



AUDIT PERFORMANCE & RISK COMMITTEE

14 November 2024

At 10.30 am via Teams

MINUTES

Attendance

Board Members:	David Leaf, Chair Graeme Russell Isabel McGarvie Katie Smart
Officers:	Debbie Collins, Interim Chief Executive Officer (CEO) Nikki Ritchie, Director of People & Organisational Development Tracey Howatt, Director of Customer Experience Drew Moore, Director of Assets Jim Aird, Interim Director of Finance Rikki Young, Head of Assurance and Business Planning Jonathan Fairgrieve, Governance & Assurance Manager
In Attendance:	Stuart Inglis, Internal Auditor - Henderson Loggie
Admin:	Michelle Breen (Minutes)

ITEM	NOTE	ACTION
1	Apologies for Absence	
	Apologies were offered on behalf of Margaret Moore. The Committee noted that Bield's appointed internal auditor, Henderson Loggie, will attend the full Committee meeting as part of the auditor's ongoing engagement with Bield. Katie Smart was welcomed to her first Audit Performance & Risk Committee.	
2	Declarations of Interest	
	None.	
3.1	Approval of Minutes of Meeting held on 15 August 2024	
	The Minutes were approved as an accurate record, subject to an amendment to item 6.5.	
3.2	Confidential Minutes of Meeting held on 15 August 2024	
	The Confidential Minutes were approved as an accurate record.	

4	Business Arising	
4.1	Confidential: Redacted	
5.	Internal Audit and External Audit	
5.1	Confidential: Redacted	
6	Finance	
6.1	Confidential: Redacted	
6.2	Confidential: Redacted	
6.3	Confidential: Redacted	
6.4	Confidential: Redacted	
7	Board Assurance	
7.1	Q2 Business Health Performance Report 2024/25	
REPORT SUMMARY	<p>This report provided Audit Performance and Risk Committee with an overview of Bield’s performance to the end of Quarter Two (April to September 2024), for Business Health Key Performance Indicators. These indicators and accompanying targets reflect those agreed by the Board in June 2024.</p> <p>At the end of the quarter, seven indicators were assessed as amber and subject to enhanced monitoring, or red with targeted improvement activity underway to understand and address performance in areas where performance is not meeting target:</p>	
DISCUSSION	<p>The Head Assurance and Business Planning highlighted the areas identified as amber or red, including items for escalation in line with Bield’s Strategic Performance Framework. Also highlighted to Committee was the work undertaken to improve performance in the management of complaints, with this reflected in the improved performance during quarter 2.</p> <p>Committee noted the improvement in current tenant arrears, including the positive impact of welfare rights advice offered to tenants.</p> <p>Committee queried if performance in relation to SHQS continued to be impacted by property access issues. The Director of Assets advised that while this continues to be an issue, the Property Team is undertaking a review of compliance data to offer assurance around the accuracy of the data.</p> <p>The Chair asked that his thanks be relayed to the teams involved in preparing the report for their efforts in preparing it for Committee.</p>	
DECISION	The Audit Performance and Risk Committee considered Business Health performance to the end of the second quarter of the 2024/25 reporting year.	
7.2	2023/24 Initial Peer Comparison Benchmarking	
REPORT SUMMARY	This paper presented to the Audit, Performance and Risk Committee an initial peer comparison across key performance results in 2023/24. This benchmarking exercise was undertaken using The Scottish Housing Regulator’s public data set, published in late August 2024.	

	<p>An initial assessment of the data has been undertaken by the Performance and Quality team. This assessment identified those indicators where benchmarking is of most value. It also considered relevant peers against which performance comparisons can be made – Blackwood, Hanover, Trust, and Viewpoint.</p> <p>A further update will be brought back to the February 2025 Committee covering any further insights from this and other benchmarking activity. This information will also inform 2025/2026 performance target setting</p>	
DISCUSSION	<p>The Head of Assurance and Business Planning advised this report is shared for information as an emerging piece of work of interest to Committee.</p> <p>Committee noted that emergency and non-emergency repair performance appeared to be poorer than comparator organisations, and asked why this may be. The Director of Assets advised that considerable attention is currently focused on strengthening contractor management, including how contractors record different types of repairs. This includes ensuring any subsequent repair works after an emergency repair has been actioned are recorded appropriately and not as part of the original emergency repair works. The Director of Assets offered Committee assurance that this was less of a performance issue and instead an administrative contractor management and data issue.</p>	
DECISION	The Audit Performance and Risk Committee considered and noted Bield’s performance against our peers at the end of 2023/24.	
7.3	Confidential: Redacted	
8.	Any Other Business	
	None.	
9.	Date of Next Meeting – Wednesday 19 February 2025 Meeting ended at 12 Noon	