



**HAMPSHIRE AND<sup>®</sup>  
ISLE OF WIGHT  
AIR AMBULANCE**

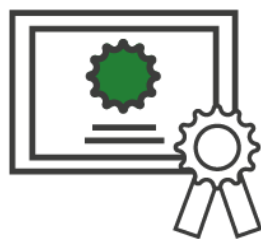
# Trustee Handbook

OPENNESS

DEDICATION

PROFESSIONALISM

TEAMWORK



# Contents

## **Part 1 Welcome to the Trustee Board of Hampshire and Isle of Wight Air Ambulance.**

Welcome letter from the Chairman.	Page 3
-----------------------------------	--------

## **Part 2 Hampshire and Isle of Wight Air Ambulance**

An introduction to Hampshire and Isle of Wight Air Ambulance	Page 4
The Charity Head Office	Page 5
The HIOWAA Airbase	Page 6
The Trustee Board and Patron	Page 7
HIOWAA's Organisational Structure	Page 8

## **Part 3 Being a Trustee.**

The Role of a trustee	Page 9
Difference between Board and Management	Page 9
Board Meetings	Page 10
Subcommittees	Page 10
Expenses	Page 10
Additional Information	Page 10
Trustee Personal Specification	Page 11
Charity Commission Links	Page 12

## **Part 4 Trustee Policies and Procedures**

Trustee Code of Conduct	Page 13
Whistleblowing	Page 15
GDPR Privacy Notice	Page 17
Automatic Disqualification Declaration	Page 22
Trustee Problem Solving Policy	Page 24



# **Welcome to Hampshire and Isle of Wight Air Ambulance Trustee Board**

## **Welcome letter from the Chairman**

I am delighted to welcome new Trustees to the HLOWAA board. I really hope that you enjoy, what has been for me a rewarding experience, being able to guide and develop our charity to ensure it is fit for the future.

This handbook is a comprehensive document covering what we do, who we are and how we go about delivering the vital lifesaving services. It covers your role as a Trustee and an outline of what is expected and the structure of our organisation. As with any organisation, progression, development and change are all essential elements. Trustees play a vital part in this, using sound judgement, new ideas and a collective wealth of experience.



As well as the information provided here, you will find a set of links to relevant websites and documents which give extra information to support you during your time as a trustee.

I am confident that you will enjoy your time as a HLOWAA Trustee.

Yours sincerely,

David N. A. Drew

# Hampshire and Isle of Wight Air Ambulance

## An Introduction to Hampshire and Isle of Wight Air Ambulance.

The Charity's Mission is: To ensure that, through your support, we always bring exceptional Critical Care to people in Hampshire and the Isle of Wight.

The Charity's vision is: To always bring exceptional pre-hospital critical care to you.

The Charity's values are:

Openness, Dedication, Professionalism, and Teamwork.

The Mission, Vision and Values are at the heart of everything the Charity does.

Hampshire and Isle of Wight Air Ambulance is the independent Charity that brings an advanced critical care team to the most seriously ill and injured patients in Hampshire and the Isle of Wight, giving them the best chance of survival and recovery, when the worst happens.

Available both day and night, 365 days a year, the Air Ambulance Critical Care Team is called out many times a day to attend road traffic collisions, sporting accidents, collapses and many other incidents. Highly skilled crews of doctors, paramedics and pilots can be at the scene of an incident within minutes, ready to deliver the same level of care that you would expect from a hospital emergency department. A full range of life-saving equipment is carried on board, including two state of the art ultrasound devices and a blood transfusion kit, helping to save valuable seconds in the vital golden hour.



From receiving a 999 call, the Air Ambulance can be airborne within 4 minutes and can reach anywhere in Hampshire within 15 minutes and the Isle of Wight within 20. The charity operates an Airbus H135, the latest generation of EC135 helicopter, which is specially equipped and optimised for night operations. The Air Ambulance is deployed by a specialist paramedic and dispatch assistant working on the Helicopter Emergency Medical Service (HEMS) desk at the South Central Ambulance Service (SCAS) control centre. They screen all 999 emergency calls to establish if the patient would benefit from the advanced skills of the Critical Care Team aboard the Air Ambulance.

The Charity operates three emergency response vehicles with parallel capability to the Air Ambulance and crewed by teams of HIOWAA doctors and paramedics. The vehicles are operational seven days a week, providing the same enhanced care as that delivered by the Helicopter, but now able to get to the more difficult to reach urban areas. Additionally, the vehicles provide a vital training platform for Pre-Hospital Emergency doctors and paramedics in order to grow sustainable numbers of these highly specialised professionals.

Since the start of flying operations on 1st July 2007, the charity has been steadily expanding its service to the community. During this time, it has achieved several milestones including carrying blood on board all flights, the introduction of doctor-led crewing and the start of night operations. The ability to carry out night operations gives us the capability and flexibility to land safely at the scene of an incident, in the dark. Crucially, the Air Ambulance is now able to land on a motorway after dark, which in the winter months can mean any time from 4.00pm onwards, at the height of rush hour traffic.



In 2018 the Charity restructured the way it operates in that previously our paramedics were employed and seconded from South Central Ambulance Service (SCAS). Following a period of transition, the charity now works in partnership with University Hospital Southampton (UHS) who employ and provide the clinical staff of doctors and paramedics and the charity pays for their costs. This allows them to maintain clinical skills and training in a busy major trauma centre whilst delivering those skills in the pre-hospital care setting.

The Airbase, which was built specifically for HIOWAA, houses the crew rest quarters, training suite and gym, as well as a suite of Charity rooms and all the necessary equipment for the aircraft.

It currently costs in excess of £15,000 a day to maintain our life-saving service, and we receive no Government or National Lottery funding for routine operations. It is only thanks to the generosity of the communities that we serve that we can keep the Air Ambulance flying and saving lives.

## The Charity Head Office.



The Charity Head Office is at F4, Adanac Park, Adanac Drive, Nursling, Southampton, SO16 0BT

There are currently 31 members of staff in the Charity working in three teams – Charity Operations (Business Support, Data, Volunteering and Facilities), Engagement (Fundraising, Marketing and Communications) and Finance. Headed up by Chief Executive Richard Corbett, the Senior Management Team (SMT) manages the departments of the Charity. Sherie Williams Ellen (Deputy CEO, Director of Charity Operations) manages the Charity Operations team, Keith Wilson (Director of Income and Engagement) manages the Engagement Team, and Jennifer Terry (Director of Finance and Commercial) manages the Finance team. Later in this handbook you will see the Charity Structure, and images of the team can be found on the [website](#).

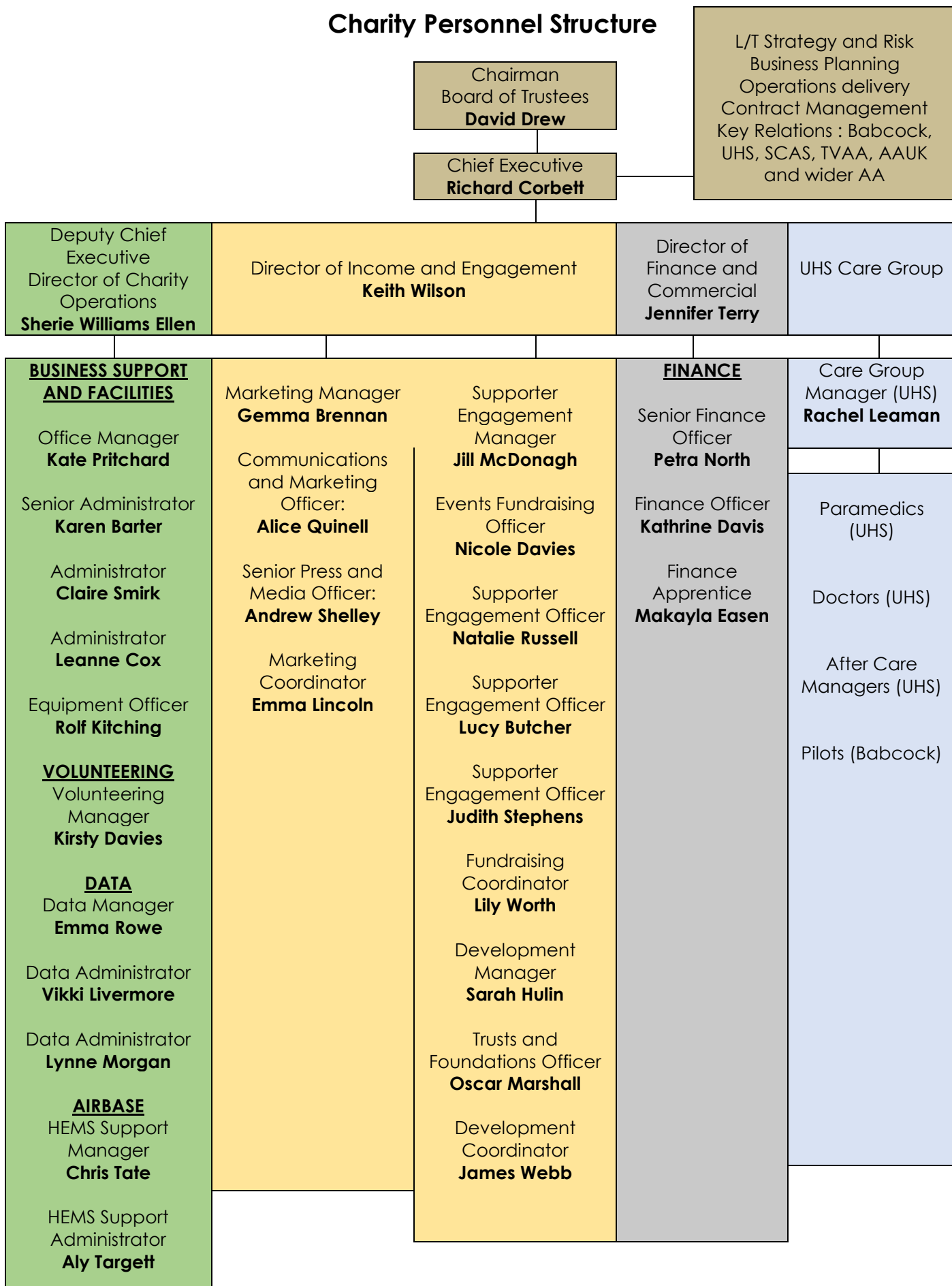
Fundraising obviously is a vital part of the organisation, and as a charity which receives no Government or National Lottery funding for operational purposes, it is our only income stream. Our main source of income is the HIOWAA Regular Giving scheme and the Flight for Life Lottery. The Lottery and Regular Giving are run by an external company – Lottery Fundraising Services. **The Engagement Team**, led by Keith Wilson, is responsible for Corporate Fundraising, Trust and Foundations Fundraising, HIOWAA Led Events, Supporter Engagement, Major Donor, legacy and Community Campaigns Fundraising. **The Marketing and Communications team**, also led by Keith Wilson, handle all social media, website, newsletters, photography and filming, and also liaise closely with local and national media to ensure HIOWAA's profile remains high at all times.

**The Charity Operations Team**, led by Deputy CEO, Sherie Williams Ellen, is responsible for the day to day running of Charity Business. **The Business Support Team** ensures that donors are thanked, the office runs smoothly, and that cheques and donations are processed in a timely manner. **The Volunteering Team** is responsible for everything to do with volunteers; Including recruitment, inductions and maintaining morale. They also manage the booking of community events and ensure they are manned with appropriate numbers of volunteers. **The Facilities Team** ensure that the Airbase and the Charity Head Office along with the assets owned by the Charity; vehicles, buildings, event equipment etc. are maintained and fit for purpose. The **Data Team** is responsible for the HIOWAA database, ensuring that all data is processed and stored in accordance with Data Protection regulations. They handle all online income streams, data analysis and the monthly production of KPIs to ensure that the CEO and SMT are fully briefed on income.



Jennifer Terry heads up our **Finance Team**. Between this team they manage all the financial aspects of the charity including Payroll, supplier payments, invoicing, banking and investment reconciliation, management accounts, budgets and forecasting.

## Charity Personnel Structure



## The Clinical Team

20 paramedics and 22 Doctors are led by Care Group Manager Rachel Leaman, Clinical Lead Dr Simon Hughes and Paramedic Clinical Lead Nick Grey who are UHS/NHS employees and work extremely closely with the Charity Team. They are supported by Chris Tate, HEMS Support Manager and Aly Targett, HEMS Support Administrator who are responsible for the day to day running of the Airbase. Chris and Aly are HLOWAA employees, part of the Charity Operations team, and divide their time between the Airbase and the Charity Head Office.

## The HLOWAA Airbase

Hampshire and Isle of Wight Air Ambulance's Airbase is at Hanger 2B Thruxton Aerodrome.

The internal set out of the facility was custom built to the requirements of the charity's clinical and charity teams and has a number of facilities that allow for a better experience for both teams. These are listed below. The Airbase structure was built using the funds granted by the Government from the Libor scheme. The Airbase is considered a working ambulance station and therefore all visits must be booked in advance. You will be invited for an Airbase tour by the CEO.



**The Sim Suite:** the ongoing education and improvement of HLOWAA's clinical team is imperative to ensure that our patients get the best care available. One of the most valuable tools we have to assist with the ongoing training and skill sharing of our team is our sim suite. This suite has a number of applications which allow simulations to be set out and skills sets honed. These tools include; projectors that show images on three out of four walls; software that allows these simulations to vary in locations (e.g. wooded area, busy road, nightclub, building site etc) alongside sounds to enhance the simulation (dogs barking, people talking etc); a range of mannequins that can have procedures practiced on them (adults, child and infant); and sets of equipment that directly mirror the equipment used at the scene of an incident. The charity also invested in i-simulate which is software that replicates a patient's oxygen levels, heartbeat etc and allows the trainer to change the situation to challenge the trainee.

**Charity Rooms:** Something that was important to the charity team when the Airbase was being built was that there was space for the charity to work and bring visitors to the Airbase which would ensure they did not disturb the operational team. Therefore, the Charity team have an office, kitchen, accessible toilet and meeting room with conference facilities.

**Changing Areas etc:** The Airbase provides a locker room with individual lockers, male and female toilets and showers and a sluice room with washing machines and drier. The sluice and washing area mean that the operational team can come in straight from a mission and remove and wash soiled clothing and kit straight away.



**Drugs room and Kit Packing Area:** having a specific area for repacking the operational kit bags that is right next to the medical stores and the locked drug room ensures that the crew are able to restock efficiently. There are always two full sets of bags so that when one set has been used the other is loaded onto the helicopter so the operational team can fly at a moment's notice without having to repack.

**Offices:** There are a number of offices at the Airbase, including the pilots' and engineers' office, doctors' and paramedics' office, and a training office. There is also a room that is used for flight briefings led by the pilot every day.

**Rest Areas:** there are certain areas that only the crew are allowed in, which are some of the offices, and the crews rest room. The operational team see the worst of the worst and go to call outs that are very intense. It is vital that they have areas that they can relax in, cook good food in and wind down from call outs. With a modern kitchen and reclining sofas, the crew rest area is situated at the end of the corridor so that it is not easily disturbed. Throughout the Airbase there are a variety of things to assist the team relax, but also support their mental health and their teamwork. This includes a table tennis table and a basketball hoop.



**Gym:** It is imperative that the Charity supports the physical and mental wellbeing of the operational team. One of the most important rooms at the Airbase for this is the gym. Funded by The Masonic Charitable Foundation, the small but well-equipped gym allows the team to stay physically fit and helps with their mental wellbeing. There are weights, a rower, and exercise bike and various other items of equipment to keep the team fit.

**Helicopter Hanger:** the majority of the ground floor is taken up by a space that is used for the helicopter when it is not flying (after hours, in bad weather etc). Alongside this space is the various equipment needed by the Babcock engineer to maintain the helicopter. Assisted by a machine called the helilift, the pilot (or engineer) can move the helicopter out to the helipad unassisted and safely.

## **The Trustee Board and Patron**

Hampshire and Isle of Wight Air Ambulance's Patron is Lady Montagu of Beaulieu. Lady Montagu has been HIOWAA's Patron since the Charity launched, and is incredibly supportive, often inviting us to hold events at Beaulieu.

HIOWAA's Board of Trustees is responsible for the overall governance of the Charity. Headed up by Chairman of Trustees, David Drew, the Board has ten members who also form several subcommittees. More about the role of the Trustees is available later in this document.





# Being a Trustee

## **The Role of a Trustee.**

The role of the Board of Trustees is to govern the organisation in line with its charitable objects, its vision and aims, and to provide overall policy direction. Trustees are responsible for ensuring compliance with the legal and statutory requirements of a UK charity as set out by the Charity Commission, and of a UK company as set out in relevant company law.

Trustees have a leading role to play in setting and embedding the overall culture and approach across the organisation. Trustees use their skills and experience to support the charity, helping it achieve its aims. Trustees are also supported to learn relevant new skills during their time on the Board. Trustees should bring a fair and open-minded view to all discussions of the Board and should ensure that all decisions are made in the Charity's best interests. It is important for everyone on the Board to engage with and understand all aspects of the charity.

Being a trustee for a charity can be a very rewarding experience, meeting new people and understanding an organisation that you would not normally be associated with. Working with a charity gives you a sense of making a difference to a charitable cause. You are the eyes and ears of the charity providing independent control over, and legal responsibility for, a charity's management and administration. Trustees work with an "eyes on, hands off" approach, working with the CEO and SMT (Senior Management Team).

The HIOWAA Articles of Association state that the minimum number of Trustees is three. The term of appointment for a Trustee is for three years with the possibility of two terms of renewal for a maximum of nine years. The Board normally comprises no more than twelve members including the Chairman. Our present Chairman is David Drew. Details of other members of the Board can be found on our [website](#). It is worth regularly reviewing the make-up of the Trustee Board to ensure that there is the right mix and levels of skills needed to support the charity.

Trustees are expected to spend approximately 12 part-days per year on HIOWAA business. This includes attendance at Board and Sub-Committee Meetings, and other one-off commitments.

## **The difference between Board and Management Roles**

Trustees are ultimately responsible under the Articles of Association for the management and administration of the charity. However, the Charity Commission guidance recognises that because of the scale of work undertaken by a charity such as Hampshire and Isle of Wight Air Ambulance, decision-making on management is delegated to the Chief Executive and through them to Senior Managers and employees.

Trustees are expected to understand, accept and respect the difference in roles between the Board, the Chief Executive and the Senior Management Team, ensuring that all work is carried out effectively and cohesively for the benefit of the organisation, and develop a mutually supportive and loyal relationship.

Trustees have six main duties:

- To ensure the charity is carrying out its Purposes (Objects) for the public benefit.
- To comply with the charity's governing document and the law.
- To act in the charity's best interests.
- To ensure the charity is accountable.
- To manage the charity's resources responsibly.
- To act with reasonable care and skill.

<b>Board of Trustees</b>	<b>Senior Management Team</b>
Determining high-level strategy and policy	Developing policy and strategy and delivering the organisations plans, budget and work
Appointing and overseeing the Chief Executive	Appointing managers and staff
Managing Governance processes	Supporting governance decision
Monitoring finances and risk exposure	Implementing Board decisions
Approving plans and budgets	Day to day management of the organisation
Monitoring performance	Measuring performance
Providing insight, knowledge and judgment	Implementing the fundraising strategy
Making clear strategic decisions	
Approve and support delivery of funding strategy	

## **Board Meetings**

Board meetings are held four times a year in January, April, July and October, with a Budget Approval meeting in September, online. They usually start at about 10.00hrs and finish about 14.00.

We also aim to hold a "Strategy Day" in June each year, during which we have the opportunity to discuss longer term issues and take the opportunity to brief and engage with as many members of Staff as possible.

A set of papers and an agenda is available to all Trustees at least a week before each meeting to allow time for these to be read in advance. Trustees are expected to prepare for and contribute appropriately and effectively to meetings.

## **Subcommittees**

There are four subcommittees which you may be asked to be part of which usually sit prior to the main Board.

These are; the Operations Subcommittee (Chair Graham Hill), the Governance and People Subcommittee, which incorporates Remuneration (Chair Gwen Moulster), the Engagement Subcommittee (Chair Andy Cheesewright) and finally the Finance and Investment Subcommittee (Chair and Treasurer Peter Taylor). Subcommittee meetings usually run for a couple of hours.

## **Expenses**

The work of a trustee is purely voluntary although some reimbursement for expenses incurred on the charity's behalf may be claimed.

Additional clarification can be found here on the Charity Commission website.

## **Additional information**



Once a year we run a Volunteers' Annual Conference, on a Saturday in the spring which you are encouraged to attend. This is an all-day event, showcasing the work of the Charity and keeping volunteers informed of our work and upcoming changes. Your presence at other fundraising activities is also appreciated.

## Trustee Person Specification

Person Specification: <b>Trustee</b>	
Experience and Qualifications	<p>No specific qualification required. Experience in any of the following is desirable:</p> <ul style="list-style-type: none"> <li>• Personal experience as a patient or relative of someone who has received help from the Air Ambulance Critical Care team.</li> <li>• Professional experience/qualifications in finance management and investment</li> <li>• Professional experience/ qualifications in the aviation industry</li> <li>• Personal experience as a charity volunteer</li> <li>• Clinical experience/professional qualifications in any health role</li> <li>• Professional experience/qualifications in marketing and fundraising</li> <li>• Professional experience/qualifications in legal issues</li> <li>• Professional experience/qualification in charity management and governance</li> <li>• Professional experience/qualifications in business management</li> <li>• Professional experience/qualifications in human resources</li> <li>• Professional experience/qualifications in surveying/corporate property</li> </ul>
Knowledge/ Skills	<p>Skills and knowledge in any of the following are desirable:</p> <ul style="list-style-type: none"> <li>• Finance and accountancy</li> <li>• Fund management and investment</li> <li>• Commerce</li> <li>• Aviation</li> <li>• Marketing</li> <li>• Digital marketing and social media</li> <li>• Fundraising</li> <li>• Critical Health Care</li> <li>• General health care and the NHS</li> <li>• Local policy and government</li> <li>• Charity governance and management</li> <li>• Charity law</li> <li>• Surveying</li> <li>• Management</li> <li>• Leadership</li> <li>• Team working</li> <li>• </li> </ul>
Personal attributes	<p>All Trustees must be:</p> <ul style="list-style-type: none"> <li>• Honest</li> <li>• Open</li> <li>• Dedicated</li> <li>• Professional</li> <li>• Committed</li> <li>• A team player</li> </ul>

# The Charity Commission



**CHARITY COMMISSION  
FOR ENGLAND AND WALES**

The Charity Commission registers and regulates charities in England and Wales, to ensure that the public can support charities with confidence.

They have produced several guidance documents with which Trustees should make themselves familiar. We have listed them below:

[2018 Trustee Welcome pack](#) – the Charity Commission's guide to being a Trustee for a charity.

[The essential Trustee: What you need to know, what you need to do](#) – this guidance explains the key duties of all trustees of charities in England and Wales, and what trustees need to do to carry out these duties competently.

[The Public Benefit Requirement](#) – this guide explains the legal requirement that a charity's purpose must be for the 'public benefit'.

[Public Benefit Reporting](#) – this guide explains the duty that charity trustees must report on how they have carried out their charity's purposes for the public benefit.

[Public Benefit. Running a Charity](#) – This guide explains public benefit in the context of running a charity.

[Trustee Expenses](#) - guidance on trustee expense payment.

[Charity Fundraising – A Guide for trustees](#) – The purpose of this guidance is to help trustees comply with their legal trustee duties when overseeing their charity's fundraising.

[Managing Charity Assets and Resources](#) – This guidance introduces trustees of charities to the basics of the of the most common areas of their financial responsibility when running a charity.

[Risk Management](#) – This guidance outlines the basic principles and strategies that can be applied to help charities manage their risks.

[Conflicts of Interest](#) – All trustees have a legal duty to act only in the best interest of the charity. The Charity Commission expects them to take appropriate steps in line with this guidance to ensure that they can do this.

[Charity Governance Code for larger Charities](#) – An introduction to the Charity Governance Code for larger charities. The aim of this code is to help charities and their trustees develop these standards and governance.

There are lots more helpful documents on the Charity Commissions [website](#).

# Trustee Policies

**Please note, these are copies for your reference and a copy of the agreements you sign will be kept by the Company Secretary.**

## Trustee Code of Conduct

Trustees have a general duty to act in the best interest of the Charity as a whole. They should not do so in order to gain financial or other material benefit for themselves, their family, their friends or any organisation to which they are connected. Trustees:

- should not place themselves under any financial or other obligation to outside individuals or organisations that might seek to influence them in the performance of their role;
- should avoid impropriety, as well as any appearance of improper behaviour;
- should avoid accepting gifts and hospitality that might reasonably be thought to influence their judgement.

### Objectivity

Trustees have a duty to comply with the law on all occasions and are accountable for their decisions and actions to the donors and supporters and must act in such a way as to preserve public confidence.

Trustees:

- should ensure that confidential material, including information about individuals, is handled with due care;
- should be as open as possible about their decisions and any actions that they take;
- should give reasons for their decisions and restrict information only when the wider interest clearly demands;
- should promote and support the principles of good leadership by example;
- must respect the role of the Chief Executive both as a leader of the managerial staff team and as the primary link with the Board of Trustees.

### Contact with staff

Trustees will mainly have contact with the Charity's Senior Management Team. Trustees will be encouraged to get to know all the areas of HLOWAA's work to support and motivate the staff, providing advice and guidance when requested whilst respecting the boundaries of management authority.

### Conflicts of Interest

There may be times when Trustees face a conflict of interest, for example having an interest in organisations that might wish to provide services to the Charity. Any such conflicts should be declared. In the event of any Trustee becoming aware of a potential or perceived conflict of interest they should notify the Board. The Board will decide how best the matter may be dealt with, for example by excluding the individual from related decision-making or discussion and/or withholding privileged communications.

Trustees:

- have a duty to declare any interests relevant to their Trustee role and to take steps to resolve any conflicts that may arise. Where private interests conflict with Trustee duties, the Trustee must resolve this conflict in favour of the Trustee role;
- must declare any financial interest in a matter under discussion and withdraw from the room unless he/she has a dispensation to speak;
- must withdraw from discussion of any matter which creates a real danger of bias;
- should consult with the Chairman if in any doubt about the application of these rules.



## **Disqualification from Acting as a Trustee**

Under the provisions of the Charities Act 2011 certain people are disqualified from acting as a charity Trustee. It is an offence to act as a Trustee whilst disqualified.

The following people cannot generally act as Trustees.

- Anyone who has been convicted of an offence involving dishonesty or deception (unless the conviction is 'spent' and can no longer be taken into account).
  - Examples of such offences include: theft; fare evasion; falsely claiming benefits.
- Anyone who is an undischarged bankrupt.
- Anyone who has formal arrangements with creditors which have not been discharged.
- Anyone who has previously been removed by the court or by the Charity Commission from being a Trustee.
- Anyone who is disqualified from being a company director under the Company Director's Disqualification Act 1986 (even if the charity is not itself a company).
- Anyone who is unable to manage and administer his/her own affairs due to mental disorder, illness or injury.

## **Anti-Corruption, Bribery, Gifts and Hospitality Policy**

### **A. About this policy**

In accordance with our policy to conduct all of our work in an honest and ethical manner we take a zero-tolerance approach to bribery, corruption and dishonesty of any kind and comply with all relevant laws and regulations. All staff, volunteers and trustees have a duty to ensure that all Charity funds are spent for the benefit of the Charity

This policy applies to everyone who works for us or on our behalf including trustees, employees, volunteers, agency and seconded workers, agents, contractors, consultants and business partners. It does not form part of an employee's contract of employment, and it may be amended at any time. It will be reviewed annually. Any Trustee who breaches this policy will be subject to disciplinary action. Any act of dishonesty may result in dismissal for gross misconduct. The contract or relationship with any third party who breaches its terms may be terminated.

### **B. Definitions**

"Bribe" means a financial or other inducement or reward in return for an action which is illegal, unethical, improper or in breach of trust or contract. A bribe may take the form of money, gift, loan, hospitality, service, discount, the award of a contract or any other advantage or benefit.

"Bribery" means offering, promising, giving or accepting a bribe. The test to be applied is whether a fair minded member of the public knowing the facts would suspect anything improper in the receipt or offer of any gift etc. or inducement. If you are unsure whether an act, offer or proposal might constitute bribery you should raise the matter with your manager.

"Corruption" means the abuse of entrusted power or position for private gain.

"Tainted donation" means a gift or arrangement for the benefit of the Charity made in order to obtain an advantage from the Charity in return.

### **C. Bribery, Corruption, Gifts and Hospitality.**

1. You must not in any circumstances solicit, proposition or agree to receive from any third party any gift, hospitality or other inducement either for yourself or the Charity in return for doing or not doing something in relation to your duties and responsibilities to the Charity or for showing or not showing favour in relation thereto.
2. Any offer of a gift, arrangement or action which may be construed as a bribe or an attempt to bribe or which may, if accepted, be a tainted donation, must be reported immediately to the Chairman of Trustees.

3. If you suspect that any other person has been guilty of or been involved in bribery you must report it immediately to the Chairman of Trustees.
4. Trustees may not receive any personal benefit from the Charity unless expressly authorised. If you are aware that a trustee has received or sought any personal benefit other than the repayment of expenses you should report it to the Chairman of Trustees.
5. Staff, trustees or volunteers may receive small gifts or hospitality provided that their monetary value does not exceed £25. For example, the gift of items such as calendars or pens from organisations with which the Charity does business or the provision of hospitality which arises out of the conduct of Charity business and is in the best interests of the Charity.
6. Staff, trustees and volunteers must not accept a gift of cash of any amount unless it is for the Charity's funds and a receipt is issued and the cash banked in accordance with the Charity's cash handling procedure. If a cash donation is offered by a current or potential supplier or contractor, it must be reported to the Chairman of Trustees who will need to be satisfied that it is not a tainted donation.
7. If a member of staff, trustee or volunteer proposes to accept a gift or hospitality whose value may reasonably be regarded as more than £25 they must:
  - a. first obtain the approval of the Chairman of Trustees
  - b. within 30 days of receipt provide the Chairman of Trustees with details of the gift or hospitality for entry in the Gifts and Hospitality Register.
8. The acceptance of sponsorship for staff, volunteers or trustees to attend relevant courses is acceptable, but only when any implications in relation to impartiality are satisfied. All offers and acceptances of sponsorship must be recorded in the Gifts and Hospitality Register.
9. Where a meeting of staff, volunteers or trustees of the Charity is funded in full or in part by a third party that fact must be disclosed in the papers for the meeting and in any minutes or other records of the meeting. Those organising or hosting the meeting must ensure that receipt of the funding is recorded in the Gifts and Hospitality Register.

### **Record Keeping**

1. The Deputy Chief Executive holds and maintains the Gifts and Hospitality Register. All trustees, staff and volunteers must keep a written record of all hospitality, gifts or inducements offered or received. A declaration of all such hospitality gifts and inducements must be made to the Chairman of Trustees within 30 days of the offer whether or not it is accepted.
2. Trustees and senior managers are required to submit a nil return at the end of each financial year if they have received no offers of gifts hospitality or other inducement in that year.
3. The information contained in the Gifts and Hospitality Register may be disclosed to any member of the public on request. The information will also, be reported to the Charity's auditors and the Board.
4. Note that the Charity also maintains a register of interests declared by trustees and staff in order to avoid conflicts of interest. If you are aware of anything in which you have an interest which may give rise to a conflict you should report it to the Chairman of Trustees.

## **Trustee Whistleblowing Policy**

### **Introduction**

We are committed to conducting our business with honesty and integrity, and we expect all our staff, trustees and volunteers to maintain high standards. However, all organisations face the risk of things going wrong from time to time, or of unknowingly harbouring illegal or unethical conduct. A culture of openness and accountability is essential in order to prevent such situations occurring and to address them if they occur.

### **Policy**

If you believe that the Charity is involved in any form of wrongdoing such as:

- committing a criminal offence.
- failing to comply with a legal obligation.
- endangering the health and safety of an individual.
- bribery.
- negligence.

- financial fraud or mismanagement
- conduct likely to damage the Charity reputation.
- environmental damage; or
- concealing any information relating to the above

you should in the first instance report your concerns to the Chairman of Trustees who will treat the matter with complete confidence. If you are not satisfied with the explanation or reason given to you, you should raise the matter with the appropriate organisation or body, e.g. the Police, the Environment Agency, Health and Safety Executive or Social Services Department.

#### Additional Information

- If you do not report your concerns to the Chairman of Trustees, you may take them direct to the appropriate organisation or body.
- The Public Interest Disclosure Act 1998 prevents you from suffering a detriment or having your Trustee opportunity terminated for 'whistle-blowing' and we take very seriously any concerns which you may raise under this legislation.
- We encourage you to use the procedure if you are concerned about any wrongdoing at the Charity. However, if the procedure has not been invoked in good faith (e.g. for malicious reasons or in pursuit of a personal grudge), then it will make you liable to immediate termination of your Trustee role or such action as may be appropriate in the circumstances.

#### **External Disclosures**

The aim of this policy is to provide an internal mechanism for reporting, investigating and remedying any wrongdoing in the Charity. In most cases you should not find it necessary to alert anyone externally.

The law recognises that in some circumstances it may be appropriate for you to report your concerns to an external body such as a regulator. We strongly encourage you to seek advice before reporting a concern to anyone external. Public Concern at Work operates a confidential helpline. Their contact details are at the end of this policy.

#### **Protection and Support for Whistle-blowers**

We aim to encourage openness and will support whistle-blowers who raise genuine concerns under this policy, even if they turn out to be mistaken.

Whistle-blowers must not suffer any detrimental treatment as a result of raising a genuine concern. If you believe that you have suffered any such treatment, you should inform the Chairman of Trustees immediately. If the matter is not remedied, you should raise it formally using HIOWAA's Trustee Problem Solving Procedure. You must not threaten or retaliate against whistle-blowers in any way. If you are involved in such conduct you may be subject to disciplinary action. However, if we conclude that a whistle-blower has made false allegations maliciously or with a view to personal gain, the whistle-blower may be subject to disciplinary action.

Public Concern at Work operates a confidential helpline. Their contact details are at the end of this policy.

Public Concern at Work (Independent whistleblowing charity)

Helpline: (020) 7404 6609

E-mail: [whistle@pcaw.co.uk](mailto:whistle@pcaw.co.uk)

Website: [www.pcaw.co.uk](http://www.pcaw.co.uk)

# GDPR Privacy Notice for Trustees.

## **What is the purpose of this document?**

Hampshire and Isle of Wight Air Ambulance are committed to protecting the privacy and security of your personal information.

Hampshire and Isle of Wight Air Ambulance is a "data controller". This means that we are responsible for deciding how we hold and use personal information about our Trustees. We are required under data protection legislation to notify you of the information contained in this privacy notice.

This privacy notice describes how we collect and use personal information about you before, during and after your Trusteeship with us in accordance with the General Data Protection Regulation (GDPR) 2018. This notice applies to trustees who are in the application process, current trustees and people who have previously volunteered as trustees for the Charity. It applies to all Trustees – with staff and volunteers having their own privacy policy.

It is important that you read this notice, together with any other privacy notice we may provide on specific occasions when we are collecting or processing personal information about you so that you are aware of how and why we are using such information.

## **Data Protection principles**

We comply with data protection law. This says that the personal information we hold about you must be:

1. Used lawfully, fairly and in a transparent way.
2. Collected only for a valid purpose that we have clearly explained to you and not used in any way that is incompatible with those purposes.
3. Relevant to the purpose we have told you about and limited only to those purposes.
4. Accurate and kept up to date.
5. Kept only as long as necessary for the purposes we have told you about.
6. Kept securely.

## **The kind of information we hold about you.**

Personal data, or personal information, means any information about an individual from which that person can be identified. It does not include data where the identity has been removed (anonymous data).

There are "special categories" of more sensitive personal data which require a higher level of protection.

We may collect, store, and use the following categories of personal information about you:

- Personal contact details such as a name, title, addresses, telephone numbers and personal email addresses.
- Date of Birth – if given
- Gender
- Relationships with other people within the organisation (e.g. marital status and dependants)
- Next of Kin and emergency contact information.
- Start date (if known)
- Location of workplace (if known)
- Information regarding complaints (raised by you and / or about you)
- Information about your use of our information and communication systems
- Photographs

We may also collect, store and use the following "special categories" of more sensitive personal information:

- Information about your health, including any medical conditions that may affect your Trusteeship.

### **How is your personal information collected?**

We typically collect personal information about trustees through the application and recruitment process, usually directly from the candidates. We may sometimes collect additional information from third parties in the form of reference checks. We will collect additional personal information in the course of your Trustee related activities throughout your time with the charity.

### **How we will use information about you.**

We will only use your personal information when the law allows us to. Most commonly, we will use your personal information in the following circumstances:

- Where we need to fulfil the agreement we have with you.
- Where we need to comply with a legal obligation
- Where it is necessary for our legitimate interests (or those of a third party) and your interests and fundamental rights do not override those interests.

We may also use your personal information in the following situations, which are likely to be rare:

- Where we need to protect your interests (or someone else's interests)
- Where it is needed in the public interest or for official purposes.

### **Situations in which we will use your personal information.**

We need all the categories of information in the list above (see the kind of information we hold about you) primarily to allow us to perform our agreement with you and to enable us to comply with legal obligations. In some cases we may use your personal information to pursue legitimate interests of our own or those of third parties, provided your interests and fundamental rights do not override those interests. The situations in which we will process your personal information are listed below.

- Making a decision about you joining the Trustee board.
- Paying your expenses.
- Administering the agreement we have entered into with you.
- Charity management and planning, including accounting and auditing.
- Gathering evidence for possible grievance or disciplinary hearings.
- Making decisions about our continued relationship.
- Making arrangements for the termination of our relationship.
- Education, training and development requirements.
- Dealing with sites that may require additional information to gain entry
- Dealing with legal disputes involving you, including accidents.
- Ascertaining your fitness to be a trustee.
- Complying with Health and Safety obligations.
- To ensure network and information security, including preventing unauthorised access to our computer and electronic communications systems and preventing malicious software distribution.
- Equal opportunities monitoring.

Some of the above grounds for processing will overlap and there may be several grounds which justify our use of your personal information.

### **If you fail to provide personal information**

If you fail to provide certain information when requested, we may not be able to perform the agreement we have with you (such as paying expenses), or we may be prevented from complying with our legal obligations (such as ensuring your health and safety).

### **Change of purpose.**

We will only use your personal information for the purpose for which we collected it, unless we reasonably consider that we need to use it for another reason and that reason is compatible with the original purpose.



If we need to use your personal information for an unrelated purpose, we will notify you and we will explain the legal basis which allows us to do so.

Please note that we may process your personal information without your knowledge or consent, in compliance with the above rules, where this is required or permitted by law.

### **How we use particularly sensitive personal information.**

“Special categories” of particularly sensitive personal information require higher levels of protection. We need to have further justification for collecting, storing and using this type of personal information in the following circumstances:

1. In limited circumstances, with your explicit written consent.
2. Where we need to carry out our legal obligations and in line with our privacy policy.
3. Where it is needed in the public interest, such as for equal opportunities monitoring and in line with our privacy policy.
4. Where it is needed to assess your trustee capacity on health grounds, subject to appropriate confidentiality safeguards.

Less commonly, we may process this type of information where it is needed in relation to legal claims or where it is needed to protect your interests (or someone else's interests) and you are not capable of giving your consent, or where you have already made the information public. We may also process such information about Trustees or former Trustees in the course of legitimate business activities with the appropriate safeguards.

### **Our obligations.**

We will use your particularly sensitive information about your physical or mental health, or disability status, to ensure your health and safety whilst you are in your Trustee role for HIOWAA, and to assess your fitness to be a trustee and to provide adjustments

### **Do we need your consent?**

We do not need your consent if we use special categories of your personal information in accordance with our written policy to carry out our legal obligations. In limited circumstances, we may approach you for your written consent to allow us to process certain particularly sensitive data. If we do so, we will provide you with full details of the information that we would like and the reason we need it, so that you can carefully consider whether you wish to consent. You should be aware that it is not a condition of your agreement with us that you agree to any request for consent from us.

### **Data Sharing**

We very occasionally may have to share your data with third parties. We require third parties to respect the security of your data and to treat it in accordance with the law.

#### **Why might you share my personal information with third parties?**

We may share your personal information with third parties where required by law, where it is necessary to administer the agreement with you, or where we have another legitimate interest in doing so.

#### **Which third-party service providers process my personal information?**

“Third Parties” includes third-party service providers and other entities within our group.

#### **How secure is my information with third-party service providers?**

All our third-party service providers and other entities in the group are required to take appropriate security measures to protect your personal information under the general law or in line with our policies. We do not

allow our third-party service providers to use your personal data for their own purposes. We only permit them to process your personal data for specified purposes and in accordance with our instructions.

### **Data Retention**

#### **How long will you use my information for?**

We will only retain your personal information for as long as necessary to fulfil the purposes we collected it for and for the purposes of satisfying any legal, accounting, or reporting requirements. To determine the appropriate retention period for personal data, we consider the amount, nature and sensitivity of the personal data, the potential risk of harm from unauthorised use or disclosure of your personal data, the purposes of which we process your personal data and whether we can achieve those purposes through other means, and the applicable legal requirements.

In some circumstances we may anonymise your personal information so that it can no longer be associated with you, in which case we may use such information without further notice to you. Once you are no longer a trustee of HIOWAA we will retain and securely destroy your personal information in accordance with applicable laws, regulations and the HIOWAA data retention policy.

### **Rights of access, correction, erasure and restriction**

#### **Your duty to inform us of changes.**

It is important that the personal information we hold about you is accurate and current. Please keep us informed if your personal information changes during your time being a trustee with HIOWAA.

#### **Your rights in connection with personal information.**

Under certain circumstances, by law you have the right to:

- Request access to your personal information (commonly known as a “subject access request”). This enables you to receive a copy of the personal information we hold about you and to check that we are lawfully processing it.
- Request correction of personal information that we hold about you. This enables you to have any incomplete or inaccurate information we hold about you corrected.
- Request erasure of your personal information. This enables you to ask us to delete or remove personal information where there is not good reason for us continuing to process it. You also have the right to ask us to delete or remove your personal information where you have exercised your right to object to processing (see below).
- Object to processing of your personal information where we are relying on a legitimate interest (or those of a third party) and there is something about your particular situation which makes you want to object to processing on this ground. You also have the right to object where we are processing your personal information for direct marketing purposes.
- Request the restriction of processing of your personal information. This enables you to ask us to suspend the processing of personal information about you, for example if you want us to establish its accuracy or the reason for processing it.

If you want to review, verify, correct or request erasure of your personal information, or object to the processing of your personal data, or request that we transfer a copy of your personal information to another party, please contact the Data Protection Officer in writing

### **No fee usually required.**

You will not have to pay a fee to access your personal information (or to exercise any of the other rights). However, we may charge a reasonable fee if your request for access is clearly unfounded or excessive. Alternatively, we may refuse to comply with the request in such circumstances.

### **What we may need from you**

We may need to request specific information from you to help us confirm your identity and ensure your right to access the information (or to exercise any of your other rights). This is another appropriate security measure to ensure that personal information is not disclosed to any person who has no right to receive it.

### **Right to withdraw consent.**

In the limited circumstances where you may have provided your consent to the collection, processing and transfer of your personal information for a specific purpose, you have the right to withdraw consent for that specific processing at any time. To withdraw your consent, please contact the Data Protection Officer. Once we have received notification that you have withdrawn your consent, we will no longer process your information for the purpose or purposes you originally agreed to, unless we have another legitimate basis for doing so by law.

### **Data Protection Officer.**

We have appointed a Data Protection Officer (DPO) to oversee compliance with this privacy notice. If you have any questions about this privacy notice or how we handle your personal information, please contact HLOWAA's DPO. You have the right to make a complaint at any time to the Information Commissioner's Office (ICO) (or any other regulatory authority), the UK supervisory authority for data protection issues.

### **Changes to this privacy notice.**

We reserve the right to update this privacy notice at any time, and we will provide you with a new privacy notice when we make substantial updates. We may also notify you in other ways from time to time about processing of your personal information.

**If you have any questions about this privacy notice, please contact the Deputy CEO, Sherie Williams Ellen on 02380 743 510 or [sherie@hiowaa.org](mailto:sherie@hiowaa.org)**

# Trustee and Senior Manager Positions Automatic Disqualification Declaration

This document can be used alongside the existing trustee declaration form by:

- Charities to satisfy themselves that individuals who hold (or who are applying for) a trustee position, will not be disqualified from holding that position from 1 August 2018. Charities can ask the individual to complete this declaration alongside their existing trustee declaration form.
- Individuals who hold, or are applying for, a trustee position, to declare that they will not be disqualified from holding that position from 1 August 2018.

Charities must make sure any declaration forms are handled and processed in accordance with duties under the General Data Protection Regulation (GDPR). From 1 August 2018 individuals will be automatically disqualified from acting as a trustee of a charity if:

- One or more of the reasons in Annex A apply; and
- they have not obtained a waiver of that disqualification from the Charity Commission.

## Completing the Declaration

Read the automatic disqualification guidance (link below), to decide if you will be disqualified from 1 August 2018.

Complete and sign this declaration to confirm that you will not be disqualified. If one of the disqualification reasons does apply, you may be able to apply for a waiver (link below) from the Charity Commission which will allow you to take up or continue to act as a trustee.

Pass a copy of the completed declaration to the trustees for the charity's records (the declaration should not be sent to the Charity Commission).

Declaration
<p><b>I declare that:</b></p> <ul style="list-style-type: none"><li>• I am not disqualified from acting as a trustee/Senior Manager from 1 August 2018; and</li><li>• I will inform the trustees promptly if, after the date of this declaration, one or more of the disqualification reasons applies to me.</li></ul>
<p><b>Full Name:</b></p>
<p><b>Signature:</b></p>
<p><b>Position:</b></p>
<p><b>Date:</b></p>
<p><b>Charity Name and Number:</b></p>

## Annex A – Disqualification Reasons

After 1 August 2018, you will be automatically disqualified from acting as a trustee if:

1. You have an **unspent** conviction for any of the following
  - a) an offence involving **deception or dishonesty**
  - b) a terrorism offence a. to which Part 4 of the Counter-Terrorism Act 2008 applies b. under sections 13 or 19 of the Terrorism Act 2000
  - c) a **money laundering** offence within the meaning of section 415 of the Proceeds of Crime Act 2002
  - d) a **bribery** offence under sections 1, 2, 6 or 7 of the Bribery Act 2010

e) an offence of **contravening a Commission Order or Direction** under section 77 of the Charities Act 2011

f) an offence **of misconduct in public office, perjury or perverting the course of justice**

g) In relation to the above offences, an offence of: attempt, conspiracy, or incitement to commit the offence; aiding, or abetting, counselling or procuring the commission of the offence; or, under Part 2 of the Serious Crime Act 2007(encouraging or assisting) in relation to the offence

**2.** You are on the **sex offenders register** (i.e. subject to notification requirements of Part 2 of the Sexual Offences Act 2003)

**3.** You have an unspent sanction for **contempt of court** for making, or causing to be made, a false statement or for making, or causing to be made, a false statement in a document verified by a statement of truth.

**4.** You have been found guilty of **disobedience to an order or direction of the Commission** under section 336(1) of the Charities Act 2011.

**5.** You are a **designated person** for the purposes of Part 1 of the Terrorist Asset-Freezing etc. Act 2010, or the Al Qaida (Asset Freezing) Regulations 2011.

**6.** You have **previously been removed as an officer, agent or employee of a charity** by the Charity Commission, the Scottish charity regulator, or the High Court due to misconduct or mismanagement.

**7.** You have **previously been removed as a trustee** of a charity by the Charity Commission, the Scottish charity regulator, or the High Court due to misconduct or mismanagement.

**8.** You have **been removed from management or control of anybody** under section s34(5)(e) of the Charities and Trustee Investment (Scotland) Act 2005 (or earlier legislation)

**9.** You are **disqualified from being a company director**, or have given a disqualification undertaking, and leave has not been granted (as described in section 180 of the Charities Act) for you to act as director of the charity.

**10.** You are **currently declared bankrupt** (or subject to bankruptcy restrictions or an interim order)

**11.** You **have an individual voluntary arrangement** (IVA) to pay off debts with creditors.

**12.** You are **subject to** a moratorium period under **a debt relief order**, or a debt relief restrictions order, or an interim order.

**13.** You are subject to an order made under s.429(2) of the Insolvency Act 1986. **(Failure to pay under a County Court Administration Order.)**

1 <https://www.gov.uk/government/publications/confirmation-of-charity-trustee-eligibility>

2 <https://www.gov.uk/guidance/automatic-disqualification-rules-for-charity-trustees-and-charity-senior-positions>

3 <https://www.gov.uk/guidance/automatic-disqualification-rules-for-charity-trustees-and-charity-senior-positions#apply-waiver>



# Trustee Problem Solving Policy

## Introduction

At Hampshire and Isle of Wight Air Ambulance (HIOWAA) we hope your Trustee experience is enjoyable and worthwhile. Occasionally problems do occur, but we will ensure that each situation is dealt with on an individual basis, following this policy. We would encourage you to discuss any problems or issues as soon as they occur with the Chairman of Trustees.

This Problem-Solving Procedure will ensure that you know how to deal with problems if they arise. It will help to find the most appropriate solution to the problem.

All complaints, issues and concerns should be dealt with openly, fairly and quickly to:

- protect you
- minimise any disruption to staff and other Trustees,
- demonstrate that we respect our Trustees,
- protect the reputation of HIOWAA

## Principles

1. Every effort should be made to discuss the problem informally before a formal complaint is made.
2. All complaints involving Trustees will be dealt with according to this procedure.
3. Written notes will be kept and made available to both parties and may be kept in the Trustees personal file and HIOWAA's secure database.
4. All complaints will be treated confidentially and only discussed amongst those who are directly involved in resolving the issue.

## If a Trustee complains or has concerns

### **Resolving things informally**

We prefer to resolve issues informally. Very often discussion of the matter, perhaps with the help of someone external to the situation, for example the Chairman of Trustees, is sufficient to clear things up to the satisfaction of all.

If you have a concern or a complaint to make regarding a member of staff, the behaviour of someone on the board of Trustees or, in fact, anything at all, you should raise the issue with the Chairman of Trustees.

Whoever you speak to will ensure that your complaint is looked into, and that any steps needed to rectify the situation are taken. They will also ensure that you are given an explanation of what has happened. This may be done by phone or e-mail.

### **Formal process**

If you are not satisfied after raising a matter informally, or if you think the matter is too serious to deal with informally (for example on-going harassment), then you should raise your concerns formally. To do this, either speak or write to / email the Chairman of Trustees, explaining the issue, providing full details and asking for it to be dealt with formally.

The Chairman of Trustees will acknowledge your concern/complaint within seven working days and tell you the timescale for providing you with a response, normally within 21 working days from the date the complaint is received.

Following their investigation, you will receive a formal response to your concern/complaint, which will include:

- details of the investigation carried out,
- a decision about whether or not your complaint was upheld, or your concern was found to be valid

- the reason for the decision
- any appropriate measures that will be offered, e.g. an apology or help with accessing support from another source
- information about any other actions to be taken as a result of your concerns/complaint.

If, for any reason, more time is required to deal with the issue, you will be told the reasons for this and given a date by which they will respond.

## **Review**

If you are not satisfied with the response to your complaint or concerns raised, you may ask for a review. You should write a letter setting out the reasons that you are dissatisfied and send it to the Chairman of Trustees.

The Chairman of Trustees will review the case. The Chairman of Trustees will acknowledge your request for a review within seven working days and the timescale for providing you with a response, normally within 21 working days from the date that the review request is received.

The review will examine:

- the original complaint or issue raised.
- the way it has been investigated.
- the decision made and any agreed actions.

When the review has been completed, the Chairman of Trustees will write to you to:

- tell you the outcome of the review and the reasons for this.
- inform you of any actions that we will be taking as a result.

The outcome of this review is final, and no further action is allowed under the problem-solving procedures.

## **If someone complains about you as a Trustee**

### **Resolving things informally**

The Chairman of Trustees will discuss the complaint with you. They will:

- try to resolve the matter by talking to you,
- find out more from you about the issue and what might be causing any problems,
- identify any goals and any changes needed to help you,
- offer you extra support and training where necessary,
- agree a deadline to review the situation with you.

The Chairman of Trustees will maintain confidentiality regarding your personal experience and any private or sensitive information. They will, however, keep the complainant informed of any measures taken to rectify a situation.

### **Formal process**

If the issue has not been resolved through informal discussions - or where the Chairman of Trustees thinks that the problem is too serious to deal with informally - they will deal with the issue formally.

The Chairman of Trustees will:

- issue you with written details outlining the complaint,
- you will be given the opportunity to state your case. You will be allowed to be accompanied by a person of your choice at this meeting.
- The Chairman of Trustees will make recommendations depending on the nature of their concerns and what they find out about the issue, set further objectives, offer further help and/or make changes to your role and how you are managed if appropriate,

In serious cases or where problems remain unresolved after the above attempts have been made, you may be asked to leave HIOWAA as a Trustee. If we decide to do this, you can appeal and ask for that decision to be reviewed.

## **Review**

If you are not satisfied with the outcome of the handling of a complaint or problem concerning you, you may ask for a review.

Beginning with writing to the Chairman of Trustees, the review process is exactly the same as for a review of the handling of complaints and concerns raised by Trustees. See above.

## **Serious incidents**

Any complaint related to safeguarding, gross misconduct or the charity's reputation is considered a serious incident. All complaints relating to safeguarding will be investigated formally.

There are some occasions when you may be suspended immediately while an investigation is carried out. These include, but are not limited to, acts that constitute gross misconduct and serious breaches of any of Hampshire and Isle of Wight Air Ambulance's policies or procedures.

The following are examples of the type of offence viewed by Hampshire and Isle of Wight Air Ambulance as being extremely serious and may be regarded as gross misconduct. They may lead to an immediate formal warning or your being dismissed from your Trustee role without notice.

- Behaviour which is damaging to the reputation of Hampshire and Isle of Wight Air Ambulance.
- Not adhering to HIOWAA's policies and procedures.
- Falsification of Charity documents or records whether with or without intent to deceive/defraud.
- Fraudulent acts with the intention of obtaining money, assets, services or information which would otherwise be denied.
- Tampering with IT equipment and accessing computer-held files without authorization.
- Refusal to comply with lawful and reasonable instructions from a superior whether written or verbal.
- Failure to disclose information or to give accurate information to the Charity when making an application to become a Trustee.
- Theft, misappropriation or embezzlement of the Charity's funds/property whether attempted or actual
- Unauthorised disclosure to a third party of information concerning the Charity or its donors/volunteers/ Trustees/Staff.
- Wilful damage to the property of Hampshire and Isle of Wight Air Ambulance or its people.
- Assault or attempted assault (whether physical or verbal) on a Hampshire and Isle of Wight Air Ambulance representative.
- Sexual/personal harassment
- Carelessness in relation to or wilful disregard of health and safety of other trustees, employees, visitors and subcontractors
- Discrimination in dealing with Hampshire and Isle of Wight Air Ambulance employees, volunteers or applicants for employment on the basis of age, race, colour, ethnic or national origin, disability, sex, sexual orientation, gender re-assignment, religion or marital status
- Gross negligence in the performance of duties.
- Disorderly conduct of a serious nature including being unfit to fulfil Trustee duties through the use of alcohol or non-medically prescribed drugs.
- Conviction in a court of law that compromises the Trustee's ability to carry on their agreement with Hampshire and Isle of Wight Air Ambulance

### **Asking a Trustee to leave HIOWAA**

The decision to suspend or dismiss you from your Trustee role must be confirmed to you in writing. An investigation will take place and you will be informed of the results and decisions made. You will be required to return anything you have that belongs to the Charity. All outstanding expenses will be paid to you.

If you wish, you may appeal these decisions using the review process outlined above.

## Hampshire and Isle of Wight Air Ambulance

### Investment Monitoring

**Overview : HIOWAA is seeking to appoint a Trustee with investment expertise and experience to help the charity monitor the investment management of its funds currently managed externally by two different brokers with different skill sets.**

HIOWAA background : see our latest report and accounts

The role :

1. To regularly monitor the success and competence of the Charity's current investment managers.
2. To ensure that the charity is compliant with latest Trustee investment legislation.
2. To assist in the periodic review of the Charity's investment management.
3. To be part of the Finance Sub-Committee specifically in relation to the assessment and reporting of the charity's investment managers performance.
4. To determine and develop the charity's investment strategy, policy and assist the Board in assessing their desired level of risk management.
5. To advise both the Finance and Investment Sub-Committee and the Board on the efficacy of ESG engagement by our investment managers.

## Hampshire and Isle of Wight Air Ambulance

### Treasurer Role

**Overview:** Oversee the financial affairs of the charity and ensure they are legal, constitutional and within accepted accounting practice. Ensure proper records are kept and that effective financial procedures are in place. Monitor and report as required on the financial health of the charity.

**HIOWAA's background :** See the latest Report and Accounts

### The role:

1. To ensure that HIOWAA complies with its Articles of Association, charity law, Charity Commission guidance, company law and any other relevant legislation or regulations i.e. Betting and Gaming Act.
2. To ensure that HIOWAA pursues its objects as defined in 1 above.
3. To ensure HIOWAA applies its resources exclusively in pursuance of its objectives.
4. To chair the Finance Committee and to liaise as necessary with the Financial Director, CEO and Chairman.
5. To contribute actively to the Board of Trustees' role in giving firm strategic direction to the organisation, overall policy, defining financial goals and setting targets and evaluating performance against targets.
6. To safeguard the good name and values of the charity.
7. To ensure the financial stability of HIOWAA.
8. To protect and manage the property of the charity and to ensure the proper investment and safeguarding of the charity's funds and assets.
9. To make fellow Board members aware of their financial obligations and take a lead in interpreting financial data for them.
10. To regularly report the financial position at Board meetings.
11. To oversee the production of an annual budget and propose its adoption at the approving Board meeting of the previous financial year.
12. To ensure that the accounting system/software and the internal controls are adequate for the organization's size.
13. To lead on the appointment of Auditors and Finance Director

# HAMPSHIRE AND ISLE OF WIGHT AIR AMBULANCE ORGANISATIONAL STRUCTURE



HAMPSHIRE AND®  
ISLE OF WIGHT  
AIR AMBULANCE

## OUR PEOPLE

April 2022

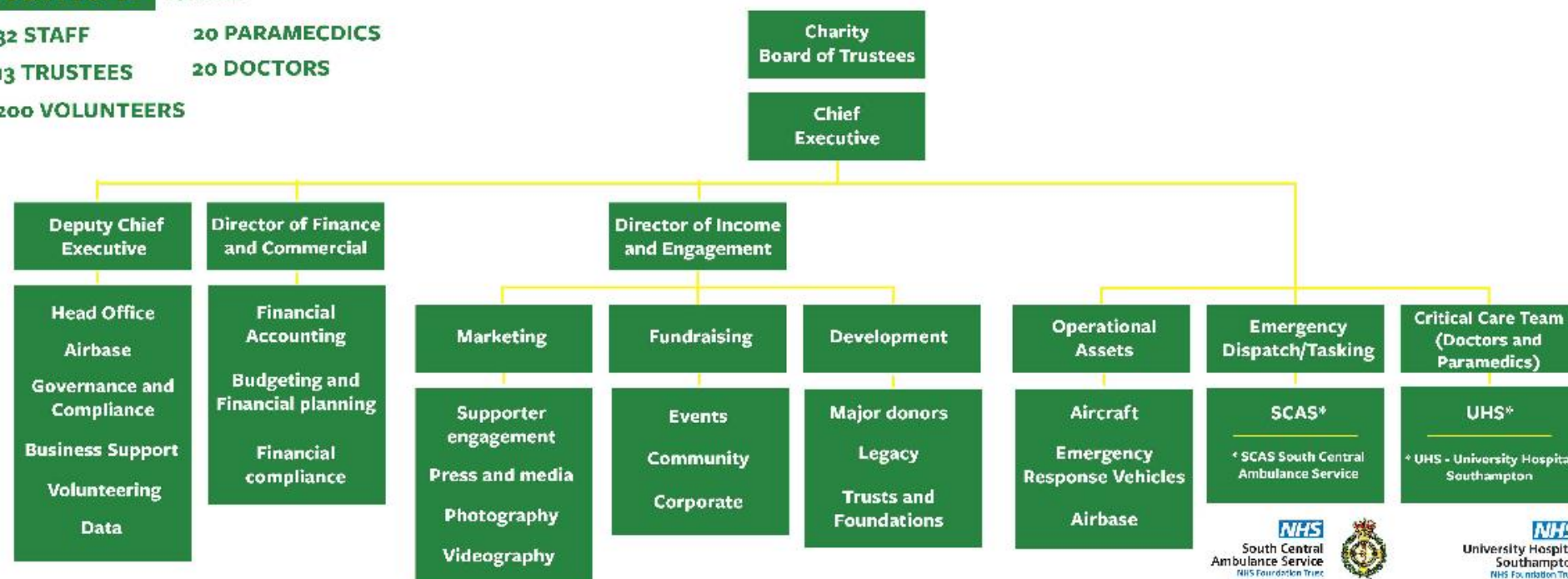
32 STAFF

20 PARAMEDICS

13 TRUSTEES

20 DOCTORS

200 VOLUNTEERS



## Hampshire and Isle of Wight Air Ambulance

### Treasurer Role

**Overview:** Oversee the financial affairs of the charity and ensure they are legal, constitutional and within accepted accounting practice. Ensure proper records are kept and that effective financial procedures are in place. Monitor and report as required on the financial health of the charity.

**HIOWAA's background :** See the latest Report and Accounts

### The role:

1. To ensure that HIOWAA complies with its Articles of Association, charity law, Charity Commission guidance, company law and any other relevant legislation or regulations i.e. Betting and Gaming Act.
2. To ensure that HIOWAA pursues its objects as defined in 1 above.
3. To ensure HIOWAA applies its resources exclusively in pursuance of its objectives.
4. To chair the Finance Committee and to liaise as necessary with the Financial Director, CEO and Chairman.
5. To contribute actively to the Board of Trustees' role in giving firm strategic direction to the organisation, overall policy, defining financial goals and setting targets and evaluating performance against targets.
6. To safeguard the good name and values of the charity.
7. To ensure the financial stability of HIOWAA.
8. To protect and manage the property of the charity and to ensure the proper investment and safeguarding of the charity's funds and assets.
9. To make fellow Board members aware of their financial obligations and take a lead in interpreting financial data for them.
10. To regularly report the financial position at Board meetings.
11. To oversee the production of an annual budget and propose its adoption at the approving Board meeting of the previous financial year.
12. To ensure that the accounting system/software and the internal controls are adequate for the organization's size.
13. To lead on the appointment of Auditors and Finance Director



## Hampshire and Isle of Wight Air Ambulance

### Investment Monitoring

**Overview : HIOWAA is seeking to appoint a Trustee with investment expertise and experience to help the charity monitor the investment management of its funds currently managed externally by two different brokers with different skill sets.**

HIOWAA background : see our latest report and accounts

The role :

1. To regularly monitor the success and competence of the Charity's current investment managers.
2. To ensure that the charity is compliant with latest Trustee investment legislation.
2. To assist in the periodic review of the Charity's investment management.
3. To be part of the Finance Sub-Committee specifically in relation to the assessment and reporting of the charity's investment managers performance.
4. To determine and develop the charity's investment strategy, policy and assist the Board in assessing their desired level of risk management.
5. To advise both the Finance and Investment Sub-Committee and the Board on the efficacy of ESG engagement by our investment managers.