

Agenda**MEETING OF THE BSO BOARD**

A meeting of the BSO Board will take place on **Thursday 28 August 2014 at 2.00 pm in the Boardroom, BSO HQ, 2 Franklin Street, Belfast.**

1. Apologies –
2. Chairman’s Welcome and Opening Remarks
3. **Minutes**
Minutes of Meeting held on 26 June 2014 – **Marked A** **For Approval**
4. **Matters Arising from Minutes**
 - (i) Action Sheet arising from Meeting held on 26 June 2014 – **Paper BSO 75/2014 refers** **For Noting**
5. **Financial Matters**
 - (i) Finance Report – July 2014 – **Paper BSO 76/2014 refers – DOF to Report** **For Noting**
6. Chief Executive’s Report **For Noting**
7. Implementation of BSTP in BSO – **Paper BSO 77/2014 refers - Chief Executive to Report** **For Noting**
8. Annual Business Plan Performance Report, Period Ending 30 June 2014 – **Paper BSO 78/2014 refers – Director of Customer Care and Performance to Report** **For Noting**
9. Corporate Balanced Scorecard – **Paper BSO 79/2014 refers – Director of Customer Care and Performance to Report** **For Noting**
10. Transforming Your Care (TYC): Progress Update – **Paper 80/2014 refers – Director of Customer Care and Performance to Report** **For Noting**
11. Benchmarking Update – **Paper 81/2014 – Director of Customer Care and Performance to Report** **For Noting**
12. FPS Replacement System – Update – **Paper BSO 82/2014 refers – Director of Operations to Report** **For Noting**

13. HR&CS Report (April – June 2014) – *Paper BSO 83/2014 refers – Director of HR&CS to Report* **For Noting**
14. Annual Complaints Report for 2013/14 – *Paper BSO 84/2014 refers – Director of HR&CS to Report* **For Noting**
15. BSO Response on HSC Framework Document – *Paper BSO 85/2014 refers – Director of Customer Care and Performance to Report* **For Noting**
16. Executive Summary for the Office of Research Ethics Committees (HSC RECs) for 2013/14 – *Paper BSO 86/2014 refers – Director of Customer Care and Performance to Report* **For Noting**
17. Any Other Business
18. Date of Next Meeting – *Thursday 25 September 2014 – 2.00 pm* – The Mac Belfast preceded by the BSO Recognition Award Event commencing at 12 Noon – The Mac, Belfast.