

Client Case Study for CS Healthcare

John Bartley / Compliance Manager CS Healthcare / 2013

Company Profile

- CS Healthcare is a specialist provider of low cost health insurance to all parts of the Civil Service, Public Sector and Not for Profit organisations
- CS Healthcare has a mutual status and does not have any shareholders so focuses purely on the member
- The Board of CS Healthcare is further supported by four subordinate Committees
- CS Healthcare offers *flexible* health insurance plans that allow members to create the package that is right for them
- CS Healthcare has been in operation for over 80 years

Business Situation

CS Healthcare were looking for professional support for their 2011 Annual General Meeting. After Bridgehouse demonstrated the GAPP wheel for Governance support it became clear that Openness and Accountability was an area that required support.

Solution

CS Healthcare appointed Bridgehouse Company Secretaries in 2011 to help them deliver a first class AGM that engaged its Members and provided full support for the Chair and Directors. Bridgehouse reviewed all documentation for the meeting and made recommendations for positive change. Meetings with the board of Directors were held to run through the order of events and all documentation was prepared to ensure success, these included notice of meeting, proxy forms, Board biographies, notes to accompany notice of meeting and the Chair script which included vital legal information. Bridgehouse completely project managed the AGM end to end and ensured it ran in accordance to organisation rules. Bridgehouse introduced Members sign-in sheets, prepared proxy reports for those members who has submitted proxy forms and introduced a crucial question and answer session to ensure members had an opportunity to air their views.

Benefits

CS Healthcare has been able to access high calibre resource at a fraction of the cost, when compared to employment of a full time Company Secretary. CS Healthcare were able to work with Bridgehouse at a time, cost and frequency that suited them. The expert advice and guidance Bridgehouse provided was invaluable and ensured complete success in creating stronger openness and accountability with CS Healthcare members at its AGM. CS Healthcare had complete trust and peace of mind that they were dealing with professionals who they could rely on to safeguard their reputation with members and make the process for the Chair and Board as water tight and hassle free as possible.

Products and Services Used

- [Governance Framework](#) (GAPP Wheel)
- [Supporting Board meetings](#)
- [Drafting resolutions](#)
- [End to End, AGM Project Management](#)