

Improving the lives of older people



*Trustee Information Pack
June 2026*



Welcome

Thank you for your interest in becoming a Trustee of Age Cymru.

We are currently looking for trustees to join our passionate, highly skilled board. We are particularly interested to hear from individuals with policy and influencing experience, marketing, finance or income generation expertise, with a public sector or business background, from people living in north and mid Wales, Welsh speakers and people from ethnic minority groups to broaden representation.

Older people continue to experience a range of challenges including loneliness delays in accessing social and health care, finding suitable housing or transport within their communities.

Added to these is the impact of the cost-of-living crisis continues to be felt. The cost of food, heating, travel, and essential amenities have all risen staggeringly. Pensioner poverty is a reality in Wales in both urban and rural areas. Many older people are forced to do without the basics to make ends meet.

We believe everyone has a right to a fulfilling later life free of worries about whether to turn on the heating or skip a meal to save money. As well as providing many support services such as Advice, Age Cymru will continue to be the strong voice for all older people in these difficult times.

We appreciate the positive feedback on our work from older people, their families and carers.

Besides providing our many services, we have continued our influencing role on behalf of older people. We work with others to influence and inform policymakers and politicians on the effect in policy areas such as social care, health and human rights. We will continue to ensure that the rights of older people are respected, promoted, and protected. Our trustee board is crucial in ensuring Age Cymru works to promote the well-being of all older people in these challenging times.

Do you have the passion, drive, and skills to help us? If so, we want to hear from you.

John Williams
Chair, Age Cymru





Last year Age Cymru Advice helped 12,918 people resolve 43,317 issues

- 1/3 of our calls are about older people's benefits
- 1/3 are around issues relating to health and/or social care

We are seeing increasing numbers of calls underlining the importance of advice in the lives of older people and their carers. The remaining third of enquiries relate to the broad spectrum of other issues that older people may experience.

You've been clear and concise, friendly and professional. Thank you so much."

"Outstanding!! What an amazing one stop service."

"Of all the organisations I've contacted about this, you've given me the most information, I can't thank you enough."

Thank you so much. I am almost in tears. I can't thank you enough for your help today. I have nothing but admiration for the work you all do."

We're here for older people.

Every month

- **200+ people** receive our friendship calls
- **1400+ older people** participate in our physical activity programmes
- **250 people** receive advocacy support
- **11000 people** visit our website

Your application

Thank you for your interest in applying to be a trustee of Age Cymru. On the following pages you will find lots of information about the Charity, our work and the impact we have on older people in Wales. We hope this will encourage you to join us!

If you have any queries or would like an informal discussion about the opportunity, we can arrange a chat with one of our existing trustees, so they can share their experience. Contact Victoria Lloyd on 029 2043 1555 to arrange.

To apply please send us:

- An outline of your experience and the personal qualities you will bring to our trustee board;
- A short supporting statement telling us why you are interested in this role;
- The equalities monitoring form, this is not mandatory but is requested for monitoring purposes in line with our commitment to equality and diversity.

Please send your application, by email to: victoria.lloyd@agecymru.org.uk





About Age Cymru

Our Vision and Mission

Age Cymru is the national charity for older people in Wales, we work to develop and deliver positive change with and for older people.

Our vision is a society which offers people in Wales the best experience of later life. Older people are valued, included and able to shape the decisions affecting their lives.

Our mission is to improve the lives of older people by delivering trusted advice, support and services. We use our knowledge, insight, and experience to influence policies and decisions affecting older people.

There are 800,000 older people living in Wales. A growing number are living in poverty and while as a population we are living longer, many older people are living with poor health.

Many older people don't know where to turn when they need help and because older people are not a homogenous group, different solutions will be appropriate to meet their needs.

In short, there is a huge agenda where Age Cymru can make a difference for older people around income, care and the barriers or enablers for older people to live the best lives they are able as we create an age friendly Wales.

The overarching challenge for the Charity is to identify and deliver the actions that will have the greatest impact because we simply can't do everything. This means working to influence change, providing the information and advice older people need and working to create the conditions and provide support for our partners to deliver.

Our Priorities

Our priorities are to:

- Ensure the issues affecting older people are high on the agenda of the new Welsh Senedd.
- Ensuring that all of our services are delivered to the highest level of quality.
- Supporting the development of network partners and strengthening the value and delivery of the partnership across Wales.
- Ensuring operational sustainability through building a strong brand that enables income generation.

Our Outcomes

Through our work we seek to achieve the following outcomes for older people:

- Our voices are heard when decisions are made about us and our communities.
- Our contributions to society are valued and make a difference.
- We know our rights and how to exercise them.
- We have improved health and wellbeing.
- We are more financially secure.
- We are connected and visible within our communities.
- We are safe from abuse and neglect.
- We live in inclusive communities.

Values

Our values shape and guide the way we will seek to achieve our goals:

- We are caring, we put people at the heart of what we do.
- We are determined, we take responsibility for and pride in making a positive difference.
- We are effective, we strive for the best
- We are empowering, we enable people, build confidence and provide practical support and
- We are inclusive, we work together and involve others.

Our Work

To deliver our goals:

- We provide information and advice
- We deliver wellbeing programmes
- We provide independent advocacy
- We support carers
- We campaign and research

Our Trustees

Our Trustees set the strategic direction for Age Cymru, and use their practical skills, experience, and knowledge to support and challenge the staff team.

Our trustees are volunteers with a legal responsibility to:

- Ensure our aims and objectives are being met
- Act in the best interest of the charity
- Manage responsibly what we have (such as our people and our money)
- Act with reasonable care and skill

You can [find more information from the Charity Commission](#).

Board of Trustee meetings

There are four trustee meetings every year and a 2-day meeting in November. These take place on weekdays. There are board papers for each meeting that require reading in advance.

Many of our trustees sit on one of our committees, which have additional time commitments.

Location

Our work and members of our team are in locations across Wales; our head office is based in Cardiff.

Trustee meetings take place in person and on-line, reasonable expenses are reimbursed.

What you will gain

- The opportunity to be involved in improving the lives of older people in Wales
- The chance to develop new skills, including charity governance
- The opportunity to shape the direction of a national charity
- The chance to use your own skills, connections, and experience to create new opportunities for Age Cymru
- The opportunity to be part of a dedicated team, developing and driving our mission and having a positive impact on older people across Wales

Trustee Duties:

All trustees have the following duties:

1. Ensuring Age Cymru complies with its governing document (Memorandum & Articles of Association), charity law, relevant company law and any other relevant legislation or regulations.
2. Ensuring Age Cymru pursues its charitable objects as defined in its governing document (Memorandum & Articles of Association) and applies its resources exclusively in furtherance of its charitable objects.
3. Safeguarding Age Cymru's good name and principles.
4. Maintaining proper governance by ensuring the Board: -
 - agrees the charity's strategic direction and goals.

- ensures that risk audits are conducted regularly and that strategies for risk management are in place.
 - defines the boundaries of management authority and delegates to management the implementation of plans and budgets.
 - monitors performance on a regular basis and holds management accountable for outcomes.
 - ensures that proper processes are in place for the appointment, dismissal and monitoring the performance of the Chief Executive.
5. Ensures the financial stability of the charity.
 6. Protects and manages Age Cymru's property and ensures the proper investment of its funds.
 7. Properly represents any agreed Board position or decision when speaking publicly.
 8. Ensures that proper processes are in place to review the Board's performance annually.
 9. In addition to the legal duties of trustees, each trustee should use their knowledge or experience to help the Board of Trustees reach sound decisions. This will involve scrutinising Board papers, participating in 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 Age Cymru's work in which the trustee has special expertise.

Person specification:

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We welcome and value the life experience that each individual trustee brings to the governance role. We are looking for:

- A commitment to the aims and values of Age Cymru.
- An understanding and acceptance of the legal duties, responsibilities and liabilities of trusteeship.
- A willingness to devote the necessary time and effort to their duties as a trustee.
- Experience to think strategically and creatively.
- Ability to make sound, independent judgement.
- Ability to know when to seek professional advice.
- Ability to work effectively as a member of a team.
- Commitment to Nolan's seven principles of public life: selflessness, integrity, objectivity, accountability, openness, honesty and leadership.

Age Cymru is committed to diversity. We welcome applications from everyone who feels they have a contribution to make, including those with protected characteristics.

Restrictions

You are disqualified from being a charity trustee or a company director if you:

- have an unspent conviction for an offence involving deception or dishonesty
- are an undischarged bankrupt
- have been removed from trusteeship of a charity by the Court or the Commissioners for misconduct or mismanagement
- are under a disqualification order under the Company Directors Disqualification Act 1986
- are under sixteen years old.

Commitment

Appointments are for 4 years, with the possibility of reappointment.

Trustees will be provided with an induction to Age Cymru and ongoing updates and training as required.

Some trustees will be members of Committees, either of a standing or ad hoc nature.

Reasonable out-of-pocket expenses will be paid.

Liability of trustees

There are two circumstances in which trustees of a charity may put themselves at risk of personal liability:

- if they cause loss to the charity by acting unlawfully, imprudently or outside the terms of the charity's governing document
- if they commit the charity to debts which amount to more than its assets.

The Charity Commission states in leaflet CC3, *The Essential Trustee: What you need to know*, that “if trustees act prudently, lawfully and in accordance with the governing document, then any liabilities (i.e. debts or financial obligations) that they incur as trustees can normally be met out of the charity's resources. However, if trustees incur liabilities or debts that amount in total to more than the value of the charity's assets, they may not be able to cover themselves in full out of the charity's property, even if the liabilities have been properly incurred”.

Age Cymru trustees are insured against personal liability arising from acts properly undertaken in the administration of the charity or acts undertaken in breach of trust but which are an honest mistake.

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