

Carers
First



Trustee Candidate Pack

Welcome

Thank you for considering applying to become a Trustee at Carers First.

At Carers First we have been working for carers for over 30 years, providing personalised information and tailored support in a way that suits them, helping them find balance, and to live their lives to the fullest - today, and for years to come.

Carers First works with both carers and external partners, such as local councils, to deliver support services to carers across the local communities we serve. We ensure our services are accessible to all carers, taking into consideration carers living in rural or dispersed communities, who may be unable to attend traditional carer centres, for example.

The Board

As a new trustee, you will have the opportunity to make a real difference to the lives of unpaid carers and will ensure that our work contributes to our mission and purpose and our resources are used wisely and effectively.

You will be joining a Board with a strong mix of skills and experience including finance, communications, business, health and social care. The Board meets quarterly and for one full Development and Strategic Planning Day and is supported by two Committees (Finance & Risk and People & Governance), one of which you will be asked to join.

The role

In this current round of recruitment, we are particularly seeking:

- An experienced fundraiser with a background working with major trusts and foundations.
- A qualified lawyer, who can advise on contracts and other legal matters.
- An experienced leader in digital strategy, the use of AI and other technology to enhance customer experience.

Above all else you will be intrinsically values-driven and passionate about the work of Carers First.

We are actively committed to increasing the diversity of our teams and welcome applications from all sectors, backgrounds, and sections of the community. If you have caring responsibilities, then we welcome and value your experience, and will be as flexible and accommodating as possible around your needs.

If, having considered this brief, you believe you have the skills and qualities we are looking for, we very much look forward to hearing from you.

Vicki Wells

Chair of the People & Governance Committee
Carers First

About us

We understand that life as a carer can be challenging. Getting the support and help you need shouldn't be.

Any of our lives could be turned upside down due to the ill-health, frailty or disability of a family member or friend. In fact, two in three of us can expect to become a carer in our lifetime.

There are currently 5.7 million unpaid carers in the UK, however carer charities estimate that number could be as high as 10.6 million. Their huge contribution saves our economy £184 billion each year - the cost of a second NHS. Each carer's needs and situation are unique, but many face similar challenges. They can struggle to balance employment, finances, or their own wellbeing and time for themselves with their caring role. They may not be aware of the help and support available to them - and that is why we are here.

Carers First works directly with, and for carers, providing personalised information and tailored support in the way that suits them: online, on the phone, or face to face in their local community. With the help of our supporters and volunteers, we can continue to be there for carers, helping them find balance, and to live their lives to the fullest - today, and for years to come.



Our ambitions and values

Our Ambition

To enable carers to thrive in their role and achieve the balance in their lives, they wish to achieve.

Our Mission

Carers First provides support, for carers, with carers – so they can live their lives to the fullest.

Our Values

Positive

We are dedicated to working with carers to make a positive, material difference in their lives. We celebrate diversity and work in an inclusive, positive and supportive way, actively listening and valuing everyone's contribution.

Collaborative

We recognise the importance and strength of working in collaboration with local and national organisations to deliver improved support to carers. We also know the importance of collaborating with our Carers First colleagues, sharing knowledge and learning, being curious, respecting differences and working with integrity and transparency.

Ambitious

We are ambitious and tenacious in our determination to support more carers in better ways. We will innovate and develop our programmes of support so more carers are able to obtain the support they need, at the time they need it, to achieve a balance in their lives and enable them to live their lives to the fullest.

Diversity and Inclusion

Carers First is committed to ensuring an inclusive environment where diversity and difference are valued and celebrated; recognising the unique contributions people bring.

We aim to embed this in everything we do, from how we attract, recruit and support our staff team, to how we support carers within our services, ensuring they are at the centre of everything we do, creating a sense of value and belonging for all.

We recognise the inequality and disadvantage that individuals and/or groups can experience in society; for example through ethnicity, religion, gender, sexual orientation and disability, and seek to remove the barriers that can exist to fair and equal treatment, and to wider life opportunities.



Our approach importantly sets out our commitment to ensuring we deliver services for carers that are accessible, culturally sensitive, and inclusive; and that are designed and improved in coproduction with carers, ensuring they reflect their specific needs. As such, we aim to engage with people and communities to ensure we are reaching carers who may be experiencing barriers to accessing services and support; ensuring equality of access for all.

Our strategy 2024-2027

Our three year strategy will enable us to grow our work to reach and support significantly more carers, deliver innovative programmes of support in coproduction with carers and forge new collaborations to scale our reach, support and impact for carers.

Strategic Objectives

Over the next three years Carers First will:

1. Reach and engage more carers early in their caring role
2. Develop new innovative models of collaboration, delivery and programmes with the potential to scale our reach and impact
3. Achieve the highest quality of support possible, so we can maximise the difference made to carers lives
4. Champion talent and diversity
5. Grow and diversify our income to enable us to achieve more for carers

Our support and services are designed with carers, ensuring the support we offer is inclusive and accessible to all carers in different communities.

How we work

We support young carers, young adult carers and adult carers throughout England with our comprehensive online offer including information, advice and guidance, tools, resources and training, as well as through our vibrant online peer support communities.

We also deliver locally commissioned services in Lincolnshire, Essex, Medway, Southend and in four London Boroughs: Merton, Haringey, Waltham Forest and Croydon.

We offer a range of support options for carers to access in ways that work best for them:

- **Face-to-Face Support:** Available both one-to-one and in group settings, providing personalised and community-based assistance.
- **Online Support:** Accessible resources and virtual sessions to ensure carers can connect with us anytime, anywhere.



- **Dedicated Helpline:** A trusted source of advice, guidance, and a listening ear for carers navigating their journey.
- **Extensive Online Resources:** Comprehensive and easy-to-use tools, guides, and information to empower carers with knowledge and confidence.
- **Collaborative Partnerships:** Working with organisations and communities to provide a seamless network of support tailored to carers' needs.

Our impact and reach

Carers First Impact Framework sets out our Theory of Change and the measures and tools we use to understand the outputs, outcomes and impact of the support we provide.

Last year, we reached over 330,000 people to provide information about caring and 51,000 carers are registered with us to receive information and support.

In numbers

- 96% of carers felt more resilient in their caring role after our support.
- 95% of carers felt listened to and that their own needs were taken into account through our interventions.
- 93% of carers felt more confident and informed in their caring role after our support.





Our finances

The charity secures funding through local authority and NHS carers services contracts, voluntary fundraising and investments. We are currently seeking to grow and diversify our funding base.

The charity's income for the financial year 2023/24 totalled £4.9 million (from £4.7 million in 2022/23). Resources expended totalled £5.0 million (compared with £4.8 million from the previous year); as Trustees made the strategic decision to invest more in carers support at the time of growing need and a national cost of living crisis.

The Board

The Board of Trustees is responsible for the overall governance and strategic direction of the charity, developing the organisation's Ambition, Mission and Objectives in accordance with the appropriate legal and regulatory guidelines.

Role Description

- Oversee the strategic direction and governance of the charity, by remaining focused on the delivery of the organisation's charitable purposes in order to provide greater public benefit.
- Ensure that the charity complies with its governing document, charity law, company law and any other relevant legislation or regulations; whilst also promoting good practice.
- Ensure that the organisation applies its resources exclusively in pursuance of its charitable objects.
- Ensure that key risks are identified, monitored and controlled effectively
- Review and approve the charities financial statements, the proper investment of the charity's funds and ensure the financial stability of the organisation.
- Review the performance of the charity, providing support and constructive challenge.
- Actively contribute to Board discussions and timely decision making, ensuring a culture of transparency, accountability, collaboration and open communication.

In addition to the above duties, each Trustee should use any specific skills, knowledge or experience they have to help the Board of Trustees reach sound decisions. This may involve scrutinising board papers, leading discussions, focusing on key issues, providing advice and guidance on new initiatives, or other issues in which the Trustee has special expertise.

It is expected that each Trustee will sit on a Board Committee and Trustees may be asked to lead a specific area on behalf of the Board in line with their skills and experience.

Person Specification

- Commitment to the charity and a passion for supporting the needs of carers and upholding the values of the charity.
- Appropriate and relevant experience in one or more of the following areas: fundraising; legal; digital strategy, use of AI and other technology to enhance customer experience.
- Excellent interpersonal and communication skills with an ability to explore diverse perspectives, promote inclusive debates and make timely decisions.
- Able to devote the necessary time and commitment to the role.
- Understand and accept the legal duties, responsibilities and liabilities of trusteeship.
- Able to work effectively as a member of a team, working in a collaborative and supportive manner.
- A commitment to Nolan's seven principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership.

Time commitment

The Board meets four times a year and there is an annual Development and Strategic Planning Day. There are two Board Committees which also meet quarterly: the Finance & Risk Committee and the People & Governance Committee. Most meetings are held online and there are usually two/three meetings held in person, in central London.

We expect the minimum time commitment to be one or two days a month including reading and preparation for, and attendance at, Board/Committee meetings, supporting and developing the Trustee Board, meeting staff and carers at scheduled activities, supporting Trustee and senior staff selection, continuing professional development and, on occasion, attending public engagements.

Remuneration

This appointment is offered on a voluntary basis with all reasonable expenses incurred as part of the role reimbursed in full.



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carersfirst.org.uk

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