



North East Wales
Gogledd Ddwyrain
Cymru

Trustee Information Pack

About North East Wales Mind

North East Wales Mind is a local charity that fights for better mental health. We stand shoulder to shoulder with people who have mental health problems and we won't give up until everyone who needs it gets both support and respect.

Although we're independent and have our own board of trustees, we are part of the Mind federation which includes the national charity Mind, Mind Retail (who manage Mind charity shops) and a network of over 100 local Minds in communities across England and Wales. We are united by our common purpose:



We connect Minds: we bring people together to make change in their communities



We support Minds: we deliver life-changing support



We change Minds: we speak out and demand better from policymakers and the public.

Our work is wholly committed to enabling those of us who experience poor mental health to live full lives and play their full part in society. We work across Flintshire and Wrexham with people with all sorts of mental health problems, from common issues to long lasting and complex ones. We work mainly with adults, but are developing our services to work with children and young people aged 11+.

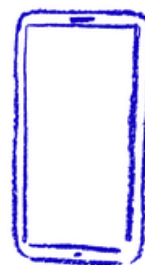
Our work is made possible by the generosity of local funders and supporters.

Our Services

In order to achieve our objective to deliver life-changing support North East Wales Mind provides a range of services; some delivered face to face and some delivered remotely. They are:

Information and guidance

Having the right information can empower people to take control of their mental wellbeing. We are at the end of the phone or an email six days a week with information on everything from anxiety to workplace wellbeing. Our website gives access to Mind's extensive range of information resources and our social media channels provide regular mental health updates. Finally, our community hubs in Mold, Flint Library and Caia Park, Wrexham mean people can pop in for a chat with a knowledgeable volunteer or staff member.



Wellbeing Coaching and Guided Self-help



Active Monitoring is a six-week guided self-help programme. That means we'll provide the resources and materials someone needs to better understand and manage their feelings, and will call or see them regularly over six weeks to support them to develop their own personalised wellness toolkit.

Counselling

Counselling involves talking to a trained professional about thoughts, feelings and behaviour. We provide telephone, online and face to face counselling from our Wellbeing Centre in Mold. Counselling is designed to give people a safe place to talk to someone who won't judge, will help them make sense of things and resolve complicated feelings.



Wellbeing and Social Activities

Studies show that being isolated is bad for mental well-being. To help people reduce social isolation and provide regular source of social support we run a wide range of groups and activities, both online and in person including social drop-ins, craft, yoga, reading, relaxation, quizzes, walks, gardening and woodcraft and community volunteering. These help people maintain and develop friendships as well as supporting their confidence and self-esteem.



Wellbeing and emotional support calls



During the COVID pandemic we kept in touch with vulnerable clients through regular, usually weekly, phone calls. These proved so successful, especially for those who were very isolated, struggle in groups or who didn't have access to transport, that we are continuing with them. As well as regular support, the phone was used as medium to provide guided self-help using Wellbeing Recovery Action Planning (WRAP) to help people develop individual wellbeing plans.

Wellbeing and Self-management Training

Wellbeing and Psycho-educational courses help people to learn how to manage their lives to get the most out of them. These include Living Life to the Full, Enjoy your Baby, Mums Matter (both perinatal mental health courses), Stress Management and Mindfulness.



Workplace Wellbeing Support



This service recognises that people at work, especially young people, can be at particular risk of developing mental health problems and that support in improving mental resilience can make a huge difference. Through advice, talking therapies and training, this service delivers an anti-stigma message to a wide audience. Training courses offered include Mental Health Awareness, Mental Health First Aid and Mental Health for Managers.

Peer Support and Community Resilience

With the best will in the world, we know that we cannot provide support for everyone who needs it – the need is so great. But luckily we also know that people supporting each other in local communities can make a huge difference to their wellbeing. That's why we've developed a Peer Support Hub service, to provide advice, coaching and training to allow local and online groups to be set up safely and sustainably.



Becoming a Trustee of North East Wales Mind

North East Wales Mind welcomes new trustees and is keen to explore how they can put their skills and interests to good use to help local people experiencing mental health problems. We also positively encourage and welcome people who have experienced mental distress themselves as well as people from groups under-represented on our board including men and people from minority racial communities. The trustees of North East Wales Mind are also the company directors for the charity, as we are a Company Limited by Guarantee.

What will I be doing?

The main role of a trustee is to oversee the running of the organisation and this involves attending board of trustees' meetings. Trustees can be thought of as guardians of the organisation's best interests and promoters of its aims. The board, with support from the Chief Executive, works to:



- ensure that North East Wales **Mind keeps to its core values and meets its legal duties** (including its duties under company, employment and charity law)
- **steer the organisation and ensure it does what it was set up to do** (they don't get involved in the day-to-day running of the organisation: that's the job of the Chief Executive and staff team).
- discuss and agree the sort of activities the organisation should be carrying out
- discuss and **agree a strategy and business plan**, budget and policies
- oversee the implementation of the business plan and budget throughout the year to **check that everything is going to plan and is of high quality**

Some Trustees like to get more involved with the organisation for instance by:

- **Joining sub-committees** for a short time to take forward specific issues for example as part of an HR, Finance or Service Quality
- **Sitting on recruitment panels** for staff and/or volunteers
- **Attending external meetings** on behalf of North East Wales Mind
- Volunteering by fundraising or helping out at the drop-in

These additional tasks are entirely optional, however many of our Trustees find it satisfying to be involved with the organisation in a number of different ways.

What will I get out of becoming a trustee?

The benefits of volunteering – and particularly of becoming a trustee - can be considerable. Many people make new friends, develop their personal or professional skills, increase their confidence and improve their job prospects. Not only that, but many of our trustees enjoy the fact that they can make a real difference to people who are recovering from mental health problems.



Trustees also benefit from regular training, starting with induction training to introduce them to the organisation, its staff and services and continuing with opportunities to take part in specific training from Mental Health Awareness to governance, finance, health and safety, equalities and other relevant subjects.



How much time is involved?

As a Trustee you can volunteer as much or as little time as you wish. The minimum we ask is that you regularly attend Board meetings (six per year), as well as our annual AGM. Papers are sent out in advance so you can have a chance to read through them and gather your thoughts ahead of the meeting.

Will I get paid?

Our Trustees do not get paid, but are entitled to claim expenses in line with North East Wales Mind's Expenses Policy. This includes travel to and from meetings.

What qualities, attitudes and skills are needed?

The main requirement for Trustees of North East Wales Mind is **a positive attitude towards people with mental health problems and a commitment to Mind's values and mission.**

We do not have a firm list of qualities, skills and attitudes needed from each trustee, however some of the things which could be useful are:

- The ability to work as part of a team and to respect the views of others
- The ability to see the big picture and think strategically
- Good interpersonal skills and the ability to communicate with a wide range of people
- The ability to treat information confidentially
- To be able to analyse information and challenge it when appropriate
- To be able to make collective decisions and stand by them
- To have enthusiasm and a sense of humour
- To be reliable and act reasonably and responsibly when carrying out tasks
- To understand the purpose of meetings and be committed to preparing for them in advance
- To be committed to the involvement and empowerment of people with mental health problems through self-help and mutual support



You may also have specific knowledge, skills or experience which could help us in our work. You could have developed these through your family life, work or hobbies/interests. Examples would be:

- Business/management experience
- Experience of marketing and promotion or fundraising
- Experience with information or advice services
- Financial accounting or budget management experience
- Staff management or HR experience
- Knowledge of mental health issues, legislation or services
- Knowledge of charity or mental health law
- Knowledge or experience of counselling or other psychotherapeutic approaches
- First-hand experience of mental health problems and/or of caring for someone with mental health problems
- Knowledge of the local mental health system



As well as using the skills and qualities our Trustees already have we are keen to work with each member of our board to help them develop new skills.

Is everyone suitable to become a Trustee?

Sometimes people may be unsuitable to be a trustee under charity law, for example if:

- They have an unspent conviction involving dishonesty or deception
- They have been declared bankrupt or had their estate sequestered
- They have not yet honoured an agreement to pay their creditors
- They have been removed from being a charity trustee in the past by the Charity Commission, or disqualified from management/Company Trusteeship under the relevant legislation.



Applying to become a Trustee of North East Wales Mind

If you would like to become a Trustee with North East Wales Mind you should contact the Chief Executive, Jenny Murphy to arrange to meet for a chat (either in-person or online).



Jenny's phone number is 07912 617342 or email jenny.murphy@newmind.org.uk. This will give us the chance to get to know you a little and give you the chance to find out more about North East Wales Mind and to see if you think you would fit in. You may also like to:

- Visit some of our services to get a feel for what we do
- Meet the staff team

If you are still keen to join us you will be asked to complete an application form and attend an interview with some of our trustees, as well as come along to a board meeting as an observer to see how we work.

Finally, if you are successful, we will check your references and co-opt you to our Board. If you will be involved with some of our services we may also need to carry out a Criminal Records (DBS) check. We'll give you an induction to make sure you are comfortable and competent to carry out your role as a Trustee and we will ask you to sign a declaration showing your eligibility as a Director/trustee.

Although this process may seem a little formal it's designed to make sure you have all the information you need and that vulnerable people using our services are safeguarded.

New trustees receive support from an experienced trustee 'buddy' to help them settle in and access any help and training they feel they may need.

North East Wales Mind

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