



AUDIT PERFORMANCE & RISK COMMITTEE

23 May 2024

MINUTES

Attendance

Committee Members:	David Leaf, Chair Graeme Russell Margaret Moore Dougie Peters
Officers:	Debbie Collins, Company Secretary & Acting Chief Executive Officer Nikki Ritchie, Director of People & Organisational Development Tracey Howatt, Director of Customer Experience Drew Moore, Director of Assets Rikki Young, Head of Risk & Business Planning
In Attendance:	Cameron Boyd, TIAA (<i>until Minute 5.2</i>)
Admin:	Jonathan Fairgrieve, Governance & Assurance Manager (Minutes)

ITEM	NOTE	ACTION
1	Apologies for Absence	
	Derek Breingan – Committee Members Lynne Douglas - Chief Executive Officer	
2	Declarations of Interest	
	None.	
3.1	Approval of Minutes of Meeting held 22 February 2024	
	The minutes were approved as an accurate record.	
3.2	CONFIDENTIAL	
4	Business Arising	
4.1	Action List	
	The Acting Chief Executive advised the Strategic Risk Register was being prepared and all other actions had been completed. Graeme Russell requested an update on Marine Place and how the remaining tenant was being supported. The Director of Customer Experience advised the housing team continued to support the tenant.	
5.	Internal Audit	
5.1	CONFIDENTIAL	
5.2	CONFIDENTIAL	
5.3	CONFIDENTIAL	
6	Finance	

6.1	CONFIDENTIAL	
6.2	CONFIDENTIAL	
6.3	CONFIDENTIAL	
7	Board Assurance	
7.1	Business Health Performance Report	
REPORT SUMMARY	<p>The report provided an update on performance to the end of Quarter 4 against Business Health Key Performance Indicators (KPIs). Seven indicators were assessed as being 'monitored' or 'require improvement'.</p> <p>Monitoring</p> <ul style="list-style-type: none"> • % of absence that are Long-Term (i.e., greater than 4 weeks); • Attendance Levels; • Mental Health & Stress absence (% of total houses lost); and • Properties currently meeting SHQS. <p>Require Improvement</p> <ul style="list-style-type: none"> • Stage 1 which were responded to in full within timescales; • Average re-let time (days), excluding 100 days of low demand properties; and • Current Tenant Arrears as a percentage of gross rent. 	
DISCUSSION	<p>The Head of Assurance & Business Planning advised an in-depth review of the complaints procedures was underway and training would be carried out if required.</p> <p>Graeme Russell raised concern over the percentage of hours lost due to mental health & stress absence. The Director of People and Organisational Development advised 95% of the absences relating to mental health & stress were not due to work related stress.</p> <p>The Director of Customer Experience asked the Committee to note allocations were paused for a short while during the integration of the new Housing Management system which impacted performance.</p>	
DECISION	The Committee noted the Q4 business health performance for the 2023/24 reporting year.	
7.2	Strategic KPI's	
REPORT SUMMARY	The report provided the reviewed year-end position on Bield's Strategy Performance Indicators. These indicators track performance that is aligned to organisational outcomes and Bield Corporate Strategy.	
DISCUSSION	The Head of Assurance and Business Planning advised of the 15 indicators: 2 met or exceeded target, 9 were below target, 1 had no target set and 3 were under review.	
DECISION	The Committee noted performance against Strategic KPI's to the end of the 2023/24 reporting year and recommended for presentation to the Board on 6 June 2024.	
7.3	ARC & EESSH Return	
REPORT SUMMARY	The report set out the Annual Return on the Charter (ARC) submission 2023/24 for approval, prior to submission to the Scottish Housing Regulator.	

DISCUSSION	The Director of Customer Experience advised the return was audited by Christine Dugan Consultancy with all recommendations implemented. Work was ongoing with contractors to improve the emergency repairs response times. The Committee noted the average days taken to complete adaptations. It was agreed the Director of Assets would provide an update to the Board on 6 June 2024.	
DECISION	The Committee approved the Annual Return on the Charter for submission to the Scottish Housing Regulator.	
7.4	Strategic and Business Health Risks	
REPORT SUMMARY	The report set out the strategic risks that support Bield's Strategy and Business Plan for consideration and feedback which was developed to reflect Bield's Board Assurance and Risk Management Policy approved in November 2023.	
DISCUSSION	The Head of Assurance and Business Planning advised the report focussed on identifying the risks and a report detailing the mitigation would be reported to Board in June. Members agreed the report detailing mitigation should be presented to the Committee prior to the Board. It was agreed the report be brought to the Committee meeting on 15 August 2024 and then reported to the Board on 29 August 2024. It was agreed the paper be circulated to members with additional time to review prior to the August meeting.	
DECISION	The Committee noted that the Strategic Risk Register will be presented at the meeting to be held on 15 August 2024.	
8.	Any Other Business	
	None	
8.	Date of Next Meeting	
	15 August 2024	