

Operations Committee

Schedule	Thursday 19 May 2022, 5:00 PM — 6:50 PM BST
Venue	Old Lords meeting room, 98 Waters Meeting Road, The Valley, Bolton, BL1 8SW
Organiser	Governance and Regulation team

Agenda

5:00 PM 1. Apologies for absence (10 mins)
Verbal - Presented by Peter Styche

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 meeting held 10 February 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

5:10 PM 7. Group Deputy CEO's update/Chair's update from Group Board (10 mins)
- Group Board 21.02.22
- Group Board 28.03.22
Verbal - Presented by Noel Sharpe and Peter Styche

5:20 PM	8. Outcomes from Operations Committee recruitment Verbal - Presented by Noel Sharpe	(5 mins)
5:25 PM	9. Quarter 4 2021/22 Operations Committee performance report Presented by Caroline Fraser and Vicki Powell For comment	(20 mins)
5:45 PM	10. Scrutiny review findings - Damp & Condensation review Presented by Caroline Fraser Verbal	(15 mins)
6:00 PM	11. Money Advice policy (BH / Arcon) Presented by Craig Tyldesley For Approval	(15 mins)
6:15 PM	12. Operations Committee annual report to Board For Approval - Presented by Peter Styche	(5 mins)
6:20 PM	13. BH Customer annual report Verbal - Presented by Governance and Regulation team	(5 mins)
6:25 PM	14. Effectiveness of governance action plan For comment - Presented by Governance and Regulation team	(5 mins)
6:30 PM	15. Forward planning timetable For comment - Presented by Governance and Regulation team	(5 mins)
6:35 PM	16. Any other business Verbal - Presented by Peter Styche	(15 mins)
	17. Any new risks identified and assurance provided to members from agenda items to share with Group Board Verbal - Presented by Peter Styche	
	18. Reports for presenting to Group Board - Operations Committee feedback report to Group Board - Quarter 4, 2021/22 Operations Committee performance report - Operations Committee annual report to Board	

- Regulatory and Housing Ombudsman update
Verbal - Presented by Peter Styche

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

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

21. Date and time of next meetings:
Development session, Thursday 7 July @ 5pm via MS
Teams
Business meeting, Thursday 11 August @ 5pm, Valley
House, 98 Waters Meetings Road
For Information - Presented by Peter Styche

INFORMATION ITEMS

22. Regulatory and Housing Ombudsman update Quarter 4
2021/22
For Information
