



WORKING TOGETHER FOR BETTER LIVES

for children with disabilities and additional needs

Family Voice Surrey *Trustee Recruitment Pack 2026*



Dear Candidate,

Thank you for your interest in becoming a Trustee on the Family Voice Surrey (FVS) Board. We are a Charitable Incorporated Organisation run by parent carers for parent carers of young people with Special Educational Needs and Disabilities. Since becoming Chair, I have had the privilege of learning about and engaging with our staff team. I have been so impressed by the dedication and enormous passion they have in fulfilling our vision, which is for a society that:

- allows families whose children have additional needs to be heard.
- allows ALL children to thrive and are supported to achieve their dreams.
- celebrates difference and diversity.
- breaks down the barriers faced by children and young people with special educational needs and disabilities.

Family Voice Surrey aims to bring about positive change for young people with additional needs, by:

- Giving families a strong collective voice,
- Being a professional, parent carer led organisation.
- Ensuring parent carers are valued as equal partners within the local authority
- Supporting parent carers to understand their rights and choices.



With a growing membership and a challenging financial environment, we must become more innovative in our approach, more agile in how we do things, more aware of the importance in harnessing the talents of our Members, staff and together with our partners, more determined in addressing equality of access to services and timely support for SEND families.

As a trustee I have enjoyed being part of a team and in working with FVS you too could have the opportunity to apply your unique skills and experience while learning from others too. At FVS, we are determined to ensure that when key decisions are made that we see the faces and hear the different voices and perspectives of our community reflected on the Board.

Being a trustee can be extremely rewarding. As a prospective trustee you have the chance to support and shape the work and strategic direction of our organisation as well as learning new skills.

I hope you find the information contained in this pack useful. Please do get in touch if you would like to discuss further. We look forward to receiving your application.

Sally Allen

Chair of Trustees

About Us

We are Surrey's official parent carer forum, part of the National Network of Parent Carer Forums, established as part of the 'Aiming High for Disabled Children' initiative in 2011. We are an established Charitable Incorporated Organisation.

We are a parent carer forum



We champion your
needs and rights



We are passionate
about improving
outcomes for your
children



We are experts by
experience because
we are parent carers



We work together
with the local
authority to represent
your experience



We have a say in how
local services work do
that they improve the
lives of Surrey families

Family Voice Surrey in Numbers 2024/25



Our Plans for Next Year (2025-26)



1 Strengthen Representation and Inclusion

- Complete PCF structure review
- Broaden engagement across communities
- Maintain localised and hybrid events



2 Influence System Change Through Co-production

- Finalise guides on Education, Health and Care Needs Assessment, Personal Budgets, Alternative Provision
- Continue co-designing the parent portal
- Engage with Action Card reform
- Education, Health and Care Plan Process Reform



3 Support Inclusive Education

- Deliver Year 2 of Partnership for Neurodiversity in Schools
- Expand School Autism Friendly Review
- Support nurture hubs and the reduction of school-based anxiety



4 Monitor and Respond to Reform

- Track local government restructure
- Respond to national SEND policy changes
- Embed family voice in all strategic forums attended



5 Mental Health, ND and Early Help

- Deliver social care Pathological Demand Avoidance training
- Advance Neurodevelopmental pathway redesign (subject to funding being available)
- Local Offer Showcase



6 Secure Long-term Sustainability

- Family Voice Surrey Review Implementation
- Diversify income streams
- Maintain strong governance and compliance

Board Member Recruitment Advert

Help us to improve the lives of children with disabilities or additional needs across Surrey. We are currently recruiting a number of voluntary positions on our Board of Trustees.

We are a Parent Carer Forum. We are an independent charity, working across Surrey, that enables the **voice of Parents and Carers of children with SEND** to be heard in the provision of Health, Education and Social Welfare services. Our membership is over 3,200 parent carers of children with SEND, and through consulting them, we aim to influence, advise and co-produce services with the Local Authorities.

Family Voice Surrey recognises that people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions. Our new Trustees will come with a **variety** of possible experiences, backgrounds or skills: -

- **Parents of children with SEND** - i.e. parents that have direct personal experience of the issues we tackle – regardless of your working skills or experience,
- **Or: Working knowledge of the Education, Health (esp. CAMHS) or Social Care** sector, particularly with services for children with SEND.
- **Or: Experience of the charity sector and/or general transferable professional skills** - i.e. HR, Finance, Fundraising, Marketing, Operational Management skills etc.
- **Or: an insight to the political landscape in Surrey** and an ability to network and influence.

We value and harness difference and wish to make our services relevant and approachable for everyone. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic (BAME) candidates as BAME and disabled people are currently under-represented on the Board.

If you feel that you fit any of the above, you could be the perfect fit for our team, (previous Board experience **not** necessary, (training will be given).

As a Trustee you will get:

- Induction, training and reimbursable expenses,
- Opportunities to make important decisions & develop new skills,

- Opportunities to be part of a committed, capable team,
- Influence to shape Surrey's SEND services,
Opportunities to use your family's SEND experience, or your professional skills or just your common sense, to truly make a difference.

The expected time commitment is 4 Trustee meetings per year (held on Zoom, week-day evenings), one full strategy day, plus AGM and some ad hoc committee work. You can get more involved with our Charity too, if you wish.

For an informal chat please contact our Chair, Sally Allen at sally.a@familyvoicesurrey.org.

To apply, please send an expression of interest and a CV to: contact@familyvoicesurrey.org or by post to: Family Voice Surrey, Connect House, Kingston Road, Leatherhead, Surrey, KT22 7LT.

Charity number **1175460**

Please read our [Trustee Recruitment pack](#) before applying.



Board Member Role Description

Location: FVS works across Surrey; trustee meetings will take place via zoom or at FVS offices in Leatherhead (subject to review)

Time commitment: four Trustee meetings per year (held on Zoom, week-day evenings), one full strategy day, plus AGM and some ad hoc committee work. You can get more involved with our Charity too, if you wish.

Remuneration: Voluntary, although reasonable expenses will be paid

About the role: As a trustee joining FVS you will help us flourish as a CIO and make a difference to families across Surrey. Trustees do this by:

- ensuring FVS complies with its governing documents, charity law and other legislation
- ensuring FVS is financially stable and uses its resources for its charitable purpose
- actively contributing to the Board, giving firm strategic direction to the organisation
- acting as an ambassador for the organisation

Trustees are expected to attend regular meetings of the Board and also to get involved in other ways such as supporting fundraising, developing strategy or working with staff and volunteers on projects related to the trustee's specialism.

We value and harness difference and wish to make our services relevant and approachable for everyone. We particularly welcome applications from disabled and Black, Asian and Minority Ethnic (BAME) candidates as BAME and disabled people are currently under-represented on the Board.

Trustees are appointed for three years and may be appointed for two subsequent terms.

Skills and Knowledge

- ability to motivate and inspire others
- ability to build positive relationships
- understanding of partnership working
- knowledge of the SEND sector

- understanding of CIO accountability
- skilled communicator
- ability and willingness to act as a SEND champion to a broad audience
- understanding of and commitment to promoting equality, diversity and inclusion.

Personal Qualities

- values diversity
- passion for making a difference
- good communicator and the ability to work as part of a team
- objectivity
- well-connected community networks



Code of Conduct for FVS Trustees

This publication is for trustees, staff and volunteers, in short, anyone who is a trustee or works with the trustees, in order to ensure that FVS and the Board are as effective as possible, and work well together.

1. What is a Code of Conduct?

The conduct of Family Voice Surrey representatives – be they Trustee Board Members, Parent Reps, volunteers or staff - who are acting on behalf of Family Voice Surrey, should give our Members, partners and funders confidence. All individuals covered by the Code of Conduct need to show integrity; ensure actions are transparent and avoid any suggestion of improper influence. There must be no abuse of authority in our actions. All Family Voice Surrey representatives are required to uphold the spirit, as well as the wording, of this Code of Conduct.

This Code of Conduct includes the findings of the Nolan Committee on “Standards in Public Life”, and goes beyond these. The term “we” and “us” have been used throughout to show that the Code of Conduct applies to all Family Voice Surrey representatives.

2. Findings of the Nolan Committee

The seven principles of public life identified by the Nolan Committee guide the content of our Code of Conduct.

- **Selflessness:** take decisions in terms of Family Voice Surrey’s values and mission and not to gain financial or material benefits for ourselves, our family and friends other than in the case of universal benefit (other than agreed remuneration).
- **Integrity:** not place ourselves under obligations to individuals or organisations that might influence us in the performance of our duties.
- **Objectivity:** to ensure that we represent, at all times, a range of disability, Special Educational Needs, cultures, social backgrounds and geographical areas.
- **Accountability:** accept accountability for our decisions and actions to Family Voice Surrey Members, the providers of public funds and other stakeholders, and submit ourselves to appropriate scrutiny.

- Openness: be open about all decisions and actions that we take. Where required give reasons for our decisions.
- Honesty: declare private interests relating to our duties and take steps to resolve conflicts arising in a way that protects Family Voice Surrey's reputation, values and mission.
- Leadership: promote and support these principles by leadership and example.

3. Disclosure of Interest

3.1 This covers circumstances where an individual (or their close relative) could in theory receive a personal or business benefit (other than agreed remuneration) as a consequence of Family Voice Surrey activity. There are two main examples where a benefit could occur:

3.1.1 A Duality of Interest. Where the circumstances could potentially bring about some personal or business gain;

3.1.2 A Conflict of Interest. Where your personal/business/other Voluntary Sector interest may conflict with that of Family Voice Surrey's.

3.2 Both types of interest must be disclosed. The Chair is responsible to ensure that members complete a declaration form in preparation for the AGM. These forms will be held in a register that is open to public scrutiny.

3.3 The first item on every agenda to be "disclosure of interests".

4. Aims and Values

4.1 Our work and reputation relies on us upholding and promoting Family Voice Surrey's aims and values.

4.2 We should all work to the same aims and uphold the same values. We are required to incorporate these in our conduct in relation to Family Voice Surrey.

5. Political Activities

5.1 Family Voice Surrey's work may take it into the political arena, but we must ensure that we demonstrate our non-political nature, and are impartial about party politics. When making any political representation, Family Voice Surrey must clearly be seen as presenting a balanced case in support of Family Voice Surrey's key objectives.

5.2 Members can engage in political activities, including standing for election to public office, as long as it is legal to do so. However, participation will be entirely on their own behalf and their political opinions will not represent the Family Voice Surrey position.

6. Equality and Diversity

6.1 Family Voice Surrey is committed to achieving equality of opportunity in every area. Our aim is that everyone should be treated fairly and be equally respected and represented. The aim is to ensure that Family Voice Surrey reflects its Members.

7. Hospitality

7.1 We may not solicit hospitality; occasional modest hospitality is allowed.

7.2 Hospitality must always be recorded in the register held by the Treasurer. Anyone who has received hospitality must record this in the register as soon as practicable.

8. Personal Conduct

8.1 As a representative of parent carers in Family Voice Surrey, we all have clear responsibilities and requirements in relation to personal conduct, and expect anyone who represents the Forum to strive to establish and maintain the trust and confidence of our wider membership and partners with whom we work.

8.2 You must not bring Family Voice Surrey into disrepute while acting in your representative capacity. As a Family Voice Surrey representative, your actions and behaviour are subject to greater scrutiny than that of ordinary members of the public. You should be aware that your actions in both your public and private life might have an adverse impact on your own role, and on the Forum.

8.3 Those who represent Family Voice Surrey must ensure that in their conduct and activity they:

- Communicate in an appropriate, open, accurate and straightforward way
- Respect confidential information and do not share any information that is confidential outside of Family Voice Surrey and/or the Trustee Board Members group, as appropriate.

- Are reliable and dependable, or provide clear information to the Chief Executive Officer (CEO) or Chair, if they are experiencing challenges that may prevent them from being so or, if it is the Chair, to other Trustee Board Members.
- Honour representative commitments, agreements and arrangements and, when it is not possible to do so, explain why to the CEO/Chair or other Trustee Board members as appropriate
- Ensure that the views of parent carers are fully and accurately represented. Whilst personal experience may inform this, we must not rely entirely on own experiences, views and judgements, but be fully representative of the wider membership.
- Declare issues that might create conflicts of interest and making sure that they do not influence your judgement or practice.
- Behave in a way which would not call into question your suitability to be a representative of other parent carers.

8.4 Family Voice Surrey representatives must inform the CEO/Chair or another Family Voice Surrey Trustee Board member about any personal difficulties that might affect their ability to exercise their responsibilities appropriately. As representatives of Family Voice Surrey, they are expected to operate in partnership with many different individuals and organisations; any personal circumstances which may pose a conflict for individuals, and therefore for the organisation, must be declared immediately.

The following are examples of types of circumstances

- Any allegation that an individual may have committed, or is being investigated in relation to having committed a crime.
- Any child protection or safeguarding concern relating to children and / or vulnerable adults.
- Any significant challenge between individuals and Government agencies (e.g. where individuals may end up in a litigious relationship with a central or local Government Department) NB This does not include any statutory Tribunal or Complaints procedures.
- Other similar circumstances.

8.5 In these situations, it will be standard practice to ask the Family Voice Surrey representative to temporarily stand down until the issues are resolved. This is a neutral and non-judgemental position, designed to protect the

organisation and the individual, and to ensure the individual involved is able to focus all of their attention on the issue at hand. It is felt necessary, however, to insist on this protocol to safeguard both Family Voice Surrey and the individual involved.

8.6 Consideration will be given as to how the roles and responsibilities of that individual will be covered in their absence, and whether a temporary replacement should be sought.

9. General

9.1 Where our personal conduct may be viewed as conflicting with the work of Family Voice Surrey, we are required to disclose details to the Chair or other Trustee Board members and enter details in the “Disclosure of Interest Register”. Advice on any matter in this Code of Conduct should be sought from the South East Contact (previously Contact A Family) representative.

9.2 In any case of uncertainty, we should always make an entry in the “Disclosure of Interest Register” and / or seek advice and make a record of this.

9.3 We should carry out our responsibilities in accordance with Family Voice Surrey’s policies and procedures.

9.4 All of us represent Family Voice Surrey.

10. Failure to follow Code of Conduct.

10.1 We should recognise that failure to follow this Code of Conduct may damage Family Voice Surrey and will be viewed as a disciplinary matter.

10.2 In the event of an alleged breach of the Code, any investigation or action will be initiated by the Chair or by two officer members. Based on the outcome of the investigation, a range of actions may be taken ranging from seeking appropriate training and support for the individual member, to asking them to permanently step down, depending on the severity and impact of any alleged breach.

Equalities Policy

Family Voice Surrey recognises that people with different backgrounds, skills, attitudes and experiences bring fresh ideas and perceptions. Our Equal Opportunities Policy seeks to value and harness these differences and to make our services relevant and approachable for everyone. We aim to draw upon the widest possible range of views and experiences in order to meet the changing needs of our members, staff, volunteers, partners and supporters.

Family Voice Surrey believes in equality of opportunity and values all individuals regardless of any collective identity. However, we recognise that individual and institutional discriminatory practice has meant that some groups have not had equal access to services and fair employment practices, nor to opportunities in volunteering.

Please find here our [Equal Opportunities Policy](#).

Monitoring, review and responsibility

The Trustee Board will be responsible for implementing the equal opportunities policy. If the Trustee Board feels it appropriate this may be delegated to a sub group. The co-ordinator of any such subgroup will in this case report to the Trustee Board.

Any complaint or grievance in relation to equal opportunities should be made to the Chair or to other key officers.

Equal opportunities strategies need to be regularly reviewed and monitored.

All aspects of the policy should be monitored as an ongoing practice – this should be built into all procedures – for example as part of the recruitment process, publication process and activity programmes of projects.

Personal Liability

Liability of members to contribute to the assets of the CIO if it is wound up

If the CIO is wound up, the members of the CIO have no liability to contribute to its assets and no personal responsibility for settling its debts and liabilities.

Please find here the [FVS Constitution](#).



Work with us to improve the future of children with disabilities or additional needs. We can't achieve this without your support.

Join us and add your voice to ours. Together, we're stronger.



Family Voice Surrey
Connect House
Kingston Road
Leatherhead
Surrey
KT22 7LT

Charity number: 1175460
Tel: 01372 705708
Email: contact@familyvoicesurrey.org
Website: www.familyvoicesurrey.org

 www.facebook.com/familyvoicesurrey
 [@FVSurrey](https://twitter.com/FVSurrey)

