

PERFORMANCE AND AUDIT COMMITTEE  
Thursday 09 November at 10.30am  
Board Room, 79 Hopetoun Street, Edinburgh

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## AGENDA

### Election of Chair

1. **Apologies for Absence**
2. **Declaration of Interest**
3. **Minutes of the Meeting held on 15 August** (paper attached)  
**Confidential Minutes of the Meeting held on 15 August** (paper attached)
4. **Business Arising from Previous Meeting**
5. **Priority Items**
  - (i) Introduction of the EFQM Quality Management Framework (paper attached)
6. **Performance**
  - (i) **Confidential:** Key Performance Indicators - Quarter 2 (July -September 2017) (paper attached)
  - (ii) Business Strategy Tasks - Quarter 2 (July-September 2017) (paper attached)
  - (iii) Complaints Update (paper attached)
  - (iv) **Confidential:** Development Performance Report (paper attached)
  - (v) Scottish Social Housing Charter - Performance Report 2016/17 (paper attached)

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**7. Internal Audit**

(i) Internal Audit Reports:

(a) Complaints Handling

(paper attached)

(ii) Progress Update on Audit Recommendations Q2 (July-September 2017)

(paper attached)

**8. Policies**

None

**9. Risk Management**

(i) Risk Register Q2 (July-September 2017)

(paper attached)

**10. Any Other Business**

**11. Date of Next Meeting - Thursday 1 March 2018 - Edinburgh**