



Appointment brief

Non-Executive Committee Member

January 2025

Reference: RAFMR

Welcome

James Reilly, Chair of Trustees



I am privileged to have been serving as MHA's Chair of Trustees since September 2021, having been a Trustee since July 2016.

MHA has a proud 80-year heritage, built on the vision of our founder Rev Walter Hall. Today we're one of the UK's largest charity providers of care and support for those in later life, focussed on nurturing mind, body and spirit through our care homes, retirement living settings and community schemes. We have one of the highest overall quality ratings in the sector and our range of specialist services, supported by charitable giving, truly enhance the daily experience of our residents and members. Through our lobbying and influencing activity, we seek to secure a just and lasting settlement for the care sector, so often promised and long overdue.

I am very fortunate to serve alongside a great cohort of Trustees, all bringing their values and diverse experiences to supporting our excellent executive leadership team in delivering our strategy in a challenging social care environment still feeling the impact of the pandemic.

We are a professionally run charity in good standing with our regulators. An independent review of our governance completed in 2023 produced a very positive report. As a Board of Trustees, working through our regular board and committee structures we gain assurance from our executive team on the progress of our strategy to make MHA fit for the future and that we are achieving our operational goals relation to sustainable finances and quality. We augment this with Trustee visits to services.

MHA is a values-driven and well-led organisation with a highly committed and compassionate staff and volunteers working inclusively to support over 18,000 older people.

Keith Hickey, Trustee and Chair of the Audit and Risk Committee



I joined MHA as a Trustee and Chair of the Audit and Risk Committee (ARC) in 2019, following a career in Finance in the Commercial and Charity Sectors, and 12 years as a Trustee, including 4 years as Treasurer, of the Shaftesbury Group.

Since 2019 ARC has been working with the Executive and Senior Management Teams, bringing our experience and ideas, to develop risk management and the internal controls and assurance framework throughout the organisation. Our underlying ethos as a committee is that of providing an atmosphere of support and development to the operations of MHA whilst ensuring weaknesses are exposed and resulting actions implemented.

Since 2019 MHA has had to react to a number of world events, for example Covid-19 and the Cost-of-Living Crises. These events left an imprint that we are still working through, particularly in relation to our occupancy, staffing and finances. We are making sure and steady progress and will be launching our next five-year strategy in April, which builds on these themes and the service blueprints that will underpin the future shape of our homes and schemes. The role of ARC in helping to further develop the strategic risk framework and the assurance framework across MHA will provide valuable support to the delivery of our new strategy.

Thank-you for your interest in this non-executive role supporting the Board of MHA, which I'm sure you will find to be a values led, inspiring, interesting and evolving organisation to be involved with

About MHA

As one of the largest charity care providers for older people in the UK, we offer some of the highest quality care, accommodation and support services throughout Britain. Our mission is to inspire the best care and wellbeing at every stage of later life.

With an annual income of over £279 million in 2023/24, MHA is one of the most well-respected care providers in the sector. The majority of this income is derived from fees charged for services provided, but we are fortunate in receiving donations in the region of £3 million per annum, many of which are from the Methodist community. These enable us to deliver specialist services rarely found in other organisations, such as dedicated chaplains and music therapy for those living with dementia.

MHA delivers a range of high-quality services to over 18,000 individuals, helping reduce loneliness and isolation by creating communities that care across:

- **76 Care Homes**
- **59 Retirement Living housing schemes supporting older people living independently in retirement living communities, with access to social and leisure facilities and flexible care when needed.**
- **11,000 older people living independently in their own homes with the support of our community services across Britain.**

MHA's services are delivered by over 6,800 dedicated staff and enhanced by the commitment of over 2,600 volunteers. As a charity, MHA aims to provide good quality services which represent excellent value for money. Its entire surplus is reinvested into providing services for older people now and into the future.

You can read more about MHA and its financial position in our Report and Financial Statement [Click Here](#).

MHA'S Mission, Heritage and Vision

Our Mission is to help people *live later life well*. Society in many ways has changed beyond all recognition since our charity was formed in 1943, but our work is as relevant today as it was then.

We are currently working on our new Business Plan for 2025/26 and our five-year strategy for 2025-2030 which will be launched at the start of the next financial year. Our new strategy will look to build on our success from our One MHA strategy (and will provide the focus for our future based on our blueprints for care homes and independent living schemes).

We want MHA to become the role model for care, accommodation and support services for older people in Britain.

MHA'S Values

MHA's three values are integral to our work. MHA's values remain consistent through time and do not vary with changes in the political, economic or social environment. The values provide guiding principles and underpin MHA's policies, strategy and behaviours on a daily basis.

Inspired by our Methodist roots, we:

- *Respect every person, treating them with dignity*
- *Nurture mind, body and spirit*
- *Inspire the best in each other*

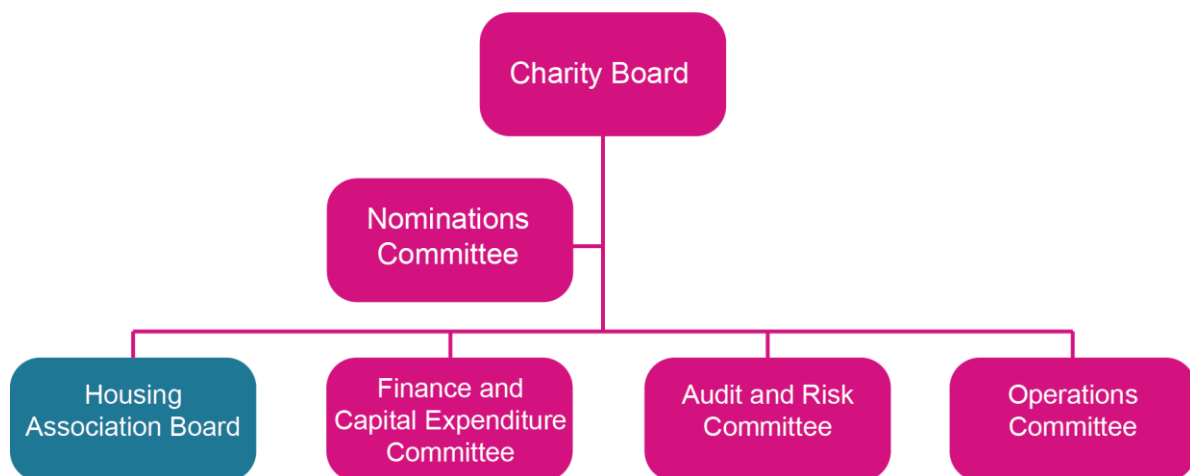
Our chaplaincy service is available in all our homes and retirement living schemes providing pastoral support to older people, staff members and the relatives of our residents – for those of all faiths and beliefs. Our chaplains enhance the nurture of mind, body and spirit, and well-being on an individual and group basis. Regular worship services are provided for those residents who wish to take part.

Our Governance

MHA is the term used to describe the parent charity Methodist Homes (which used to be Methodist Homes for the Aged until 2011) and/or the group comprising the charity together with its subsidiary:

- **Methodist Homes (MHA)**
Charity (Registered Number 1083995) and Company limited by guarantee (Number 4043124)
 - **Methodist Homes Housing Association**
Registered Provider (Number LH2343) with charitable status and Industrial and Provident Society (Number 21860R)

The Charity Board carries overall responsibility for all activities and oversees all operations within MHA through a series of sub-committees. The Housing Association is a subsidiary Board and maintains separate reports and accounts to comply with regulatory supervision as a Registered Social Landlord. It watches over the particular issues relevant to the role of MHA as a Housing Association.





Our services

MHA has a track record of innovative service provision. We are ambitious about continuing to develop our care homes, retirement living and community-based MHA Communities schemes.

MHA's care services are regulated and inspected by separate regulators in England and Wales. MHA's affordable housing services are regulated by the Regulator for Social Housing. MHA is one of only a few specialist providers for older people of both housing and care services combined.

Care homes

MHA is one of the largest charitable providers nationally and one of the top 20 care home providers for older people in England and Wales.

We have developed an end-of-life care resource and provide training to offer sensitive support to residents and relatives as older people approach the final stages of life. Our chaplaincy team won the Third Sector Care Award for their work on end-of-life care. We were one of the first to design purpose-built homes for older people back in the 1960s and continue to innovate, developing personal space, communal facilities, service delivery and assistive technology.

100% of our care homes offer private rooms, and 90% of our care home private rooms provide ensuite facilities. The average age of our residents is almost 90.

Retirement Living

Our retirement living residents have their own self-contained apartment with services having a manager, call system and a range of social and leisure facilities such as a lounge, café bistro and hair salon. Our apartments are available for sale, part-ownership and rent and have an occupancy of 96%.

We continue to innovate, providing on-site care to meet the varying needs of older people living in our apartments including couples where one partner has dementia, so they are able to remain living together.

MHA Communities

MHA Communities, formerly known as Live at Home, offers a variety of exciting and fulfilling services for people aged 55 and over. From telephone befriending and online activities to dance and exercise classes and assisted shopping, there's something to suit people of all abilities.

Our aim is to enable older people to live independently in their own homes for as long as possible, helping them to live later life well in their local communities, tackling loneliness and isolation.

MHA has five specialist strategies which aim to further enhance the care and support we deliver for older people. These are:

- Dementia strategy – this has six commitments with the focus on uniting people together to make sure people are not experiencing dementia in isolation.
- Music strategy – music therapy is delivered in our specialist dementia care homes, but the music strategy is about how we can bring the joy of music to a wider group based on what residents, members, families, and colleagues said was important to them.
- Spirituality strategy – during MHA's 80th year, the commitment to spirituality was newly expressed here, recognising the role we all play in spiritual care.
- End of life care strategy – this guides how we aim to make end of life care at MHA holistic and person-centred.
- Green care strategy – this new strategy has the aim of developing wellbeing through nature for everyone at MHA.

Fulfilling our Mission

MHA'S Staff members

MHA was established to provide for all older people in need of accommodation, care and support. We will live up to our mission, our values and our aims only with the right staff members. We aim to attract and retain good people by creating well-organised, caring, inclusive and welcoming communities and by making sure we pay everyone at least the Real Living Wage plus benefits and enhanced terms and conditions of employment. Our staff members must understand and share our values and may have any faith or belief.

Staff members throughout the organisation work together to provide the best service possible and to deliver their shared goal of improving older people's lives and increasing their satisfaction.

Funding our work

MHA charges fees for most of the services we provide. Fees are set at reasonable levels and our aim is to provide good quality services which represent good value for money, whether for older people paying for themselves or those who receive state funding. As a charity, all our surplus is reinvested into providing services for older people now and into the future.

MHA and fundraising

We fundraise for three specific reasons:

- To support MHA Communities.
- To provide additional services which help to deliver a fulfilled life to all of our residents, including music therapy in dementia care homes, and a chaplain in every care home and retirement living community, free of charge to residents.
- To enhance amenities at care homes and retirement living schemes.



The role of a Non-Executive Board Member

Background

MHA has been through significant change over the years and this continues to be the case as the organisation evolves to meet the needs of older people. Growth, which has been delivered over many years, continues and an appropriate governance regime has been established to help ensure that as a charity, we do the very best we can for the many beneficiaries we serve. It is against this background that we are looking to appoint a Non-Executive Committee member to our Audit & Risk Committee. This Committee is a vital part of supporting our governance structure and this role represents the opportunity to support the work of the Board and the Executive Leadership Team.

Purpose of position

To provide independent scrutiny of and challenge to Methodist Homes' audit and risk environment as a member of the Audit and Risk Committee, bringing a non-Trustee perspective and providing advice and support to the Committee.

The Audit & Risk Committee has an overview of the following areas:

- Financial Statements and Annual Report.
- External Audit.
- Internal Audit.
- The integrity of the Internal Controls Framework.
- Risk Management and Assurance.
- Compliance with Statutory Requirements

We operate from a position of rigour and support. We expect our committee members to be great team players, who are committed to challenging and developing the executive team. They are impartial and objective, guided by what is best for our beneficiaries and their approach will reflect our organisational ethos and values.

In addition, candidates will bring deep experience of the complexities and risks associated with regulated environments, in and around the housing and adult social care worlds. You will be confident in identifying risks and working with senior stakeholder to make sure they are effectively mitigated and managed. Prior experience of serving on an Audit & Risk committee may be helpful but is not essential.

Values

To be fully aligned to the organisation's values.

- Able to demonstrate strong ethical leadership
- A real passion for ending isolation and loneliness for older people and ideally a personal understanding of the impact that a faith based heritage can have on the way that things are done.

Diversity

Reflecting the diverse communities that we are proud to serve, MHA is committed to widening the diversity of its leadership. Therefore, we actively and warmly encourage applications from a broad and deep range of backgrounds and experiences.

This is a voluntary role with reasonable expenses paid. Committee meetings are usually held online, with at least one being held in person.

The Time commitment for this role currently amounts to 4 half day committee meetings each year and time to prepare for meetings. Non-executive Board members will be asked to sit on the committee for

a period of 3 years with the option of reappointment which, like the rest of the non-executive team, is subject to annual review, up to a maximum of 9 years.

We encourage and support an open dialogue with our Chair of the Board for both Committee members and Trustees.

Committee Dates (from July 2025)

FACE (Finance and Capital Expenditure) Committee:

- **Thursday 10 July** – via Teams
- **Monday 15 September** – via Teams
- **Monday 10 November** – via Teams

ARC (Audit & Risk Committee):

- **Monday 7 July** – via Teams
- **Wednesday 5 November** – via Teams

How to apply

Saxton Bampfylde Ltd is acting as an employment agency advisor to MHA on this appointment. Candidates should apply for this role through our website at www.saxbam.com/appointments using code RAFMR.

Click on the 'apply' button and follow the instructions to upload a CV and cover letter and complete the online equal opportunities monitoring* form. The closing date for applications is noon on Monday 24 February 2025.

Please note, final panel interviews are to take place on 28th and 29th April 2024.

* The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

GDPR personal data notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent. You will be asked to complete a consent form when you apply and please do not include any Sensitive Personal Data within your CV (although this can be included in your covering letter if you wish to do so), remembering also not to include contact details for referees without their prior agreement.



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