



## AUDIT PERFORMANCE & RISK COMMITTEE

22 February 2024

### MINUTES

#### Attendance

<b>Board Members:</b>	David Leaf, Chair Graeme Russell Margaret Moore
<b>Officers:</b>	Debbie Collins Nikki Ritchie Tracey Howatt ( <i>excluding Minutes 7.3, 7.4, 7.9, 8 and 9 and left at 12 noon</i> ) Drew Moore
<b>In Attendance:</b>	Cameron Boyd, TIAA ( <i>until Minute 7.9</i> ) Kelly Adams, RSM ( <i>until Minute 7.9</i> ) David Aitken, RSM ( <i>until Minute 7.9</i> ) Rikki Young
<b>Admin:</b>	Michelle Breen (Minutes)

ITEM	NOTE	ACTION
<b>1</b>	<b>Apologies for Absence</b>	
	Derek Breingan – Board Members Lynne Douglas - Chief Executive Officer Andrea Paterson - Interim Director of Business Development	
<b>2</b>	<b>Declarations of Interest</b>	
	None.	
<b>3.1</b>	<b>Approval of Minutes of Meeting held on 16<sup>th</sup> November 2023</b>	
	The minutes were approved as an accurate record.	
<b>3.2</b>	<b>Confidential Minutes of Meeting held on 16<sup>th</sup> November 2023</b>	
	The minutes were approved as an accurate record.	
<b>4</b>	<b>Business Arising</b>	
<b>4.1</b>	<b>Action List</b>	
	The Committee agreed to close the action Minute 6(i) Confidential Treasury Update.	
<b>5.</b>	<b>Internal Audit and External Audit</b>	
5.1	Draft External Audit Plan for Year ended 31 March 2023	
<b>REPORT SUMMARY</b>	This report sets out in the External Audit Plan from Bield's external auditors RSM for consideration before presenting it to Audit, Performance and Risk Committee.	

	RSM have prepared the draft External Audit Plan for 2024. The plan identifies the planned scope, timescale, materiality, key audit risks and the planned approach to these. Timescale of the audit is the planning stage early May 2023, with field work carried out during June 2023 and findings presented to APR Committee and Board in August 2024.	
<b>DISCUSSION</b>	<p>The External Auditor advised of internal staffing changes and confirmed there is no change on materiality or to the timetable. Field work will take place mid-June. There is no change in the RSM assessment of the key risks for the organisation.</p> <p>The Chief Operating Officer and Head of Finance discussed the key risks with RSM to formulate where we think the key risks of the business are at a meeting in January. If there are further risks that need to be factored in, the plan will be updated. Other areas above the materiality will be looked at. The classification of the risk are guided by the auditing standards.</p>	
<b>DECISION</b>	<p>Audit Performance and Risk Committee:</p> <ul style="list-style-type: none"> <li>• <b>approved</b> the External Audit Plan for 2024</li> <li>• <b>approved</b> the change to the ICT Equipment Depreciation policy to 3-4 years.</li> </ul>	
<b>5.2</b>	<b>Internal Audit Care and Support Income Management</b>	
<b>REPORT SUMMARY</b>	This report summarises the findings of the internal audit of Care and Support Income Management and Invoicing. The auditor's overall assessment is 'limited assurance'. Five actions and associated implementation timescales have been agreed within the audit's Management Action Plan.	
<b>DISCUSSION</b>	<p>To give Committee assurance the Chief Operating Officer was aware of the urgent recommendation and this is being addressed prior to the commencement of the audit.</p> <p>The Committee were assured by the Chief Operating Officer; priority 1 will be applied by 31<sup>st</sup> March 2024; the sales ledger procedure will be in place by the end of February 2024; and the new care package system implemented by October 2024.</p> <p>These Policies should be reviewed every 3 years.</p>	
<b>DECISION</b>	The Audit Performance & Risk Committee <b>noted</b> the auditor's assessment within the audit report, and the actions agreed by management within the Management, and Operational Effectiveness Matter, action plans.	
<b>5.3</b>	<b>Internal Audit Planned and Cyclical Maintenance</b>	
<b>REPORT SUMMARY</b>	This report summarises the findings of the internal audit of Planned and Cyclical Maintenance. The auditor's overall assessment is 'substantial assurance.' No actions or recommendations were identified within the audit's Management Action Plan	
<b>DISCUSSION</b>	The report identified loads of areas of good practice.	
<b>DECISION</b>	The Audit Performance & Risk Committee <b>noted</b> the auditor's assessment within the audit report.	

<b>6</b>	<b>Finance</b>											
<b>6.1</b>	<b>Confidential - Redacted</b>											
<b>6.2</b>	<b>Confidential - Redacted</b>											
<b>7</b>	<b>Board Assurance</b>											
<b>7.1</b>	<b>Q3 Business Health Performance Report</b>											
<b>REPORT SUMMARY</b>	<p>This report sets out performance for Bield to the end of Quarter 3 for Business Health KPI's. This reflects the new strategic performance framework approved by Board in July, including targets for 2023/24.</p> <p>Overall, all Bield's performance up to the end of Q3 2023/24 identifies eight performance indicators for monitoring or improving:</p> <table border="0"> <tr> <td style="text-align: center;"><u>Monitoring</u></td> <td style="text-align: center;"><u>Improving</u></td> </tr> <tr> <td>1. % absences that are Long-Term</td> <td>1. Complaints at Stage 1 which were responded to within timescales.</td> </tr> <tr> <td>2. Attendance Levels</td> <td>2. Mental Health &amp; Stress absence</td> </tr> <tr> <td>3. Void Loss</td> <td>3. Average Re-let Time (days)</td> </tr> <tr> <td>4. Properties currently meeting SHQS.</td> <td>4. Current Tenant Arrears</td> </tr> </table>	<u>Monitoring</u>	<u>Improving</u>	1. % absences that are Long-Term	1. Complaints at Stage 1 which were responded to within timescales.	2. Attendance Levels	2. Mental Health & Stress absence	3. Void Loss	3. Average Re-let Time (days)	4. Properties currently meeting SHQS.	4. Current Tenant Arrears	
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<b>DISCUSSION</b>	<p>KPI's where they are maintaining performance or improving do not feature in this report.</p> <p>Justification on the void loss should be reported to Board.</p>	<b>COO</b>										
<b>DECISION</b>	The Audit Performance & Risk Committee <b>considered</b> the KPI's up to the end of Q3 2023/24											
<b>7.2</b>	<b>Confidential - Redacted</b>											
<b>7.3</b>	<b>Confidential - Redacted</b>											
<b>7.4</b>	<b>Freedom of Information and Environmental Information Policy</b>											
<b>REPORT SUMMARY</b>	<p>Bield's Freedom of Information and Environmental Information Regulations Policy was last formally reviewed in 2019. During the intervening period, the organisation's Scheme of Delegation has been refreshed. This includes delegating responsibility for review and approval of this Policy to the Audit Performance and Risk (APR) Committee. As such the Policy is presented in updated draft for onward consideration and approval by the Committee. The Policy has been refreshed in line with Bield's approved template for policy documents. This has resulted in some non-material changes to the structure of the policy, and the sequencing of sections within it. Of note is the addition of new sections not previously included within the Policy. These include:</p> <ul style="list-style-type: none"> <li>Publicising and Accessibility – sets how Bield will make the Policy available.</li> <li>Training and Competence – sets out how Bield will ensure staff are appropriately aware of, and where appropriate, trained in how to manage information requests.</li> <li>Scheme of Delegation - sets out the governance of the Policy under delegated authority of the Board. This includes, of note, the role of the Audit Performance and Risk Committee in approving a reviewed Policy at least every three years, and in considering an annual assurance report confirming</li> </ul>											

	<p>Bield has met its statutory obligations under FOISA and EIR legislation.</p> <ul style="list-style-type: none"> <li>No other legislative or internal Policy changes have impacted upon the Policy.</li> </ul>	
<b>DISCUSSION</b>	The changes to the Policy are not legislative requirements.	
<b>DECISION</b>	The Audit Performance & Risk Committee <b>approved</b> the updated Freedom of Information and Environmental Information Regulations Policy.	
<b>7.5</b>	<b>Rent Income Management Policy</b>	
<b>REPORT SUMMARY</b>	The Rent Income Management Policy has been reviewed as required but was delayed until both the internal audit and the Cx housing system implementation had been completed.	
<b>DISCUSSION</b>	<p>Procedures will be developed in line with the Policy which will be discussed with the Partnership Forum.</p> <p>The Committee recommended changing the wording regarding arrears prevention to reflect “expectation will be to pay a full month’s rent in advance”.</p>	<b>Director of Customer Experience</b>
<b>DECISION</b>	<p>The Audit Performance and Risk Committee:</p> <ul style="list-style-type: none"> <li><b>approved</b> the updated Rent Income Management Policy <b>subject</b> to the recommended amendment.</li> </ul>	
<b>7.6</b>	<b>Former Tenant Balances for Write offs</b>	
<b>REPORT SUMMARY</b>	This report covers all cases for write-off from 1 April 2023 – 31 January 2024.	
<b>DISCUSSION</b>	Future write off reports will be reported to the Audit Performance & Risk Committee on a quarterly basis.	
<b>DECISION</b>	<p>The Audit Performance and Risk Committee:</p> <ul style="list-style-type: none"> <li><b>noted</b> the write offs in accordance with the Scheme of Delegation, to the sum of £15,005.38, across 38 cases which will be approved by the COO</li> <li><b>approved</b> the cases for write off, of over £2k, of £13,791.15 across 5 cases.</li> <li><b>noted</b> the credits remaining on former tenant rent accounts of £6,594.05 across 30 cases.</li> </ul>	
<b>7.8</b>	<b>SHR Regulatory Framework Update</b>	
<b>REPORT SUMMARY</b>	The presentation reflected the key points of change from the SHR Regulatory Framework Update.	
<b>DISCUSSION</b>	<p>There is no requirement to provide an update on compliance with EESSH. Bield continue to provide an update on a voluntary basis.</p> <p>The tenant satisfaction survey should evidence Bield’s communication with tenants is improving due to the work carried out by the Tenant Engagement Officer.</p> <p>The SHR Regulatory Framework update should be shared with Board.</p>	<b>COO (Complete)</b>
<b>DECISION</b>	The Audit, Performance and Risk Committee <b>noted</b> the update to the SHR Regulatory Framework.	
<b>8.</b>	<b>Any Other Business</b>	
	It was noted 3 is quorate for this Committee. It was previously agreed with the Chair and Vice Chair a recommendation for 5	

	minimum members rather than 4 members for the APR Committees to ensure quorate.	
<b>8.</b>	<b>Date of Next Meeting – Thursday 23 May 2024</b>	