



Date of meeting:	21 April 2021	via Zoom, hosted by Chair
Time of meeting:	12.30 to 16.00	
Apologies to be sent to Margaret Coats margaret.coats@cnhc.org.uk Tel: 020 3668 0406		

A G E N D A

PART 1: OPEN SESSION		
1	Welcome	
2	Apologies for Absence	
3	Declaration of interests	
4	Minutes of Open session held on 3 February 2021	Draft Minutes
5	Matters arising	
5.1	Review of actions agreed at 3 February meeting	oral report
6	Governance	
6.1	PSA Strategic Review of AR programme	CNHCB 2021-16
7	Complaints	
7.1	Update on complaints	oral report
8	Horizon scanning	CNHCB 2021-17
9	Any other business (must be agreed with Chair in advance of meeting)	
10	Further meeting dates for 2021	
	21 July; 20 October.	