
**Agenda for the Management Board meeting to be held on
Thursday 6 March 2014 at 3.30pm
at No 3, Parliament St**

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|---|-----------------|
| 1. Matters arising from previous meetings | [3.30pm] |
| MB2014.P.16 – Actions from previous meetings | |
| 2. Strategic Review of Online Services | [3.35pm] |
| MB2014.P.17 – Strategic Review of Online Services | |
| 3. Oral updates from Board members | [4.15pm] |
| 4. Performance and risk | [4.35pm] |
| MB2014.P.18 – Performance and Risk Report | |
| MB2014.P.19 – Financial outturn report | |
| 5. Corporate Business Plan | [4.50pm] |
| MB2014.P.20 Corporate Business Plan 2014/15 | |
| 6. Pay and Reward | [5.05pm] |
| MB2014.P.21 Pay and Reward Update | |
| 7. Any other business | [5.25pm] |

Tom Goldsmith
Board Secretary
27 February 2014

Take note paper

MB2014.P.22 – Savings Programme Closure Report and Continuous Improvement
MB2014.P.23 – Handling Difficult Customers

Next meeting: Tuesday 1st April, 15:45 Management Board Quarterly Review Meeting
Thursday 10th April, 15:30 April Management Board meeting