

Operations Committee

Schedule	Thursday 10 February 2022, 5:00 PM — 7:10 PM GMT
Venue	Remotely via MS Teams
Organiser	Governance and Regulation team

Agenda

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|---------|--|-----------|
| 5:00 PM | 1. Apologies for absence
Verbal - Presented by Peter Styche | (5 mins) |
| | 2. Confirmation of quorum (5 Committee members)
- Quorum does not include co-optees
- Quorum must include a Group Board member
- Chair will always be a full (not co-opted) member of the Group Board
- Voting members of the Committee must not include the Board Chair or any Executives
Verbal - Presented by Peter Styche | |
| | 3. Declarations of interest
Verbal - Presented by Peter Styche | |
| | 4. Minutes from previous meetings held 11 November 2021 & 13 January 2022
For Approval - Presented by Peter Styche | |
| | 5. Confirmation of written resolutions
- None since the last business meeting
For Information - Presented by Peter Styche | |
| | 6. Matters arising and action notes from previous meetings
For comment - Presented by Peter Styche | |
| 5:05 PM | 7. Group Deputy CEO's update/Chair's update from Group Board
- Group Board 18.11.21
Verbal - Presented by Noel Sharpe and Peter Styche | (10 mins) |
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5:15 PM	8. Revenue services policy Presented by Craig Tyldesley For comment	(15 mins)
	9. Housing Quality Network re-accreditation - Income Management Service Presented by Craig Tyldesley For Information	
5:30 PM	10. Money advice team customer satisfaction For Information - Presented by Gemma Parlby	(5 mins)
5:35 PM	11. Customer Health and Safety update and Customer safety home safety guides Presented by Amy Wunderley For Approval	(15 mins)
5:50 PM	12. Effectiveness of governance review outcomes 2021-22 For Approval - Presented by Tina Cunliffe	(10 mins)
6:00 PM	13. Rent increase 2022/23 For comment - Presented by Edward Mellor	(15 mins)
6:15 PM	14. Asset management strategy action plan - To follow Presented by Boe Haslam Presentation	(15 mins)
6:30 PM	15. Quarter 3 2021/22 Operations Committee performance report Presented by Caroline Fraser and Vicki Powell For comment	(25 mins)
6:55 PM	16. Update on Scrutiny Presentation - Presented by Caroline Fraser	(10 mins)
7:05 PM	17. Forward planning timetable For comment - Presented by Governance and Regulation team	(5 mins)
	18. Any other business Verbal - Presented by Peter Styche	

19. Any new risks identified and assurance provided to members from agenda items to share with Group Board
Verbal - Presented by Peter Styche

20. Reports for presenting to Group Board
- Operations Committee feedback report to Group Board
- Quarter 3, 2021/22 Operations Committee performance report
Verbal - Presented by Peter Styche

21. Key messages to communicate to Committees/ subsidiaries/ staff
Verbal - Presented by Peter Styche

22. Reflections on the meeting
Verbal - Presented by Peter Styche

23. Date and time of next meetings:
Development session - Thursday 28 April 2022 @ 5pm
Business meeting - Thursday 19 May 2022 @ 5pm
For Information - Presented by Peter Styche

INFORMATION ITEMS

24. Regulatory compliance action plan
For Information

25. Regulatory and Housing Ombudsman update Quarter 3 2021/22
For Information

26. Update on Consumer regulation review
For Information
