

## The Family Holiday Association Trustee Recruitment Pack

### Welcome from the Chair

Thank you for your interest in becoming a Trustee at The Family Holiday Association. This is an important and exciting time to be joining us, as we are at the start of a new strategic period which will transform the charity over the next few years. Having navigated the financial and operational challenges of Covid - 19, we are now undertaking a programme of rapid investment to ensure the charity is fit for the future.

We are looking for Trustees who share our vision to transform lives with the anticipation, experience and memory of a break, and who have the energy, integrity, passion and skills to work with the Board of Trustees, our CEO, senior team and our community, to drive forward a successful and dynamic future for our charity.

We hope that after reading the pack you will feel inspired to submit your application for consideration to the Trustee Board.

If you would like an informal conversation with me about the role please email Kat Lee [kat@fhaonline.org.uk](mailto:kat@fhaonline.org.uk) to arrange an appointment.



Philippa Harris, Chair of Trustees

### Why what we do matters

Spending quality time together as a family away from home offers welcome respite from daily hardship, a new sense of optimism and hope for the future.

For many of the children we help, a break offers the chance to do something for the first time. Everything from exploring a new environment, paddling in the sea, building a sandcastle or flying a kite for the first time through to seeing landscapes and even buildings which are different.

The joy of simply seeing other people smile can lift them out of their everyday cares and worries and enrich their lives forever.

There is evidence that a family holiday can create lifelong happy memories, stronger relationships between family members and an improved quality of life. Our family feedback tells us that a short break can lead to:

- increased participation in education and paid work
- improved learning and behaviour at school
- more proactive and positive attitudes towards other types of support

By providing a short break or day trip in the UK, we give struggling families the chance to have fun, just like any other family.

In 2019, 4,821 families received a break (7,836 adults and 10,641 children).

- 34% had a break together for the first time
- 45% of children who went to the beach did so for the first time

We supported families from across the UK, representing 88% of all local authority areas.

## How does The Family Holiday Association help?

The Family Holiday Association is the only national charity dedicated to providing breaks and day trips for families in really tough circumstances.

We provide breaks for UK families struggling with problems such as severe and long-term illness, bereavement, mental health issues, disability and domestic violence. All the families we support are referred to us by someone already working with them in a supporting role, such as teachers, health visitors, social workers and other charities such as Barnardo's and Women's Aid.

The holidays we offer enable individual families to spend a few nights away, sometimes in a caravan, and sometimes in other locations like holiday parks or youth hostels.

We own and maintain a small number of caravans across the UK. We rent other caravans, buy holidays at other locations, and sometimes are able to use breaks and spaces which are donated to us.

We use locations which we are confident provide a safe and manageable environment for our families, and which are close to activities and things to do so that families are able to plan and make the most of their time away.

## A short break gave Kelly something to look forward to



"I experienced serious domestic assault 7 years ago by my partner which left me with life changing injuries. I **almost died. The traumatic experience deeply affected me and my daughter.** My partner was imprisoned for the assault and I was anxious about his release. I felt alone with no support. To make matters worse, my daughter's grandparents also passed away. My daughter was bullied at school and had to attend therapy, during which I also was informed that she has sensory needs on the spectrum of autism.

"When I was told we were going on a holiday, it was amazing, like you are getting away from your problems. I **felt joy. I'd never been on a holiday before. It was something positive to look forward to.** My daughter was excited and told everyone at school. We slowly prepared for the holiday getting clothes packed. I took a trillion hats!

**“On the third day I felt my anxiety calmed down.** I remember sitting by the beach and hearing the seagulls, feeling the cold breeze hitting my forehead and hearing the waves. I was absorbing everything. When we returned home, people commented on our glowing skin even though we went on a short break in March. I am not sure if that was because of the weather or the good feeling we had from going on holiday.

**“I felt an immediate positive impact when I returned home.** It was amazing having a few days off and escaping from stress and having memories to look back on. When you are dealing with so much in your life a holiday is important for your mental health.”

Day trips are typically a simple day out at the seaside, a local tourist attraction or museum. Days out are sometimes offered to those who might struggle to spend a night away, perhaps because they lack confidence, have caring responsibilities or need to stay close to home for medical treatment.

### **One simple day out had a tremendous impact on Jack’s life.**

We funded a visit to a Wildlife Park for a group of families. They had the chance to spend the day exploring the park together and for many of the children, it was the first time they experienced what many animals looked like in real-life. It was wonderful to hear from the schools and support workers about what a positive impact this day out had on the well-being of the children and their life at home.

**For one boy in particular, it was truly amazing to see what a powerful difference a change in environment made.**

Earlier in the year, Jack experienced a significant trauma which turned his world completely upside down. Unsure of how to cope, Jack closed himself off from his family and friends. **He didn’t say a single word for many months** after the event and as a result, stopped attending school. Understandably, this was an extremely distressing time for Jack’s family.

A health professional working closely with Jack referred him and his family to be part of the trip.

***This may be difficult to believe, but on arrival at the park he said to a member of staff “What does a lion look like?”***

These were the first words he had said in months, so you can imagine how ecstatic the family were.

By the time Jack returned to the coach at the end of the day, **he was chatting and interacting with the other children - an amazing change to see in him.**

He returned to school a few weeks after the trip for a slow integration and eventually worked up to staying the whole day. Jack’s doctor stated that the trip created a spontaneous recovery which can happen in those who suffer trauma



## Our Strategy

Our new strategy focusses on modernising the charity and strengthening the relationships which are fundamental to its success.

We have three strategic aims:

### **IMPACT - Making the biggest difference we can**

Whether by directly providing a break or using our platform to make it easier for families to access a break independently we want to make the biggest difference we can. To be successful we need to manage the charity effectively and secure sustainable future income so that we can target it at activities that will benefit families the most.

### **QUALITY - Delivering a first-class experience to our customers**

Our breaks might be funded differently than a typical family holiday but how we make families feel is even more important because of that. We will design new ways for families and referrers to share what they hope gain from our breaks and how they feel about their experiences with us so that we can improve our offer.

### **DIALOGUE - Building more rewarding relationships with our stakeholders**

Collaboration with those who share our goals is the best way to achieve our mission. We will make it easier for people to find us and partner with us and effectively communicate what we are here for through a strong brand which the families we support and the partners we work with are proud to be associated with.

## The Trustee Role

The role of a Trustee is to set the strategic direction of the charity and ensure it is well governed. Each Trustee is responsible as an individual, and together with the other Members of the Board.

### **Main responsibilities**

1. Define and promote the vision, mission and values of the charity
2. Determine the overall strategic direction and development required to enable the charity to achieve its purpose and provide public benefit
3. Ensure best use is made of charity resources
4. Ensure robust systems are in place for internal financial control and protection of the charity's funds and assets
5. Ensure that the charity operates within the law and applicable regulation, and in line with the Articles of Association
6. Ensure an effective and appropriate system for the recruitment, appointment and monitoring of the work and activities of the CEO and the Senior Management team.
7. Ensure the effective and efficient administration of the charity and its resources, striving for best practice in good governance
8. Participate in an induction and ongoing training to maintain and develop your understanding of the duties and responsibilities of the role, and of the environment in which the charity operates
9. Respect the trust invested in you as a Trustee by beneficiaries, supporters and the public and act in a way that adds to public confidence in the charity
10. Take professional advice where there may be a material risk to the charity, or where Trustees may be in breach of their duties
11. Act in the best interest of the charity and its current and future beneficiaries

12. Avoid any personal conflict of interest

13. Maintain absolute confidentiality about all aspects of trustees' business.

### **Person specification**

Having reviewed the skills and experience of our current Board, we are particularly interested in hearing from those with the following skills and experiences

- Experience of being unable to access a break with your family or of referring a family to the charity
- Skills in safeguarding, health & safety, digital strategy, fundraising or equality, diversity and inclusion

We are looking to increase representation for people of colour and younger people on our Board and are actively looking to strengthen the diversity of our team because we think that will help us be a more effective charity.

All applicants will need

1. Strategic vision, independent judgement and an ability to think creatively
2. A willingness to speak your mind while maintaining an ability to work effectively as a member of a team
3. An understanding and acceptance of the legal duties, responsibilities, and liabilities of trusteeship
4. A commitment to the organisation and ability to devote the necessary time and effort to perform the role effectively

### **Time Commitment**

Trustees are required to attend five two hour Board Meetings per year, plus one strategy away day. In addition, there are two Board subcommittees, and the majority of Trustees are likely to be invited to join one of these subcommittees. Depending upon subcommittee membership, current experience suggests that Trustees need to be able to commit around 6 - 8 days per year, including ad hoc requests for additional support and input.

Trustees are also warmly encouraged to meet staff, referrers, families and supporters, and attend fundraising or other events, wherever possible.

### **Induction**

A tailored induction programme will be provided for all new Trustees.

### **Next steps**

To apply please complete the application form and send it FAO Jackie Kerslake, Vice Chair to

[info@fhaonline.org.uk](mailto:info@fhaonline.org.uk)

The closing date for applications is **Sunday 31<sup>st</sup> October, 12pm**