



**LIVE
GREAT
WELL**

 **Greatwell
Homes**

Greatwell
Living

es.org.uk
living.org.uk

ew development of
2 and 3 bed homes
to buy and rent

Governance framework

2022-2025

Introduction



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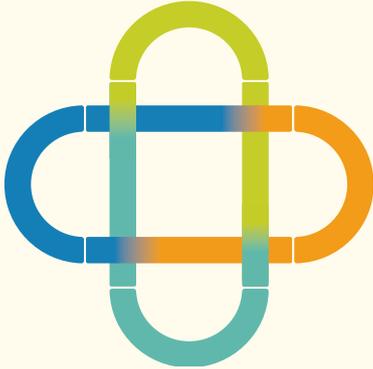


We believe that living well starts at home, and that a home is much more than a place to live.

As a community-based housing provider, we're all about creating safe, secure and sustainable homes for people in and around North Northamptonshire. We also want to shape great communities and deliver services that work well for local people.

Our vision

Great communities where people live **well**.



Our mission

We partner with customers and communities to shape places people are proud to call home.

Our promise

We provide homes and services that work for you.

Our values



Inclusion

We value difference and respect every person



Collaboration

We trust our team family and work together openly



Kindness

We are friendly, wish others well and look out for each other



Customer focused

We take pride in working with customers and communities



Adaptability

We look for ways to be more efficient and effective in what we do

Summary

Our **Live Greatwell** corporate plan is based on the four key strategies of:

 **Live proud**

 **Live green**

 **Live happy**

 **Live safe**

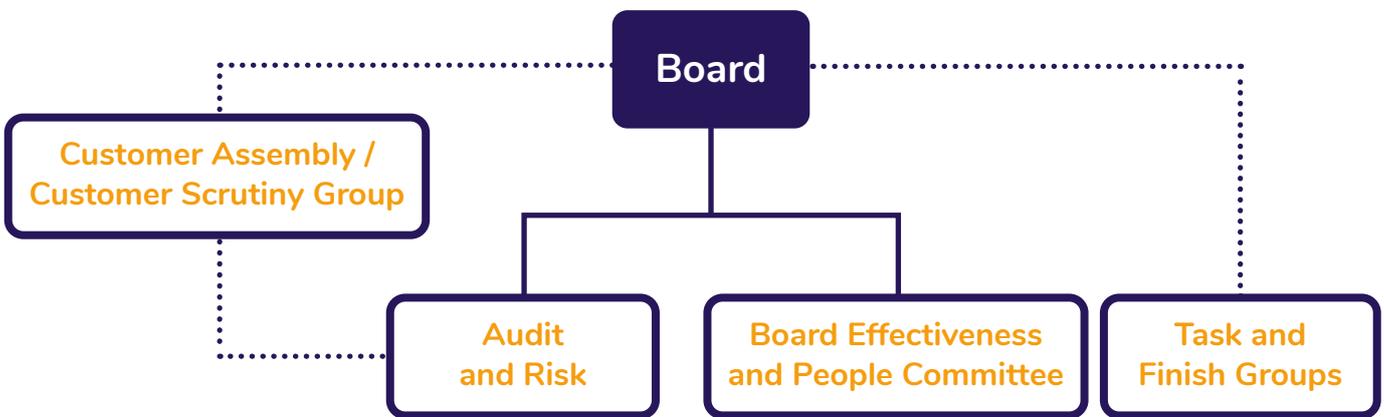
The **Governance framework** is one of six frameworks underpinning these strategies.



This document is a summary version of the fuller Governance and delegations framework. It aims to ensure that decision-making powers are clear, and gives guidance on the effective governance of Greatwell Homes. We have a closed shareholding arrangement, where membership of the association is restricted to the current non-executive board members.

Context

Our governance arrangements are set by the Board, and supported by this structure of committees and customer engagement:



The Board is responsible for overall control of the association and steering the business to achieve its corporate objectives in line with the vision, mission and values, and in compliance with the appropriate regulatory and legal frameworks.

The Audit and Risk Committee oversees all matters relating to internal and external audit, establishing a framework to identify and manage risks, and effective internal controls.

The Board Effectiveness and People Committee is responsible for oversight of recruitment, succession, appraisal and remuneration of board members and the executive management team. It also advises on our legal responsibilities as an employer.

The Customer Scrutiny Group can review and scrutinise any aspect of the organisation's work. The Group reports its findings directly to the Board after each scrutiny review, with actions arising from these reported and monitored by the Audit and Risk Committee.

The Customer Assembly is responsible for checking the quality of our service, including performance against service standards and targets. It reports its findings annually to the Board.

Powers and responsibilities delegated by the Board are set out in the full Governance and delegations framework.

Purpose

The purpose of this framework is to make sure Greatwell Homes is well governed and complies with all legal, regulatory and financial requirements to safeguard our future and reputation.

We will do this by:

Putting the needs and safety of current and future residents and other customers at the heart of the Board's decision making.

The Board using its authority to ensure solvency and to determine strategies, policies and standards.

The Committees and Executive Management Team supporting the Board and Committees in all these responsibilities.



Success will look like

By achieving the objectives of this framework, we will;

- Demonstrate the highest standards of governance and Board excellence
- Maintain a skilled and diverse Board, which regularly reviews and manages its performance.

Measuring success

To measure our success in delivering this framework we will use the metrics incorporated in Key and Operational Performance Indicators (KPIs and OPIs), regulatory returns and established arrangements for appraisal, review and audit.

Measures

Measures	Tracked through
Regulatory compliance	Compliance with the Regulator of Social Housing’s regulatory standards, including G1 rating
Regulatory compliance	Governance and business assurance OPI suite
Regulatory compliance	Compliance with the National Housing Federation’s Code of Governance
Standards of governance	Board and committee effectiveness report
Strategic planning	Annual corporate plan update
Business viability, resilience and continuity	Annual business assurance report
Individual contribution and effectiveness	Board member appraisals
Probity, systems and controls	Internal and external audit programmes

Monitoring the framework

We will review this framework annually and report on its success through the yearly Board and Committee effectiveness report.



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