

## Citizens Advice Havant

### Recruitment of Chair of Trustees and Trustees

### Information Pack - September 2019



Citizens Advice Havant; formerly Havant and District Citizens Advice Bureau

Authorised and regulated by the Financial Conduct Authority FRN: 617630

Charity Registration no 1111564

Company Limited by Guarantee Registration no 5517228, Registered in England

Registered Office: Leigh Park Community Centre, Dunsbury Way, Havant, Hampshire. PO9 5BG

[www.citizensadvicehavant.org](http://www.citizensadvicehavant.org)

## Introduction

Thank you for your interest in joining Citizens Advice Havant, an advice charity committed to giving people in our local community the knowledge and confidence to find their way forward, whoever they are and whatever their position.

Our Trustee Board is well organised, highly skilled and strategy focussed. We currently have eight long serving Trustees and our Chair of Trustees is planning to step down after ten years in the role. We are seeking two to three new Trustees including a new Chair of Trustees who

- are committed to ensuring the local community is effectively supported
- can help CAH think long term and strategically
- have strong communication skills and critical and curious minds
- have the ability to influence key stakeholders within their sphere of expertise and more widely
- understand how complex systems operate and can be improved

We are particularly interested in candidates with skills and experience in the areas of: fundraising, PR and social media, finance and law. The Board meets quarterly and there are also regular working group meetings. The time commitment is likely to be one day a month for Trustees and up to three days a month for the Chair of Trustees.

We are about to enter a new phase of strategic development; with our local authority core funding newly secured for two/three years ahead via a competitive commissioning process, new and innovative funded projects; including our award-winning [www.workoutyourmoney.com](http://www.workoutyourmoney.com) project, a strong management team and opportunities shortly to open for an important community focussed service redesign.

More information about the organisation and the role is set out in this information pack:

- about Citizens Advice nationally
- about Citizens Advice Havant
- Trustee role descriptions
- how to apply and timetable

On behalf of my Trustees, I look forward to receiving your application.

Jon Stuart FRSA, FFA, Chief Executive

☎: 07884 432111

✉: [ceo@cahavant.org.uk](mailto:ceo@cahavant.org.uk)

## About Citizens Advice nationally

**Giving people the knowledge and confidence to find their way forward, whoever they are and whatever their position:**

- 2.6 million people were helped last year; face-to-face, by phone, email or webchat
- 7 in 10 people are helped to solve a problem
- 8 in 10 people find a way forward
- 4 in 5 people find the advice had improved their lives
- 3 in 5 people find it easier to manage day-to-day
- 34 million views of advice online
- 21,000 volunteers give over £110 million worth of hours a year



## About Citizens Advice Havant

Citizens Advice Havant (CAH), formerly Havant and District Citizens Advice Bureau is a local charitable company originally formed in 1963, when the Havant bureau opened. In 1971, a bureau was opened in Waterlooville. A third bureau at Leigh Park was opened in 1979. CAH now has a main advice centre in Leigh Park, with additional advice outreaches at Waterlooville, Havant and Hayling Island.

CAH operates under the auspices of Citizens Advice, the national organisation via a membership agreement which provides a substantial support package including a performance quality framework focussed on the continuous assessment and quality assurance of client services and organisational operations.

We are a highly regarded advice agency providing free, independent, confidential, impartial and high quality advice to local people on their rights and responsibilities. Our clients are our priority and volunteers are at the heart of our organisation, being the main workforce delivering the service. We strive to ensure that our services are accessible and are available throughout our community. We value diversity, promote equality and challenge discrimination.

We empower clients to help themselves by supplying excellent, accurate information and advice that can be accessed face to face, over the phone and online. Clients can also help to make a difference by allowing us to use their evidence to influence changes in unfair policies and practices at a local and national level. Our services are free to clients and funded by local grants and fundraising.

We tailor our advice and allocate our resources to meet our clients' needs, whatever stage their problem may have reached or the level of support and advice that is needed.

Some people come to us with quick questions: they may want to double-check a piece of information or ensure they have chosen the best course of action. After ensuring that there are no further underlying issues, we are likely to support these clients through signposting or self-help, enabling them to deal with their query quickly and effectively.

For others their situation may rest on a knife edge. We help people who have reached crisis point and need urgent help and more in depth support and advice. They may have bailiffs due that day, their energy supply may be about to be disconnected or their home might be about to be repossessed. It may have taken a lot of personal courage to decide to seek help and some clients need very specialist advice and in depth support.

Over the past three to four years, we have seen our client issues becoming more complex; mirroring life. Poor mental health is rising across all age groups. There is continual change in government policy and practice. Welfare cuts; employment limitations; the rising cost of living/housing; means that navigating life is harder than ever; especially for young

people, low income families and carers. Many of our clients are the Government's recently labelled 'just about managing' category.

Whatever the issue we are supportive and non-judgemental and we do our best to help people find an appropriate, sustainable way forward and to improve their life chances and wellbeing.

## Local profile

**Deprivation:** 18 areas of deprivation, notably in Leigh Park, Wecock Farm and East Hayling, within the 20% most deprived areas in England; 6 are in the 10% most deprived

**Education:** Education, skills and training indicators show Havant is within the most deprived 25% of local authorities in England

**Health:** Life expectancy is 10.5 and 7.8 years lower for men and women respectively in the most deprived areas of Havant when compared to the least deprived areas. Around one third of adults are deemed obese and almost a fifth of Year 6 children are classified as obese. Public Health England's Health Profile for Havant shows a significantly worse than the England average in respect of children from low income families; GCSEs achieved; violent crime; smoking status of expectant mothers; excess weight in adults; hospital stays for self-harm; recorded diabetes. In terms of economic inactivity as a result of long-term sickness and disability; Havant is almost double the Hampshire average

**Employment:** Unemployment rate of 4% is 14% higher than the South East rate of 3.5%. For every 100 working age people, there are predicted to be 71 older people, by 2021

**Housing:** Proportion of socially rented accommodation over 10%, higher than 5% and 9% in Hampshire and England respectively; impact of 32% socially rented properties in Leigh Park

## Service delivery experience

Hampshire CC sponsored 2017/18 survey revealed 43% of clients in emergency/crisis situations

CAH supported 6,700 clients in 2018/19; dealing with 12,000 issues; requiring 19,000 contacts; 31% benefits 25% debt, 7% each for employment, housing and relationships

CAH clients have gained £5.5M of benefit; for every £1 invested in CAH services by Havant BC, £3.46 is gained in fiscal benefits and £16.56 in financial benefit to clients

2018/19 client survey work revealed 93% satisfaction on client experience and 94% likelihood of recommendation; both 6% up on Citizens Advice national averages

44% of clients have health or disability issues

Issues are becoming more complex and navigating life harder; reflecting challenges posed by cuts to benefits, employment opportunities and the rising cost of living

Poor mental health is rising across all age groups

Continual change in government policy and practice is impacting on community capacity

Most vulnerable urgently need face to face in depth support/multi-partner casework

DWP's recently implemented Universal Credit has created significant client demand

Rise in employment issues, increasing concerns about local employer poor HR practices

Loss of low level social/health care intervention creates community risks and more significant/costly results

### **Current services**

Citizens Advice is a nationally recognised and well trusted brand

Our locally run operations benefit from expert resources from central Citizens Advice, and a performance quality framework ensures quality assurance of both client services and organisational operations

60 local volunteers provided a worth of £360,000 per annum in 2018/19 based on ONS data; 40 volunteers provide core advice services, led by employed/qualified supervisors

CAH has QCF quality assured training; is ICO compliant and has robust safeguarding, equality and diversity processes in place

CAH operates from five accessible locations, operating 68 hours per week for 50 weeks of the year

Dynamic multi-channel approach; local advice sessions enhanced by phone, email and webchat options; seamless movement between; enabling homebound residents to access support and those work-based at non-local locations to access help from other Citizens Advice offices

Agile and economic organisation structure with volunteer workforce delivering core advice services and employed support infrastructure covering professional management and quality assurance

## Role descriptions

### Main Duties and responsibilities for trustees

Each individual member of the CAH trustee board has a responsibility to contribute to the discharging of the board's duties. They can do this by:

- maintaining an awareness of the business of CAH
- taking responsibility for their own learning and development
- regularly attending, preparing for and taking a full part in meetings
- actively contributing to setting policy and strategic direction, defining goals, setting targets and evaluating performance
- monitoring whether the service complies with its governing document
- monitoring whether it meets Citizens Advice membership requirements including the performance quality framework
- monitoring how well the advice needs of the local community are being met
- monitoring the financial position and ensuring that CAH operates within its means and objects, and that there are clear lines of accountability for day-to-day financial management
- supporting the development of CAH through participation in agreed projects
- actively seeking to further the strategic objectives of CAH, and acting in its best interests at all times
- maintaining confidentiality about any sensitive or confidential information received in the course of duties as a trustee including an understanding of information assurance and GDPR

### Personal skills and qualities for all trustees

Each individual member of the trustee board brings skills and qualities to the board. They add to the collective knowledge and experience by providing:

- commitment and availability to attend trustee board meetings
- effective communication skills and willingness to participate actively in discussion
- willingness to gain knowledge of local needs and resources
- commitment to the aims, principles and policies of the Citizens Advice service, including those relating to equal opportunities, independence, and research and campaigns
- willingness and ability to act in the best interests of CAH

- ability to understand and accept their responsibilities and liabilities as trustees and employers
- willingness to participate in democratic process which develops Citizens Advice policies by area and nationally
- numeracy to the extent required to understand accounts with the support of a treasurer
- willingness and ability to learn, and to develop and examine their own attitudes
- ability to think creatively and strategically, and exercise good, independent judgement
- ability to work effectively as a member of a team

### **Chair role profile**

The chair should take control of meetings, ensuring that everyone who wishes to has a reasonable chance to speak and take part. She or he should be able to listen to and understand a wide range of views, present information clearly and concisely and get clarification of relevant points, thus enabling the board to make effective decisions. The board must demonstrate its leadership of the organisation. It is the chair's role to enable the board to do that.

In addition to the general trustee board responsibilities, the chair will be responsible for the following duties (although in some cases these may be delegated to or shared with other board members):

- Ensuring that board decisions are made within the remit of the governing document and the policies of Citizens Advice
- Planning the annual cycle of board meetings, and chairing and facilitating these to ensure their smooth running
- Planning the agenda for meetings with the company secretary and/or CEO
- Developing membership of the trustee board to ensure that it contains the diverse range of skills, experience and knowledge needed to operate effectively, with due consideration for community representation
- Ensuring that successors for key posts - treasurer, chair etc. - are identified and inducted in good time
- Ensuring that trustees receive induction and adequate training to enable them to fulfil their roles
- Monitoring the calibre, level of commitment and attendance of all trustees
- Ensuring that the board reviews its own work and how effectively it operates; making sure to take any corrective action required
- Ensuring that the board is able to seek the views of all sections of the community served by CAH
- Checking that decisions taken at meetings are being implemented

- Ensuring that the board reviews the work of CAH
- Liaising with the CEO to keep an overview of CAH's business
- Providing or arranging for support and supervision for the CEO, including annual appraisal
- In conjunction with the treasurer, ensuring proper management and control of CAH finances
- Representing CAH in the community and at public events
- Representing CAH in relationships with funders and negotiating for funds for staffing, premises or equipment
- Ensuring that CAH plans for the recruitment and turnover of paid staff and volunteers

### **Personal skills and qualities**

- leadership skills
- experience of chairing meetings and committee work
- facilitation skills
- tact and diplomacy
- excellent communication and interpersonal skills
- impartiality, fairness and the ability to respect confidences

It is desirable for the chair to have knowledge of the type of work undertaken by CAH and a commitment to keeping ahead of the changes in the organisation that take place

## How to apply and timetable

More information about working with CAH can be found on the 'join us' section of our website <https://www.citizensadvicehavant.org>

To apply for these roles, please provide the following:

- An up to date CV
- A supporting statement (maximum two pages) that outlines your interest in our organisation and the particular role, along with your fit against the personal skills and qualities criteria as set out in this pack

Applications are sought by 20 October via email to [recruit@cahavant.org.uk](mailto:recruit@cahavant.org.uk)

We are an equal opportunities employer, and we aim to have a diverse mix of skills and backgrounds amongst the members of the Board of Trustees that can in turn better reflect the local community we work with. We would therefore welcome applicants from all backgrounds, but specifically from ethnic minorities and people with a disability

We are planning to hold interviews at the end of October

There are opportunities to meet our team at the Trustee Board meeting on 6 November and at our Annual General Meeting on 8 November

If you wish to discuss the post informally, please contact our CEO, Jon Stuart, see below, to arrange a conversation

Jon Stuart FRSA, FFA, Chief Executive

☎: 07884 432111

✉: [ceo@cahavant.org.uk](mailto:ceo@cahavant.org.uk)