



*Working in Hampshire*



# **Trustee Information Pack**

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## A Message From Our Chair

**T**hank you for your interest in Age UK Portsmouth and for considering joining our Board of Trustees. We are a charity rooted in the local community in Portsmouth and South East Hampshire, with over 85 years' experience of working with older people. We are proud of the work we do and the difference we make to the lives of many each year.

If you become a Trustee you will join a team which is passionate about its work and delivering the best we can every day. You will also join colleagues who are welcoming, supportive and work as one team.

We are working hard to encourage people from all backgrounds and communities to join our team as we know that having a diverse Board and workforce helps us to be a better organisation.

I hope that the information in this pack introduces our charity, encourages you that we are a great organisation to be involved with and provides the information that you need to decide if joining our Board is right for you. We have provided a brief overview of the charity and its activities, a trustee role outline and information on the expected commitments of trustees, along with an outline of the recruitment process.

If you have any questions following receipt of this information please contact us by emailing [reception@ageukportsmouth.org.uk](mailto:reception@ageukportsmouth.org.uk) and we will be pleased to provide further details for you.

We look forward to receiving your application.

*Paul Hummel-Newell*

**Paul Hummel-Newell**  
Chair of the Board of Trustees



## About Us

Welcome to Age UK Portsmouth. We are a charity (registered charity number 1059945) working with and for older people and their families and carers in Portsmouth and the surrounding area. Through the services and support we provide we aim to promote independence, improve health and wellbeing and enable older people to access the information they need to make informed decisions about their lives.

We work with older people to use their own networks, skills and abilities and to encourage active ageing, along with supporting the most frail and vulnerable to continue having a fulfilling life.

The charity has been in existence since 1939, originally as Age Concern. In 2011 we became a brand partner of the new Age UK network changing our name to Age UK Portsmouth. This network is comprised of 125 local brand partners and our national Age UK partner, which are each independent charities working together to deliver a shared strategy.

### Our Vision

For all older people in Portsmouth and surrounding areas to have the opportunity to live the life they choose.

### Our Mission

To help adults in Portsmouth and South East Hampshire to enjoy a better quality of life, with a specific focus on all aspects of maintaining independence as we grow older.



## Our Organisational Values

Our five values have the following meanings:

- **Accessible**  
We assist older people to live independently and exercise choice
- **Respectful**  
We draw strength from the voices of older people and ensure those voices are heard
- **Innovative**  
We are dynamic and driven by results and constantly deliver for older people
- **Compassionate**  
We are passionate about what we do and care about each individual
- **Trusted**  
We are experts, authoritative and quality orientated

## Our Operating Principles

We will

- Be customer led and responsive to changing needs
- Offer effective services delivered by a professional and trained workforce
- Work in partnership to achieve the best result for local older people
- Be efficient and offer the best value we can
- Have a workforce we are proud of who are proud to work for us and who feel valued, supported and respected
- Strive for continuous improvement, providing quality services and ensuring we meet all legislative and regulatory requirements
- Work as one team to meet our aims and objectives

To deliver our mission we have a three-year business plan in place with key aims and objectives along with an annual action plan across all areas of activity.



## Our Current Services Include

- Benefits advice and assistance with filling in DWP forms
- Café
- Close Encounters – befriending and social inclusion programme
- Coffee and Company
- Ear Microsuction
- Footcare Service
- Hairdressing at our Bradbury Centre
- Help Around The Home – cleaning and shopping service
- Home Energy Checks
- Information & Advice
- IT Classes for Beginners
- Meals On Wheels
- Social Activities
- Solicitor Surgery
- Veterans Befriending
- Veterans Breakfast Club
- Veterans Information Point

More detail about our services can be found on our website at <https://www.ageuk.org.uk/portsmouth>

We have a programme of engagement to understand the needs of older people and inform future delivery and priorities of our services.



## Funding

Our activities are funded from a variety of sources including contracts with the local authority, National Lottery and a range of grant funding. Most of this funding is to pay for specific delivery, so to meet our core running costs we also have income from some charged-for services. Funding is an ongoing challenge and continuing to develop and diversify our income sources is a key priority.

More details on our finances can be found in our annual accounts and annual review at <https://find-and-update.company-information.service.gov.uk/company/03281047/filing-history>

## Partnership And Influencing Activity

In addition to the delivery of services, to achieve our mission we play an active role within the Portsmouth area sitting on a number of key strategic boards and development networks; and we work across the wider Hampshire area on developments relevant to older people. We work closely with other Age UK local brand partners and the national charity on joint developments. The Chief Executive Officer also attends regular meetings with Portsmouth City Council, the Hampshire & Isle of Wight Integrated Care Board, and the NHS Integrated Care Partnership.



## Our Current Board Of Trustees

### **Paul Hummel-Newell** Chair of the Board of Trustees

Paul worked for 40 years as a senior manager in manufacturing firms specialising in quality assurance and health and safety. He likes to join up a strategic view with effective day-to-day delivery of services.

Some personal circumstances attracted him to Age UK Portsmouth and he hopes to use his skills to develop value added services for Age UK Portsmouth and improve the quality of life for older people.



### **Stewart Wooles TD** Vice-Chair

Stewart's achievements across a range of businesses stem from the ability to understand concept and manage detail. His reputation as an effective NED/Chairman has resulted in positions at a diverse range of businesses including financial services, fund distribution, the trading company of a major charity, marine engineering and green energy.



### **Tim Gamester**

Tim has worked at local law firm Biscoes Solicitors since 2004, when he joined as a Paralegal. He subsequently undertook his training contract with the firm and qualified as a solicitor in 2007 and has been a Partner / Director since 2010.

Tim is the Head of the Private Client Team and the Money Laundering regulation Officer for the firm.



### **Elizabeth Fellows**

Elizabeth has lived in Portsmouth all her life except for the few years when she was at medical school. She has been a GP in the city for 28 years until she retired in 2022. She has also helped look after the population of the city working in NHS management. This role has seen her working for specific groups of people including vulnerable adults, veterans and armed forces personnel and families. Elizabeth has worked very closely with colleagues in the city council to bring Health and Care closer together to make it all more simple for everyone.



# Governance

The charity is governed by the Board of Trustees who are all local people and who bring a broad range of skills and experience to the organisation. We strive to have seven trustees including the Chair and Vice-Chair. In accordance with our Articles of Association, trustees can hold office for a term of up to nine consecutive years. After nine years of service, trustees are replaced on a “one in, one out” basis, with the outgoing trustee leaving when a suitable replacement has been confirmed and a short overlap period has elapsed.

The Board usually meet six times a year on a planned schedule and at each meeting receive reports from the Chief Executive and Finance Manager, along with a rolling programme of update reports on each area of business. Occasionally additional Board meetings may be called to discuss particular items/decisions. Each scheduled Board meeting lasts for two to three hours, and papers are provided five days prior to the meetings. Board meetings are currently held with face-to-face meetings in Portsmouth alternating with videoconference meetings using Microsoft Teams.

The trustee role outline below provides more detail on the role and requirements.

## Role Title: Trustee

**Legal Responsibility:** A trustee is a voting member of the governing body of a charity and therefore shares a legal responsibility for determining what the charity does and how it is run.

## 1.0 Role Summary

The role description for a trustee can be summarised as:

- To work in the interests of your charity and not for personal gain
- To work together with other members of the trustee board to ensure that your charity;
  - Adheres to the rules set out in its governing document
  - Works to achieve the purposes for which it was established
  - Works in the best interests of the people it was established to help
  - Manages its financial, legal, employment and other responsibilities reasonably and properly

## 2.0 Main Responsibilities of a Trustee

- Ensure that the organisation complies with its governing documents, charity and company law and other relevant legislation or regulations
- Ensure that the organisation pursues its objects as defined in its governing document
- Ensure that the organisation applies its resources exclusively in pursuance of its objects
- Give firm strategic direction to the organisation, setting overall policy, defining goals, setting targets and evaluating performance against agreed targets
- Safeguard the good name and ethos of the organisation
- Ensure the effective and efficient administration of the organisation
- Appoint the Chief Executive Officer and monitor their performance
- Where appropriate, serve on sub-committees of the Board

## 3.0 Qualities of a Trustee

### Essential

- Commitment to the organisation
- Willingness to devote the necessary time and effort
- Strategic vision
- Good, independent judgement
- Ability to think creatively
- Willingness to speak your mind and to provide challenge to proposals where necessary
- Understanding and acceptance of the legal duties, responsibilities and liabilities of trusteeship
- A team-oriented approach to problem-solving and to management

### Desirable

- Willing to act as the charity’s ambassador to external bodies, charities and companies
- Skills and experience in one or more areas of non-executive governance and management e.g. strategic planning, business management, marketing, finance, understanding of HR issues, experience of Trusts or other grant-giving bodies and legal knowledge

## 4.0 Time Commitment

- You will be required to attend at least 6 Board meetings annually
- You will need to allow sufficient time to read the Board papers provided in advance of each Board meeting
- You may also be asked to join a sub-committee and attend other specific meetings.

# Trustees Code of Conduct

As a trustee of Age UK Portsmouth, I promise to abide by the fundamental values that underpin all activities of this organisation. These are as follows.

## Accountability

Everything Age UK Portsmouth does will be able to stand the test of scrutiny by the public, the media, the Charity Commission, members, stakeholders, funders, parliament and the courts.

## Integrity and Honesty

These will be the hallmarks of all conduct when dealing with colleagues within Age UK Portsmouth and equally when dealing with individuals and institutions outside it.

## Transparency

Age UK Portsmouth maintains an atmosphere of openness throughout the organisation to promote confidence of the public, stakeholders, staff, charity regulators and parliament.

Additionally, I agree to the following points.

## Law, Mission, Policies

- I will act within the governing document of Age UK Portsmouth and abide by the policies and procedures of the organisation.
- I will not break the law or go against charity regulations in any aspect of my role of trustee.
- I will support the objects and mission of Age UK Portsmouth and act as their guardian and champion.
- I will develop and maintain an up-to-date knowledge of Age UK Portsmouth and its environment.

## Conflicts of Interest

- I will always act in the best interests of the organisation as a whole and not as a representative of any group, considering what is best for Age UK Portsmouth and its present and future beneficiaries.
- I will declare any conflict of interest, or any circumstance that might be viewed by others as a conflict of interest, as soon as it arises.
- I will submit to the judgment of the board and do as it requires regarding potential conflicts of interest.

## Person to Person

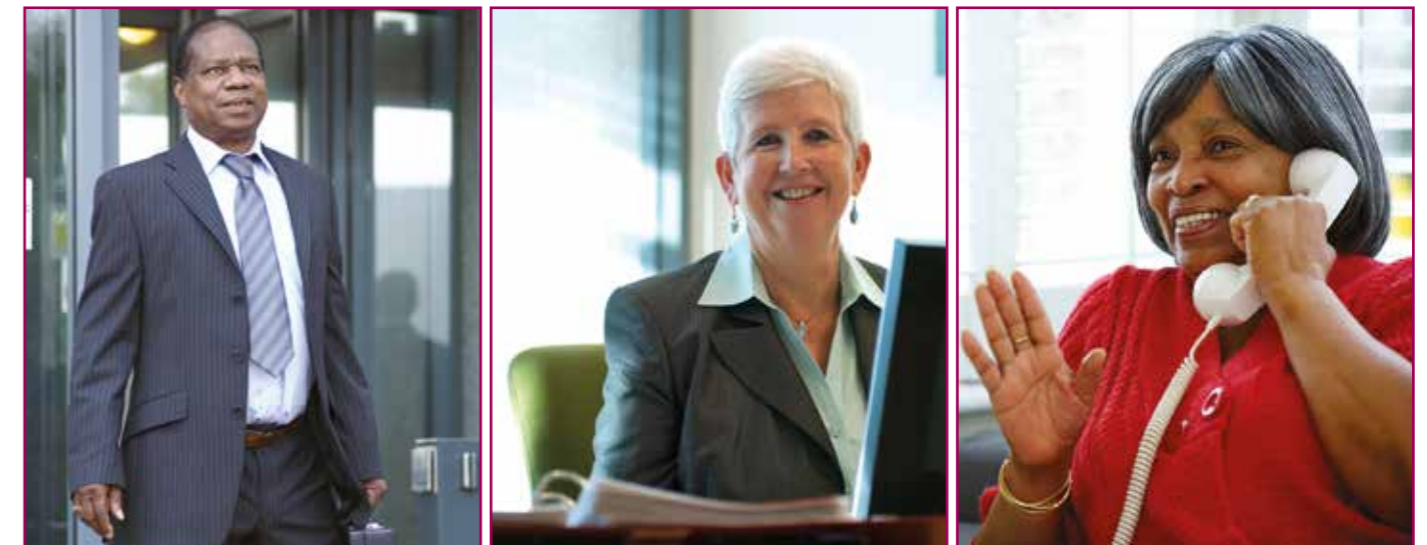
- I will not break the law, go against charity regulations or act in disregard of organisational policies in my relationships with fellow trustees, staff, volunteers, members, service recipients, contractors or anyone I come into contact with in my role as trustee.
- I will establish respectful, collegial and courteous relationships.
- Where I also volunteer with the organisation I will maintain the separation of my role as a trustee and as a volunteer.

## Protecting the Organisation's Reputation

- I will not make public comments about the organisation unless authorised to do so.
- Any public comments I make about Age UK Portsmouth will be considered and in line with organisational policy, whether I make them as an individual or as a trustee.
- When I am speaking as a trustee of this organisation, my comments will reflect current organisational policy even when these do not agree with my personal views.
- When speaking as a private citizen I will uphold the reputation of the organisation and those who work in it.
- I will respect organisational, board and individual confidentiality.

## Personal Gain

- I will not personally gain materially or financially from my role as trustee, unless specifically authorised to do so, nor will I permit others to do so as a result of my actions or negligence.
- I will use organisational resources responsibly. I will document expenses and seek reimbursement according to procedure.
- I will not accept gifts or hospitality without the prior consent of the chair.



## In the Boardroom

- I will embody the principles of leadership in all my actions and live up to the trust placed in me by Age UK Portsmouth.
- I accept my responsibility to ensure that Age UK Portsmouth is well run and will raise issues and questions in an appropriate and sensitive way to ensure that this is the case.
- I will abide by board governance procedures and practices.
- I will attend all board meetings, giving apologies ahead of time to the chair if unable to attend.
- I will study the agenda and other information sent me in good time prior to the meeting and be prepared to debate and vote on agenda items during the meeting.
- I will honour the authority of the chair and respect his or her role as meeting leader.
- I will engage in debate and voting in meetings according to procedure, maintaining a respectful attitude toward the opinions of others while making my voice heard.
- I will accept a majority board vote on an issue as decisive and final.
- I will maintain confidentiality about what goes on in the boardroom unless authorised by the chair or board to speak of it.

## Enhancing governance

- I will participate in induction, training and development activities for trustees.
- I will continually seek ways to improve board governance practice.
- I will identify good candidates for trusteeship and appoint new trustees on the basis of merit.
- I will support the chair in his/her efforts to improve his/her leadership skills.
- I will support the chief executive in his/her executive role and, with my fellow board members, seek development opportunities for him/her.

## Leaving the board

- I understand that substantial breach of any part of this code may result in my removal from the trustee board.
- Should procedures be put in motion that may result in my being asked to resign from the board, I will be given the opportunity to be heard. In the event that I am asked to resign from the board, I will accept the majority decision of the board and resign at the earliest opportunity.
- Should I resign from the board I will inform the chair in advance in writing, stating my reasons for resigning. Additionally, I will participate in an exit interview.

*If this sounds like the kind of organisation you would like to be involved with, we would love to hear from you!*

## Recruitment Process

If you are interested in joining our organisation please complete the application form and return it to [reception@ageukportsmouth.org.uk](mailto:reception@ageukportsmouth.org.uk).

We will then contact you to arrange a discussion with the Chief Executive and if successful, follow up with a meeting with the Chair and Vice-Chair of Trustees. Following these discussions it will be mutually agreed whether to proceed with the appointment. If it is agreed to proceed, we will then send for references from the referees provided. Upon receipt of satisfactory references, the Chair and Vice-Chair will recommend the appointment at the next full board meeting for approval.

Following this we will provide you with an induction pack, introduce you to the organisation and complete the registration formalities with the Charities Commission and Companies House.

Thank you for your interest and we look forward to hearing from you.





Our mission is to help adults in Portsmouth and SE Hampshire enjoy a better quality of life, with a specific focus on all aspects of getting older.

- |   |  |   |                             |
|---|--|---|-----------------------------|
|    | <b>Information &amp; Advice</b>                  |    | <b>Veterans Services</b>    |
|     | <b>Footcare Services</b>                         |    | <b>Ear Microsuction</b>     |
|     | <b>Meals On Wheels</b>                           |    | <b>Help Around The Home</b> |
|     | <b>Close Encounters</b><br>Overcoming Loneliness |    | <b>IT Classes</b>           |
|   | <b>Hairdressing</b>                              |   | <b>Café</b>                 |
|  | <b>Social Activities</b>                         |  | <b>Charity Shop</b>         |



*Working in Hampshire*



Registered with  
**FUNDRAISING  
REGULATOR**



### **Age UK Portsmouth**

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**e** [enquiries@ageukportsmouth.org.uk](mailto:enquiries@ageukportsmouth.org.uk)

**w** [www.ageuk.org.uk/portsmouth](http://www.ageuk.org.uk/portsmouth)

**President** The Right Worshipful The Lord Mayor of Portsmouth

**Chair** Paul Hummel–Newell

**Chief Executive Officer** Dianne Sherlock

**Patron** Alan Knight MBE

Age UK Portsmouth is a registered charity (1059945) and company limited by guarantee. Registered in England and Wales number 3281047. Registered office: The Bradbury Centre, 16–18 Kingston Road, Portsmouth PO1 5RZ.