

Trustee Recruitment Pack



**citizens
advice**

Leeds

Introduction from the Chair of Trustees

Thank you for your interest in becoming a Trustee of Citizens Advice Leeds. I hope you'll find this pack interesting and helpful in deciding if you'd like to join us.

The Trustees at Citizens Advice Leeds come from a wide range of backgrounds but we all share a passion for social justice and a commitment to doing all we can to even up imbalances in how power works in society.

Citizens Advice Leeds' dedicated and skilled staff deal on a daily basis with people at their most vulnerable, bringing their experience and compassion to bear.

We are fortunate in having strong, practical support from partners, especially Leeds City Council. The Trustees are endlessly searching for opportunities to do more and better for clients and you would be joining us at a time when our ambitions are high – and the stakes even higher.

Isobel Mills

Working for a fairer society

Citizens Advice Leeds is a local charity working for a fairer society where people are free from the effects of poverty and injustice.

Since 1939 we've been providing free and independent advice to local people – from a world war to a global pandemic, we've kept our services running and continually adapted to the changing needs of our service users.



In 2021/22 we helped over 19,000 people to resolve financial, housing, employment and many other problems.

HOW WE HELP

Through our work we bring about changes for individuals, families and communities:

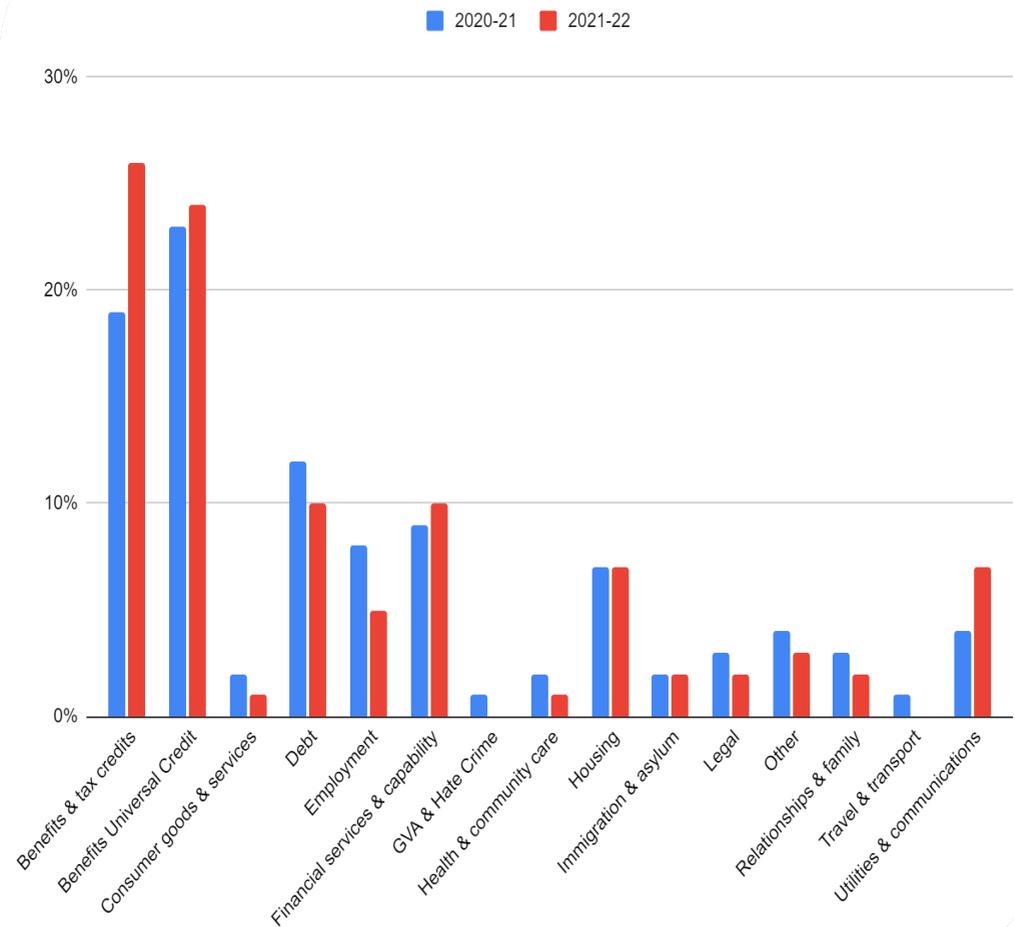
- We help people on low incomes to achieve better living conditions through increased income, better housing and improved health and wellbeing.
- We help people to fight back against discrimination, abuse and illegal and unfair practices.
- We make connections between individual situations and collective injustice and use our evidence to campaign for policy solutions locally and nationally.



We helped clients to increase their incomes by **£3.7 million** in 2021/22

We helped clients find answers to over **58,000** problems in 2021/22.

Enquiries Annual Comparison



CLIENT FEEDBACK

In our most recent client satisfaction survey:

- **82%** said our advice helped them find a way forward in resolving their problems.
- **86%** said they would be likely to recommend our service.

In my experience there are times in life when without help we can give up or get even worse with our health and life situation. Citizens Advice is like a 'rope for a sinking person' and it literally saves lives in many cases and brings hope I believe...A great big thank you to CAB staff.

Just would like to thank everyone who helped with various problems, they have all gone above and beyond to help and I will be forever grateful.

Causes of dissatisfaction relate to call waiting times and having to refer people to other services for specialist legal advice. We aim to address both these issues in our next phase of development.

WHO WE HELP



51% of our clients are disabled or have a long term health condition.



59% of our clients live in rented accommodation.



35% of our clients are families with dependent children.



32% of our clients are from Black, Asian & minority ethnic backgrounds.

Becoming a Trustee at Citizens Advice Leeds

As a Trustee at Citizens Advice Leeds you will be part of an organisation that makes a real difference to people's lives, helping to combat poverty and injustice locally and nationally.

In 2022 you'd be joining us at a time when Citizens Advice Leeds is embarking on new service developments to increase the support we're able to offer local residents. Having recently moved premises, we're pleased to offer modern, conveniently located offices to our services users and staff, which provide an ideal base for our next phase of development.

We're seeking 3 new trustees to join us who have the skills and experience to help drive forward these developments, one of whom will replace our Treasurer. Some of the attributes we're seeking are:

- Experience in the voluntary sector in a management or leadership role.
- Demonstrated experience in promoting equity, diversity and inclusion practices.

In addition, for the role of Treasurer:

- To have substantial experience in managing budgets in excess of £1 million; ACA qualified & preferably with experience of charity accounts.

We're also seeking a trustee who has experience of managing legal advice services and/or working in legal aid services.



Our commitment to access & quality

In recent years we have doubled the number of people we help and made it easier to contact us by phone & online. Our commitment to access & quality means that:

- We consistently achieve good and excellent quality of advice results.
- We provide access to justice for people most at risk of exclusion, e.g.
 - We deliver advice sessions in mental health services, GP surgeries & provide free access to interpreters
 - 32% of our clients are from Black, Asian or minority ethnic backgrounds
 - 49% of our clients have a disability or long term health condition
 - We provide freephone telephone helplines & webchat & email options.

Application process

If you are interested in joining our Trustee Board and would like an informal chat about the role, please contact our CEO at dianne.lyons@citizensadviceleeds.org.uk

To apply, please go to www.citizensadviceleeds.org.uk where you will find:

- A full role description and person specification
- An application form
- Our Trustee Code of Conduct
- Our latest annual accounts and other information about us

If you require information in different formats, or for adjustments to be made in respect of a disability or health condition, please contact our CEO to discuss details.

Please return your completed application form by 25 July 2022.

Candidates will have the opportunity to visit our offices and will be interviewed by at least two Trustees. Successful candidates will be invited to attend a Board meeting as an observer. We expect to make formal appointments in September 2022.

Key facts about Citizens Advice Leeds

- Citizens Advice Leeds is a local charity and a member of the national Citizens Advice network.
- We employ over 60 staff and have a similar number of volunteers.
- Our annual turnover is c. £2.5 million, with funding coming from local and national sources.
- We are accredited by Citizens Advice and the Financial Conduct Authority.
- We are a Disability Confident Employer and a Mindful Employer.





Citizens Advice Leeds

Oxford House
Oxford Row
Leeds
LS1 3BE

www.citizensadviceleeds.org.uk

Freephone advice line:
0808 2 787878
Monday-Friday 9am-5pm



We hope you found this pack useful – do visit our website if you'd like to find out more about us, and we look forward to hearing from you.

Isobel Mills

Chair of Trustees

Dianne Lyons

Chief Executive