

Ever thought of becoming a Trustee of Citizens Advice Halton...

Citizens Advice Halton is a charity that was created to serve the local community, providing advice and information on a wide range of subjects. Each year we help over **7,000 local people** deal with over **15,000 different problems**.

We are now looking to recruit two skilled trustees to join our board. We are looking for people with strategic vision, independent judgement and a willingness to give time and commitment to being a trustee. We are particularly looking for someone with finance experience at senior level.



The post of trustee is unpaid but will provide you a great deal of experience and satisfaction. All reasonable expenses are reimbursed. We are particularly keen to achieve a more diverse board of trustees and welcome applications from all sections of the community.

Hitesh Patel
Chief Executive



Main duties and responsibilities for all trustees

Each individual member of the trustee board has a responsibility to contribute to the discharging of the board's duties. They can do this by:

- maintaining an awareness of our work
- regularly attending, preparing for and taking a full part in meetings
- actively contributing to setting policy and strategic direction, defining goals, setting targets and evaluating performance
- monitoring the financial position
- monitoring whether the service complies with its governing document, whether it meets Citizens Advice standards and how well the advice needs of the local community are being met
- maintaining confidentiality about any sensitive or confidential information received.



Personal skills and qualities for all trustees

Each individual member of the trustee board brings skills and qualities to the board. They add to the collective knowledge and experience by providing:

- commitment to attend board meetings
- effective communication skills and willingness to participate in discussions
- willingness to gain knowledge of local needs
- commitment to our aims, principles and policies, inc. equal opportunities, independence, and research & campaigns
- willingness and ability to learn, and to develop and examine their own attitudes
- ability to understand and accept trustees' responsibilities and liabilities and employers
- numeracy to the extent required to understand financial accounts
- ability to think creatively and strategically, and exercise good, independent judgement
- ability to work effectively as a member of a team.



Trustees meet approximately 6 times a year (usually 5-7pm), But if you have more time available you can play a more active role e.g. on sub-committees or one-off task & finish groups.

Be part of team that makes a real difference to the people of Halton

Anyone can have a problem



Nearly 3 in 4

of our clients said their problem affected their lives, including causing anxiety and financial difficulty



1 in 2

of our face-to-face clients have low confidence about taking action on their money matters

Who we help



7000 people

helped face to face, by phone, and email



15,000 issues

people sought our help with

How we do this



6 locations

where we provide free and independent support



60

dedicated local staff and volunteers



£254,000

estimated worth of donated hours by our 40 volunteers

The difference this makes



2 in every 3

clients had their problem solved



4 in 5

clients said advice improved their lives, including reducing stress and improving finances



90%

of our clients reported satisfaction with the overall service

Tackling discrimination

Fiona McKelvie enlisted the help of a pro-bono Barrister from London to represent one of her clients who had been discriminated against and was unfairly dismissed by her employer after she fell ill. The case went all the way to tribunal and the client was awarded £10,000 compensation.

Fiona then secured funding from the Equality & Human Rights Commission to pay the barrister to come back up to Liverpool for an Appeal hearing because we believed the judge "erred in law" and that the compensation award was too low. At the appeal hearing the appeal judge awarded the client a further £4,000.

This case highlights just how crucial the Citizens Advice service is for local people. There are no other free employment rights agencies in the borough and without Fiona's help it is unlikely the client would have been able to get justice.

Helping families with young children

We run a "Sure Start" project which aims to help families with very young children get the best start in life. Types of support we offer includes:

- Income maximisation, benefits and debt management advice,
- Getting grants for respite breaks and essential household goods,
- Advocacy support when dealing with Health and Social Care officers,
- Xmas toy appeal
- Supporting victims of domestic violence

Did you know...

We offer a brilliant in-house volunteer training programme. In the last 24 months 33 volunteers have found paid employment!

Local jobs for local people!