



TRUSTEE RECRUITMENT PACK

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Letter from Imelda Redmond, our chair of trustees

The current Board is a welcoming, collegiate and energetic group, working hard to make a positive impact on the lives of older people in Tower Hamlets, Newham and Hackney. I have recently joined the organisation as chair and am looking forward to steering the organisation through an exciting period of transformation as we begin to implement our new, and ambitious, [five year strategy](#).

AUKEL has sound finances and a strong reputation for its service delivery (Hospital to Home service, community services, digital inclusion and Information and Advice). From this base, the organisation has an ambition to amplify the voices of older people within our communities and to create a more collaborative culture which both improves the connectedness of our services and also strengthens our relationships with local voluntary, statutory, community and faith groups.

We are looking for someone with the time, passion and expertise we need to work collegiately with trustee colleagues to lead the organisation through this next exciting phase.

Yours,

Imelda Redmond

AUKEL Chair of trustees

About us

Age UK East London (AUKEL) is a local independent charity, which is part of the national Age UK network. We work across Tower Hamlets, Hackney and Newham to deliver services which support older people to live healthier, happier and more fulfilled lives.

Our work

Each year we support around 20,000 older East Londoners by providing flexible practical and emotional support in homes, hospitals and in the community.

Our boroughs have the country's highest pensioner poverty in the country, further exacerbated by the current cost of living crisis.

How we help

1. We tackle poverty

Each year our advice service supports over 2,000 older people to claim £3.2million in welfare benefits, grants and relief entitlements. During the cost of living crisis we distributed £42,000 worth of emergency vouchers for food, helping older people ensure there was food in the fridge.

2. We alleviate loneliness

According to a national model, Tower Hamlets has the highest rates of loneliness in London and in England. Our East End Friends initiative teams housebound older people who'd like a bit more company with a volunteer to visit them at home. 92% of older people said they felt less isolated and lonely and 100% of volunteers would recommend the scheme.

3. We improve health.

Many older people in our boroughs have very poor health. For example, at age 65, women can expect just six more years of good health, which is the lowest in London and almost the lowest in England. This reduces their quality of life and can make it harder to remain independent. As well as increasing income and addressing loneliness (both determinants of health) we offer yoga, walking, and chair-based exercise groups at our community centre in Bow. 87% of participants said they are more independent as a result.

4. We increase independence.

Many older people live alone and struggle to manage around the home. Our home from hospital service supports 3,000 older people to return to a safe and warm home. Just 6% are readmitted to hospital within 28 days compared to 15.3% in areas where there aren't these services.

The Team

We have an established and talented Senior Management Team, a committed staff team and an extraordinary group of volunteers. Fifteen months ago the board recruited a new Chief

Executive. She is ambitious for the charity, comes with a great track-record of charity leadership, and has worked hard with trustees to develop our new organisational strategy.

Role Requirements

We are looking for someone to be our Trustee Safeguarding Lead, and to contribute to the strategic development of our service delivery offer. We are therefore looking for someone with experience in Safeguarding and who has experience of overseeing significant service delivery (NHS, local authority or large third sector organisation).

You must want to improve the lives of older people across East London and be committed to equity, diversity and inclusion and understand the impact disadvantage and discrimination has on the life chances of our population. You will be curious, collaborative and ambitious and able to commit to an average of one-to two days a quarter (most meetings are in the evenings).

We would really like our board of trustees to look more like the community we serve. We would particularly encourage you to apply if you are an older person and/or you are a person of the global majority.

Full role description can be found in appendix 1 and 2

Context of the safeguarding trustee role

As an organisation we have a safeguarding responsibility to all clients and staff members.

The Charity Commission, our regulator, is clear that safeguarding is the responsibility of all Trustees and expects organisations interfacing with vulnerable people to appoint a Trustee Safeguarding Lead (TSL) to hold accountability at Board level for safeguarding within the organisation. The TSL has high level oversight of an operational safeguarding agenda that is managed on a day-to-day basis by the Safeguarding Lead (SL).

Information and Support for the Role

If appointed to the role of TSL you will be expected to engage as a critical friend (rather than operationally) and will triage any safeguarding issues brought directly to you.

You will be supported by the Chair of Trustees (who is currently the interim TSL), and/or if required an adviser, and will receive training appropriate to the role as required.

You will attend meetings throughout the year, both physical and virtual, including full Board meetings, Service Development Committee meetings and at least one review meeting with the organisation's Safeguarding Lead.

What I get out of being on the AUKEL Board

'I continue to be impressed with the extent of the help AUKEL provides in our communities. The need for the service is increasing as the cost of living crisis deepens. I see the Trustee role as an enabling role. I enjoy rolling up my sleeves alongside my fellow trustees to tackle some challenging issues with our combined skill sets. I particularly enjoy working on the new People sub-committee and I can sense a renewed enthusiasm for finding ways to optimise the Trustee contribution.'

Time commitment

Trustees will be required to complete an induction to the organisation and the Board. This will include site visits and meetings with the CEO, Senior Management Team, Chair and Board members.

The Board meets quarterly on Wednesdays from 6.00 – 8.00pm in East London.

In addition to the full Board meetings, the Finance Committee meets quarterly on Thursdays from 6.00 – 8.00pm in East London, the People Committee meets quarterly on Mondays from 6.00-7.30pm online, and the Service Development Committee meets quarterly online (regular days/times tbc). The Safeguarding trustee will be expected to attend the Service Development Committee.

Board members may be asked to commit additional time to support staff recruitment, review tenders and share expertise.

The agenda and papers for each meeting are usually emailed to Trustees a week in advance To allow for preparation time.

Travel expenses can be reimbursed.

How to apply

If you are interested in being considered for this role please submit your CV/LinkedIn profile with a covering letter explaining why you wish to join the charity and the skills/experience you will bring to the Board to recruitment@ageukeastlondon.org.uk.

Please consider the information in Appendix 1&2

Potential candidates are welcome to have an informal conversation about the role.

Please contact AUKEL recruitment team to arrange this at

recruitment@ageukeastlondon.org.uk

Closing date is: Monday 30th September 2024. Interviews will take place during October.

Appendix 1: Trustee role description

Purpose of the role

The Board is responsible for the governance of the organisation, supporting the Chief Executive to ensure things run smoothly and effectively. You will be supporting our 75 members of staff and part of our 90+ strong volunteer team. You will also have the opportunity to learn about how to tackle the challenges that our beneficiaries face, and how to deliver appropriate co-produced services that enrich older people's lives and enhance the whole community of East London.

Trustee Main tasks

- Make decisions for the benefit of Age UK East London, exercising independent judgement and declaring any interests, exercising reasonable skill, care and diligence in carrying out activities.
- Contribute to Board meetings, helping to give firm strategic direction to the organisation, setting policy and targets and evaluating performance.
- Be familiar with the rules that govern Age UK East London (Articles of Association) and make sure we follow those, Charity Law, Company Law and all other relevant legislation and regulations., training and support is available.
- Ensure the organisation's financial stability, overseeing the setting of the budget and monitoring variance against the budget (the Board also has a Finance Sub-Committee to help oversee this).
- Ensure that we use our resources in line with our Articles and the requirements of funders, and that our accounts are a 'fair and true' representation of our finances.
- Safeguard the values of Age UK East London and maintain positive reputation for the organisation and its work.
- Contribute to a subcommittee that best suits your knowledge.

Trustee Person specification

A blend of the following skills and experience would be beneficial:

- A commitment to the mission and values of AUKEL
- Strategic vision
- Good, independent judgement
- An ability to think creatively
- A willingness to speak your mind
- An understanding and acceptance of the legal duties, responsibilities and liabilities of Trusteeship
- An ability to work effectively as a member of a team and to take decisions for the good of AUEKL

- Have a personal commitment to the Nolan Principles of Public Life
 - selflessness
 - integrity
 - objectivity
 - honesty
 - leadership

In particular, we are looking for individuals with a skill set in Safeguarding, ideally with experience of overseeing large-scale service delivery (NHS, local authority or large third sector organisation).

Appendix 2: Trustee Safeguarding Lead role description

Purpose of the role

- To act as an independent source of support and critical friend to the organisation's Designated Lead Safeguarding Lead (SL)
- To act as an independent source of confidence and assurance to the organisation and the Board of Trustees.

Main tasks

The key areas of responsibility of the TSL include, but are not limited to:

- Supporting the SL and Board of Trustees to champion effective safeguarding throughout the organisation.
- Ensuring that safeguarding concerns are handled appropriately by the SL.
- Ensuring AUKEL's staff regularly review (1) the Safeguarding Policy and Procedures to ensure they reflect current safeguarding legislation, statutory guidance, and the safeguarding expectations of all applicable regulatory bodies and (2) the strategic plans of the organisation to ensure they allow for the exercise of the obligations in (1) above.
- Ensuring there are procedures in place which allow that specific safeguarding risks are appropriately recorded and managed through the Safeguarding log and organisational Risk Register.
- Regularly reviewing, in conjunction with the organisation's SL, the safeguarding mechanisms within the organisation to keep people safe and promote a healthy safeguarding culture.
- Ensuring safeguarding is a standing agenda item within Committee and Board meetings and assumes a high profile within the organisation.
- Ensuring the Safeguarding Policy and Procedures are effectively promoted and accessible within AUKEL.
- Ensuring staff are implementing effective monitoring systems, and reporting routes are in place in respect of Safeguarding requirements
- Discussing and supporting shared learning from case reviews with the SL and Board of Trustees, ensuring implementation of lessons learnt.

- The term for this role will be three years. A Trustee may offer themselves for re-election to be agreed by a majority of the Board

Relationship with Whistleblowing

- It is intended that this role has a remit narrowed to the treatment of safeguarding issues. Significant concerns (not related to safeguarding) raised under the protection of the Whistleblowing legislation will necessarily be handled according to the terms of the Whistleblowing Policy,

Trustee Safeguarding Lead Person specification

- Recent senior level safeguarding experience in the statutory or voluntary sector
- Good Knowledge of The Care Act 2014.