

Operations Committee

Schedule	Thursday 26 November 2020, 5:00 PM — 7:00 PM GMT
Venue	Virtual via MS Teams
Organiser	Governance and Regulation team

Agenda

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|---------|---|
| 5:00 PM | 1. Apologies for absence
Verbal - Presented by Peter Styche |
| | 2. Confirmation of quorum
Verbal - Presented by Peter Styche |
| | 3. Declarations of interest
Verbal - Presented by Peter Styche |
| | 4. Minutes from the previous meeting held 27 August & 1 October 2020
For Approval - Presented by Peter Styche |
| | 5. Confirmation of written resolutions
- Group customer feedback policy
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 CEO's update/Chair's update from Group Board
Verbal - Presented by Noel Sharpe and Peter Styche |
| | 8. Customer Health and Safety update
For Information - Presented by Noel Sharpe |
| 5:25 PM | 9. Quarter 2 2020/21 Operations Committee performance report
For comment - Presented by Caroline Fraser and Kate Gisbourne |
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- 5:55 PM 10. Cost benefit analysis on former tenant arrears
Presentation - Presented by Caroline Fraser and Craig Tyldesley
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- 6:10 PM 11. Asset management strategy delivery plan update
For Information - Presented by Carol Southern
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- 6:25 PM 12. Covid response update
For Information - Presented by Noel Sharpe
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- 6:35 PM 13. Effectiveness of Governance process for 2020 and action log
from previous reviews
For comment - Presented by Noel Sharpe
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- 6:40 PM 14. Forward planning timetable
For comment - Presented by Melanie Cooper
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15. Any other business
Verbal
-
16. Any new risks identified and assurance provided to members
from agenda items to share with Group Board
Verbal
-
17. Reports for presenting to Group Board
-Feedback reporting to Group Board
-Group health and safety policy statement (employees,
customers and visitors)
-Quarter 2, 2020/21 Operations Committee performance report
(for information)
-Annual safeguarding report (for information)
Verbal
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18. Key messages to communicate to Committees/ subsidiaries/
staff
Verbal
-
19. Reflections on the meeting
Verbal
-

20. Date and time of next meeting:
Thursday 25 February 2021 @ 5pm
For Information
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For information items

21. Regulatory compliance action plan
For Information
-

22. Annual safeguarding report
For Information
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23. Housing management solution
For Information
-

24. Group health and safety report
For Information
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25. Group health and safety policy statement (employees,
customers and visitors)
For Information
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