



Information Pack for Potential Trustee Board Member:

The Dove Service

The Dove Service
The Dudson Centre
Hope Street
Hanley
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www.thedoveservice.org.uk

Registered Charity No: 1086625
Company Limited by Guarantee No: 3613893.
Registered in England and Wales

Introduction

This information pack is for those interested in becoming a Trustee/Director of the Dove Service. The pack gives information regarding:

- The work of the Dove Service
- The role of the Board of Trustees
- Trustee Board members' responsibilities
- Trustee Board members role description and person specification

Throughout this document, the terms Trustee and Director are interchangeable.

Who is the Dove Service?

The Dove Service is a charitable company limited by guarantee i.e. it is both a charity (as regulated by the Charity Commission and operating under the provisions of the Charities Act 2011), and a Company Limited by Guarantee (as opposed to limited by share capital) as regulated by Companies House and operating under the provisions of Company Law.

This means that the liability of any Trustee is limited to the amount determined by the charity to become a member. This is currently £10 per member.

What does the Dove Service do?

The Dove Service was founded in 1984, by Dr Linda Machin, to support people experiencing profound grief due to bereavement, with the provision of a local counselling service.

Since then, the Dove Service has grown significantly throughout the region of Stoke-on-Trent, Staffordshire, Cheshire and Wirral and is now recognised as a major charity within the area.

We work with all age groups, and expanded our objects in 2011 to enable us to provide services for those experiencing life-changing illness or significant loss, besides bereavement. We work with individuals who are directly affected, and also with the families, carers and friends who are seeking to support those directly affected and who may also be struggling with their own experience of grief.

The objects of the Dove Service

The Charitable Objectives ("Objects") are as follows:

(i) to protect and preserve through the provision of a skilled counselling service (appropriate to their individual needs) the physical and mental health of persons resident in England and Wales (and especially persons living in the County of Stafford) who:

- (a) Have suffered and/or been affected by bereavement; or
- (b) Are facing a life threatening illness; or
- (c) Are facing a serious life changing loss.

- (ii) to advance the education of the public in matters relating to:
- (a) grieving and bereavement;
 - (b) life threatening illness;
 - (c) serious life changing loss.”

About the Trustee Board

The Board currently meets every 2 months at our Head Office in Hanley, commence at 5.30pm (5.15pm arrival), include a buffet tea, and usually last around 3 hours.

What is the role of the Trustee Board?

The purpose of the Trustee Board is to determine the strategic direction and policies of the Dove Service and to direct the affairs of the charity in an effective and accountable way, including:

- Decision making - in setting the annual and longer term objectives of the charity and determining its values
- Conduct – in ensuring the affairs of the charity are conducted lawfully and are in accordance with generally accepted standards of performance and propriety
- Policy setting and application – in ensuring diversity and equality of opportunities are promoted and policies are adhered to throughout the organisation
- Compliance – in ensuring that the charity complies with its legal and ethical responsibilities, including:
 - Health and safety
 - Safeguarding of children and vulnerable adults
 - Financial probity, including keeping up to date, accurate financial records and reporting to the Charity Commission and Companies House
 - Discharge of all contractual obligations
 - Ensuring that the charity acts in line with its charitable objects and the Articles and Memorandum of Association.

Trustees have the ultimate responsibility for ensuring that TDS remains solvent, is well administrated and adheres to its legal requirements.

Further details of the Trustee role description and person specification are attached at Appendix 1.

What would be my responsibilities as a Trustee?

A Trustee will be expected to:

- Be willing to spend some of their time and effort to ensure that the Dove Service is managed legally, efficiently and effectively
- Care about providing an excellent service to our clients and providing an excellent working environment for our staff
- Be committed to the core values, aims and objectives of the Dove Service
- Contribute to and share responsibility for the Board’s decisions
- Abide by the Dove Service Trustee Code of Conduct
- Prepare for and regularly attend Board meetings, training sessions and other events as required

- Declare any relevant conflicts of interest
- Respect confidentiality of information and sign the confidentiality declaration
- Undertake an enhanced CRB disclosure
- Contribute from their particular experience to help the Board come to the best decisions
- Be able to speak up in a meeting and express their view

All Board members need to work together as a team. The first responsibility of each Board member is to act in the interests of the charity as a whole and not to seek to promote personal interests or the interests of groups or individuals.

What qualities and attributes do I need to be a Board member?

You will need:

- Dedication and enthusiasm
- Commitment to improving client involvement in service delivery
- To work effectively in a team
- Commitment to providing excellent services
- Commitment to diversity and equality of opportunity
- An enquiring mind
- Excellent communication skills
- Ability to be an ambassador for the charity in various settings
- A willingness to apply your particular skills/experience in the development of the charity's functions (e.g. through membership of relevant sub-committees)

Are Board members paid?

No, the role is voluntary. The Dove Service will pay any reasonable travel expenses incurred by Board members travelling to and from charity business and Board meetings.

Are there any restrictions on who can apply?

Factors affecting eligibility or which may result in disqualification of a Board member include if you:

- Are disqualified from being a company director under the Company Directors Disqualification Act 1996
- Have been previously been removed from trusteeship of a charity by the Court of Commissioners
- Are an undischarged bankrupt or are subject to an agreement with your creditors
- Have been convicted of an offence involving deception or dishonesty unless the offence is spent
- Are disqualified under the Protection of Children or Vulnerable Adults List.
- Have not attended four consecutive Board meetings without special leave of absence
- Resign from the Board by giving written notice to the Chair of Trustees
- Are under the age of 18 years.

For further information on persons disqualified from being a trustee of a charity see section 72 (1) of the Charities Act 1993

How do you apply to become a Trustee Board member?

Please review the role description & person specification attached at Appendix 1.

If you consider that you are suitably qualified and are willing to be committed to the charity, you then need to complete the enclosed documents:

- Appendix 2: Trustee Eligibility form
- Appendix 3: Trustee Application Form
- Appendix 4: Declaration of Interest
- Appendix 5: Confidentiality Statement
- Appendix 6: Skills list

Please return your completed documents, marked "Strictly Private & Confidential: Addressee only", to the Chief Executive Officer, or the Chair of Trustees at:

The Dudson Centre
Hope Street
Hanley
Stoke-on-Trent
ST1 5DD.

How do I find out more?

If after reading this information, you feel that you would like more information, please contact:

Charlie O'Dell, Chief Executive Officer
Tel: 01782 63155
Email: Charlie.odell@thedoveservice.org.uk

Appendix 1: Trustee Role Description and Person Specification

1. Overall Objective

All trustees must demonstrate a strong commitment to the Dove Service's values and to be responsible collectively with other Trustees for:

- a) Setting its strategic aims and objectives
- b) Ensuring the fulfilment of the Dove Service charity objectives
- c) The well-being and development of the organisation
- d) Its good governance
- e) Ensuring compliance with current legislation under the Companies and Charities Acts.

2. Contacts

All trustees will act as ambassadors for the Dove Service outside the organisation, ensuring its interests are well represented.

Trustees' main contacts will be:

Internally:

- a) The Chair, Vice-Chair, Treasurer and other members of the Board of Trustees
- b) The Chief Executive, Deputy Chief Executive and Company Secretary.

Externally

- c) Key stakeholders: e.g. City Council, Government Office, PCT, Health authority
- d) Funders / Contract providers
- e) Elected Members both locally and parliamentary
- f) Local Strategic Partnership
- g) Strategic organisations – e.g. University, Police
- h) Voluntary and Community Sector Groups
- i) Private sector – e.g. Chamber of Commerce, Dudson Group, etc.

3. Tasks and Responsibilities

As a Trustee of the Dove Service you will be legally responsible for the overall governance of the Dove Service as an organisation. Specifically you will be required to ensure:

- a) Compliance with the responsibilities of a
 - Trustee as required by the Charity Commission; and
 - Director of a company limited by guarantee as required by the Companies Act.
- b) That the Dove Service meets its charitable objectives as set out in the Articles and Memorandum of Association, and complies with charity law, company law and other relevant legislation and regulations.

- c) Regular attendance at meetings of the Board of Trustees, and contribution to the strategic direction of the Dove Service by:
 - defining overall policy;
 - setting targets and monitoring performance;
 - ensuring that its decisions are implemented and
 - ensuring the work is consistent with the mission and values of the organisation.
- d) That the Dove Service takes appropriate steps to secure necessary resources, to meet its objectives.
- e) That such resources are managed with due integrity and dedicated exclusively to the Dove Service's interests and objectives.
- f) Good financial and general management of the Dove Service, promoting good relationships between Trustees, staff, volunteers and strategic partners.
- g) Safeguard the good name, reputation and values of the Dove Service to represent it in the public arena as appropriate.

The following is an extract from the Charity Commission guidelines:

Trustees have the ultimate responsibility for the control and management of the administration and assets of a charity. They hold ultimate power and responsibility, which must be exercised in the fulfilment of the charity's objects and in the interests of the beneficiaries of the charity.

The role of Trustees, acting as a body, is to ensure that a charity has a clear direction and purpose and sense of urgency to get on with the work it was established to do.

A Trustees' duties and responsibilities to a charity are personal and are to be carried out in that Trustee's personal capacity in accordance with his or her conscience and not at the direction of a third party. Accordingly, where a Trustee is a representative of another voluntary sector organisation or other body connected with or doing business with the voluntary sector or voluntary work, whether as an employee or otherwise, he or she must recognise that they have been appointed for their personal qualities and that they must not in any way have regard to the interests of that other organisation or body when making any decision relating to the charity. Trustees must at all times act in the best interests of the charity and its beneficiaries.

Appendix 1 (cont'd)

Trustee Role Description & Person Specification

Trustee Role Description

The specific types of duties may include the following, to ensure:

- a) That the organisation complies with its governing document, organisation law, and any other relevant legislation or regulations.
- b) The organisation applies its resources exclusively in pursuance of its objectives, i.e. the organisation must not spend money on activities which are not included in its own objectives, no matter how worthwhile or charitable those activities are
- c) Contribute actively to the Board of Trustees' role in giving firm strategic direction to the organisation, setting overall policy, defining goals, setting targets and evaluating performance against agreed targets
- d) Safeguard the good name and values of the organisation
- e) Represent the Dove Service at functions and meetings as appropriate
- f) Declare any conflict of interest while carrying out the duties of a Trustee
- g) Be collectively responsible for the actions of the organisation and other Trustees
- h) Ensure the effective and efficient administration of the organisation
- i) Abide by the Equal Opportunities Policy
- j) Ensure the financial stability of the organisation
- k) Protect and manage the property of the organisation and to ensure the proper investment of the organisation's funds
- l) Make sure the organisation is properly insured against all reasonable liabilities
- m) Appoint and support the employees and monitor their performance
- n) In addition to the above statutory duties of all trustees, each trustee should use any specific knowledge or experience they have to help the Board of Trustees reach sound decisions. This will involve scrutinising Board papers, leading 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, the organisation's work in which the trustee has special expertise
- o) Attend meetings, and to read papers in advance of meetings
- p) Attend sub-committee meetings as appropriate

- q) Participate in other tasks as arise from time to time, such as interviewing new staff, helping with fundraising
- r) Keep informed about the activities of the organisation and wider issues which affect its work.

Person Specification - Trustee

In addition to any specific knowledge and experience, the qualities needed by all Trustees include the following:

1. A demonstrable interest in and commitment to the Dove Service's charitable objects
2. A willingness to devote the necessary time and effort, to attend Board meetings and other meetings as appropriate and to be available for projects and working groups/sub committees.
3. Integrity
4. Good, independent judgement
5. An ability to think creatively
6. Willingness to speak their minds in an appropriate manner
7. Understanding and acceptance of the legal duties, responsibilities and liabilities of Trusteeship
8. Ability to work effectively as a member of a team
9. Willingness to undertake an enhanced CRB disclosure
10. A flexible but professional approach.

Appendix 2

Trustee Eligibility Form

I _____ declare that I am not disqualified from acting as a charity trustee of any charity because of any offence listed in section 72 of the Charities Act 1993, including; (please tick to confirm and agree each statement below)

- I do not have an unspent conviction relating to any offence involving deception or dishonesty.
- I am not an undischarged bankrupt nor have I made a composition or arrangement with, or granted a trust deed for, my creditors.
- I am not subject to a disqualification order under the Company Directors Disqualification Act 1986 or to an order made under section 429(b) of the Insolvency Act 1986.
- I have not been removed from the office of charity trustee or trustee for a charity by an Order made by the Charity Commissioners or the High Court on the grounds of any misconduct or mismanagement nor am I subject to an order preventing me from being concerned in the management or control of any relevant organisation or body.
- I am not subject to a disqualification order under the Criminal Justice and Court or subject to a disqualification order under the Criminal Justice and Court Services Act 2000.
- I am willing to act as charity trustee and is fully aware of the organisation's object(s) as set out in the governing documents;
- I am not disqualified nor barred from acting as a trustee of this particular charity: because of a disqualification from working with children; and/or as a result of being on the Protection of Vulnerable Adults list.
- The information contained on my application form and this trustee declaration form is true, complete and correct; and I understand that knowingly to make a false statement is a criminal offence under Section 11 of the Charities Act 1993.

Signed: _____

Date: _____

Appendix 3 – Trustee Application Form

CONFIDENTIAL

Full Name			
Known as			
Home Address			
	Post Code		
Telephone	Home		Mobile
	Work		
E-mail			
Date of Birth			
Nationality			
NI No			
Former Surname		Former Forename	
Present Occupation			
Qualifications			
Previous Trustee experience (if applicable)			

The Person Specification outlines some of the key skills we seek in a potential Trustee of the Dove Service. Please indicate against each of the following broad categories how you think your own skills and experience would enable you to fulfill the role of a Trustee as described in the Role Description. Please enclose a CV with this application.

Key skills	Comments
Commitment to the principles and practices of TDS	
Interpersonal	
Team working	
Communication	

Drive and determination	
Strategic perspective	
Intellectual and technical ability	
Leadership	
Experience	
Circumstances	
Equality & Diversity	

Why do you wish to become a Trustee Board Member for the Dove Service?

Please give details of two people who would be willing to provide a reference;

Name: Job Title: How do you know this person? How long have you known this person?	Name: Job Title: How do you know this person? How long have you known this person?
Address: Post Code:	Address: Post Code:

Tel: Email:	Tel: Email:
The Dove Service is required to register all new trustees with Companies House and the Charity Commission. Please can you provide three of the following details, for the Dove Service to register you.	
Town of Birth	
Last three digits from passport number	
Mother's Maiden Name	
Eye Colour	
Fathers First Name	

Signature: _____

Date: _____

Appendix 4 – Declaration of Interest form for Trustees

Iin my capacity as an Trustee of the Dove Service (delete where necessary) have set out below my interests in accordance with the organisation's *Policy on Conflicts of Interest*

Category	<i>Please give details of the interest and whether it applies to yourself or, where appropriate, a member of your immediate family or some other close personal connection.</i>
Appointments (voluntary or otherwise) e.g. trustee, director, councillor, tribunal panel member, etc	
Membership of any professional bodies, special interest groups or mutual support organisations.	
Investments in unlisted companies, partnerships and other forms of business, major shareholdings and beneficial interests.	
Gifts or hospitality offered to you by external bodies (including client gifts over the estimated value of £25) and whether this was declined or accepted in the last twelve months.	
Any contractual relationship with the charity.	
Any conflicts of interest not covered above.	

To the best of my knowledge, the above information is complete and correct. I undertake to update as necessary the information provided, and to review the accuracy of the information on an annual basis. I give my consent for it to be used for the purposes described in the conflicts of interest policy and for no other purpose.

Signed: _____

Name: _____

Position: _____

Date: _____

Appendix 5

Confidentiality Statement & Agreement

I, _____, agree that I will keep confidential any client or organisation information relating to the Dove Services (TDS) in respect of people's names, addresses, policies, procedures or any other information printed, written or stored on databases or other computer programmes and to use this information for any other purpose than for TDS business. This is applicable after connection with TDS has ceased.

I agree not to discuss any TDS business or disclose any confidential information to third parties without prior permission of the Chief Executive Officer.

I agree not to discuss any TDS business, TDS activities or matters concerning TDS or it's Members with anyone, including TDS Members, on any social networking site.

I am aware that if I breach confidentiality I may face legal action.

Name (printed)

Signature

Witness Name (printed)

Signature

Date

Appendix 6

Skills List

The TDS board recognises the value each trustee is able to provide both in professional skills and through personal experience. To help with the recruitment and to ensure a balance of these skills and experiences a skills matrix has been developed to help to achieve this. Please complete the list and identify your skills as a P (Primary skill) or S (Secondary skill).

Skill	Primary	Secondary
Administration		
Board/Committee Experience		
Business Development		
Campaigning		
Change Management		
Clinical Supervision (of counselling staff)		
Conflict resolution		
Counselling		
Customer Care		
Education		
Facilitating Meetings		
Finance		
Fundraising		
NHS/Medical		
HR		
Income Generation		
Information Technology/Information Security		
Law		
Leadership		
Marketing		
Market Research		
Operations Management		
PR/Comms		
Project Management		
Research		
Social Media		
Team Development		
Training		
VSO Governance		
Other: _____		