

**Appendix : E**

Capital Letters Limited  
Officers' Mandate and Guidance Note

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## **CAPITAL LETTERS LIMITED – OFFICERS' MANDATE AND GOVERNANCE NOTE**

### **1. INTRODUCTION**

- 1.1 This mandate/governance note is intended to assist in relation to the governance arrangements the Council will put in place to monitor and control its interest in Capital Letters Limited (“the Company”) The note is particularly drafted as a guidance and mandate for officers of the Council in fulfilling their roles in the Company as representatives of the Council.

### **2. WHAT IS MEANT BY GOOD GOVERNANCE?**

- 2.1 Governance means having in place the right structures and processes to ensure that the best decisions are made, i.e. that they are informed and transparent.
- 2.2 In the context of the Company this would include:
- 2.2.1 having regard to the need to ensure that there is good use of any public funds and resources being paid to or provided to the Company by the Council;
  - 2.2.2 having an understanding of the objectives of the Company and the responsibilities of the Council as a Member of the Company and its Representative on the Board of the Company;
  - 2.2.3 ensuring that no conflicts of interest arise; and
  - 2.2.4 ensuring that there is suitable oversight and accountability over the activities of the Company and the Representative on the Board of the Company.
- 2.3 This all needs clearly defined functions and roles so that there is effective performance, both in terms of the governance and the activities of the Company.

### **3. APPOINTMENT OF REPRESENTATIVE**

Council appointment (and removal) of the Council’s Representative on the Board of the Company will be undertaken in accordance with the Constitution of the Council and any appropriate delegations as well as the Member’s Agreement.

### **4. CODE OF CONDUCT FOR MEMBERS/OFFICERS**

- 4.1 The Council's Guidance Code for Members on Outside Bodies (Appendix 5 of the Council's Constitution) needs to be considered in the context of governance. As a summary of the resulting practical points:
- 4.1.1 the role of Representative may give rise to occasional uncertainty and perhaps to conflicts of interest. The Representative must report to the Council on their involvement with the Company by reporting to the Executive Director for Customer Services at least monthly and the Executive Director for Customer Services will report to the Mayor & Cabinet and Housing Select Committee as required;
  - 4.1.2 if the Company comes into conflict with the Council, it is likely that the Representative's prime duty would be to the Company in the conduct of the Company's affairs. However, the Representative is also given certain specific dispensations in the Code to participate in the Council decision-making affecting the Company;
  - 4.1.3 if there is a major dispute between the Company and the Council, the Representative may be placed in an untenable situation. Before taking precipitate action, the Representative is advised to seek the advice of the Chief Executive or the Head of Law; and

- 4.1.4 in the end, the Representative must act in accordance with the interests of the Company. A mandate from the Council to vote one way or the other would put the Representative in breach of duty to the Company. It is permissible to take account of the Council's wishes but not to vote simply in accordance with them. The overriding duty in considering an item before the Company is to vote in accordance with the interests of the Company.

## **5. INTENDED GOVERNANCE FRAMEWORK**

- 5.1 The Council will retain control and supervision over the strategic direction, activities and finance of the Company and decisions concerning investment in the Company through:-
- 5.1.1 the Member's Agreement between all "A" Members and Capital Letters Limited; and
- 5.1.2 the Service Level Agreement between the Council and Capital Letters Limited
- 5.2 The Company as a commercial enterprise needs to have freedom to make operational decisions within the framework set by its governing documents and the approved Business Plan.
- 5.3 The Representative should be provided with a properly resourced and suitable induction and should regularly refresh and update skills.
- 5.4 The Council intends to set up the reporting structure shown in section 6 to monitor the JV's performance and give the Council's input into it. The Executive Director for Customer Services will be responsible for the Company and for monitoring the Representative;
- 5.5 The Annual Business Plan agreed between "A" Members and the Company will form the basis of how the Company will conduct its business. Any decision-making relating to the Company required to be taken by the Council will be delegated to the Executive Director for Customer Services. See paragraph 6 below for further details. The Executive Director Customer Services will refer any matter in question to Mayor & Council should they consider this appropriate.
- 5.6 If the Representative is concerned that the wishes of the Council do not coincide with their views as to what is in the best interests of the Company, he/she should seek the advice of the Chief Executive or the Head of Law as noted in paragraph 4.1.3 above.

## **6. THE PROPOSED STRUCTURE**

### **Approvals and Reporting**

The Executive Director for Resources & Regeneration, in consultation with the Executive Director for Customer Services, will approve the Annual Business Plan for the Company. This will set out the key elements and parameters of how the Company is to operate during that year.

Decisions to be made by the Council as a Member of the Company will be made in accordance with the table below by the Executive Director for Customer Services and the Representative.

Decisions in relation to the Service Level Agreement between the Council and Capital Letters Limited will be made in accordance with authority delegated by Mayor and Cabinet or otherwise in accordance with the Council's Contract Procedure Rules.

A Project Board will be established to oversee the delivery of temporary accommodation supply. This will be attended by the Head of Housing & Refugee Services (LBL), Private Sector Housing Agency Manager (LBL), Property & Business Accounts Service Manager (LBL) and the Housing Needs and Refugee Services Manager (LBL).

The Representative will report to the Project Board and the Executive Director for Customer Services.

The Executive Director for Customer Services will liaise with the Executive Director for Resources & Regeneration and report on the Company to Mayor & Cabinet and Housing Select Committee as appropriate.

The table below demonstrates how decisions in relation to the Company will be made:

<b><u>Matter</u></b>	<b><u>Nature</u></b>	<b><u>Who makes the decision</u></b>
All Reserved Matters under the Member's Agreement	Strategic	Representative will refer back to the Executive Director for Customer Services for instructions prior to voting at Board Level (subject expressly to the provisions of paragraphs 4.1.3, 4.1.4 and 5.6)
1. Major operational matters	Operational	Representative will refer back to the Executive Director for Customer Services for instructions prior to voting at Board Level (subject expressly to the provisions of paragraphs 4.1.3, 4.1.4 and 5.6)
2. Minor operational matters	Operational	The Representative is authorised to make these decisions at Board Level.

### **Reserved Matters under the Member's Agreement**

Matters that require seventy-five percent (75%) approval by the "A" Members at a duly convened general meeting or in writing:

1	Permitting the admission of any additional Members of the Company.
2	Adopting or amending the Annual Business Plan in respect of each Financial Year.
3	Forming any Subsidiary or acquiring membership or shares in any other company or participating in any partnership or joint venture (incorporated or not).
4	Amalgamating or merging with any other company or business undertaking.
5	Entering into any arrangement, contract or transaction with either a capital or revenue value over [£500,000] which is not included in the current approved Business Plan.
6	Agreeing the appointment and the appointment terms (including any remuneration terms) of all Directors of the Company Directors.
7	Agreeing any remuneration terms for Directors.
8	Appointing or removing the chair of the Company.

9	Making any petition or resolution to wind up the Company or any Subsidiary.
10	Making any amendment to the Articles or any Subsidiary articles of association, including (without limitation) any rights of the Members.
11	Giving any guarantee to secure the liabilities of any person.
12	Creating any Encumbrance over the whole or any part of the Company or assets of any Subsidiary company.
13	Giving or taking any loans, borrowing or credit (other than Normal Trade Credit in the ordinary course of business) save as specifically provided for in the Annual Business Plan.
14	Any acquisitions, assimilations or asset transfers by or to the Company other than those approved in the Annual Business Plan.
15	The approval of any redundancy of any employees or the approval of any redundancy policy under which the Board will be authorised to make employees of the Company redundant.
16	Establishing any pension scheme in respect of Company employees or the alteration of any pension scheme or arrangements operated by the Company.
17	Any decisions relating to the strategic objectives of the Company (to the extent that these are not in any case reflected by the Company's Annual Business Plan).
18	Creating or granting any encumbrance over the whole or any part of the Company or its business, undertaking or assets other than liens arising in the normal course of business.