

MEETING OF THE BSO BOARD

A meeting of the BSO Board will take place on **Thursday 22 October 2009 at 2.00 pm in the Boardroom, Beeches Management Centre, 12 Hampton Manor Drive, Belfast.**

1. Apologies –
2. **Chairman's Business**
3. Minutes of the Meeting held on 24 September 2009 – *Marked A* **For Approval**
4. Matters Arising from Minutes of Meeting held on 24 September 2009 **For Noting**
 - (i) Action Sheet Arising from Board Meeting – *BSO 36/2009 refers –Chief Executive to Report*
5. Finance Director's Report to the Board for the Period Ended 30 September 2009 – *Paper BSO 37/2009 refers – Director of Finance to Report* **For Noting**
6. BSO Reconfiguration Programme Forecast Analysis and Risk Register for 2009/2010 – *Paper BSO 38/2009 and BSO 39/2009 refers –Chief Executive to Report* **For Noting**
7. Customer Relationship Strategy – *Paper 40/2009 refers – Director of Customer Care and Performance to Report* **For Approval**
8. Performance Management Framework – *Paper 41/2009 refers – Director of Customer Care and Performance to Report* **For Approval**
9. Service Delivery Plan for 2009/2010 – Progress Report for 2nd Quarter (June – September 2009) – *Paper 42/2009 refers – Director of Customer Care and Performance to Report* **For Noting**
10. Corporate Risk Register for BSO – *Paper 43/2009 refers – Director of Customer Care and Performance to Report* **For Noting**
11. Fraud Policy Statement and Fraud Policy Plan – *Paper 44/2009 refers – Director of Finance to Report* **For Approval**
12. Mid Year Assurance Statement – *Paper 45/2009 refers – Director of Finance to Report* **For Noting**

13. Counsel's Panels – *Paper 46/2009 refers – Chief Legal Adviser to Report* For Noting
14. Update on Swine Flu – *Paper BSO 47/2009 refers - Director of Operations to Report* For Noting
15. **Minutes of Board Committees**
 - (i) Governance and Audit Committee – *7 July 2009 – Paper 48/2009 refers – Approved at GAC on 6 October 2009* For Noting
 - (ii) Remuneration and Terms of Service Committee – *7 July 2009 – Paper 49/2009 refers – Approved at R&TOS on 6 October 2009* For Noting
16. *Any Other Business*
17. Date of Next Meeting – *Thursday 26 November 2009 – Conference Room, Pals, Bretton Hall, 45 Bush Road, Antrim* For Noting