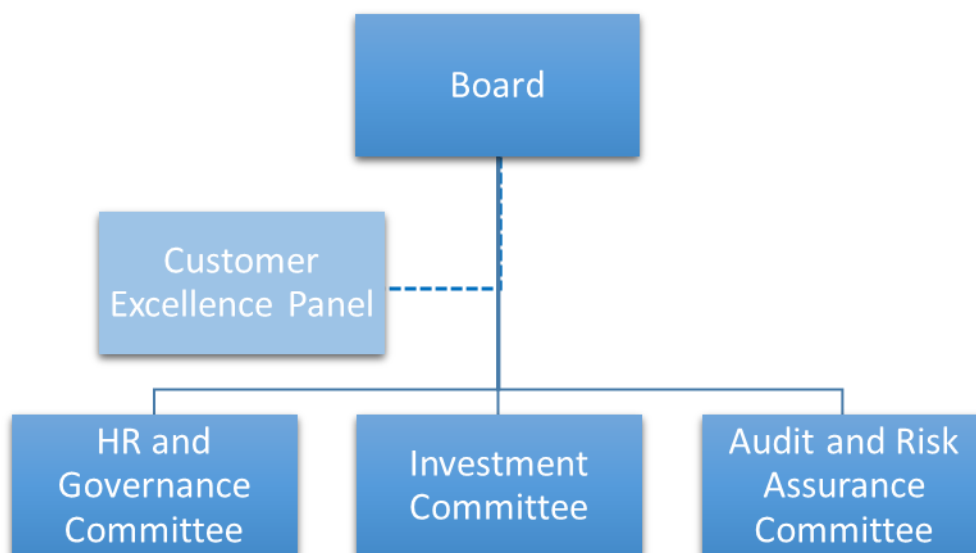


How we are Governed

Governance describes how an organisation exercises overall direction and control of itself.

We are managed by a Board of up to 12 independent members. Members of the Board are responsible for all aspects of governance relating to Arches Housing. The Board are supported by the Executive Leadership Team who are paid professionals responsible for developing, implementing and managing Arches Housing's policies and procedures to ensure the delivery of services to customers, in-line with the association's Vision, Mission, Strategic Priorities and Values.

The Governance structure of Arches Housing is reviewed regularly so that it continues to offer robust assurance of organisational health. The Board and each committee have a unique terms of reference which sets out the scope and limitations of their operations, and how they relate to the Board.



The Board is responsible for maintaining the highest standards of Corporate Governance. The duties of the Board include:

- Setting and through its committee's ensuring compliance with the values, vision, mission, and strategic objectives of the Association
- Setting the strategic direction of the Association, ensuring that customers receive a quality service and product
- Being collectively responsible for ensuring that it has the right skills as a Board to ensure the long term success of the Association
- Establishing and overseeing a framework of delegation and systems of control
- Ensuring the Association delivers value for money, is compliant with relevant legislation, and remains a 'going concern'

HR and Governance Committee

The core role of this Committee is to provide assurance that our People resources are managed well, our regulatory requirements are met, and that there are adequate skills on the Board through effective skills and succession planning. The Committee is also responsible for the reward and remuneration of staff, the Executive Team, Board and Committee Members through ensuring the approach taken is in-line with our Policy, and strategic priorities.

Investment Committee

This core role of this committee is to support the delivery of the growth element of the Business Strategy, as well as ensuring investment in our existing homes is delivered for our homes to meet the Arches Home Standard.

Audit and Risk Assurance Committee

The objective of this committee is to provide assurance to the Arches Board on the adequacy and effectiveness of the systems for governance, risk management and internal control, and to ensure we maintain our current and future viability.

Customer Excellence Panel

Although not part of the formal governance structure, Customer Excellence Panels are groups of residents with an interest in particular service areas. They spend time scrutinising different services and then meet with our Board to feedback what they found and to make recommendations for improvements. is invaluable to us as we strive to always be better by *putting the customer at the heart of what we do*.

Becoming a Board member

From time to time we have places available on our Board and we advertise vacancies on our website. Anyone interested in being considered may contact the Company Secretary John Hudson at john.hudson@archeshousing.org.uk for more information.