

Operations Committee

Schedule	Thursday 28 May 2020, 5:00 PM — 6:15 PM BST
Venue	Virtual via MS Teams
Organiser	Governance and Regulation team

Agenda

5:00 PM	1. Apologies for absence Verbal - Presented by Peter Styche	1
	2. Confirmation of quorum Verbal - Presented by Peter Styche	2
	3. Declarations of interest Verbal - Presented by Peter Styche	3
5:05 PM	4. Directors update/ Chair's update from Board Verbal - Presented by Peter Styche and Noel Sharpe	4
5:15 PM	5. Confirmation of written resolutions a. Sign off of the reception service review. b. Approval of the complaints service review recommendations. c. Approval of the Disabled Facilities Policy. d. Approval of the Complaint & Customer Feedback Policy For Information - Presented by Peter Styche	10
	6. Minutes from the previous meeting held 25 February 2020 For Approval - Presented by Peter Styche	12
	7. Matters arising and action notes from previous meetings For comment - Presented by Peter Styche	24
5:20 PM	8. Q4 2019-20 Operations Committee performance report For comment - Presented by Caroline Fraser	29
5:50 PM	9. Operations Committee effectiveness of governance review outcomes 2019/20 Presented by Deborah Thompson	49
	10. Operations Committee annual report to Group Board 2019/20 Presented by Peter Styche	55

6:05 PM	11. Forward planning timetable Presented by Deborah Thompson	62
	12. Any other business Verbal	66
	13. Any new risks identified and assurance provided to members from agenda items to share with Group Board Verbal	67
	14. Matters for reporting to Group Board Verbal	68
	15. Key messages to communicate to Committees/ subsidiaries/ staff Verbal	69
	16. Reflections on the meeting Verbal	70
	17. Feedback reporting to Group Board For Discussion - Presented by Noel Sharpe and Peter Styche	71
	18. Date and time of next meeting Thursday 27 August 2020 @ 5pm For Information	74