



Bristol Parent
Carer Forum
Shaping the Future *Together*

Become a Trustee

Shaping the future together



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Getting to know us

We are a registered charity (1197806) supporting parent carers of children and young people with special educational needs and disabilities (SEND) in Bristol. Primarily run by parent carers, our mission is to ensure the parent carer voice is central to shaping local SEND services and to provide information and support to all families, regardless of their child's specific needs or diagnosis. We offer guidance and connections to families, helping them navigate the complete spectrum of local support options available.

Being parent carers ourselves, we deeply understand the significance of amplifying every family's voice. Our dedication lies in actively listening to families, ensuring that their insights and experiences shape the considerations of service providers. Together, we aim to craft a brighter future.

Collaborating closely with local SEND services spanning Education, Health and Social Care, we work to ensure that their offered support and services align seamlessly with the requirements of local families. Our goal is to ensure that children and young people can access the appropriate assistance at the right moment and in the most fitting manner.

VISION:

Our vision is to empower families, enabling them to access timely and suitable support that aligns with their unique needs. We envision a future where navigating SEND processes is seamless and stress-free. A journey that's smooth both for services and families. We aspire to provide families with the resources and assistance they require, instilling them with the confidence to navigate their path ahead with unwavering trust.

MISSION:

Bristol Parent Carers empowers families of children and young people with Special Educational Needs and Disabilities (SEND) aged 0-25, by championing co-production, amplifying parent carer voices and collaborating with local services to improve support systems. We are committed to ensuring families receive the right support, at the right time, in the way that works best for them.



Our Organisation Structure

The Board

The Board provides strategic leadership & ensures the charity is well governed, financially sustainable & delivers against its charitable objectives. Made up of volunteer parent carers with lived experience, the Board oversees decision-making & ensures the organisation remains accountable to the families it serves.

LIZ CHAIR	RACHEL VICE CHAIR	CLAIRE TREASURER	EM TRUSTEE	CLAIRE TRUSTEE	NAOMI TRUSTEE
ROD TRUSTEE	VACANT TRUSTEE	VACANT TRUSTEE	VACANT TRUSTEE	VACANT TRUSTEE	VACANT TRUSTEE

Senior Leadership

The Senior Leadership Team is responsible for setting the organisation's strategic direction and ensuring our services are delivered effectively. Working closely with the Board of Trustees, the team leads organisational development, manages partnerships and drives continuous improvement across the charity.

HAYLEY CHIEF EXECUTIVE OFFICER	ELEANOR CHIEF OPERATING OFFICER	SIAN HEAD OF COMMUNITY SUPPORT & ENGAGEMENT	SUSIE HEAD OF PARENT VOICE
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Delivery Staff & Volunteers

Our delivery staff and volunteers provide direct support to parent carers through peer support, workshops, training, events and parent participation activities. Their professional expertise and lived experience ensure families receive practical advice, emotional support and opportunities to influence local SEND services.

VACANT NORTH BRISTOL & GLOBAL MAJORITY PEER SUPPORT	KIRSTIE SOUTH BRISTOL PEER SUPPORT CO-ORDINATOR	TRACY EAST BRISTOL PEER SUPPORT CO-ORDINATOR	LOUISE PARENT VOICE & VOLUNTEER CO-ORDINATOR	KAT PARENT VOICE & COMMUNICATIONS FACILITATOR	MUNA TRANSLATION SUPPORT
SHAISTA TRANSLATION SUPPORT & ADMINISTRATOR	AMELIA ADMINISTRATOR & CHILDREN'S WELLBEING SERVICE	LAURA PARENT VOICE & PROJECTS FACILITATOR	LOUISE PEER SUPPORT BANK STAFF	KIRSTY PEER SUPPORT BANK STAFF	KIRSTEN PEER SUPPORT BANK STAFF
HARRIET PEER SUPPORT & PARENT VOICE VOLUNTEER	RACHEL PEER SUPPORT VOLUNTEER	MIA PEER SUPPORT VOLUNTEER	CAROLINE PEER SUPPORT VOLUNTEER	CLAIRE PEER SUPPORT VOLUNTEER	CAROLINE VOLUNTEER
JENNIE VOLUNTEER	LUCY VOLUNTEER	ADRIAN VOLUNTEER	SARA VOLUNTEER	SARAH VOLUNTEER	JULIAN VOLUNTEER
KELLY VOLUNTEER	SUE VOLUNTEER	SILVIA VOLUNTEER	CHARLOTTE VOLUNTEER	ADERYN VOLUNTEER	EMILY VOLUNTEER

Operations Team

Our operations team provides the essential infrastructure that enables the organisation to run effectively. From finance, communications and administration to monitoring, evaluation and volunteer coordination, they ensure our services are well managed, compliant and sustainable.

CLAIRE FINANCE MANAGER	ROXY FINANCE ASSISTANT	OKSANA DATA & SYSTEMS ADMINISTRATOR	HOLLY DEVELOPMENT & FUNDRAISING CONSULTANT
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The Role of a Trustee

Expectations of Trustees

As a trustee, you have a legal responsibility to act in the best interests of the charity and comply with the legal framework set out by the Charity Commission. These duties can be summarised under three key principles:

- Loyalty
- Care
- Compliance

The Essential Trustee outlines these responsibilities in detail and is a vital resource for understanding your role. Trustees should regularly review this guidance and seek training or advice where necessary to fulfil their duties effectively.

1. Duty of Loyalty | This duty requires trustees to always act in the best interests of the charity.

- Key responsibilities:
 - Avoid conflicts of interest and declare them promptly if they arise.
 - Make decisions based on what will most benefit the charity, not personal or external interests.
 - Protect the charity's reputation and integrity.
- Example in practice: If a trustee's personal or professional interests conflict with the charity's activities (e.g., bidding on a contract), they must step back from discussions and decisions on that matter.

2. Duty of Care | Trustees must exercise reasonable care, skill and diligence in their role.

- Key responsibilities:
 - Understand the charity's activities, purpose and financial position.
 - Ensure proper management of resources, including funding, assets and staff/volunteers.
 - Seek appropriate professional advice when needed (e.g., legal or financial).
- Example in practice: Reviewing the charity's budget and financial plans regularly and asking informed questions to ensure funds are used efficiently and effectively.

3. Duty of Compliance | Trustees must ensure the charity complies with its governing document, relevant laws and regulatory requirements.

- Key responsibilities:
 - Follow the rules outlined in the charity's constitution or governing document.
 - Adhere to laws affecting charities, including employment law, safeguarding and GDPR.
 - Submit accurate and timely reports, accounts and returns to the Charity Commission.
- Example in practice: Ensuring annual accounts are filed on time and meet Charity Commission requirements.

The Charities Commission Website is a comprehensive resource for charity regulations, reporting requirements and more. Read more information [here](#). All of our policies and procedures can be found [here](#).



The Role of a Trustee

Specific Responsibilities

You do not need previous governance experience; we provide induction, training and support.

Accountability

As the Board is responsible and liable for the governance and functioning of the charity, they are accountable in varying degrees to a variety of stakeholders, including service users, volunteers, members, funders, the Charity Commission and HMRC

Governance

- Attend Board meetings and contribute actively to discussions and decision-making
- Serve on Board sub-committees where appropriate
- Regularly review the effectiveness, structure and performance of the Board
- Ensure organisational policies remain compliant with legislation, regulation and best practice
- Approve and oversee the organisation's annual budget and financial plans
- Safeguard the financial sustainability and long-term viability of the organisation
- Ensure published reports accurately reflect the organisation's activities, impact and financial position
- Declare and manage any actual or potential conflicts of interest in line with organisational policy
- Appoint independent auditors and approve the annual audited accounts

Leadership

- Adhere to the organisation's vision, mission and values
- Act as an ambassador, promoting and protecting the organisation's reputation
- Provide strategic leadership and oversight to support the delivery of high-quality services
- Represent the organisation at events, meetings and public engagements where appropriate

Strategy

- Monitor the external environment and contribute to the development of strategic priorities
- Approve and oversee the implementation of the organisation's strategic and annual operating plans
- Consider, challenge and approve significant organisational changes and developments

Performance management

- Monitor organisational performance against agreed objectives, budgets and business plans
- Review outcomes and impact to ensure the organisation is achieving its intended goals

Risk management

- Maintain oversight of the key risks facing the organisation
- Ensure effective systems and processes are in place to identify, assess and manage risk
- Promote a culture of good governance, accountability and risk awareness

Executive performance monitoring and remuneration

- Support, challenge and monitor the performance of the CEO, while maintaining oversight of the wider Management Team
- Approve and regularly review remuneration policies for senior leadership to ensure they are fair, transparent and aligned with organisational objectives
- Contribute to succession planning and leadership development where appropriate

Time Commitment

Expectations

- Four 4 two hour meetings per year - always between 9am to 5pm - 3 online and 1 in person

Optional

- Volunteering at the annual conference in March each year
- Christmas and summer socials

Term dates

2026 to 2027

- Term 1: 3 September 2026 to 23 October 2026
- Term 2: 2 November 2026 to 18 December 2026
- Term 3: 4 January 2027 to 12 February 2027
- Term 4: 22 February 2027 to 25 March 2027
- Term 5: 12 April 2027 to 28 May 2027
- Term 6: 7 June 2027 23 July 2027

Meeting dates

2026 to 2027 12-2pm

- Meeting 1: Monday 21st September 2026
- Meeting 2: Monday 30th November 2026
- Meeting 3: Monday 12th April 2027
- Meeting 4: Monday 14th June 2027

How we communicate

Most of our meetings are online via Teams. You will get a reminder a week before with the meeting agenda and supporting documents. We also communicate email and occasionally by telephone.

Expenses

Although this is an unpaid voluntary role, we do reimburse expenses such as travel to in person meetings or to volunteer at the annual conference.



Why become a Trustee

The impact I will have

Becoming a trustee is an opportunity to use your skills, experience and passion to make a lasting difference to the lives of children and young people with SEND and their families across Bristol.

As a trustee, you will:



Help Shape the Future

Contribute to the strategic direction of Bristol Parent Carers and help ensure the organisation continues to meet the needs of families.



Influence Positive Change

Use your lived experience and expertise to influence local SEND services and champion the voices of parent carers.



Strengthen Our Organisation

Support the charity to be well governed, financially sustainable and prepared for future opportunities and challenges.



Be part of something bigger

Join a committed team of trustees, staff and volunteers who are passionate about improving outcomes for children and young people with SEND.



Leave a Lasting Legacy

Your contribution will help shape services and create positive change that benefits families for years to come.

What are the benefits to me?

The impact I will have

Being a trustee is a rewarding opportunity to grow personally and professionally while making a real difference in your community.



Develop New Skills

Gain valuable experience in charity governance, strategic leadership, finance, risk management and organisational development.



Enhance Your Career

Board-level experience is highly regarded by employers and can strengthen your CV, confidence and leadership credentials.



Learn and Grow

Receive a full induction, ongoing training and opportunities to develop new knowledge and skills.



Build Your Network

Meet like-minded people, work alongside experienced professionals and build relationships across the voluntary, education, health and local authority sectors.



Flexible and Supported

The role fits around work and family commitments and you'll be supported by an experienced Board and staff team, with reasonable expenses reimbursed.



Feel Proud

Perhaps the greatest reward is knowing that your time, ideas and experience are helping to improve the lives of children, young people and families across Bristol every day.



You'll also receive:

- ✓ Full induction
- ✓ Ongoing training and development
- ✓ Opportunities to influence strategic decisions

Recruitment process



Personal skills and qualities

- Commitment to the organisation's vision, mission and values.
- Strategic thinking and the ability to see the bigger picture.
- Good judgement and sound decision-making skills.
- Integrity, honesty and a strong sense of accountability.
- Effective communication and interpersonal skills.
- Ability to work collaboratively and constructively with others.
- Willingness to challenge appropriately and ask thoughtful questions.
- Commitment to equality, diversity and inclusion.

All communication should be via email to info@bristolparentcarers.org.uk

1

Candidates are required to complete an application form setting out details about themselves and their suitability as a Trustee.

2

Candidates will be invited to attend an informal chat with one or more trustees to find out more about the role and about whether they would like to stand for election at the next AGM. If you would like to have the chat before putting in the application just get in touch.

3

Candidates who would like to commit to standing at the next AGM need to confirm this in writing before the AGM in October and will be asked to approve a short paragraph summarising information about themselves to provide to members.

4

At our AGM, our members will vote on each trustee as to whether or not they should be appointed. Our maximum number of trustees allowed is 12.

5

Subject to a DBS check you will then be invited to attend the next board meeting.

Contact information

Who to contact for what



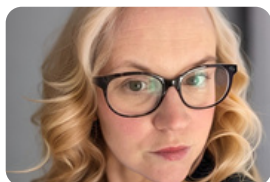
Meeting dates, times, agendas & trustee training:

shaista.yaqub@bristolparentcarers.org.uk



Information on charity finances and trustee expenses:

claire.scaife@bristolparentcarers.org.uk



Information on current workstreams:

hayley.hemming@bristolparentcarers.org.uk



General queries about being a Trustee

liz.newton@bristolparentcarers.org.uk



Our members

Who are the people we represent?



At the core of our charity's mission are the individuals we proudly represent - our 3,500 members. They hail from all corners of our community, forming the very essence of our cause.

We stand shoulder-to-shoulder with these families, offering companionship, guidance and unwavering support. Our commitment to our members is deeply rooted in a profound understanding of their needs and a sincere belief in the transformative impact that our charity, in collaboration with local education, health and social care services, can achieve.

Our membership spans the entire spectrum of SEND and encompasses all areas within Bristol City Council. Notably, 29% of our community represents Global Majority Groups. With a reach of 4000 parents in 2025/2026, we are actively crafting a strategic plan designed to extend our reach to even more communities in 2026/27.

Your collaboration and insights will play a pivotal role in shaping and realizing this significant objective.

Equality of Opportunity

Equality, Diversity and Inclusion

At Bristol Parent Carers, we are committed to treating all volunteers, which includes trustees, with fairness and equity. This means ensuring every volunteer, regardless of their background, skills, or experience, is given equal opportunities to contribute and grow.

We value the unique perspectives and talents each volunteer brings and strive to create an inclusive environment where everyone feels respected and appreciated. Our policies and practices are designed to promote transparency, consistency and fairness in all aspects of volunteer engagement, from recruitment and training to recognition and advancement.

We will take active steps to remove barriers to participation and embed EDI in all aspects of our work.

We recognise our team does not hold all the lived experience or specialist knowledge needed to lead every strand of equality, diversity and inclusion work. To ensure our actions are meaningful, inclusive and shaped by those with direct knowledge, we will:

- Identify where additional expertise or insight is needed to ensure inclusive practice (e.g. when designing work that involves underrepresented groups).
- Partner with trusted community organisations, advocacy groups or individuals with relevant lived experience to co-lead or guide elements of our work.
- Offer remuneration or mutual value for time and expertise where appropriate, recognising that inclusive leadership takes labour and commitment.
- Create mechanisms for regular reflective practice so our team can recognise when we need to step back and make space for others to lead.
- Remain open to challenge and learning, embedding humility and flexibility in how we lead and develop services.





www.bristolparentcarers.org.uk

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Burton Sweet

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Old Weston Road

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