

## SHAREHOLDER SUB COMMITTEE

HTS (Property and Environment) Limited is a wholly owned subsidiary of HTS Group Limited.

**Wednesday, 25 July 2018 at 7.30 pm**  
**Committee Room 1, Civic Centre**

### Members

Councillor Mark Ingall (Chair)  
Councillor Joel Charles  
Councillor Andrew Johnson  
Councillor Danny Purton  
Councillor Mark Wilkinson

### AGENDA

1. Apologies for absence
2. Declarations of Interest  
  
Councillors' declarations of interest (if any) in relation to any items on the agenda.
3. Minutes (Pages 3 - 6)  
  
To approve the minutes of the meeting held on 13 February 2018.
4. Matters Arising  
  
Any matters arising from the minutes of the previous meeting.
5. Sub-Committee Work Plan (Page 7)  
  
To review the Sub-Committee's work plan.
6. Operational and Performance Reports
  - a) Performance Reports Balanced Scorecard (Pages 8 - 132)
  - b) Complaints Analysis (Pages 133 - 153)
  - c) Risk Register (Pages 154 - 156)
7. Development and Improvement Plan - Efficiency Case Studies (2017-18)  
(Pages 157 - 217)

8. References from the HTS Board
  - a) Appointment of External Auditors to the HTS Group  
(Pages 218 - 219)
9. References from Cabinet
  - a) Business Plan Amendments (Pages 220 - 228)
10. Revised Balanced Scorecard 2018-2022 (Pages 229 - 235)
11. Matters of Urgent Business

To deal with any matters of an urgent nature.
12. Date of next meeting

24 October 2018.