

## WADIFF Consulting help St Giles Trust get ISO27001 certification

### The Trust



St Giles Trust (SGT) is a charity that helps ex-offenders and disadvantaged people to move their lives forward. They help people suffering disadvantages such as experiences of prison, homelessness, long term unemployment, addiction and severe poverty to overcome issues which might be holding them back from moving their lives forward. Help comes from the people who know best how to help - those who have been there themselves.

Security requirements to obtain funding, and the expectations of partners, meant that ISO27001 certification to cover their six offices was becoming a 'must have' for the Trust.

### The challenge

To introduce an effective Information Security Management System that would build on the policies and procedures already in place. Work had started on implementing ISO27001 using third-party document templates and tools and remote support, but limited progress had been made as the third party did not supply an easy-to-understand plan of tasks to be done.

### The solution

WADIFF Consulting was asked to review what had been done and give advice on how to move forward. The review identified that the third party templates were complex to update and would not easily fit with documents the Trust was currently using, and only one of the tools was a good fit for the culture. WADIFF Consulting was engaged to work with the Trust to obtain their certification. A detailed implementation plan was created, this included regular onsite support from WADIFF Consulting to go through issues and work out the most effective approach to adapt what was already in place.

The risk assessment was conducted by visiting each of the SGT offices and interviewing key members of staff. WADIFF Consulting provided easy-to-understand document templates to complement what was already in place and worked with SGT to populate them and update existing documents to meet the requirements of ISO27001.

**“Having someone onsite that can answer questions and work through issues made a huge difference. Relying on remote support can only get you so far” Malcolm Walker, Deputy Chief Executive**

**For more information contact Ian Grey [ian.grey@wadiff-consulting.co.uk](mailto:ian.grey@wadiff-consulting.co.uk)**

Preparation for the external certification audits was carefully planned with regular updates given to staff on what was being done, and why. The final part of the certification process was three days of audits in different SGT offices.

“We were very pleased with the auditor’s feedback that our policies were clear in how they met ISO27001 requirements, they certainly work for us” **Malcolm Walker, Deputy Chief Executive**

## The result

The Trust now has visibility of all types of security threats and has more detailed information to determine where improvements are required. Implementing the standard has given staff a central access point to details about security and the policies and procedures to be followed. The expectations of partners are now met, and the effort required to respond to questionnaires on funding has been reduced.

The feedback across the Trust on gaining certification has been positive and reinforced the culture around the importance of good security practices. WADIFF Consulting has gone on to provide support to meet General Data Protection Regulation (GDPR) requirements and to manage changes in the risk environment and perform objective internal audits.

## Evaluation

Ian Grey of WADIFF Consulting says “St Giles Trust provide an invaluable service to their clients. Implementing an effective ISO27001 solution for them was very rewarding. Being available to work alongside their staff and finding ways to complement what already existed made a big difference to speeding up progress to get certification”.

Looking back at what was achieved, the Trust says that WADIFF Consulting “provided excellent advice and support. They took the time to understand our culture and had practical solutions to deliver a security management system that didn’t require us to throw out what we already had in place. Their documentation was first class, and they quickly responded to any issues. We recommend them to anyone looking for a stress-free and cost-effective way to obtain ISO27001 certification. And they also provide a good service around GDPR”.

## Where WADIFF Consulting make a difference

- Practical knowledge of implementing and running ISO27001 – having an overly complex solution may be good for an auditor, but doesn’t help an organisation
- Getting to know an organisation and working alongside them – being there at key times
- Easy to understand document templates and tools
- Ongoing support so you get real business benefits from ISO27001

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