

**CASE STUDY
January 2022****The Company****Broadway Living**

- Broadway Living is a private limited company, owned by Ealing Council.
- It is a pioneering housing development company dedicated to supporting a demand for new homes in Ealing, at market or below market prices.
- They are focused on creating quality urban living and setting new standards for design, build and customer service.
- In 2019, Broadway Living Limited established its wholly owned subsidiary Broadway Living RP Limited, a private company limited by guarantee, the main business of which is the development; rental and operation of affordable housing.

The Business Situation

Bridgehouse has been supporting Broadway Living with their Company Secretarial needs for 7 years. The company's key stakeholder is its local authority, Ealing Council, and therefore the company operates in an area of high public interest. Bridgehouse provides direct assistance both to the Board of Broadway Living and its subsidiary Broadway Living RP Limited, a registered provider subject to oversight by the Regulator of Social Housing, and ensures that governance frameworks are bespoke for the companies' needs, yet remain in sync with the interest of the principal stakeholder. Bridgehouse assists Broadway Living in many capacities such as meeting support, administrative support, report writing, governance advice and more. We have built up a strong working relationship in which we work together well and the Broadway Living Group can trust the quality of our work implicitly due to the years of good service we have demonstrated.

The Service

Our work with the Broadway Living companies includes but is not limited to;

Meeting Support

- Board pack preparation and circulation, using an online portal
- Meetings attendance – in person and virtual
- Expert minute-taking
- Provision of Action List

Ad-hoc Governance advice

- High quality and trustworthy Governance advice is available to Broadway Living when needed on an ad-hoc basis

Uplifting governance

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Ad-hoc report writing and interim administrative support

- Writing reports on governance related matters for the Board
- Interim administrative support to Broadway Living when needed e.g. at times of postholder change.

Data Protection Framework review

- Following the finalisation of Brexit, we undertook a review of Broadway Living's Data Protection framework. As well as including the necessary legal changes to the policy and supporting documents, we also took the opportunity to undertake a full review of their Privacy Notice and supporting documentation to ensure compliance and also to check that the framework was continuing to work efficiently in practice

Renewal of Data Protection Licence

Filing of statutory accounts and Annual Confirmation Statements

The Key Benefits

- **Teamwork** – Bridgehouse works seamlessly with the team and has integrated well over the years working together
- **Continuity** – Bridgehouse understands the sector, what the business needs, what they wish to achieve and therefore have created an effective environment in which Broadway Living and Bridgehouse can work well together
- **Efficiency** – Board packs are prepared and circulated to tight timescales; Quality Minutes are turned around promptly and Bridgehouse can always be trusted to complete tasks efficiently and accurately
- **Professionalism** – The team is knowledgeable and professional, working seamlessly with Broadway Living and possessing in-depth knowledge of the company and the sector
- **Relationship** – A personal and bespoke relationship has developed over years of service allowing Broadway Living to feel comfortable working with us and trusting in our services and expertise
- **Communication** – Queries outside of meetings are always answered quickly and effectively

Broadway Living continues to be very happy with the services provided by Bridgehouse – they are a steady, reliable support and will stay on board with us for the foreseeable future”, Philip Browne, Director of Housing Development, LB Ealing.

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