

# Agenda

## Operations Committee



**Date:** Tuesday 26 February 2019  
**Time:** 5pm  
**Venue:** Old Lord's Room, 98 Waters Meeting Road,  
 Bolton BL1 8SW

**Enquiries to:** Governance & Regulation Team  
**Email:** [govregteam@boltonathome.org.uk](mailto:govregteam@boltonathome.org.uk)

Health and safety / housekeeping / introductions

Item no	Item	Nature of item	Decision required	Presenter	Time
Business meeting items					
1	Apologies for absence	Verbal	Noting	Chair	Items 1 – 5 <b>5.00 – 5.10</b> 10 mins
2	Declarations of interest	Verbal	Noting		
3	Minutes of previous meeting held 29 November 2018	Enclosure	Approval		
4	Matters arising and action notes from previous meetings	Enclosure	Comment		
5	Operations committee away day actions	Enclosure	Comment		
6	Scrutiny Panel - In-depth review of reception – Final report and recommendations	Enclosure	Approval	Lisa Neary	<b>5.10 – 5.40</b> 30 mins
7	Scrutiny Panel – Proposal for 2019/20 Service Reviews		Information		
8	Customer engagement strategy	Enclosure	Approval	Shauna Morton	<b>5.40 – 5.55</b> 15 mins
9	Money advice policy	Enclosure	Approval	Hayley Lord	<b>5.55 – 6.10</b> 15 mins

Item no	Item	Nature of item	Decision required	Presenter	Time
10	Revenue services policy	Enclosure	Comment	Craig Tyldesley	<b>6.10 – 6.25</b> 15 mins
11	No access service review update report	Enclosure	Comment / approval	Paul Taylor	<b>6.25 – 6.35</b> 10 mins
12	Quarter 3 2018/19 Operations Committee performance report	Enclosure	Comment	Kate Gisbourne /Pratiksha Vara	<b>6.35 – 7.05</b> 30 mins
<b>Standard items</b>					
13	Director's update (to include customer safety group update) / Chair's update from Board	Verbal		Noel Sharpe/ Chair	<b>Items 13 – 19</b> <b>7.05 – 7.15</b> 10 Mins
14	Operations Committee forward planning timetable	Enclosure	Comment	Chair	
15	Policies and strategies	Enclosure	Comment	Chair	
16	New risks identified in the meeting	Verbal		All	
17	Matters for reporting to Board	Verbal		All	
18	Publicity requests	Verbal		All	
19	Any other business	Verbal		All	
20	Reflections on the meeting	Verbal		All	
<b>Items for noting / information</b>					
21	Q3 Regulatory compliance action plan	Enclosure	Noting		

### Date and time of next meetings:

Date: Thursday 21 March (development session) & Thursday 23 May 2019 (business meeting)

Time: 5pm

Venue: Old Lord's Room, 98 Waters Meetings Road, Bolton BL1 8SW