

# Diversity – it's what we are looking for

To join as a volunteer trustee:

Call 08451 264 264 (local rate)  
or visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Every CAB is a registered charity

[www.adviceguide.org.uk](http://www.adviceguide.org.uk)

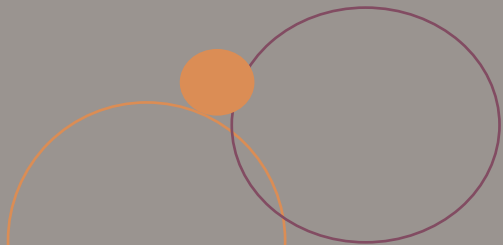
## Diversity makes trustee boards work better



## Making a difference through trustee diversity

Creating more diverse trustee boards can mean:

- **better** skilled trustees
- **better** able to reflect their community
- **better** equipped for the future



There are over 400 trustee boards in England and Wales, which means with over 4,000 trustees who have range of skills and experience. Improving the diversity of our trustee boards is a key priority for Citizens Advice over the next few years.

### **By improving diversity our trustee boards gain:**

- new trustees who can revitalise boards and help with succession planning
- the inclusion of minority, disabled, young and other kinds of trustees frequently forces the board to change the way meetings and information are structured, often for the better
- trustees from different backgrounds can give the board useful contacts, networks and access to communities
- a more inclusive board broadens the discussion and offers the opportunity for all trustees to learn new and unexpected things
- trustees from other countries help the group keep the interests of migrant workers in mind
- after going through diversity training, the board is better equipped to support diversity efforts in the rest of the organisation
- a board that demonstrates diversity by including a range of ages, sexes, races, skills and background commands confidence and respect from their client base and the wider community.

We firmly believe that diversity on our trustee boards leads to better run Citizens Advice Bureaux and recruiting the right people with the rights skills, experience and knowledge is crucial to this.

Your local community with its different experiences, cultures and backgrounds can help trustee boards harness the skills of all trustees in different ways and therefore provide a strong, committed board and bureau.

### **New trustees can provide:**

- new expertise such as marketing, or ICT
- financial skills to help develop the bureau
- employment law understanding to assist paid staff
- human resources skills to help paid staff and volunteers
- business analyst skills to think strategically
- project management skills to make plans and create new services
- negotiation skills
- risk assessment experience
- knowledge on contracting
- general understanding of how the advice service fits into the community.