

# Practical Governance Support to Social Housing

*Clear and practical governance support and solutions, first time, everytime*

Capsticks' social housing team comprises experts who know your business inside out and have supported the sector for many years. Every member of our team is a housing expert who deals with the issues affecting your business day in, day out.

We understand your ethos, your values and your need to be innovative, proactive and responsive to change. As a social housing provider we appreciate your distinctive circumstances and how your governance challenges are different.

The Capsticks Governance Consultancy Service has a well established reputation in supporting public sector organisations to grow, develop and be effective. We recognise that this is equally applicable for social housing providers, as you also have the challenge of operating in a complex and changing environment.

The Capsticks Governance Consultancy Service recognises that good governance will ensure that organisations are able to focus on ensuring high quality and effective management of risk and build the confidence and trust of their stakeholders and the communities they serve. We specialise in providing practical governance support and solutions to meet the needs of an ever changing regulatory landscape and are fully integrated within Capsticks' social housing care and healthcare legal practice, ensuring that our advice not only reflects best governance practice and guidance, but also complies with the ever-changing legal requirements that confront our clients.

We will work with you to develop a flexible but nevertheless robust approach which ensures that your governance procedures and supporting arrangements meet both your organisation's needs and are consistent with the requirements placed upon you by the Homes and Communities Agency.

We have a panel of credible associates, who have worked within the social housing arena as chairs or in other senior roles and their knowledge, practical experience and insights bring additional expertise to the work we do.

We provide a range of governance offerings including:

- **Board and Committee Observation:** Focusing on scrutiny and challenge, commitment to openness and transparency, and etiquette highlighting areas of good practice and areas for further improvement, recommending actions for consideration.

- **Board Effectiveness Interviews:** Designed to gain insight from each board member their individual views on board working including: their perceptions on the effectiveness of the board, on the effectiveness of scrutiny and challenge and the relationship with stakeholders and the communities served.
- **Building Blocks for Good Corporate Governance:** A review of the governance structures and documentation using our unique "Building blocks for good governance" toolkit that will enable you to ensure your board creates a better balance between strategic and operational focus and support effective board working.
- **Board member development:** We use a range of innovative techniques to facilitate skills development for individual board members, drawing on our extensive experience of working with dynamic senior leaders. Our governance consultants and associates are either current board members on a range of boards or have extensive past experience of being members of NHS boards.
- **Assessment against the Homes and Communities Agency Regulatory Framework:** We will undertake a detailed review of your compliance against the economic and consumer regulatory standards that registered social housing providers are required to meet by the Homes and Communities Agency and ensure you have clear supporting evidence to enable compliance.

*"Moosa and the team from Capsticks more than fulfilled the brief for the RBH Governance Effectiveness review. They made sure that they got under the skin of the organisation to really understand what we are seeking to achieve and how. As a result the review report provides us with a series of factually grounded recommendations and learning points that will help further develop our mutual governance arrangements."*

Noel Chambers, Chairman and Gareth Swarbrick, Chief Executive, Rochdale Boroughwide Housing (RBH)

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If you would like to get in touch and find out more,  
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