

# Bolton at Home Group Board

<b>Schedule</b>	Tuesday 17 November 2020, 4:45 PM — 7:15 PM GMT
<b>Venue</b>	Virtual via MS Teams
<b>Organiser</b>	Governance and Regulation team

## Agenda

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4:45 PM	1. Apologies for absence Verbal - Presented by Ian Munro	1
	2. Confirmation of quorum Verbal - Presented by Ian Munro	2
	3. Declarations of interest Verbal - Presented by Ian Munro	3
	4. Sheltered charges review update Presented by Julie Riley and Denise Harris For Approval	4
5:00 PM	Bolton at Home's Annual General Meeting 2020 For Approval - Presented by Ian Munro	35
	Bolton at Home Group Board	113
5:05 PM	5. Minutes of previous meetings held 16 July, 24 September and 2 November 2020 For Approval - Presented by Ian Munro	114
	6. Matters arising and action notes from previous meetings For comment - Presented by Ian Munro	141
	7. Feedback from Committee and Subsidiary meetings held since last Group Board - Members' queries sought in advance of the meeting For Information - Presented by Ian Munro	145

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	7.1. Group Governance Committee held 7 October 2020	147
	7.2. Stonecross Board/Group Development Committee held 19 October 2020	149
	7.3. R-haus Board held 20 October 2020	151
	7.4. Starts with you Board held 3 November 2020	153
	7.5. Group Audit & Risk Committee held 4 November 2020	155
	7.6. Arcon Board held 10 November 2020	158
5:10 PM	8. Group CEOs update Verbal - Presented by Jon Lord	160
5:20 PM	9. Trinity Retail Park For Approval - Presented by Noel Sharpe, Edward Mellor and Carol Southern	162
5:40 PM	10. Housing Ombudsman complaint handling code – Bolton at Home and Arcon self-assessment Presented by Warren Brierley and Debra Dodsworth For Approval	213
5:50 PM	11. Strategic performance report to Board quarter 2 2020/21 and strategic Leadership Team plan updates For Approval - Presented by Caroline Fraser	223
	12. Subsidiaries performance report to Parent Board quarter 2 2020/21 For Approval - Presented by Caroline Fraser	271
	13. Group health and safety report For Approval - Presented by Caroline Fraser	290
6:05 PM	14. Financial monitoring report quarter 2 2020/21 For Approval - Presented by Joan Wyatt	320

6:15 PM	15. Treasury management update For Approval - Presented by Edward Mellor	349
6:20 PM	16. Group sales update For Approval - Presented by Dominic Conway	354
	17. R-haus revised business plan budget For Approval - Presented by Dominic Conway	362
6:35 PM	18. Asset investment report For Approval - Presented by Carol Southern	369
6:45 PM	19. Nominations to Boards/Committees/Subsidiaries For Approval - Presented by Tina Cunliffe	377
6:50 PM	20. Items already presented elsewhere in the governance structure and requiring Group Board approval - members' queries sought in advance of the meeting	382
	20.1. Group development programme For Approval - Presented by Dominic Conway	384
	20.2. Group Board and Committee member recruitment policy For Approval - Presented by Tina Cunliffe	400
	20.3. Rent standard For Approval - Presented by Edward Mellor	410
	20.4. BH HR & Group Governance Committee terms of reference For Approval - Presented by Tina Cunliffe	422
	20.5. Confirmation of written resolutions For Information - Presented by Tina Cunliffe	428
6:55 PM	21. Group Board forward planning timetable For comment - Presented by Deborah Thompson	431
	22. Key messages to communicate to	435

Committees/Subsidiaries/staff, including publicity requests  
Verbal - Presented by Ian Munro

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23. Any health and safety issues/new risks identified from the meeting 437  
Verbal - Presented by Ian Munro

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24. Reflections on the meeting, eg. appropriateness of agenda/quality of papers/quality of discussion and debate/behaviours, etc. 439  
Verbal - Presented by Ian Munro

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25. Date and time of next meeting - Thursday 18 February 2021 441  
Verbal - Presented by Ian Munro

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26. Risk summary 443  
For Reference - Presented by Edward Mellor

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