



AUDIT PERFORMANCE & RISK COMMITTEE

15 August 2024

MINUTES

Attendance

Board Members:	David Leaf, Chair Graeme Russell Isabel McGarvie
Officers:	Debbie Collins, Acting Chief Executive Officer Nikki Ritchie, Director of People & Organisational Development Tracey Howatt, Director of Customer Experience Drew Moore, Director of Assets Jim Aird, Interim Director of Finance
In Attendance:	Chris Docherty, RSM David Aitken, RSM (<i>Items 1 to 5.2</i>) Stuart Inglis, Henderson Loggie Rikki Young, Head of Assurance and Business Planning Jonathan Fairgrieve, Governance & Assurance Manager
Admin:	Michelle Breen (Minutes)

ITEM	NOTE	ACTION
1	Apologies for Absence	
	Apologies were offered on behalf of Derek Breingan, Board Member, Margaret Moore, Board Member and Lynne Douglas, Officer Dougie Peters has resigned from Board.	
2	Declarations of Interest	
	None.	
3.1	Approval of Minutes of Meeting held on 23 May 2024	
	The Minutes were approved as an accurate record.	
3.2	Confidential Minutes of Meeting held on 23 May 2024	
	The Confidential Minutes were approved as an accurate record.	
4	Business Arising	
4.1	Action List Review	
	The Committee noted.	
5.	Internal Audit and External Audit	
5.1	Confidential Redacted	

5.2	Confidential Redacted													
6	Finance													
6.1	Confidential Redacted													
6.2	Confidential Redacted													
6.3	Confidential Redacted													
6.4	Write Off Report													
REPORT SUMMARY	This report provides an update on the former tenant balances which have been approved for write off by the Chief Operating Officer under the Financial Regulations and a request for the Committee to approve one case which is over £2,000.													
DISCUSSION	The write offs will be included in the 2024/25 ARC.													
DECISION	The Audit Performance and Risk Committee: <ul style="list-style-type: none"> • noted the cases previously approved by the Chief Operating Officer. • approved the write off for one balance which exceeded £2,000. 													
6.5	Energy Service Equalisation Policy													
REPORT SUMMARY	This report sets out the new policy to support the implementation of the energy service equalisation accounts for tenants communal and domestic energy charges which will: <ul style="list-style-type: none"> • Be accounted for annually by development; • Support tenants during the energy crisis; and • Inform the service charge energy price setting for tenants each year 													
DISCUSSION	There was a recommendation in the audit findings to have an Energy Service Equalisation Policy to ensure tenants only pay for what energy they use.													
DECISION	The Audit Performance and Risk Committee: <ul style="list-style-type: none"> • Approved the Energy Service Equalisation Policy 													
7	Board Assurance													
7.1	Q1 Business Health Performance Report													
REPORT SUMMARY	<p>This report provides Audit Performance and Risk Committee with an overview of Bield's performance to the end of Quarter one (April to June) 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, ten 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> <table border="0"> <tr> <td>BH02: % absences that are long-term (greater than 4 weeks)</td> <td>Monitoring</td> </tr> <tr> <td>BH05: % of absence hours lost due to mental health or stress.</td> <td>Monitoring</td> </tr> <tr> <td>BH11: % of rent due lost through properties being empty.</td> <td>Monitoring</td> </tr> <tr> <td>BH12: Current Tenant Arrears as a percentage of gross rent</td> <td>Monitoring</td> </tr> <tr> <td>BH14: Operating Surplus / Turnover</td> <td>Monitoring</td> </tr> <tr> <td>BH15: Rent Collected (as % of rent due)</td> <td>Monitoring</td> </tr> </table>	BH02: % absences that are long-term (greater than 4 weeks)	Monitoring	BH05: % of absence hours lost due to mental health or stress.	Monitoring	BH11: % of rent due lost through properties being empty.	Monitoring	BH12: Current Tenant Arrears as a percentage of gross rent	Monitoring	BH14: Operating Surplus / Turnover	Monitoring	BH15: Rent Collected (as % of rent due)	Monitoring	
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BH15: Rent Collected (as % of rent due)	Monitoring													

	BH01: % of complaints at Stage 1 which were resolved in full. Improvement BH04: Attendance Levels Improvement BH07: (a) Average days taken to re-let homes Improvement BH09: Properties currently meeting SHQS Improvement	
DISCUSSION	<ul style="list-style-type: none"> • Work is ongoing with frontline colleagues to standardise the complaints process to improve the complaints resolved indicator score. • The reduction in energy performance is seasonally adjusted, due to an element of forecasting. • Long term voids are included in BH11. • The delay in Housing Benefit Payments has driven up the arrears for quarter 1. • Referrals to Occupational Health are offered to staff are continuously offered from 7 days of an absence. • Properties that failed SHQS were due to no access available. • The new Allocations Policy will reduce relet times due to the wider clientele offerings i.e. Scottish Veterans. 	
DECISION	The Audit Performance and Risk Committee considered Business Health performance to the end of the first quarter of the 2024/25 reporting year.	
7.2	Confidential Redacted	
7.3	Tenant Engagement Strategy 2024-2027	
REPORT SUMMARY	This report outlines the proposed tenant engagement and participation strategy Connect.	
DISCUSSION	<p>Customer Experience are working with tenants to ask what they want and how they want to participate. This will tie in with the Partnership Forum and help develop a new scrutiny group.</p> <p>The regional forum, which is Local Authority and neighbouring developments based, meeting saw 15 tenants attending.</p>	
DECISION	The Audit Performance and Risk Committee: <ul style="list-style-type: none"> • Agreed to recommend to Board approval of the new Connect: Tenant Engagement Strategy 	
7.4	Confidential Redacted	
8.	Any Other Business	
	None.	
8.	Date of Next Meeting – Thursday 14 November 2024	