Information Pack
Trustee Volunteer Role

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Charity registered in England and Wales no. 1045429
Company no. 02954230

@letstalkwellcharity

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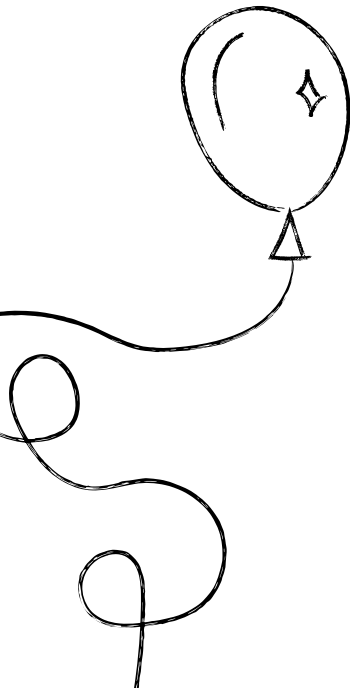

1 Introduction

Welcome from the Chair

I would like to thank you for your interest in joining the Board of Trustees at Let's Talk Well.

We are seeking two new Trustees to fill important skills gaps on our Board including finance and clinical governance.

Let's Talk Well is the operating name of the charity previously known as Tic+ (Teens in Crisis), offering vital support to children and young people aged 9-25 years and their families through face-to-face and online counselling.

Over the past 24 months, more than 8,295 children and young people were referred to us with 37,792 counselling services provided, addressing issues such as depression, anxiety, bereavement, bullying, anger, relationship problems, low self- esteem and self-harm.

Let's Talk Well is in a strong position, having strengthened its governance and prepared a robust foundation for future growth and expansion. We are now seeking to extend Let's Talk Well's reach beyond Gloucestershire, aspiring to become a national charity. Our new Trustees will help us to realise this vision by bringing essential skills and expertise to our Board.

Let's Talk Well is founded on non-denominational Christian values, with our Trustees embracing the belief that the Christian faith serves as the driving force behind our charitable endeavours. While being a practicing Christian is essential for our Trustee roles, our services remain inclusive, respecting diverse beliefs without imposing any religious constraints on our service users.

Please continue reading to discover the multi-faceted role of a Trustee at Let's Talk Well, the unique contributions you can make, and the enriching experiences you stand to gain.

We eagerly anticipate your interest and look forward to the prospect of welcoming new, dedicated individuals to our dynamic team.

Warm regards,

Charlotte

Charlotte Hitchings
Chair of Let's Talk Well Trustee Board

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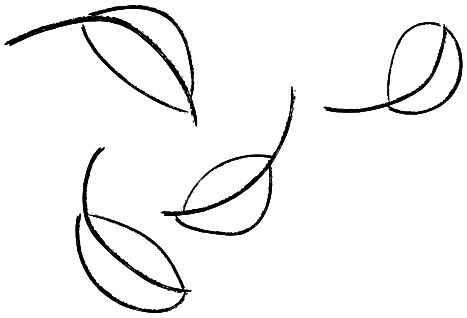
Background & Strategic Direction



Background

Let's Talk Well became a registered charity with the Charity Commission in 1994 and has since served Gloucestershire and surrounding areas. We are starting to expand and are seeking Trustees to support us in our long-term journey towards national coverage.

Let's Talk Well currently reaches thousands of children and young people every year as well as offering support and advice to parents/ carers and training for professionals. We work to ensure that every young person has easy, prompt, independent access to appropriate support according to their needs.

What we offer

At Let's Talk Well, we offer:

- Counselling – online, remote (video and phone) and face-to-face for children and young people
- School counselling throughout Gloucestershire
- LetsTalkWellChat anonymous helpline for children and young people
- InTER-ACT live online sessions
- Support for parents and carers through our Parent/Carer Support & Advice Line and our Parent/ Carer Support Groups
- TEDS – Let's Talk Well's eating difficulties service
- First Step Session for young people aged 13+ years
- Clinical Supervision
- Training to qualify as a counsellor for children and young people, from Level 2 right up to Level 5. Our Level 4 course is unique in that it qualifies students to deliver counselling to both adults and children and young people, meaning no further training is required.

Let's Talk Well has a head office in Mitcheldean, Gloucestershire and additional offices in central Gloucester.

Counselling spaces are located throughout the County, and staff are a mixture of office-based and home-based, working across the County.

We strive to ensure young people, parents and families feel accepted, safe and valued so that they can say what's on their mind and feel they are really listened to without the fear of being judged. We work with young people to help them build resilience and give them strategies to cope with situations they might be facing.

Strategic Direction

Let's Talk Well has big ambitions. We want to take our work across the country, ensuring that children and young people, wherever they may live, have access to specialist and effective support when they need it.

We are seeking Trustees who can help us achieve these ambitions and who will bring excitement and energy to realising our growth and helping us reach more children and young people than ever before.

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Mission, Vision & Values

Our Mission Statement

To support the mental health and wellbeing of children, young people and their families.

Our Vision

Giving every young person someone to talk to when they need it most.

Our Values

Let's Talk Well has a defined set of values which represent the core beliefs that inspire and guide the choices we make, how we operate and how we interact with people.

Who we are

Let's Talk Well is a Christian-led charity that is not affiliated to any particular denomination, church or group. We provide services to anyone of any faith (or none), and we employ staff from any faith (or none).

As an organisation, we believe that the Christian faith provides the foundation and motivation for the work of the charity and is the reason why we do what we do.

Our mission to improve, preserve and promote good mental health and wellbeing amongst children, young people and their families is borne from Jesus' words;

"I have come that they may have life and have it to the **full**."

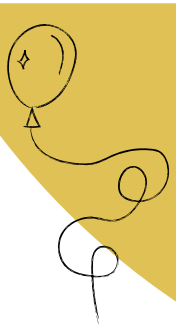
Let's Talk Well Values

We're Here

We strive to be **accessible**, **available** and **present** for young people and their families when they need our reliable support.

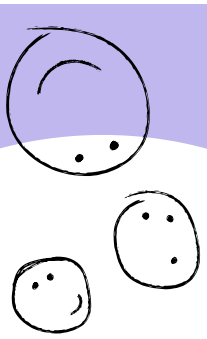
We Help Change Lives

We **enable** and **empower** young people to have **hope** and see a **future**.



We Care

We work with **kindness, compassion** and **respect,** promoting **equity of opportunity.**



We Keep Moving Forward

We **innovate** and **learn** to **progress** the service we provide in a **sustainable** way.

We Are Trusted

We work in a **safe** and **professional** way, provide a high **quality** service with good **governance.**

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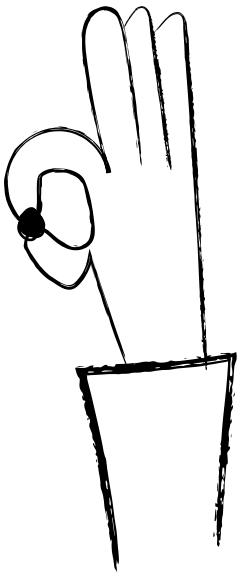
Trustee Role & Person Specification



Role Description

Trustees play a pivotal role in providing oversight and strategic direction, ensuring legal compliance, and actively participating in Board decisions. They are collectively responsible for all decisions. All Trustees are expected to dedicate sufficient time to the role.

The role will involve becoming a Director of the Company limited by guarantee (no. 02954230) and a Trustee of the registered charity (no. 1045429).

All Trustees must:

- Ensure the charity is carrying out its purposes for the public's benefit
- Comply with the governing document and the law
- Act in the charity's best interests
- Manage the charity's resources responsibly
- Act with reasonable care and skill, and
- Ensure the charity is accountable.

The role is voluntary and unpaid, but all reasonable expenses will be met.

The Charity operates out of its main base in Mitcheldean as well as Eastgate House in Gloucester. Main board meetings alternate between these locations and are held four times a year in person. Other charity business is conducted remotely through Microsoft Teams meetings, emails and a Board WhatsApp group.

Trustees hold and must accept ultimate responsibility for the charity and are accountable to the Charity Commission.

Time Commitment

We expect Trustees to contribute between 4-12 hours per month. The time commitment comprises:

1. **Board meetings.** The Board currently meets 4 times per year alternating between Gloucester and Mitcheldean.

2. **Subcommittee meetings.** Several subcommittees also meet quarterly, and Trustees will be expected to join at least one of these.

3. **Twice yearly strategy away day.** Used for strategic planning, updates and a chance to get to work together more deeply as a Board. These are typically held on a Saturday.

4. **Meeting preparation.** Trustees are expected to read and think about Board and meeting papers in advance of every meeting.

5. **Additional responsibilities.** Depending on skillsets, some Trustees dedicate additional time to the charity to provide advice and support to the CEO and staff team when requested.

A minimum term of three years' appointment is expected. Our Articles allow for a maximum of three terms of three years.

Essential Criteria

Candidates must demonstrate:

- A deep commitment to the aims and objectives of Let's Talk Well.
- A genuine, living Christian faith.
- A strong commitment to the emotional well-being of children and young people.
- Relevant external skills and experience drawn from a professional or community background or lived experience.
- A willingness to devote time and effort to prepare for and attend Trustee meetings, including evenings and weekends as required.
- Strong independent judgement and the ability to constructively challenge ideas.
- The capacity to support and encourage the executive team while providing constructive challenges.
- Proven ability to work creatively and strategically in a Board setting.
- An understanding and acceptance of legal duties, responsibilities, and liabilities associated with Trusteeship, or the ability and willingness to acquire this.
- Strong communication skills and the ability to analyse and interpret information. Information can be provided in a different format if this makes it accessible to you.
- Minimum age of 18.

Priority Area of Focus

Let's Talk Well is seeking a wide range of specific expertise or lived experience - we don't expect to fill all of these areas in the upcoming recruitment but bringing any or some of them would be particularly beneficial.

Skills

- Finance experience and skills gained in a commercial environment
- Strategic leadership of growth and service expansion, including service development
- Clinical experience with a background in child and adolescent mental health services, therapy, or counselling and qualifications in psychology, psychiatry or counselling
- Charity governance, particularly around fundraising
- HR experience with professional qualifications, including legal and policy issues
- Digital development and transformation in support of strategic growth

Lived Experience/ Diversity

Applications are welcomed from candidates with protected characteristics.

Out-of-the-box thinkers, and those who are willing to challenge the status quo.

Terms & Conditions

The appointment is contingent upon a satisfactory DBS (Disclosure and Barring service) check, references and due diligence checks (e.g., Charity Commission trustee requirements).

Trustees are entitled to claim reasonable expenses for attending the charity's business, including travel expenses for meeting attendance.

How to Apply

Interested candidates should submit a completed Application Form, along with their CV and a Diversity Questionnaire to angela.horsley@letstalkwell.org.uk.

All applications will be treated confidentially. For general inquiries, contact Angela at angela.horsley@letstalkwell.org.uk

Closing Date for Applications

The closing date for applications is **31st August 2026**, with interviews scheduled **w/c 14th September 2026**

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Privacy Notice

As part of Board recruitment processes, Let's Talk Well collects and processes personal data relating to applicants. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations.

What information does the organisation collect?

The organisation collects a range of information about you. This includes:

- Your name, address and contact details, including email address and telephone number
- Details of your qualifications, skills,experience and (where relevant) employment history
- Details of any reasonable adjustments for which the organization needs to make during the recruitment process, and
- Whether you are entered on various relevantdatabases, as required under Charity and Corporate law.

How does the organisation collect this information?

We may collect this information in a variety of ways. For example, data might be contained in application forms, CVs or resumes, obtained from your passport or other identity documents, or collected through interviews.

The organisation may also collect personal data about you from third parties, such as references supplied by former employers and information from criminal records checks when applicable to the role. We collect references ahead of confirming any appointment along with, where relevant, a satisfactory DBS and safer recruitment check. References will only be requested if you are shortlisted.

Please advise us if you do not wish us to do this; please also be aware this may delay any appointment we may choose to make while references are subsequently collected.

How does the organisation store this information?

Data will be stored in a range of different places, including on your application record, in HR management systems, and on other IT systems (including email).

On what legal basis does Let's Talk Well process your personal data?

The legal basis for processing your information is that this processing is necessary for Let's Talk Well to fulfil its contractual responsibilities to you and to consider your Trustee application.

Where Let's Talk Well processes information about your health, criminal convictions and/or religion, this information will be processed because you have chosen to provide it to us and we therefore have your consent to proceed.

Who has access to data?

Your information may be shared internally for the purposes of the recruitment exercise. This includes members of the HR team, interviewers involved in the recruitment process, , consultants supporting the activity and IT staff, if access to the data is necessary for the performance of their roles.

The organisation will not share your data with third parties, unless you are shortlisted for interview, at which point the organisation will then share your data with former employers to obtain references for you. It may also share your data with the Disclosure and Barring Service to obtain necessary criminal records checks if applicable to the role.

The organisation will not transfer your data outside the European Economic Area.

How does the organisation protect data?

Let's Talk Well takes the security of your data seriously. It has internal policies and controls in place to ensure that your data is not lost, accidentally destroyed, misused or disclosed, and is not accessed except by our employees in the proper performance of their duties. Restricted access to folders, password protection, and server security protects data kept in digital format; paper records are secured in locked filing cabinets in locked offices to which access is limited to members of the HR and Finance teams.

For how long does the organisation keep data?

If your application is unsuccessful, your data will be deleted or destroyed six months after you were informed of our decision not to offer you a Trustee role. Information is securely destroyed.
If your application for a Board role is successful, personal data gathered during the recruitment process will be transferred to the Board files and retained during your role with Let's Talk Well.

Your rights

As a data subject, you have a number of rights. You can:

- Access and obtain a copy of your data on request
- Require the organisation to change incorrect or incomplete data
- Require the organisation to delete or stop processing your data - for example, where the data is no longer necessary for the purposes of processing
- Object to the processing of your data where the organisation is relying on its legitimate interests as the legal ground for processing.

What if you do not provide personal data?

You are under no statutory or contractual obligation to provide data to the organisation during the Board recruitment process. However,if you do not providethe information, the organisation may not beable to process your application properly or at all.

Automated Decision-Making

Recruitment processes are not based on automated decision-making at all.

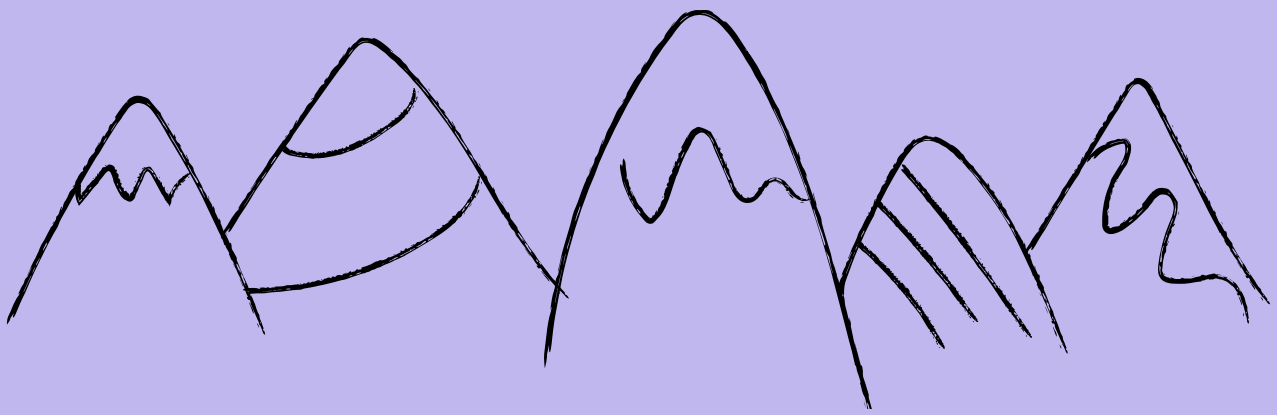
Data Controller

Let's Talk Well Offices,
4th Floor, Building 7
Vantage Point Business Village,
Mitcheldean, Gloucestershire,
GL17 0DD

Reg. Charity in England & Wales (1045429)

No problem **too big**

or small.



Scan the QR code to find out more!

let's talk well®

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