

# Bolton at Home Group Board

<b>Schedule</b>	Monday 17 August 2020, 5:00 PM — 6:30 PM BST
<b>Venue</b>	Virtual via MS Teams
<b>Organiser</b>	Governance and Regulation team

## Agenda

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5:00 PM	Director's presentation: HR and People Development Presentation - Presented by Lubna Taj	1
5:15 PM	1. Apologies for absence Verbal - Presented by Ian Munro	2
	2. Confirmation of quorum Verbal - Presented by Ian Munro	3
	3. Declarations of interest Verbal - Presented by Ian Munro	4
	4. Minutes of previous meeting held 2 July 2020 For Approval - Presented by Ian Munro	5
	5. Matters arising and action notes from previous meetings For comment - Presented by Ian Munro	24
	6. Feedback from Committee and Subsidiary meetings held since last Group Board on matters of significance:	28
	6.1. R-haus Board held 28 July 2020 Presented by Matt Roberts, Jon Lord and Edward Mellor	29
	6.2. Maxmedia Board held 30 July 2020 Presented by Ian Ankers	33
	6.3. Stonecross Board/Group Development Committee held 30 July 2020 Presented by Cath Owston, Jon Lord and Edward Mellor	38

	6.4. Starts with you Board held 4 August 2020 Presented by Mike Corfield and Noel Sharpe	41
	6.5. Group Audit & Risk Committee held 13 August 2020 Presented by Bill Gill and Amanda Moat	44
5:25 PM	7. Group CEOs update Verbal - Presented by Jon Lord	45
5:40 PM	8. Business technology strategy – 2020 update and post COVID actions For Approval - Presented by Lisa Charles	46
5:50 PM	9. Complaints annual report 2020 Presented by Warren Brierley For comment	60
6:00 PM	10. Strategic performance report to Board quarter 1 2020/21 For Approval - Presented by Caroline Fraser	69
	11. Subsidiaries performance to Parent Board quarter 1 2020/21 For Approval - Presented by Caroline Fraser	93
	12. Group health and safety report For Approval - Presented by Caroline Fraser	94
6:15 PM	13. Financial monitoring report quarter 1 2020/21 For Approval - Presented by Joan Wyatt	113
6:25 PM	14. Merger of Arcon Developments Limited and R-haus Living Limited For Approval - Presented by Edward Mellor	114
	15. On-lending agreement between Bolton at Home and R-haus For Approval - Presented by Edward Mellor	124
6:35 PM	16. Group sales update report For comment - Presented by Dominic Conway	130

6:40 PM	17. Asset investment report For Approval - Presented by Carol Southern	140
6:50 PM	18. Confirmation of written resolutions For Information - Presented by Tina Cunliffe	150
	19. Group Board annual reporting and forward planning timetable For comment - Presented by Tina Cunliffe	152
6:55 PM	20. Members' comments sought on the following items in advance of the meeting in order that they can be approved as one item:	161
	20.1. Modern slavery and human trafficking annual statement 2020/21 For Approval - Presented by Lubna Taj	162
	20.2. Bolton at Home customers' annual report For Approval - Presented by Tracey Bailey	171
	20.3. Update on compliance with relevant law For comment - Presented by Tina Cunliffe	172
	20.4. Bolton at Home's annual general meeting (AGM) 2020 For Approval - Presented by Tina Cunliffe	185
7:00 PM	21. Key messages to communicate to Committees/Subsidiaries/staff, including publicity requests Verbal - Presented by Ian Munro	188
	22. Any health and safety issues/new risks identified from the meeting Verbal - Presented by Ian Munro	189
	23. Reflections on the meeting, eg. appropriateness of agenda / quality of papers / quality of discussion and debate / behaviours, etc. Verbal - Presented by Ian Munro	190
	24. Date and Time of next meeting - Thursday 24 September 2020	191

Verbal - Presented by Ian Munro

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25. Group risk register 192  
For Reference

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26. Definition of performance indicators 232  
For Reference

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