

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

A meeting of the BSO Board will take place on **Thursday 31 March 2011 at 2.00 pm in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.**

*At the outset of the meeting Mr Nigel Reynolds will make a presentation on the TOPs Programme.*

1. Apologies – Shane Devlin, Sean Mahon
2. **Chairman's Business**
  - (i) Report by Ombudsman regarding AFC Complaint – ***Chairman to Report***
3. Minutes of the Meeting held on 24 February 2011 – ***Marked A*** **For Approval**
4. Matters Arising from Minutes
  - (i) Drug Tariff and other Pharmaceutical Issues – ***Minute 4 refers – Director of Operations to Report*** **For Noting**
5. Action Sheet Arising from Board Meeting held on 24 February 2011 – ***Paper BSO 18/2011 refers – Chief Executive to Report*** **For Noting**
6. (i) Director of Finance's Report to the Board for Period Ended 28 February 2011 – ***Paper BSO 19/2011 refers – Assistant Directors of Finance (Andrea Henderson and Simon McGrattan) to Report*** **For Noting**
7. Corporate Risk Report for 2010/2011 – ***Paper BSO 20/2011 refers – Director of Customer Care and Performance to Report*** **For Noting**
8. Corporate Balanced Scorecard – April – February 2011 – ***Paper BSO 21/2011 refers – Director of Customer Care and Performance to Report*** **For Noting**
9. Draft Service Delivery Plan for 2011/2012 – ***Paper BSO 22/2011 refers – Director of Customer Care and Performance to Report*** **For Approval**
10. Customer Survey Reports for 2011 – ***Paper BSO 23/2011 refers – Presentation by Director of Customer Care and Performance*** **For Noting**
11. Draft Records Management Policy – ***Paper BSO 24/2011 refers – Director of HR & Corporate Services to Report*** **For Approval**

12. ***Any Other Business***
- (i) Rationalisation of HSC Organisations – ***Chairman to Report*** **For Noting**
  - (ii) Consultation – HSC Framework Document – ***Paper BSO 25/2011 refers – Chairman to Report*** **For Noting**
  - (iii) BSO Management Statement/Financial Memorandum – ***Chairman to Report*** **For Noting**
13. Date of Next Meeting – ***Thursday 28 April 2011 – 2.00 pm Boardroom, BSO HQ.*** **For Noting**