



Thank you for your interest in becoming a trustee of Citizens Advice Derbyshire Districts.

In Derbyshire Districts we are fortunate to have a very strong, well-managed, high-performing organisation whether in terms of numbers helped, the quality of our services, or its management and financial control. We have a good relationship too with Citizens Advice nationally who are an essential factor in our ability to deliver effective services locally. The priority is to continue to maintain this position.

The services we provide are absolutely vital to the wellbeing of tens of thousands of local people each year. Coronavirus (COVID-19) created new challenges for us leading to increases in demand for services and us having to quickly adapt how we could respond in a changing environment. We have been able to continue with nearly all our services through staff and volunteers working on the phone remotely from home and have been experimenting with new technology to enable virtual in person sessions from appropriate secure premises for those who need it. The need to find new ways of supporting our local communities and improve accessibility to our services through different channels continues to be both exciting and challenging.

I believe for success in organisations like ours we need to be open to new ideas; learn from our clients and volunteers on areas where we need to improve; adopt best practice from across all sectors, business and not for profit organisations to enhance our operations; deliver an open, caring culture within which our clients, staff and volunteers feel listened to and supported. All this whilst ensuring we maintain a strong focus, in this ever increasingly difficult financial environment, on our bottom line and achieving our key performance indicators, I believe we have the balance about right.

We have explored current gaps on our Board and while we are interested in anyone who wants to help us make a difference, we are particularly interested in:

- Ensuring we represent all of the communities we serve. Currently we are under-represented by young people, those from diverse ethnic backgrounds, those with disabilities, those living in Amber Valley and Erewash.
- Those with good skills and experience in ICT, fundraising and income generation, finance, and HR.
- Those who may have experience in actually using Citizens Advice as a service themselves

This is an organisation where, as a trustee you really do feel you can support and help the organisation deliver, through its staff and volunteers, services that genuinely make a real difference to individuals and families within your local communities. I hope very much you will consider joining us and if you wish to discuss the opportunity further, please contact myself or Chloe Doxey, our Chief Officer (details found in the trustee information pack).

A handwritten signature in black ink, appearing to read 'Dorcas Bunton', written over a thin vertical line.

Dorcas Bunton
Chair of Trustees

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