



Non Executive Director – Care & Support



Applicant Pack April 2022



Ability Housing Association

“For people who want to live more independently to regard Ability as their first choice provider of housing, care or support services.”



Dear Applicant,

Thank you for your interest in our Non Executive role within Ability. In this pack you will see we have included information about Ability, our customers and the roles we are looking for.

This is an exciting time to be joining Ability Housing Association. Ability HA is passionate about championing inclusion for people with disabilities providing accessible homes and personalised Care and Support maximising the independence, control and choice our customers have over their lives. We provide housing, care and support services for people who want to live more independently. We have two operating divisions – Ability Housing and Ability Care and Support, these provide housing, care or support to more than 1,000 people with learning disabilities, mental health needs, physical or sensory impairments, in 32 Local Authorities in London and Southern England.

We are financially secure, our board are ambitious for the future having taken the decision to remain independent and are looking to grow our care and support services, focusing on our mission to support people with disabilities to live independent lives. Ability is an organisation that puts people at the centre of all that it does. We have a committed, skilled and supportive staff team who believe in our mission of inclusive communities and are focused on making this ambition a reality.

Ability is currently going through a period of change, we have a new leadership team in place and over the past twelve months have reviewed and implemented new structures, systems and processes. Our future strategy is based upon maximising our efficiency to ensure we can develop new services, increasing our impact and reach. We will seek to achieve this, whilst ensuring we maintain a focus on the quality of the service we deliver, which is personalised to meet the individual needs of our residents and customers.

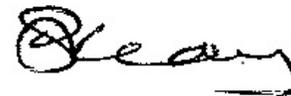
We have a skilled and committed team of Non Executive Directors who bring a breadth of experience, knowledge and open challenge to Ability.

As we move forward over the coming months and years, building on our strong foundations we will maintain focus on the quality of our services, ensuring all parts of our organisation are aligned, and the quality of the customer experience, whilst ensuring viability, transparency and good governance.

We do hope that you will want to apply and I look forward to receiving your application.

Yours sincerely,

Sally Reay
Chair

A handwritten signature in black ink, appearing to read 'Sally Reay', written in a cursive style.

Welcome to Ability:

Ability provides housing, care and support services for people who want to live more independently.

We have two operating divisions – Ability Housing and Ability Care & Support. These provide housing, care or support to more than 1,000 people with learning disabilities, mental health needs, physical or sensory impairments, in 32 districts in London and southern England.

We are ISO 9001 quality accredited and an Investors in People organisation.

We are registered with the Care Quality Commission to provide personal care, and accommodation with personal care, in a variety of locations and communities.

The CQC checks these services at least once a year to make sure they are up to standard.



Who we are

We are a company limited by guarantee and registered at Companies House, a registered charity, and a registered provider with the Homes & Communities Agency (HCA). This means that we comply with the regulatory and reporting standards set by these bodies.

In addition, some of our support services are subject to regulation and inspection by the Care Quality Commission (CQC). Our governance structure includes a Board, Senior Management Team, the Customer Panel and Complaints Panel – all supported by staff colleagues.

Our vision

At Ability, 'to live more independently' means customers having more choice and control over their lives, and having equal access to housing, mobility, health, employment and community involvement.

At Ability, being 'first choice' requires total customer satisfaction. To achieve this, we recruit people who share our values and we train and support colleagues to work with a positive 'can-do' attitude.

Our Values

We focus on ability not disability

We focus on what each person can do – on their ability – rather than what they can't do. We work together with our customers to help them overcome barriers to their own personal independent living goals.

We engage actively for feedback

We engage actively with our customers, colleagues and partners to seek feedback that helps us to understand how we can improve what we do and how we do it.

We value differences

We respect and value the individuality of each person. We believe that differences are strengths and that diversity enriches our lives and communities.

We demonstrate integrity

We encourage a culture of openness, honesty and personal accountability. We respond to a challenge by asking ourselves what we can do to help and by always delivering on our promises.



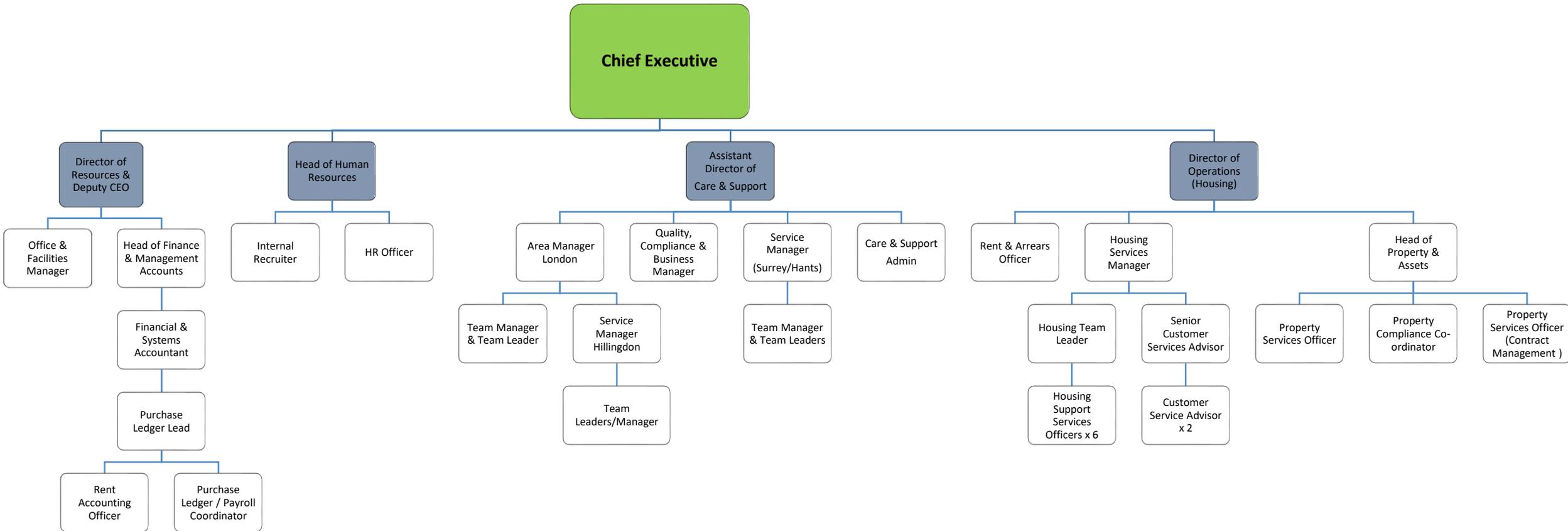
Ability Positive

AbilityPOSITIVE+ is a fresh approach to customer service and is about ensuring that all Ability colleagues have the right attitude, behaviours and skills to deliver consistently good service. It covers everyone Ability engages with; customers, colleagues and partners and provides a fresh approach that will ensure consistency of the services we deliver.

All new employees are introduced to our AbilityPOSITIVE+ Commitment Toolkit to ensure everyone understands and commits to the values and behaviours that make up AbilityPOSITIVE+ to embed the approach through the organisation.



Organisational Structure



Senior Management Team

**Peter Gardiner | Director of Resources
& Deputy CEO**



Peter, a Fellow of the Chartered Institute of Management Accountants and of the Institute of Leadership and Management, joined Ability in 2017 bringing with him a breadth of experience from working in Housing & other sectors for almost 40 years in the UK, Europe and the US. Peter has extensive knowledge of key strategic issues affecting Housing, Care and Support, including welfare reform, Universal Credit and FRS102. Peter is a strong believer in staff professional development through coaching and mentoring.

Jeff Skipp | Chief Executive



Jeff joined Ability in July 2016 as CEO, bringing with him 30 years' experience of working in health, social care and housing. Jeff has a particular interest in equality and social justice, and has worked for and led organisations that are focused on developing inclusive services and opportunities for people with a disability.

**Lucy Whittaker | Head of
Human Resources**



Lucy joined Ability in 2021 bringing a passion for developing an engaged workforce, who are well equipped and motivated to achieve the aims of the business and of our customers. Lucy brings HR expertise as well as a background in multi-tenure Housing Management & leading Customer Experience services.

Lucy Sivasundram | Director of Operations (Housing)



Lucy joined Ability in September 2020 as Director of Operations (Housing), bringing with her sixteen years' experience in the health and housing sector. Lucy strongly believes that the provision of decent and suitable homes is a fundamental cornerstone in people's lives and is driven in providing this.

**Keith Irwin-Hill |
Assistant Director of Care & Support**



Keith joined Ability in March 2019 as Area Manager, bringing with him over 25 years' experience in Social Care working for both provider services and within a commissioning department of a Local Authority. Keith was promoted to the Assistant Director of Care & Support in June 2021. Keith is passionate about ensuring the people supported by Ability are empowered and enabled to meet their desired outcomes and aspirations through active engagement, inclusive support planning and positive risk taking approaches.

Board Members

Sally Reay | Chair of the Board

Sally Reay is a qualified accountant with a background in corporate finance and treasury. With over 30 years' experience in local government, commerce and housing. Appointed to the Ability Board in 2015, she is supporting the association's role as a key specialist provider in a rapidly changing sector and is Chair of the Audit Finance & Risk Committee.



Dominic Wallace | Board Member

Dominic Wallace joined the board in 2018 and is also a member of the Audit, Finance and Risk Committee. He is a highly experienced risk manager, having held Chief Risk Officer and other senior roles at a number of financial sector institutions over the last 30 years. He also has expertise in finance and corporate governance and has worked within a wide range of regulatory and supervisory frameworks.



Jai Dosanjh | Board Member

Jai Dosanjh joined Ability in 2019 and he is bringing a wealth of experience having been CEO and company secretary at Apna Ghar Housing Association. Jai has held several board member roles over the last 20 years and has extensive knowledge in Social Housing and supporting people with Learning Disabilities.



Tim Jennings | Board Member

Tim Jennings is a qualified accountant with experience across a range of sectors, including property services and housing. Tim is currently the Executive Director of Finance for Catalyst Housing, having held the same role at Aldwyck Housing prior to their merger. Previous experience includes several Finance Director roles at large property services businesses.



Neil Thorneycroft | Board Member

Neil Thorneycroft A Chartered Certified Accountant with thirty years experience of social Housing. He started out in Industry and joined his first Housing Association in 1991. Having been Finance Manager at Newydd Housing Association in South Wales for 7 years he spent 9 years as Finance Director at an LSVT in Cornwall and a smaller association in Bristol. After a year as Finance Director at Groundwork Wales Neil, formed a company and set up on his own as a freelance Finance Consultant. In the 15 years since then he has had many roles, mostly with Housing Associations and ALMO's, with about 8 of those years spent in Interim Finance Director roles. In 1999 he achieved an MBA from the University of Wales and has served on a number of panels of the National Housing Federation over the years. Further he serves as a non-executive director at "Mind in Newport".



Dritan Uka | Board Member

Dritan Uka joined the Board of Ability in 2021. He has worked with large housing associations, local authority and in the private sector. Dritan brings extensive experience in strategic asset management, sustainability and investment planning.

Mandy Dunstan | Board Member

Mandy Dunstan has established twenty years' experience of leading multi-disciplinary teams, developing performance and quality monitoring and delivering great services and has an up to date working knowledge of the challenges and opportunities facing the housing sector.

Mandy's experience has given her an insight into how to lead and manage large operational contracts and complex business projects and processes across a diverse portfolio of business-critical services she is excited by opportunity and change and welcomes the continual challenges that the housing sector offers and rises to them with enthusiasm. Mandy believes that Housing providers have a crucial role to play in providing high quality housing services and in supporting developing communities. We can (and do) make a real difference to the quality of life for the people we provide services to.



Vimal Gaglani | Board Member

Vimal Gaglani joined the board in 2021 and is also a member of the Audit, Finance and Risk Committee. Vimal is a Fellow of the Institute of Chartered Accountants in England and Wales, and is also a member of the Association of Corporate Treasurers. Vimal has over 20 years experience in a number of finance and treasury roles including Audit and Assurance, Financial Planning and Analysis, Treasury Management, and Finance Director. He is currently Director of Treasury & Financial Planning at Abri, a large Housing Association based in the South of England.

Vimal has key expertise in forming the risk appetite and strategic direction of organisations, and thereafter enabling the delivery of strategic objectives whilst preserving financial strength and viability.



Lynsey Bradshaw | Board Member

Lynsey Bradshaw joined the board in 2021 and is also a member of the Audit, Finance and Risk Committee. Lynsey is a Chartered Accountant with 15 years experience in the real estate and social housing sectors, and a graduate of the Judge Business School and University of Cambridge. She is currently CFO at Octavia, having previously held roles at Peabody and Family Mosaic as a property tax and development finance expert. Lynsey is committed to tackling inequality in all its forms and seeks to address some of the injustices the social housing and social care systems are facing.



Rinat Abdrasilov | Co-optee

Rinat Abdrasilov is a Management Consultant and Non-Executive Director with over 20 years of expertise from executive and non-executive roles in banks and companies of all sizes: from start-ups to FTSE100 companies facing millions of customers. Cambridge MBA, mentor across a range of business schools / accelerators, and independent professional non-executive board member in a number of boards – both in the developed world, and in the emerging markets. Rinat's key consulting and board expertise is in innovation management, strategy, digital transformation, fundraising and corporate governance.



How to apply:

To apply for the role, please send:

- An up-to-date CV which shows your full career history.
- A covering letter explaining why you would be interested in this role.

You must make sure that your CV and covering letter give us enough information to demonstrate that you have the requisite experience, competencies and personal qualities set out in the person specification.

Once the above is complete please send your application, via email to Zainab Khatoon, our HR Internal Recruiter at: ZainabK@ability-housing.co.uk.

To assist with your application and if you wish to have an informal discussion about the role and organisation or if you have any other questions to help you decide whether to apply, a telephone appointment can be made, by contacting Zainab on 078375 74101

JOB DESCRIPTION

Post: Non-Executive Director (Voluntary)

Responsible to: Chair of the Board

Non Executive Director - Overall Purpose:

The overall purpose of the Non-Executive Director role is to provide appropriate oversight, governance and leadership of the Association in pursuit of its strategic aims, and add value to the Association by contributing experience, expertise and insight.

Non-Executive Directors are also responsible for the scrutiny of the performance of the Chief Executive and the wider senior management team in meeting agreed goals and objectives, and for the monitoring of performance reporting.

In addition, Non-Executive Directors will oversee the integrity of financial and other information, and ensure that financial quality controls and systems of risk management are robust and defensible.

Key Responsibilities:

- To act in the best interests of the Association at all times.
- To uphold and comply with the Association's code of conduct, governance, standards, probity or similar.
- To uphold and promote the core policies, purpose, values and objectives of the Association (including its commitment to equal opportunities), and to proactively develop an understanding of the Association's strategic context to facilitate this.
- To comply with the Association's policies, procedures and standing orders as set and amended from time to time by the Board.
- To perform duties with reasonable skill and care, ensure that the activities of the Association fall within the permitted objectives and are exercised in accordance with its powers, and use powers solely for the purpose for which they are conferred.
- To contribute to and share responsibility for decisions of the Board and/or any committee from which they are from time to time a member.
- To be a member of one or more Committees of the Board.
- To attend induction, training and performance review sessions and other such sessions or events as are reasonably required by the Association.
- To prepare actively for meetings by reading papers and, where necessary, seeking clarification in advance.
- Treating information gained as a Board Member in confidence.
- To represent the Association when requested.



Qualities	Criteria	Desirable/Essential
EXPERIENCE	<p>Must possess experience in one or more of the following areas:</p> <ul style="list-style-type: none"> • Understand of the Regulatory landscape and requirements of the Care Quality Commission in Social Care relating to the provision of supported living. • Senior Management operational experience within a social care organisation and a thorough understanding of the current operating environment. • Knowledge and understanding of risk management in a social care context. • An understanding of UK Social Care Policy 	Essential
SKILLS & KNOWLEDGE	<ul style="list-style-type: none"> • Excellent verbal and written communication skills • Ability to work digitally • Ability to balance the social and commercial aspects of the position • Strong understanding of the Association’s framework of governance and good practice standards • Clear understanding of the legal duties, liabilities and responsibilities of directors • Sound financial awareness and a strong understanding of the Association’s strategic context 	Essential
BEHAVIOUR	<ul style="list-style-type: none"> • Understanding of and commitment to Equality and Diversity, promoting equality of opportunity for all, free from prejudice and discrimination • The highest standards of ethical behavior, and expectation of the same in others • Genuine commitment to the Association’s values and role • Positive and constructive approach to the role of the Board • A personal commitment to self-development and learning, and diversity and inclusion • Goal-focused, positive and resilient • Self-managing, taking responsibility for own behavior and development 	Essential
ELIGIBILITY	<ul style="list-style-type: none"> • Must not have a conflict or duality of interest which could jeopardise your ability to act at all times in the best interests of the Association • Appointments will be made subject to a Fit and Proper persons check and a satisfactory enhanced DBS check. These checks are undertaken to comply with the regulatory requirements of the Care Quality Commission. 	Essential