

**Agenda****MEETING OF THE BSO BOARD**

A meeting of the BSO Board will take place on **Thursday 23 November 2017 at 10.00 am in Boardroom, Greenmount House, Woodside Industrial Estate, Woodside Road, Ballymena, BT42 4TP.**

1. Chair's Welcome and Apologies
  - Apologies – Sam Waide, Deep Sagar
2. Declaration of Conflicts of Interest
3. **Minutes**
  - (i) Minutes of Meeting held on 26 October 2017 – **Marked A** **For Approval**
4. **Matters Arising from Minutes**
  - (i) Action Template – **Paper BSO 90/2017 refers** **For Noting**
  - (ii) Assessment of Board Effectiveness – **Chair to Report** **For Noting**
  - (iii) Update on Strategic Resourcing Innovation Forum (SRIF) **For Noting**  
**Paper BSO 91/2017 refers – Interim Head of SS to Report**
  - (iv) Update on Implementation of BSO Communications Strategy – **Director of CCP to Report** **For Noting**
5. Chairs Business **For Noting**
6. Chief Executive's Report **For Noting**
7. **ITEMS FOR APPROVAL**
- 7.1 Complaints Policy and Associated Procedure – **Paper BSO 92/2017 refers – Director of HR&CS refers** **For Approval**
8. **PRESENTATION**
  - (i) Presentation by Interim Head of Shared Services and Interim Head of Accounts Payable – **"Payments Shared Services – The Story so Far"** **For Noting and Discussion**

9. **ITEMS FOR DISCUSSION:-**

9.1. **Finance**

- (i) Finance Report – Month 7 - *Paper BSO 93/2017 refers – (DoF) to Report* **For Discussion**
- (ii) BSO Strategic Planning Workshop – 8 November 2017 – *CX to Report* **For Noting and Discussion**

10. **ITEMS FOR NOTING:-**

- 10.1 Corporate Balanced Scorecard – *BSO 94/2017 refers – Director of CCP to Report* **For Noting**
- 10.2 Business Services Transformation Programme (BSTP) - Shared Services Project - Highlight Report – *Director of Ops to Report* **For Noting**
- 10.3 Report on BSO Prompt Payment for Period Ending 31 October 2017 *Paper BSO 95/2017 refers* **For Noting**
- 10.4 Regional Partial Retirement Policy – *Paper BSO 96/2017 refers – Director of HR&CS to Report* **For Noting**

11. **PRESENTATION**

- 11.1 Presentation by Assistant Director of PALs and Head of Social Procurement (SCP) – “*Update on Implementation of SCP* “ **For Noting and Discussion**

12. **Any Other Business**

- 13. Date of Next Meeting – *Thursday 21 December 2017* – 10am – Boardroom, BSO HQ, 2 Franklin Street, Belfast, BT2 8DQ.