

RIGHT FIRST TIME UK

Governance & Transparency

Independent governance. Open decisions. Public accountability.

Company: Right First Time UK Ltd · **Company No.** 17493370

Updated: 12 October 2026 · **Previous review:** June 2026 · **Review:** at least annually

Our commitment: People from all lawful political backgrounds are welcome. RFTUK itself remains independent and non-party political.

1. Purpose and legal structure

Right First Time UK (RFTUK) works for fairness, accurate information, safeguarding and accountability in public services. It should apply the standards it asks of others to its own decisions, money, public statements and conduct.

Right First Time UK Ltd (company number 17493370) is a non-profit company limited by guarantee, not a company with shareholders. Its statutory Members are guarantors. The Companies Act 2006, the Articles of Association and applicable law govern the Company. Its public name is Right First Time UK.

Non-profit status does not automatically make RFTUK a registered charity or a Community Interest Company (CIC), and it does not itself create a statutory CIC asset lock. Any restrictions on distributions, permitted payments and dissolution are determined by the actual Articles and applicable law.

2. Who this framework covers

This framework applies, in ways appropriate to their roles, to the Founder, Directors, statutory Members, Campaign Leaders, Campaigners, Volunteers, employees, contractors, Public Members, Subscribers, donors, partners and people engaging with RFTUK.

Every person should be treated with equal dignity and have a fair opportunity to be heard. Equal respect does not mean identical legal authority: only a properly authorised person may commit RFTUK, spend its funds, access its systems or speak officially for it. No role or title excuses bullying or intimidation.

3. Founder rights and safeguards

Daniel Matthews is identified in the existing RFTUK governance policy as the Founder and an initial Director. That policy states that, while he is a statutory Member, the Articles provide him with not less than 75% of statutory Member voting rights and, subject to law, a protected right to appoint or remove a majority of the Board. It also describes those provisions as entrenched.

Those rights must be read and exercised strictly according to the Articles in force and the Companies Acts; this policy cannot create, amend or verify them. Statutory Member voting is distinct from Board decision-making. Founder rights do not create shares or personal ownership of Company money or assets, and the Founder remains subject to Director duties and conflict controls when acting as a Director.

4. Directors and Board decisions

The Board is responsible for the Company's lawful management, oversight, accounting, filings, assets, risks and compliance. Directors must act within their powers, promote the Company's success for its lawful purposes, exercise independent judgment, reasonable care, skill and diligence, and manage actual or potential conflicts.

Board decisions should be made at properly convened meetings or through a lawful written or electronic process under the Articles. The existing governance policy provides that ordinary Board decisions are by majority, the Chair has no automatic casting vote, and a tied vote does not carry a proposal; the operative Articles control any deadlock or member-referral procedure.

Material decisions affecting finance, safeguarding, legal exposure, senior roles, high-risk publication or governance should be recorded. Delegating work does not remove Directors' statutory responsibilities.

5. Campaign Leaders, Campaigners and Volunteers

Campaign Leaders coordinate authorised activity only within their delegated powers. Delegations should make clear what may be spent, published, promised or represented and when higher approval is required. Campaigners do not automatically acquire authority to sign contracts or make decisions on behalf of the Company.

Volunteers contribute freely, without a general minimum-hours requirement or obligation to accept every task. Genuine authorised out-of-pocket expenses may be reimbursed. Recognition must not be a disguised exchange of

cash, gift cards or other payment for fixed volunteer hours; genuine paid work requires the correct employment or contractual arrangements.

Campaign targets never override safeguarding, evidence, privacy, financial controls or legal restrictions.

Volunteers and other participants should be offered appropriate information, support and reasonable adjustments where applicable.

6. Statutory Members and Public Members

Statutory Members are guarantors recorded in the Company register, with legal rights under the Companies Act and the Articles. Public Members join a separate supporter scheme; the scheme does not make them statutory guarantors, shareholders or Company decision-makers.

The existing Public Membership proposition is £1 per month or £10 per year, subject to the published membership terms and changes properly communicated to members. Active Public Members have one internal participation vote on campaign priorities and proposals for allocating eligible unrestricted or discretionary campaign funds.

Those participation votes are not statutory Company votes. The Board should ordinarily respect them, but may not implement a result that breaches law, the Articles, a donor restriction, a contract, Directors' duties or solvency safeguards. Restricted funds cannot be redirected by a public vote.

7. Subscribers and public participation

Subscribers receive communications they choose and must have their applicable marketing preferences and unsubscribe rights respected. Subscribing does not create legal Company membership or an authorised representative role.

RFTUK welcomes evidence, campaign suggestions, constructive disagreement, corrections and complaints from the public. Participation should be accessible where practicable and should not depend on political affiliation or purchasing a membership unless a lawful service condition genuinely requires it.

8. Independence and political activity

RFTUK is independent and non-party political. People from across lawful political backgrounds may participate, subject to proper role criteria and conflict disclosures. Being associated with a political party does not alone bar participation.

RFTUK resources, branding, campaigns, membership lists and social channels must not be used to recruit for parties, fundraise for candidates or direct people how to vote. RFTUK may factually scrutinise, praise or criticise public representatives and campaign for policy or administrative reform where supported by evidence and its objects.

Material political connections must be disclosed and managed proportionately; disclosure is not automatic exclusion. RFTUK must assess Electoral Commission registration, spending, donation, imprint and joint-campaign rules when electoral campaigning requirements may apply.

9. Public transparency and necessary confidentiality

RFTUK aims to make its mission, legal identity, main policies, ways to participate, campaigns, complaint routes, corrections and meaningful financial information easy to find. Public transparency reports may be periodic and supplement, not replace, statutory filings.

Transparency does not authorise publishing protected children's details, private case records, personal information, bank credentials, legal advice, safeguarding reports, security information or court-restricted material. Appropriate redaction and proportionate summaries may be necessary.

10. Financial stewardship and reporting

Company funds and assets must be used for lawful organisational purposes, not personal enrichment. Money should be managed through authorised organisational accounts and subject to reliable payment approval, reconciliation, receipts, budgeting and an audit trail.

RFTUK will distinguish Public Membership income, donations, grants, sponsorship, restricted campaigns, service fees and other income. Restricted funding must be identified and used within its terms; it cannot be treated as unrestricted merely because another project needs money.

Financial transparency should explain material categories of income and spending, including technology, events, campaigns, professional fees, approved expenses, grants or support, and any genuine employee, contractor or Director remuneration where applicable, while protecting confidential financial data.

11. Pay, expenses and conflicts involving money

During the initial voluntary operating model, the Founder, Directors and other volunteers do not receive wages merely for their voluntary titles or hours. Genuine authorised expenses may be reimbursed. The Board may authorise proper paid work when affordable, lawful and consistent with the Articles.

Any pay or connected-party transaction must be genuine, reasonable, recorded and subject to unconflicted review. A person must not improperly approve their own remuneration or expenses. Applicable tax, PAYE, pension, national minimum-wage and worker-status rules must be observed when relevant.

12. Fundraising, donations and external partners

Fundraising must be honest, respectful, clear about its beneficiary and purpose, and consistent with donor restrictions. Donations and sponsorship cannot purchase favourable evidence, complaint outcomes, campaign conclusions or governance decisions.

Before fundraising for a named third party or agreeing significant grants, donations or sponsorship, RFTUK should check its objects, the recipient, funding terms, reporting obligations, any relevant regulated fundraising agreement, financial controls and conflicts.

Partnerships should define roles, finances, branding, data-sharing, safeguarding and responsibility for public claims. RFTUK may decline or end relationships presenting unacceptable legal, ethical, safeguarding or independence risks.

13. Conflicts of interest

Directors and other decision-makers must declare relevant actual, potential and perceived financial, family, professional, political, campaigning and organisational conflicts. Material declarations and their management should be recorded in an appropriate register.

An interested person should not improperly influence a decision, supplier choice, appointment, funding award, remuneration arrangement or publication from which they or a connected party may benefit. Recusal or independent review may be required. A political connection alone is not misconduct.

14. Safeguarding, equality and accessibility

People's safety and dignity come before campaign publicity or reputation. Concerns involving children or adults at risk must be dealt with under safeguarding procedures, with emergency services contacted where immediate danger exists. Serious safeguarding concerns must not be concealed to protect RFTUK or an individual.

RFTUK opposes unlawful discrimination, harassment and victimisation and will consider reasonable adjustments where required. Examples include written communication, accessible formats, additional processing time, remote attendance and communication support.

Different communication styles, disability or neurodivergence must not be treated as evidence that a person is less worthy of consideration or incapable of contributing.

15. Evidence, publications and corrections

RFTUK should distinguish verified fact, official records, allegations, lived experience, expert opinion, its own analysis and unverified submissions. Significant public claims should be supported by appropriately checked sources.

Serious allegations, family-court information, children, confidential files, medical information and other legally sensitive material require greater checks, safeguarding and any necessary legal review. Where fair and practical, those facing a serious adverse allegation should be offered an opportunity to respond.

Material errors should be corrected promptly, clearly and proportionately. Silence or a refusal to comment does not establish the truth of an allegation.

16. Complaints, feedback and no retaliation

RFTUK accepts complaints and feedback about governance, conduct, publications, fundraising, privacy, safeguarding, membership or services through its published channels. Complaints should be recorded, reviewed fairly, and, where reasonably possible, determined by someone not personally responsible for the issue.

People should be able to raise genuine concerns about fraud, safeguarding, misuse of funds, misinformation, abuse of authority or concealment without retaliation for doing so in good faith. A complaint not upheld is not automatically malicious.

17. Data protection and information security

Personal information must be processed in accordance with the UK GDPR, Data Protection Act 2018 and other applicable law. RFTUK's Data Protection & GDPR Policy describes access rights, privacy practices and data-protection complaints.

Access to systems and private records must reflect legitimate need and delegated responsibility, not status alone. RFTUK should use strong credentials, multifactor authentication where available, backups, role-based privileges and prompt removal of access on departure.

Data-protection complaints must be handled under the statutory requirements applying at the time, including acknowledgement, investigation and outcome communication.

18. Companies House and statutory records

RFTUK will keep Companies House records accurate, maintain statutory registers and comply with applicable annual accounts, confirmation statement, tax, changes-of-officer and identity-verification requirements. The Company's number is 17493370.

Important Board and member decisions, approved delegations, conflicts, contracts, financial information, restricted funds and complaints should be recorded securely and retained in line with legal obligations and RFTUK record-retention rules.

19. Risk, misconduct and accountability

Where serious concerns arise, RFTUK may take proportionate protective steps while assessing the facts, such as restricting access, financial authority, campaign representation or duties. Temporary protective measures are not findings of guilt.

Governance action may involve training, guidance, supervision, withdrawal of delegated powers or other proportionate measures. Any decision affecting a Director or statutory Member must comply with company law and the operative Articles.

RFTUK will review material incidents and relevant organisational risks, including financial controls, conflicts, security, safeguarding, compliance and publication quality.

20. Parent Contribution Service (PCS)

Parent Contribution Service (PCS) is an RFTUK service, not a separate legal entity or a separate Board. Its operations are subject to RFTUK governance and authorised role-based access.

Under the currently described model, RFTUK/PCS does not receive, hold or transfer the voluntary child-contribution payments made directly between parents and has no statutory child-maintenance enforcement power. The PCS service-access fee paid to RFTUK is separate Company income, not part of a parent-to-parent payment.

Private parent records must be protected. PCS calculations, agreements, communication and complaint handling must follow RFTUK's evidence, fairness, financial and data-protection requirements.

21. Reviewing this framework

This policy should be reviewed at least annually and whenever the Articles, legal requirements, structure, membership arrangements, financial systems, governance responsibilities or significant risks change. Policies cannot override statutory duties or the Articles in force.

RFTUK will seek to correct material errors openly and to keep this public version consistent with actual practices, adopted decisions and required Company filings.

22. Contact and official information

For questions about governance, transparency, reasonable adjustments, corrections or complaints, use the RFTUK Contact Us page: <https://rightfirsttimeuk.com/contact-us.php>. Complaints may also be sent to complaints@rightfirsttimeuk.com.

Official reference points include Companies House (<https://find-and-update.company-information.service.gov.uk/>), GOV.UK guidance on running a limited company (<https://www.gov.uk/running-a-limited-company>), the Information Commissioner (<https://ico.org.uk/>), and the Electoral Commission (<https://www.electoralcommission.org.uk/>).