Havencare

Trustee Recruitment Pack 2026

Be a part of the next chapter of Havencare's evolution.

As we deliver an ambitious journey of strategic transformation, you will have the opportunity to influence lasting change and help shape our future direction.

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Welcome from our Chair

Derek Law MBE
Chair of the Board of Trustees

Thank you for considering joining Havencare as a Trustee. This is an exciting moment in our journey: we are clearer about the organisation we want to be, ambitious for the future and committed to ensuring that every decision makes a meaningful difference to the people we support.

Havencare has a strong sense of purpose, dedicated colleagues and an important role in communities across Devon and Cornwall. Our Three Big Aims: A home that is right for you; Support for the life you choose; and Every person matters. Keep the aspirations and voices of the people we support at the centre of our work.

We have strengthened our leadership and governance, sharpened our focus on quality and performance, and begun investing in our workforce, homes, systems and environmental commitments. We have real momentum and we are honest about the work still ahead.

The next chapter will require thoughtful stewardship, fresh perspectives and constructive challenge as we strengthen financial sustainability, improve consistency, modernise our infrastructure and create more opportunities for people we support to shape our direction.

As a Trustee, you will join a welcoming, committed Board and work alongside an experienced Executive Leadership Team. Your expertise will be valued, your questions will help us think differently and your contribution will directly support better lives and greater choice for people with learning disabilities and autism. Trusteeship at Havencare is an opportunity to use your experience with purpose, help shape an organisation with real ambition and see the impact of your contribution.

I hope this pack inspires you to learn more, and I would be delighted to welcome you to our Board.

Welcome from our Chief Executive

Be McCarroll
Chief Executive Officer

I joined Havencare in May 2025 and have been genuinely impressed by the depth of commitment across the organisation — from our support teams who go above and beyond every day, to the people we support who remind us of what true partnership and resilience look like.

This is an organisation with real purpose, one that cares deeply about enabling people to live their lives through opportunity and choice.

Havencare is at an exciting and defining moment in its journey: a time of renewal, growth and shared purpose. For almost four decades we have provided homes and support that enable people to live their lives through opportunity and choice.

Now we are entering a new chapter, one that is about shaping the future of how we work, lead and deliver impact.

We are laying new foundations that will strengthen every part of the organisation:

- Reviewing our business plan, values and mission so they better reflect who we are and what we stand for.
- Committing to “Brilliant Basics” and designing support models that put co-production at the heart of the organisation.
- Investing in people and culture, technology and data, to keep delivering great support.
- Strengthening our financial position so we can continue to deliver impact across our communities.
- Modernising governance and leadership, creating stronger accountability, transparency and partnership.

This is a moment of genuine influence for new Trustees, a chance to help shape our direction and ensure governance supports innovation, sustainability and impact.

About Havencare

Havencare is a charity supporting people with learning disabilities and autism across Plymouth, Devon and Cornwall. From our Head Office in Plymouth, our work reaches into the homes and communities where people build their lives.

Every person has a story, with their own hopes and a sense of what makes life meaningful. Our starting point is to understand that person and what matters to them, working alongside their family and those who know them best.

We support people whose needs can be complex, including those who experience distress that affects their wellbeing or makes everyday life more difficult. By bringing together a suitable home and thoughtful, individual support, we aim to help each person feel secure enough to explore what is possible.

Our ambition is for people to look ahead with confidence. The courage to try something new, a stronger connection with others or greater independence can mean so much. That is what makes Havencare's work matter, and what gives us reason to keep reaching further.

Mission & Values

Our Vision

People lead their lives through opportunity and choice.

Our Mission

To provide homes and support that enable people to reach their potential.

Our Values

Our values flow through every decision we make and every action we take.

- **Engagement**
  Treat people like they make a difference, and they will.
- **Transparency**
  Trust is built on telling the truth.
- **Quality**
  Don't just do it, do it well.

Our Three Big Aims keep the people we support at the centre of our work.

1. **A home that is right for you**
   The right home, in the right place, with the right support around it.
2. **Support for the life you choose**
   Support built around each person's goals, relationships and everyday choices.
1. **Every person matters**
   Every voice is heard and every person treated with dignity and respect.

Who are we looking for?

Great Trustees bring more than professional expertise. They share our purpose, think strategically, listen carefully and use their judgement to offer both support and constructive challenge, keeping the interests, rights and aspirations of the people we support at the heart of Board decisions.

What makes an effective Trustee?

- A genuine commitment to our vision, mission and values.
- Sound judgement, integrity and a willingness to act collectively.
- The confidence to contribute, challenge constructively and stay open to different perspectives.
- An inclusive approach and a commitment to hearing the voices of the people we support.
- Curiosity, strategic thinking and a focus on long-term impact.
- The time to prepare for and participate in Board and committee meetings.

New to Trusteeship?

You do not need previous Trustee experience to apply. We welcome people who can bring relevant knowledge, insight or lived experience and who are ready to learn. You will receive a structured induction, ongoing training and support from fellow Trustees, the Chair, our Leadership Team and Governance colleagues to help you contribute with confidence.

We are currently seeking three Trustees whose expertise will strengthen our Board in the areas set out on the following pages.
We intend to appoint all three vacancies by Q1 2027 for an initial three- year term.

The Three Trustee Roles we are Recruiting

Finance and Audit Trustee

Help safeguard Havencare's financial sustainability and strengthen assurance at Board level.

We are looking for a qualified finance professional who can bring strategic financial insight, effective challenge and strong oversight of audit, assurance and risk.
This Trustee will play a key role within the Finance, Audit & Risk Committee and support a planned transition of expertise.

Essential experience and expertise

- Qualified accountant: ACA, ACCA, CIMA or CIPFA
- Audit and assurance
- Financial planning and budgeting
- Risk management
- Experience of service on an Audit Committee, Board or equivalent governance structure

Desirable experience

- Charity sector finance
- Housing association finance
- Treasury management

The contribution you will make

You will help maintain continuity of specialist expertise within the Finance, Audit & Risk Committee and have the opportunity to develop as a potential future Committee Chair.

We are allowing a six- to nine-month period of shadowing and supported handover before the current postholder retires.

Housing, Regulation and Service Quality Trustee

Bring specialist insight that helps us deliver safe, high-quality homes and support.

We are seeking a Trustee with substantial expertise in housing, supported living, regulation or service delivery. This appointment will add important capability to the Board, strengthening oversight of quality, safeguarding, compliance and the experience of the people we support.

Essential experience and expertise

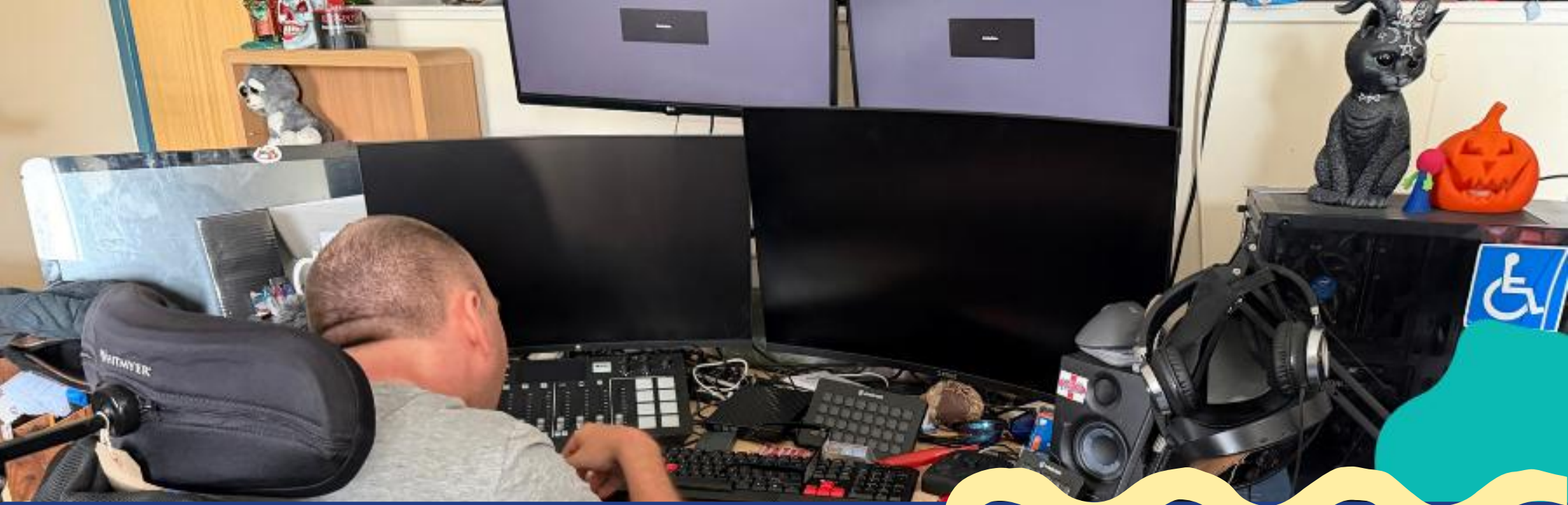
- Housing and supported living
- CQC regulation and inspection
- The Care Act and social care regulation
- Operational and service delivery leadership
- Safeguarding
- Risk and compliance oversight
- Membership of the Chartered Institute of Housing
- Co-production experience

Desirable experience

- Leadership in a housing association
- Commissioning experience
- Lived experience of disability, autism or caring
- Supported housing development
- Senior leadership as a Director of Care and Living Services, or Director or CEO of a similar focus charity

The contribution you will make

Your primary committee contribution will be to the Operations & Housing Committee, with potential to contribute to the Nominations Committee. This role addresses a current gap in Board capability and brings additional strategic insight rather than replacing existing expertise.



Digital and Cyber Trustee

Help shape responsible digital transformation and strengthen oversight of technology-related risk.

We are looking for a Trustee who understands how technology, data and digital services can enable better outcomes while being governed safely and responsibly.

Essential experience and expertise

- Digital transformation
- Information governance
- Cyber security oversight
- Technology-enabled service delivery
- Data and analytics
- Change and transformation
- Programme or project delivery

Desirable experience

- AI governance
- Digital accessibility
- Charity technology programmes

The contribution you will make

You will strengthen Board oversight of technology-related risk and help Havencare realise the benefits of strategic transformation in a way that is secure, inclusive and focused on the people we support.

More Information & Expectations

Your contribution as a Trustee will be greatly valued. Trustees play an important role in ensuring that Havencare remains focused on its purpose, is well governed and has a clear, ambitious strategy for the future.
We want you to have a clear understanding of the commitment involved before you apply. The main expectations are set out below.

Time commitment

- Trustees are initially appointed for a three-year term. Subject to review, this may be renewed for up to two further terms.
- The Board meets four times each year at our Head Office in Plymouth. Trustees are also expected to serve on at least one committee, which will usually meet quarterly and mainly online.
- Trustees are expected to attend our annual Board Away Day. This gives us valuable time together to build relationships, reflect on progress and agree priorities for the year ahead.
- You will need to set aside time before meetings to read the papers and prepare fully. There may also be occasional communications, training or other activity between meetings.
- Overall, the role requires an average commitment of approximately two days per month. This time will be spread across meetings, preparation and other Trustee responsibilities rather than necessarily being taken as two full days.

Expenses and support

This is a voluntary role. We will reimburse reasonable expenses incurred while carrying out your Trustee duties, in line with our Trustee Expenses Policy. We also provide a structured induction and opportunities for training, coaching and networking, which we encourage you to take part in.

When Board meetings are held in person, we provide lunch, an enjoyable opportunity to spend time together, get to know fellow Trustees and connect informally with the wider Havencare team.

How to Apply

Thank you for your interest in becoming a Havencare Trustee. We would be delighted to hear from people who share our values and want to use their experience, insight or lived experience to help shape our future.

Submitting your application
Please send us:

- Your current CV; and
- A supporting cover letter explaining why you would like to join Havencare, how your experience and perspective meets the role requirements and what you feel you could contribute to our Board.

Please email you application to recruitment@havencare.com by **10.00am on Monday 16 November 2026.**

We can provide this pack or the process in an accessible format on request.

An inclusive search
We want our Board to benefit from a broad range of voices, backgrounds and perspectives. We are therefore taking an active approach to reaching candidates through diverse networks and warmly welcome applications from people whose experiences and perspectives are currently underrepresented in charity governance.

You do not need previous Trustee experience to apply. We are interested in the skills, insight and values you can bring, and we will provide induction, training and ongoing support to help you contribute with confidence.

Talk to us before applying
We recognise that applying to become a Trustee is an important decision.

If you would find an informal conversation helpful, our Chief Executive would be very pleased to speak with you before you submit your application.

This is an opportunity to learn more about Havencare, the role and our ambitions, and to ask any questions you may have.

To arrange a conversation, please contact **Hayley Arkinstall, Head of Governance, at hayley.arkinstall@havencare.com**

Important information
Please read before applying:
Safer Recruitment Policy
Employment Privacy Notice

Interviews are scheduled for the week commencing **Monday 30 November 2026** via Microsoft Teams.

Further information about the selection process and pre-appointment checks will be shared with shortlisted candidates.

Thank You

havencare
making a difference