

Operations Committee

Schedule	Thursday 27 August 2020, 5:00 PM — 6:30 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
	4. Minutes from the previous meeting held 28 May 2020 For Approval - Presented by Peter Styche	4
	5. Matters arising and action notes from previous meetings For comment - Presented by Peter Styche	13
5:05 PM	6. Group CEO's update/Chair's update from Group Board Verbal - Presented by Noel Sharpe and Peter Styche	16
5:15 PM	7. Quarter 1 2020/21 Operations Committee performance report For comment - Presented by Caroline Fraser and Kate Gisbourne	17
5:45 PM	8. Business plan development For comment - Presented by Caroline Fraser and Vicki Powell	31
6:15 PM	9. Regulatory compliance action plan For comment - Presented by Tracey Bailey	80
6:25 PM	10. Forward planning timetable For comment - Presented by Melanie Cooper	87

11. Any other business Verbal	93
12. Any new risks identified and assurance provided to members from agenda items to share with Group Board Verbal	94
13. Reports for presenting to Group Board Verbal	95
14. Key messages to communicate to Committees/ subsidiaries/ staff Verbal	96
15. Reflections on the meeting Verbal	97
16. Feedback reporting to Group Board For Discussion - Presented by Noel Sharpe and Peter Styche	98
17. Date and time of next meeting: Thursday 1 October 2020 @ 5pm - development session Thursday 26 November 2020 @ 5pm - business meeting For Information	101
18. Bolton at Homes energy use and greenhouse emissions For Information	102
19. Housing Ombudsman Service Insight report on data, individual complaints and learning April - June 2020 For Information	112
20. Group health and safety report Q1	133