



GOVERNANCE MANUAL

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1. FOREWORD FROM THE CHAIR AND CHIEF EXECUTIVE

We live in a challenging and changing environment that reminds us to constantly ask those primary questions: What are we doing? Why are we doing it? And what impact are we making? - how can we assure ourselves and others that what we are achieving is high quality, good value and meets the needs of our customers and stakeholders.

Governance in this context is no different. This manual has been developed with a view to sector norms, expertise and best practice, taking reference from:-

- the Regulator of Social Housing - and the learning we can extract from why they rate some organisations highly in terms of governance and why they have downgraded others.
- The NHF Code of Governance
- The Langlands Code of Good Governance in Public Services
- Nolan, Carver and other experts from whom we can take insights into what makes governance good
- CIPFA, OFSTED, Monitor and other public and private codes

This manual has been built to help Non Executive Directors and Executives to govern and lead to deliver better, faster, safer and more ambitious plans to achieve both commercial and social value in an environment that's publically accountable.

Supporting this document are detailed operational policies and procedures that sit with the Company Secretary who is the key advisor and resource to the Board, that enables us to remain both compliant and entrepreneurial as we work to deliver our Core Purpose to regenerate places providing opportunities for people to advance their personal, social and economic well-being.

Lesley Dixon
Chair

Michael Birkett
Chief Executive

2. GOVERNANCE PRINCIPLES

Our Governance

At the Regenda Group, good governance underpins all that we do to deliver the Corporate Plan. Our governance embeds exemplary practices that deliver streamlined and appropriate assurance, strong strategic leadership, and the blue sky thinking that enables us to remain relevant to changing and emerging markets. Any reference to Non-Executive Directors in this manual also extends to Trustees of the Group’s charitable organisations.

Our Principles of Good Governance

- The principles we embed into all our Governance processes and practices are:
- 1) Driving a positive climate through clarity, performing effectively in clearly defined functions and roles
 - 2) Taking informed and transparent decisions, managing risk and advised by expertise available from within and beyond the Group
 - 3) Deepening relationships between Executive Directors and Non Executive Directors to grow shared insights that drive collective buy-in
 - 4) Reviewing how we govern regularly to ensure it remains fit of purpose, adding value in a cost effective and efficient manner
 - 5) Reflecting the values of the Regenda Group and demonstrate good governance through behaviours aligned with ambition
 - 6) Using talent to build a high performing Board; developing the capacity and capability of the governing body to be effective
 - 7) Focusing on the organisations purpose and on outcomes for service users and citizens

Our Pillars

The delivery of our Corporate Plan is underpinned by the seven pillars that drive the culture and objectives of our organisation:

1	2	3	4	5	6	7
Our Customers and Communities	Our Investment in New Homes	Our Development of New Homes	Our People	Our Brand	Our Finances	Our Digital Advancement

3. GROUP LEGAL ENTITY STRUCTURE

<p>PARENT COMPANY</p>	<p>REGENDA LIMITED Trading as REGENDA HOMES</p> <p>A registered charity (with exempt charitable status) and registered housing provider driving profit for a purpose, regulated by the FCA and RSH managing and developing over 13,000 social housing properties incl. Independent Living and Supported Housing</p>	<p>This Board is responsible for protecting the social assets of the Group, setting the strategic direction & monitoring the overall performance of the parent & subsidiaries</p>
<p>SUBSIDIARY BOARDS</p>	<p>Redwing Living Ltd M&Y Maintenance & Construction Ltd Ecogee Ltd Centre 56 Ltd Petrus Community National Communities Resources Centre Ltd The Learning Foundry Ltd</p>	<p>Subsidiary Boards operate with a degree of commonality between the Parent Board. This is to ensure there is effective parent oversight on the Boards of the operating entities. The Board receives the minutes from all subsidiary boards and key matters will be escalated as appropriate</p>
<p>EXECUTIVE BOARDS</p>	<p>Regenda Developments Ltd</p>	<p>Executive Boards, responsible for operational delivery within delegated authorities. Will escalate matters outside delegation to the Parent. The Parent Board has the right to appoint a Non-Executive Director to strengthen parental oversight from time to time.</p>

4. PRINCIPLES THAT UNDERPIN & INFORM CHANGES TO GOVERNANCE FRAMEWORK

OBSERVING CHARITABLE LAW AND NON CHARITABLE COMPANIES WITHIN A GROUPSTRUCTURE

Regenda, with exempt Charity status, will always be mindful to ensure the charitable objectives are first and foremost protected, as charitable law overlays company law. There are other charities within the Group whose charitable objectives are protected by the fact the parent organisation has exempt charitable status and as such will not allow decisions to be taken that may contravene charitable law. The Parent Board has the power to appoint parental board representatives on all other subsidiary Boards, including non-charitable entities. The Group Chair will have "charitable oversight" and ensure charitable objectives are protected.

CONFLICTS OF INTEREST

NEDs must take all reasonable steps to ensure that no undeclared conflict arises, or could reasonably be perceived to arise, between their duties and their personal interests, financial or otherwise. A conflict of interest is any circumstance where NEDs or their close relatives could receive a personal or business benefit (other than remuneration or expenses) because of the Group's activities. NEDs must make sure that their private and personal interests do not influence their decisions. They must not use their position for personal gain either for themselves or directly for their family, friends, partners or associates. Any such interests must be disclosed to the Group Company Secretary as and when the conflict arises. The Group Company Secretary will conduct an annual exercise whereby all NEDs will complete a declaration of interest form. If a NED is present at a Board or Committee meeting where an item is discussed which creates a conflict of interest for them, they should declare this even if this has been previously declared. Every meeting starts with a "declaration of interest" item and therefore, this is when they should make their actual or potential conflict known. If this is a clear and substantial conflict then they should not take part in the discussion and offer to leave the meeting. If the conflict is considered to be material or of an on-going nature, the Board must consider whether the individual concerned should cease to be a NED. The final recommendation will be made by the Governance & Remuneration Committee. The Group Company Secretary maintains a record of conflicts of interest that can be [found here](#).

In circumstances where an issue arises that could be considered a conflict between operating entities, i.e., a contract is being considered or another matter comes before a Board which affects two or more entities within the Group then there is the possibility that some or all of the Board Members are common and sit on the Board(s) of more than one entity that is party to the potential conflict.

In such circumstances the Boards should consider whether that gives the Board Members a conflict of interest. If in the event that it is considered a conflict exists and having regard to the need to retain quorums, the Company Secretary will divide the Board Members between each entity with each set declaring the conflict

for their specific assigned Board. Each set of Board Members will then consider the issue for the Board they have been assigned to.

In the event that a decision cannot be reached, the Parent Board will exercise its step in rights to determine the outcome.

DUTY OF CARE

The Trustee Act 2001 sets out the standard of care and skill required of trustees and states when it applies. Trustees need to be aware that they have a duty of care for tenants. This requires them to exercise their judgement in assessing and mitigating risk. For example, balancing the need to respect the privacy and wishes of tenants with the importance of ensuring that the tenants have the capacity to live independently. If a tenant is placing themselves or others at risk due to increased frailty, trustees might be failing in their duty of care if they do not intervene.

ADVANCING CHARITABLE OBJECTIVES

The Parent Board is ultimately responsible for advancing and protecting the charitable objectives of those charitable elements of the Group to maintain focus to ensure these challenging objectives are fully realised.

JVC's

From time to time the Group may enter into Joint Venture Companies or single purpose vehicles with another organisation. Each JVC will, within the Group framework, need to develop or agree appropriate governance in keeping with the nature of its activities and these must be approved within the parameters of this governance framework.

INTRA GROUP AGREEMENTS

The entities within the Group have an Intra Group Agreement in place to govern the relationship between the Parent and the subsidiaries.

5 PARENT BOARD & COMMITTEE STRUCTURE

PARENT BOARD	REGENDA GROUP PARENT BOARD	
	TERMS OF REFERENCE (TOR)	MEMBERS
	<ul style="list-style-type: none"> To set the Group Strategy and to determine the framework through which it will be realised To ensure that risk and compound risk is identified, mitigated or managed to protect the social assets and both charitable and commercial interests To ensure that customers and stakeholder relationships both influence and are influenced by the Group's strategic direction and that accountability is made real Deepen relationships between Non Executives and Executive Directors and others in support, to drive clarity at Board Receive assurance from Sub Committees and Subsidiary Boards as delegated 	Non Exec Directors including the Chair (rules permit 5-12) + Chief Executive + Executive Directors in attendance

SUB COMMITTEES	RISK & AUDIT COMMITTEE		GOVERNANCE & REMUNERATION COMMITTEE		RESIDENT VOICE PANEL (RVP)	
	KEY TOR	MEMBERS	KEY TOR	MEMBERS	KEY TOR	MEMBERS
	<ul style="list-style-type: none"> To assure Board that relevant RISKS are identified and addressed through elimination, mitigation or escalation To review the effectiveness and recommend appointment of Internal & External AUDITORS To provide scrutiny and transparency over all INTERNAL CONTROLS and legal/regulatory COMPLIANCE To ensure the Group remains focussed on the delivery of CUSTOMER EXCELLENCE 	Independent NED Chair (from Parent Board) Also attended by CEO, Company Secretary & other Executive Directors as appropriate	<ul style="list-style-type: none"> To NOMINATE, for approval by the Board, NEDs, Co-optees, Committee Members & Advisors to optimise Governance To agree REMUNERATION policy for NEDs & CEO and to approve substantial changes to the Executive team To oversee, develop and embed PERFORMANCE EVALUATION for the Board 	Independent NED Chair (from Parent Board) + Group Chair Also attended by CEO, Company Secretary & other Executive Directors as appropriate	To lead on the implementation of the Customer Voice Strategy.	<ul style="list-style-type: none"> To ensure corporate accountability and high performance in accordance with the Group's values To scrutinise, challenge and influence service delivery To oversee the implementation of actions and recommendations identified by additional scrutiny mechanisms

SUB GROUPS	FIXED LIFE PANELS		ADVISORS
	PURPOSE	MEMBERS	PURPOSE
	<p>To carry out detailed scrutiny and provide recommendations back to the Parent Board on a specific subject matter</p> <p>The subject matter is such that it will occur for a fixed period of time or on a re-occurring basis but not often enough to warrant the establishment of a permanent sub committee</p> <p>Terms of Reference and frequency of meetings will be determined by the Parent Board when the Panel is established</p> <p>Fixed Life Panels carry no delegated authority for decision making, this is reserved for the Parent Board.</p>	<p>Nominated individuals from the Parent Board with the required skills and expertise to provide additional scrutiny on the subject matter.</p>	<p>Consultative individuals who act as a sounding board to progress specific initiatives or provide particular sector/market expertise the Board may need for a project or defined period of time.</p> <p>The Advisor will act in an individual capacity and will not have any legal/governance responsibility or voting powers.</p> <p>The Advisor will add value to those responsible for governance by:</p> <ul style="list-style-type: none"> • Accessing and interpreting evidence and/or market intelligence relating to a strategic/operational 'theme' or aspiration and providing guidance about relevance, potential and application. • Acting as a sounding board on current industry expertise/sector knowledge - opinion, best practice, legal/regulatory advice • Using specialist knowledge or relationships to help Regenda Group deliver its wider Group Corporate Plan within your relevant area of expertise

6. REGENDA GROUP PARENT BOARD

PURPOSE & ACCOUNTABILITY

This Parent Board is accountable for approving the Group's strategic direction and ensuring effective delivery of such, whilst ensuring the charitable aims and social assets of the Group are delivered and protected. Receive assurance from sub committees and operational Boards as delegated

RESPONSIBILITIES & DUTIES

STRATEGY

- Setting the Vision, Mission and Values alongside the corporate strategies and plan, seeking evidence that the Group's strategy is being realised
- Monitoring and driving the organisations overall performance
- Approve the framework and any changes to the size and composition of the Group Structure and Board

LEADERSHIP

- Develops the culture and climate of the Group, ensuring its long-term success and sustainability by ensuring barriers are addressed, opportunities are realised and plans are adapted
- Steer Governance through the N&R Committee in an interactive and bespoke manner to support strategic delivery and flex and use talent for the benefit of the Group
- Deepen relationships between Non Executives and Executive Directors and others in support to drive clarity at Board
- To ensure that stakeholder relationships both influence and are influenced by the Group Strategy and that accountability is made real
- Setting a strong customer centric focus and culture, ensuring local engagement and scrutiny through the Customer Excellence Panel

FINANCIAL, COMPLIANCE AND CONTROL FRAMEWORK

- Establish and oversee framework of delegation
- Delegate and seek assurance of integrity of financial and performance indicators
- Approving business plans, budgets and annual accounts
- Overseeing Risk Management & Control Framework as delegated to R&A Committee, for the purpose to safeguarding the assets of the Group and to seek assurance of effective Risk, Compliance and Control processes

REPORTING

The ultimate accountable body receiving assurance and reports from all to whom it has delegated, as per the scheme of delegation

AUTHORITY

Assumes all legal and governance accountabilities for strategy and delegates authority through subsidiaries and committees to seek assurance of implementation, risk management and escalation.

KEY SKILLS & COMPETENCIES

- Work as part of the Board team with a common aim
- Having a non-executive mind-set
- Strategically engaged but operationally distant
- An ability to listen
- Balancing risk and exercising judgement
- Developing creativity – using tools and techniques to support generative thinking
- Questioning skills
- Having productive and challenging conversations
- Analyse and question strategy proposals and performance data
- Ability to commit the necessary time and energy to the role
- Ability to express oneself clearly
- Ability to understand and analyse sometimes complex information
- Persuading, influencing and communication skills

7. RISK & AUDIT COMMITTEE

PURPOSE & ACCOUNTABILITY

Provides scrutiny to assure the parent Board that its strategy is achieving the intended impact whilst operating within defined control frameworks. Identifies risk and advises on elimination, management or escalation to the parent Board to ensure compliance with all statutory and regulatory requirements including co-regulation

RESPONSIBILITIES & DUTIES

RISK MANAGEMENT

- Recommend and review the Group's risk management framework in light of the group's risk appetite
- To assure Board that relevant risks are identified and addressed through elimination, mitigation or escalation

FINANCIAL, COMPLIANCE & CONTROL FRAMEWORK

- To assure the Board that relevant internal controls are in place and effective
- Review and approve changes to the Group's financial regulations
- Provide scrutiny and transparency over legal and regulatory compliance
- Oversee key property compliance matters to provide assurance that assets are being managed for the short and long term
- To review Health & Safety arrangements across the Group and seek assurance of general legislative compliance

RESIDENT VOICE PANEL

- Monitor the implementation and impacts of the Resident Voice Panel to drive a customer centric focus

AUDITORS

To review the effectiveness and recommend appointment and remuneration of internal & external auditors

TENANT SATISFACTION MEASURES

- To monitor performance against the Regulator of Social Housing's Tenant Satisfaction Measures

ASSET MANAGEMENT

- To oversee key property compliance matters to provide assurance that these are actively managed in both the sort and longer term.

REPORTING

The committee shall report to the Parent Board on matters considered and its recommendations through copies of minutes, relevant reports or dashboards and the Chair of the Committee drawing the Board's attention to matters of importance

AUTHORITY

To keep the business safe within the delegated authority framework and to escalate matters beyond these parameters or where concerns are raised

KEY SKILLS & COMPETENCIES REQUIRED

- Balancing risk and exercising judgement
- Questioning skills
- Having productive and challenging conversations
- Analyse and question strategy proposals and performance data
- Ability to understand and analyse sometimes complex information

8. GOVERNANCE & REMUNERATION COMMITTEE

PURPOSE & ACCOUNTABILITY

To provide assurance to the Board that all Boards, committees and advisors are in place to strengthen the strategic delivery for the Group and to oversee framework for individual and collective performance evaluation and remuneration for NEDs and CEO and to approve substantial changes to the senior Executive team

RESPONSIBILITIES & DUTIES

NOMINATION & SELECTION PROCESS

- Review and make recommendations in respect of size, structure and composition of Boards, committees, sub-groups and advisors

BOARD ASSESSMENT

- Annually review the progress of each Board and committee along with outcomes of appraisals
- Commission development programmes and activities to strengthen governance performance
- Review all committee and Board terms of reference every 2 years

CONDUCT & PROBITY:

- Establish code of conduct and probity for NEDs
- To review and consider any conflicts of interest and impact

REMUNERATION

- Agree policy for NED remuneration and oversee review of CEO remuneration

COMPLIANCE

- Ensure compliance with adopted codes of governance, monitor breaches and review and approve changes

EXECUTIVE STAFF

- Approve significant changes to Executive Team, agree CEO remuneration package and approve significant severance arrangements

WORKFORCE

- To receive assurance that the Group's desired culture and behaviours are being enacted in practice in alignment with its vision and values, receiving feedback from the workforce as appropriate
- To have oversight of the strategy relating to the remuneration of the workforce ensuring it is aligned to the size and complexity of the Group

REPORTING

The committee shall report to the Parent Board on matters considered and its recommendations through copies of minutes, relevant reports or dashboards and the Chair of the Committee drawing the Board's attention to matters of importance

AUTHORITY

To manage governance, remuneration and Board performance within delegated parameters

KEY SKILLS & COMPETENCIES REQUIRED

- Developing creativity – using tools and techniques to support generative thinking
- An ability to listen
- Having productive and challenging conversations
- Questioning skills
- Ability to express oneself clearly
- Persuading, influencing and communication skills

9. RESIDENT VOICE PANEL

PURPOSE & ACCOUNTABILITY	AUTHORITY
To be a consultative panel and ensure residents' voices directly influence how Regenda designs, delivers and improves its services	To operate independently to recommend and influence delivery of the Customer Voice Strategy, set scrutiny priorities and challenge performance against agreed key indicators.
RESPONSIBILITIES & DUTIES	KEY SKILLS & COMPETENCIES REQUIRED
<p>RESIDENT INSIGHT & CHALLENGE</p> <ul style="list-style-type: none"> Act as a consultative body, sharing resident views with the Board, committees, and Customer Centric Hub. Offer constructive challenge on policies, strategies, and service delivery. <p>SCRUTINY OF PERFORMANCE & SERVICE DELIVERY</p> <ul style="list-style-type: none"> Identify areas of under-performance that require deeper investigation, with a focus on the following areas: <ul style="list-style-type: none"> Key performance metrics important to tenants Complaints Service standards Landlord Compliance <p>SUPPORT IMPROVEMENT & PROVIDE ASSURANCE</p> <ul style="list-style-type: none"> Hold The Regenda Group to account for delivering the Customer Voice Strategy. Help shape priorities for service improvements using resident insight and data. Review customer insight data to inform decision-making. 	<p>Analytical and critical thinking</p> <p>Questioning skills</p> <p>Ability to constructive challenge and communicate</p> <p>Collaboration and teamworking</p> <p>Ability to represent the demographics and diversity of the customer base.</p> <p>Passion for improving services and ensuring safety, fairness, and quality.</p>
REPORTING	
The RVP shall report to the Parent Board on all matters considered and its recommendations through a copy of the minutes from the meetings and a summary presented by the RVP Chair, drawing the Board's attention to matters of importance	