

Case Study

DTP

Hanover – Governance Review

Hanover is a national provider of housing and services for people in later life with around 19,000 properties for rent, sale and shared ownership in approximately 600 locations. We were appointed to undertake a review of their governance.

Objective:

The aim of the review was to identify strengths and gaps in practice and make evidence based recommendations for improving governance.

How we achieved this:

Each Board Member and the Chief Executive completed a self-assessment questionnaire to assess their skills and views of the effectiveness of the Board. This was followed by one to one meetings and a joint meeting with the Executive Team. Board and Committee Meetings were observed using a structured evaluation and a critical review of the papers for each of the meetings was undertaken. We completed a desktop review of a range of governance documentation and benchmarked this against the National Housing Federation (NHF) Code of Governance.

The outcome:

The recommendations in our report were extensive, but Hanover embraced the changes and DTP were further commissioned to support the governance team in implementation. All the recommendations were implemented by November 2015. Feedback from the Chief Executive has indicated that the changes have had a positive impact. Members feel the structure provides clarity and makes better use of their skills and governance resources.



I can say without risk of contradiction that without you we would not have made anything like the progress that we have, so thank you for all your sterling work!

Dame Clare Tickell, Chief Executive

A different perspective