

Case Study

September 2019

The Company

A Government Project

The Business Situation

This Government Project was looking for an independent review of one of their trust's governance processes. They had a few governance concerns, and were seeking an impartial viewpoint to see if these initial concerns were valid, as well as confirm the best steps to address any issues found in the review.

The Service

- A detailed review of governance structures and composition, focusing on the trust members, board and sub-committee's independence and skillsets including the scheme of delegation.
- Scrutiny of key decision making and oversight, focusing on finances, governance and growth.
- A review of financial and governance reports disseminated to trust members, board and sub-committees.
- An appraisal of the trust's HR, recruitment and complaints processes and procedures, trust culture and ethos.
- A review of staffing for the highest 5 paid members, to include performance management, pay reviews and agreement of bonuses.

The Key Benefits

- **Timely** – able to complete and deliver the review within the detailed time frame.
- **Cost Effective Quality Resource** – the review was thorough: "We didn't feel shortchanged at all by the services provided."
- **Relationship Management** – communication was well-structured and filled the team with confidence.

Uplifting governance

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The Client Told Us

"This type of review is not a normal course of action for us, but the team at Bridgehouse, particularly Ibi, highlighted the services that would be provided thoroughly, filling us with confidence in her ability to complete the review thoroughly, impartially, and with the utmost discretion.

We had no issues at all throughout the course of the review, which was done in a very timely manner. Communication was consistent and well-structured, and we were very happy with the services provided by Bridgehouse; this sentiment was also echoed by the trust under review."

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