Board Meeting to be held on Monday, 28 May 2012, at 6.00 pm in the Resource Centre, Helena Central

(Please note that a buffet will be available from 5.00 pm onwards)

At 5.00 pm a joint session will be held between board members and active tenants (i.e. Customer Excellence Panel representatives, mystery shoppers and young people inspectors) around the effectiveness of scrutiny arrangements. A buffet will be available during the session.

The formal board meeting will then commence at 6.00 pm

A G E N D A

PART I:
ITEMS THAT WILL BE DEALT WITH IN THE PRESENCE OF MEMBERS OF THE PUBLIC

Item			Time
1.	**Apologies for Absence**		
2.	**Declarations of Interest**		
3.	**Strategic Issues**		
3.1	Business Transformation – Service Delivery Liz Haworth, Executive Director Business Transformation, will present a report on this issue.	**For policy development**	60
3.2	Update on Corporate Plan Rob Young, Chief Executive, will present a report on this issue.	**For agreement of principal issues**	15
4.	**Business Issues**		
4.1	Board Business Update: i Business Plan at a Glance ii Performance in Quarter 3 – January to March 2012	**For scrutiny and decision**	15
4.2	Customer Excellence Panel Feedback on Performance Sandra Binns, Chair of the Customer Excellence Panel, will present a report on this issue.	**For discussion**	10

5. Risk Management

5.1	Risk Management Assessment and Update of Framework Geoff Brown, Executive Director Business Resilience, will present a report on this issue.	**For discussion and agreement of Risk Framework**	15
5.2	Summary of Minutes of Meeting held on 29 March 2012		

Time: 1hr, 55 mins