BIELD
FREE TO BE

AUDIT PERFORMANCE & RISK COMMITTEE
27 May 2026
At 3pm via Teams

MINUTES

Attendance

Board Members:	Derek Breingan, Chair Amanda Britain Gillian Merrett (*In attendance from item 1 to Item 6.2*) Lynn Brown Steve Dungworth
Officers:	Debbie Collins, Chief Executive Tracey Howatt, Chief Operating Officer Barry Allan, Director of Finance & Business Services Drew Moore, Director of Assets Nikki Ritchie, Director of People & Digital Rikki Young, Head of Assurance and Business Planning Michelle Breen, Governance & Assurance Manager (Minutes)
In Attendance:	Emma Tilley, Internal Auditor - Henderson Loggie (*in attendance from item 1 to item 5*)

ITEM	NOTE	ACTION
1	**Apologies for Absence**	
	Graeme Russell	
2	**Declarations of Interest**	
	None.	
3.	**Minute**	
3.1	**Confidential:** Redacted	
4	**Business Arising**	
4.1	**Confidential:** Redacted	
5.	**Internal Audit**	
5.1	**Confidential:** Redacted	
5.2	**Confidential:** Redacted	
5.3	**Confidential:** Redacted	
5.4	**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	Annual Return on the Charter 2025/26	
REPORT SUMMARY	The report set out the Annual Return on the Charter (ARC) submission 2025/26 for approval prior to submission to the Scottish Housing Regulator. The report demonstrated that Bield is achieving Standard 2 of the Scottish Social Housing Charter, contributing to the annual self-assurance statement required from the Board for the Scottish Housing Regulator.	
DISCUSSION	The Committee noted the presentation from the Head of Assurance and Business Planning. Two errors were identified in the report, including duplicated rent entries (72 cases). The Committee agreed to proposed amendments to Indicators 17 and 23. The Chief Operating Officer advised that the duplication issue was due to a system related reporting error at year end and confirmed that mitigations are now in place to prevent recurrence. The Committee discussed tenant satisfaction trends, noting an increase in "very satisfied" responses alongside a continued rise in neutral or less satisfied responses over the past three years. It was confirmed that further engagement work is underway to better understand the drivers behind this trend, including increased tenant engagement activity, service-level analysis, and targeted follow-ups at specific developments. Benchmarking analysis will be undertaken for the 2025/26 data. The Committee also noted that follow-up repairs are primarily linked to heating and hot water systems and do not represent significant concerns. *The Committee approved an extension of the meeting by up to 30 minutes in line with Standing Orders.*	Head of Assurance & Business Planning
DECISION	The Audit Performance and Risk Committee: • **Approved** the Annual Return on the Charter for submission to the Scottish Housing Regulator as outlined within **Appendix 3;** and • **Noted** a copy of the submission will be shared with the Board at the June 2026 Board meeting	
7.2	**Confidential:** Redacted	
7.3	**Confidential:** Redacted	
7.4	**Confidential:** Redacted	

7.5	Glasgow Care Inspectorate Report	
REPORT SUMMARY	Our Glasgow Supported Living Service underwent an unannounced inspection in March 2026 and achieved an excellent result: Grade 5 (very good) in both key areas - supporting people's wellbeing and care planning	
DISCUSSION	The Chief Operating Officer highlighted that the report represented a very good outcome for the Glasgow Supported Living Service. Committee members endorsed this view and requested that the Committee's recognition of the excellent report be conveyed to staff.	
DECISION	The Audit Performance & Risk Committee: • **noted** the content of the report and the attached Care Inspectorate Report	
8.	**Any Other Business**	
	The Chair noted the positive outcome of the matters discussed and thanked members for their valuable contributions to the meeting.	
9.	**Date of Next Meeting –** Wednesday 12 August 2026, 3 pm **Meeting ended at 5.05pm**	