

***Here
when we're
needed most.***

***Trustee Briefing Pack
July 2023***



Welcome

Thank you for your interest in becoming an Age Cymru trustee.

Age Cymru wish to recruit trustees to join our passionate and highly skilled board. We are particularly interested to hear from people with fundraising expertise, those living in north and mid Wales, Welsh speakers, people from ethnic minority groups and from LGBTQ+ communities.

The Covid pandemic presented many challenges for older people. We needed to adapt how we delivered our services to address the loneliness and isolation experienced by many older people during lockdown. As we come out of the crisis, we see the hidden cost of Covid, such as delays in accessing social and health care, the need to rebuild confidence, and the effect it had on the well-being of many older people.

Added to these is the impact of the cost-of-living crisis. The cost of food, heating, travel, and essential amenities have all risen staggeringly. Pensioner poverty is a reality in Wales in both urban and rural areas. Many older people are forced to do without the basics to make ends meet. We believe everyone has a right to a fulfilling later life free of worries about whether to turn on the heating or skip a meal to save money. As

well as providing many support services such as Information and Advice, Age Cymru will continue to be the strong voice for all older people in these difficult times.

We appreciate the positive feedback on our work from older people, their families and carers. We have made a difference in the lives of many older people and their carers in Wales.

Besides providing our many services, we have continued our influencing role on behalf of older people. We work with others to influence and inform policymakers and politicians on the effect in policy areas such as social care, health and human rights. We will continue to ensure that the rights of older people are respected, promoted, and protected. Our trustee board is crucial in ensuring Age Cymru works to promote the well-being of all older people in these challenging times.

Do you have the passion, drive, and skills to help us? If so, we want to hear from you.

John Williams

Chair, Age Cymru

We're here when we're needed most

In 2022-23



We made 61,391 contacts with older people, their families and carers

We supported older people to claim **£832,810** in benefits and entitlements

We supported 18,490 older people

470 people with 705 issues through our **HOPE programme**



1347 people through our Dementia Advocacy project

We responded to **37,487 enquiries** to Age Cymru Advice

We made 9021 friendship calls



We responded to **31 consultations**



1785 older people participated in our physical activity programmes



Our volunteers donated **26,655 hours** of their time to support older people

What older people said about our support

I feel better after talking to you.

Thank you for your help. I've never claimed for benefits before and it's so confusing. I know what to do now.

You have been a God send. I had no idea any of these things (financial support schemes) existed.

The help I have had was excellent. I am on my own, but I felt like I wasn't on my own with you on board.



For a year it was hopeless trying to get what my mum needed then a month after you stepped in with support, my mum has a good care package and the whole family are very happy. It all changed after you made contact thank you.

Please donate to Age Cymru and together we can make a difference to the lives of older people in Wales. Even a small amount can make a big impact. Donate online at: www.agecymru.org.uk/donate or call 029 2043 1555

Your application

Thank you for your interest in applying to be a trustee of Age Cymru. On the following pages you will find lots of information about the Charity, our work and the impact we have on older people in Wales. We hope this will encourage you to join us!

If you have any queries or would like an informal discussion about the opportunity, we can arrange a chat with one of our existing trustees, so they can share their experience. Contact Victoria Lloyd on 029 2043 1573 to arrange.

To apply please send us:

- An outline of your experience and the qualities you will bring to our trustee board;
- A supporting statement telling us why you are interested in this role;
- The equalities monitoring form, this is not mandatory, but is requested for monitoring purposes in line with our commitment to equality and diversity.

Please send your application, by email to: victoria.lloyd@agecymru.org.uk





About us, our vision and mission

Age Cymru is the national Charity for older people in Wales and we're here when we're needed most.

Our vision is a society which offers people in Wales the best experience of later life. Older people are valued, included and able to shape the decisions affecting their lives.

Our mission is to improve the lives of older people by delivering trusted advice, support and services. We use our knowledge, insight, and experience to influence policies and decisions affecting older people.

In the aftermath of Covid and against the backdrop of the cost-of-living crisis, older people are facing some of the hardest challenges imaginable. Some live in poverty and the numbers of people struggling to cope are increasing with rising prices. Some can't get the basic care they need to live with dignity, as the workforce crisis in health and social care leads to delays in assessment and a lack of availability of service. Some older people face these issues with no-one to help or support them; and loneliness is a daily struggle when you only have the TV or radio to keep you company. Age Cymru is here to help with trusted advice, support and services.

Two-thirds of older people responding to our latest survey told us they had difficulties accessing healthcare and 70% of people who had tried to access social care told us they had had a negative experience. By the start of 2022 older people were telling us about the challenge of the cost of living and this has increased through the year.

These findings are replicated in the issues we are hearing about in Age Cymru Advice, income while always a prominent concern for callers became the lead issue for many over the last year and we have also seen a significant increase in calls about health-related issues.

In short, there is a huge agenda where Age Cymru can make a difference for older people around income, care and the barriers or enablers for older people to live the best lives they are able as we create an age friendly Wales.

The overarching challenge for the Charity is to identify and deliver the actions that will have the greatest impact because with we simply can't do everything. This means working to influence change, providing the information and advice older people need and working to create the conditions and provide support for our partners to deliver.

Our priorities are to

- Ensure older people know who to turn to and have access to impartial and reliable information and advice.
- Deliver valued, effective and sustainable funded advocacy services.
- Influence policy and practice to improve the quality of life for older people in Wales.
- Work across Wales with the local Age Cymru partnership.
- Work with corporate partners to create mutual benefit.

Operate a sustainable infrastructure that enables efficient and effective delivery for older people.

Values

Our values support the way we do our work. The purpose of our values is to create a sense of unity and inspire behaviours that are needed and lead to success.

- Caring
- Determined
- Effective
- Empowering
- Inclusive

Outcomes

Our work aims to support the following outcomes:

- Our voices are heard when decisions are made about us and our communities.
- Our contributions to society are valued and make a difference.
- We know our rights and how to exercise them.
- We have improved health and wellbeing.
- We are more financially secure.
- We are connected and visible within our communities.
- We are safe from abuse and neglect.
- We live in inclusive communities.

Our Trustees

Our Trustees set the strategic direction for Age Cymru, and use their practical skills, experience, and knowledge to support and challenge the staff team.

Our trustees are volunteers with a legal responsibility to:

- Ensure our aims and objectives are being met
- Act in the best interest of the charity
- Manage responsibly what we have (such as our people and our money)
- Act with reasonable care and skill

You can [find more information from the Charity Commission](#).

Board of Trustee meetings

There are six trustee meetings every year including a 2-day meeting in November. There are board papers for each meeting that require reading in advance.

Many of our trustees sit on one of our committees, which have additional time commitments.

Location

Our head office is based in Cardiff, though our work and members of our team can be found in locations across Wales.

Trustee meetings take place in-person and on-line, reasonable expenses are reimbursed.

What you will gain

- The opportunity to be involved in improving the lives of older people in Wales
- The chance to develop new skills, including charity governance
- The opportunity to shape the direction of a national charity
- The chance to use your own skills, connections, and experience to create new opportunities for Age Cymru
- The opportunity to be part of a dedicated team, developing and driving our mission and having a positive impact on older people across Wales

Trustee Duties:

All trustees have the following duties:

1. Ensuring Age Cymru complies with its governing document (Memorandum & Articles of Association), charity law, relevant company law and any other relevant legislation or regulations.
2. Ensuring Age Cymru pursues its charitable objects as defined in its governing document (Memorandum & Articles of Association) and applies its resources exclusively in furtherance of its charitable objects.
3. Safeguarding Age Cymru's good name and principles.
4. Maintaining proper governance by ensuring the Board: -
 - agrees the charity's strategic direction and goals.

- ensures that risk audits are conducted regularly and that strategies for risk management are in place.
 - defines the boundaries of management authority and delegates to management the implementation of plans and budgets.
 - monitors performance on a regular basis and holds management accountable for outcomes.
 - ensures that proper processes are in place for the appointment, dismissal and monitoring the performance of the Chief Executive.
5. Ensures the financial stability of the charity.
 6. Protects and manages Age Cymru's property and ensures the proper investment of its funds.
 7. Properly represents any agreed Board position or decision when speaking publicly.
 8. Ensures that proper processes are in place to review the Board's performance annually.
 9. In addition to the legal duties of trustees, each trustee should use their knowledge or experience to help the Board of Trustees reach sound decisions. This will involve scrutinising Board papers, participating in discussions, focusing on key issues and providing advice and guidance requested by the Board on new initiatives or other issues relevant to the area of Age Cymru's work in which the trustee has special expertise.

Person specification:

We welcome and value the life experience that each individual trustee brings to the governance role. We are looking for:

- A commitment to the aims and values of Age Cymru.
- An understanding and acceptance of the legal duties, responsibilities and liabilities of trusteeship.
- A willingness to devote the necessary time and effort to their duties as a trustee.
- Experience to think strategically and creatively.
- Ability to make sound, independent judgement.
- Ability to know when to seek professional advice.
- Ability to work effectively as a member of a team.
- Commitment to Nolan's seven principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership.

Following a recent trustee audit, we are particularly interested to hear from people with an interest in fundraising.

Age Cymru is committed to diversity. We welcome applications from everyone who feels they have a contribution to make. To broaden our representation, we are keen to hear from

- Those in mid or north Wales, or
- People who are Welsh speaking, or
- People from ethnic minority groups.
- LGBTQ+ communities

Restrictions

You are disqualified from being a charity trustee or a company director if you:

- have an unspent conviction for an offence involving deception or dishonesty
- are an undischarged bankrupt
- have been removed from trusteeship of a charity by the Court or the Commissioners for misconduct or mismanagement
- are under a disqualification order under the Company Directors Disqualification Act 1986
- are under sixteen years old

Commitment

Appointments are for 4 years.

Trustees will be provided with an induction to Age Cymru and ongoing updates and training as required.

Some trustees will be members of Committees, either of a standing or ad hoc nature.

Reasonable out-of-pocket expenses will be paid.

Liability of trustees

There are two circumstances in which trustees of a charity may put themselves at risk of personal liability:-

- if they cause loss to the charity by acting unlawfully, imprudently or outside the terms of the charity's governing document;
- if they commit the charity to debts which amount to more than its assets.

The Charity Commission states in leaflet CC3, *The Essential Trustee: What you need to know*, that "if trustees act prudently, lawfully and in accordance with the governing document, then any liabilities (i.e. debts or financial obligations) that they incur as trustees can normally be met out of the charity's resources. However, if trustees incur liabilities or debts that amount in total to more than the value of the charity's assets, they may not be able to cover themselves in full out of the charity's property, even if the liabilities have been properly incurred".

Age Cymru trustees are insured against personal liability arising from acts properly undertaken in the administration of the charity or acts undertaken in breach of trust but which are an honest mistake.

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