



Governance at Black Country Housing Group

Our approach to governance

Good governance helps make sure Black Country Housing Group is well-run, accountable and focused on what matters most — safe homes, good services and positive outcomes for residents.

Our Board sets the strategic direction of the organisation and makes sure we:

- put residents at the heart of decision-making
- manage risks effectively
- use reliable information to take informed decisions
- deliver value for money
- meet our legal and regulatory responsibilities

We follow the **National Housing Federation's Code of Governance (2020)**, which reflects best practice for housing associations.

How decisions are made

The Board is responsible for strategic leadership and oversight. It is supported by committees and panels that focus on specific areas such as audit and risk, safeguarding, health and safety, remuneration and resident scrutiny. Information about our Board members, including their roles, experience and responsibilities, is available through our published Board member profiles.

Clear arrangements are in place so that:

- the Board retains responsibility for key strategic decisions
- committees provide challenge, scrutiny and assurance
- day-to-day management is delegated to the Executive Team

These arrangements help ensure decisions are taken at the right level and with appropriate oversight.

Resident voice and accountability

Residents' views are central to our governance and help shape how decisions are made, priorities are set and services are improved.

The Board and its committees receive insight from:

- resident scrutiny and engagement activity
- complaints and learning from feedback
- Tenant Satisfaction Measures (TSMs)
- service performance and compliance reporting

This helps ensure resident experience and safety are considered when decisions are made, and that feedback leads to clear actions and improvements. Resident insight is reported through governance channels so the Board can consider themes, risks, complaints, scrutiny findings and service performance when holding the organisation to account.

Data, performance and assurance

Strong governance relies on accurate and reliable information.

We use data and insight to:

- monitor performance and compliance
- identify risks and emerging issues
- support transparent, evidence-led decisions
- provide assurance to the Board and regulators

Data quality and consistency are treated as governance issues, helping create a single, trusted view of performance and compliance across the organisation.

Transparency and access to information

We are committed to openness and transparency.

Residents can access clear and up-to-date information about BCHG, our services and our performance through our website and published reports. We also have arrangements in place for responding to requests for information, including those made under the **Social Tenant Access to Information Requirements (STAIRs)**.

Some detailed governance documents are not published because they contain sensitive or confidential information, but our governance framework explains how accountability, assurance and decision-making are maintained. The STAIRs hub also signposts residents to relevant published information, including Board profiles,

committee arrangements, resident engagement and scrutiny information, complaints and Ombudsman information, annual reports and regulatory assurance.

Our Governance Framework

Our **Governance Framework** explains in more detail:

- how BCHG is governed
- the roles of the Board, committees and Executive
- how resident voice, data, risk and assurance are built into governance
- how we keep governance arrangements under review

Regulation and assurance

BCHG is regulated by the **Regulator of Social Housing**. Our latest regulatory judgement and key assurance information are published on our website. We also use Board and committee assurance, internal and external audit, performance reporting, risk management and periodic Board effectiveness reviews to test that our governance arrangements remain effective.

[View our regulatory judgement](#)

A note on detailed governance documents

Detailed governance policies, Terms of Reference, Board papers and internal assurance reports are maintained on our secure Board platform and reviewed regularly to ensure they remain effective and up to date.