caring roles, access to peer support along with web and social media resources.

Carer Support Dorset runs a telephone helpline, where carers talk with a Carer Adviser who can signpost and refer carers onto a range of services that offer help, including to Dorset Council for a Carer Act Carers Assessment if this will help.

Our websites provide a range of helpful information for carers and we have an active social media presence.

Like many charities, the way we work changed as a result of Covid-19, and we are currently home working, providing telephone assessments and welfare checks. More volunteers have joined us, to

help reach carers who have been isolated at home through our virtual carers' cafés, wellbeing checks and Talk and Support sessions. We have also been successful in raising Covid-specific funds to provide new dedicated services for affected carers, such as counselling and Talk and Support.

Recent dialogues with all our local MPs brought to their attention Carers Week (8 to 14 June) and the problems some carers experienced with shopping.

We have improved internal processes to speed up carers accessing the support they need as quickly as possible. We continue to manage our costs closely, and in 2019, invested in the fundraising team to continue diversifying our income.

Four sub-committees of the Board of Trustees provide more detailed scrutiny, challenge and support of our activities: Finance; Quality, Compliance & Volunteering; Nominations and Fundraising & Publicity.

I hope that you will consider joining our Board of Trustees, and support us in our commitment to grow our reach and influence on behalf of carers, and to help us manifest our vision to create a caring community for all.

Yours faithfully,

**Judy Walker**

Chief Executive Officer



## About Carer Support Wiltshire

Carer Support Wiltshire is a charity that aims to ensure that all unpaid carers across Wiltshire and Dorset are well supported. The organisation was formed in April 2011 on the merger of the previous four carer support charities for Wiltshire. We launched Carer Support Dorset in November 2019.

The organisation is proud to be a network partner of the Carers Trust – the leading national charity for carers in the UK which works to reach carers and develop services across the country.

## What is a carer and how do we help?

A carer is someone who helps a friend, a neighbour or a family member who could not manage alone. Carers who perform this role are usually unpaid and, even though they are often providing care to loved ones or friends, their lives are often negatively impacted by the role. Carers can be any age.

Our aim is to create carer friendly communities where carers are recognised, valued and supported.

We work towards a future where:

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

## **About Carer Support Dorset**

Our new service Carer Support Dorset is the lead organisation for carers in Dorset and offers a one-stop shop for information, advice and guidance through a telephone line and online resources.

We work collaboratively with other organisations in Dorset to improve their identification of carers and to develop best practice in relation to carers, as well as raising awareness of carers' issues through public relations and events.

## **Our people**

Volunteers donated 7,504 hours of their time during 2019-20, broadening the scope of our services and providing them with additional skills, expertise and reach in supporting carers in Wiltshire and helping us grow our reach as an organisation.

Many volunteers are carers themselves, or have been carers, and they have helped us respond to carers' needs during the Covid-19 crisis, providing 'Talk and Support and virtual cafés, in place of face-to-face ones.

At the end of 2019-20, we employed just over 40 full-time equivalent staff, with most in carer support and development roles.

## **Raising Awareness**

All our work is supported by strong communications – media work, websites and social media help us get our message across to the general public. National events such as Carers Week in June, Rights Day in November and Young Carers Awareness day in January offer us particular opportunities to highlight carers' needs and awareness of our services.

Carer awareness training is also provided to health and social care professionals -'during 2019-20, 752 carers took part.

## **Sustainability**

Given the increased demands for core funding, Carer Support Wiltshire seeks to diversify its income streams through achieving new contracts and charitable funding for new services.

## **Testimonials**

### **From a carer who regularly attended a carers café:**

"I think this group has definitely been a 'life saver' for me. This group has given me vital contact. I wasn't brave enough to go out on my own to a new place but this carers café is excellent as it is welcoming and friendly and supportive.

### **From a parent carer:**

"I never really thought of myself as a carer. When I applied to Carers Support Wiltshire for an afternoon at Westonbirt School I felt that it wasn't deserved, I'm a parent not a carer! That afternoon was amazing for me, it really made me realise that I do need support and I am a person in my own right."

### **From a carer who did some basic computer training:**

"I was computer illiterate, friends were emailing and telling me to join the 21st century but I had no time to learn. Carer Support Wiltshire organised 1:1 training, I'm over the moon! Using a laptop has boosted my confidence."

### **From a carer who attended dementia training:**

"I feel more confident in my role as a carer and have a greater understanding of the disease –early, middle and later stages –nobody had explained this to me."

**Feedback from a GP surgery:**

"We are grateful to Carer Support Wiltshire for their ongoing support to the surgery and our patients - we are lucky to have such an excellent local service."

**From Trustees of Carer Support Wiltshire:**

"My time as a Trustee is coming to an end but I want CSW to be in safe hand for Carers of the future. CSW is still quite unique in the way it serves the largely disregarded role of the Carer. Add to that the increasing financial constraints within the NHS and Social Services and it becomes clear that CSW must continue, and in doing so look for more innovative ways of working."

"I joined CSW a year ago and have been inspired by the passion and commitment of the staff and volunteers. I am privileged to lead the steering group of volunteers and staff for our new Courage2Care service which supports military carers in Wiltshire. As a carer too I know how vital our work is to sustain lonely and vulnerable people in our community."

## **Governance**

The main strategic priorities for Carer Support Wiltshire are:

- To provide services for unpaid carers across Wiltshire, Dorset and beyond.
- To improve the financial sustainability of Carer Support Wiltshire by increasing diversity of funding.
- To influence care and support policy within elected and none elected bodies by being the voice for carers and on their behalf.
- To continuously improve leadership, management, service delivery and quality performance.

The Board meets five times a year. The four sub-committees meet quarterly and include trustees and staff.



New Trustees follow a detailed induction programme that includes an initial introduction to the work of Carer Support Wiltshire and Carer Support Dorset, where possible shadowing our services.

The Trustee Handbook contains detailed role descriptions of Trustee and officer roles as well as information and links to websites such as the Charity Commission, to support them in their role.

[Read our Annual Report](#)

## **We are now looking to recruit**

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



We are now looking to recruit two Trustees; one with a finance expertise and a Treasurer. Candidates are welcome with a connection to Dorset and/or Wiltshire.

**Both role descriptions can be viewed on our website**  
**[www.carersupportwiltshire.co.uk/get-involved/volunteer](http://www.carersupportwiltshire.co.uk/get-involved/volunteer)**

### **Time Commitment**

The average time commitment of a Trustee is one day per month. This includes 5 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 which require the attendance of staff, volunteers and trustees. All successful candidates are expected to sit on at least one relevant sub-committee.

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

We review Board arrangements 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 to inform our Board practice and Trustee development.



## **Equal Opportunities and Diversity**

We are committed to increasing the diversity of our board and are particularly interested in young people, people from Black and Minority Ethnic Groups, those with disabilities and those within the LGBT community as these are currently under-represented on the Board.

We will do our utmost to accommodate any special needs or training required to support new trustees into the role.

Trustee roles are voluntary and unpaid. However, reasonable expenses will be reimbursed in line with the policy.

## How to Apply

**Application must be sent to the CEO: Judy Walker 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.

Your application will require the following:

1. Your current CV, setting out relevant experience (addressing the expertise area where relevant)
2. 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?

**Close date 30<sup>th</sup> April.**

**Please email :**

[Judyw@carersupportwiltshire.co.uk](mailto:Judyw@carersupportwiltshire.co.uk)

Judy Walker, Chief Executive  
Carer Support Wiltshire  
Independent Living Centre  
St Georges Road  
Semington, Nr Trowbridge, Wiltshire, BA14 6JQ

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

[www.carersupportdorset.co.uk](http://www.carersupportdorset.co.uk)



**Carer Support  
Wiltshire**



# Carer Support Wiltshire



**Organisational Chart  
June 2020**

**Trustees**  
Liz Brown (Chair), Chris Meier (Vice Chair), Ruth Martindale (Treasurer), Ian Baldwin, Frank Edwards, Derek Hayes, Laraine Marriott, Jane Mason, James Minett, Donna Moore, Janet Surr, Dr Toby Williams

**Chief Executive**  
Judy Walker

**PA to CE**  
Kerry Watts 0.4 FTE



