

**Willowacre Trust Board
Hybrid Meeting via Microsoft Teams and Camlachie Boardroom
Minutes
Tuesday 21st May 2024**

<p>Present (In Person): Elaine Davidson(Chair), Robert Campbell, Angela Devine</p> <p>Present (Online): Angela Fulton, Nairn McDonald, Lauren Grant</p> <p>In Attendance (In Person): Linda Allan (Community & Support Services Manager), Julie Thomson (Finance Manager), Susan Speirs (Senior Corporate Services Assistant).</p> <p>In Attendance (Online): Jennifer Cairns (Director of Corporate Services)</p>	
<p>Appointment of Board Member Lauren Grant was asked to leave the meeting at this point.</p> <p>The Director of Corporate Services provided some background information regarding Lauren’s employment and also her work with charities.</p> <p>The Board approved the appointment of Lauren Grant to the Willowacre Trust Board.</p> <p>Lauren Grant rejoined the meeting.</p> <p>Everyone present at the meeting introduced themselves to Lauren.</p>	
<p>Apologies Apologies were received from Shayron Young and Chris Milborrow.</p>	
<p>Disclosure of Interests Elaine Davidson and Robert Campbell declared an interest in West of Scotland Housing Association.</p>	
<p>1. Approval of Minutes Under AOCB Elaine Davidson asked why there were now so many signatories.</p> <p>The Finance Manager advised that this was to keep the accounts in line with all the WSHA accounts.</p>	

<p>The minutes were approved as a true and accurate record. They were approved by Angela Devine and seconded by Robert Campbell.</p>	<p>Approved</p>
<p>2. Matters Arising The Board noted the matters arising.</p>	<p>Noted</p>
<p>3. WT Business Plan 2024-26 The Director of Housing presented this report.</p> <p>The new draft Business Plan sets out the strategic direction for Willowacre Trust for the next two years. The process for this started in November of last year. The Funding Strategy has been incorporated into the plan.</p> <p>A Business Planning session was held in March which considered the following:</p> <ul style="list-style-type: none"> • KBOs for 2024-26 • Strategic Options for Growth • Our Vision, Mission, Strategic Aims and Values • Our strengths, weaknesses, opportunities and threats <p>Feedback from each of these has been incorporated into the new Business Plan.</p> <p>Staff and tenants have been consulted on this along with the TAG Group who are happy with the draft plan.</p> <p>An action plan has been included as part of the new Business Plan and this will be reviewed and monitored by the Board on a quarterly basis to ensure that the actions are being carried out.</p> <p>If the draft plan is approved by the Board then the plan will go to the WSHA Board for final approval in June.</p> <p>Angela Devine commented that it was a really robust plan and understandable.</p> <p>Angela Fulton stated that the plan was really good and made a suggestion that section 2 needed a slight amendment under the second paragraph to state “live well” to keep it consistent with the rest of the plan. Under section 10 the word “people” needed added to the fourth KPI.</p> <p>Angela thanked all the staff for the hard work that has been put into producing this plan.</p>	

<p>Nairn McDonald commented that it was a comprehensive Business Plan and highlights how much work Willowacre Trust does.</p> <p>Elaine commended the staff on the report and the plan and said it was very good.</p> <p>The Board approved the new Business Plan for 2024-2026 with the changes mentioned above.</p>	<p>Approved</p>
<p>4. Operational Report The Community & Support Services Manager presented this report.</p> <p>She advised that the two social work students will be leaving at the end of June. They have been a welcome addition to the team and the staff have gained skills from them.</p> <p>Recruitment for our Wellbeing Advisor has been postponed until the outcome of our funding application for Thriving Places. A new Retirement Assistant has been recruited for Biel Drive. A new Community Hub Co-ordinator has been recruited with effect from 8th May. An Older Person Co-ordinator has also been recruited and will be in post from 3rd June. The handy person has given notice and will be leaving mid May.</p> <p>Angela Fulton asked if the number of people leaving Willowacre Trust has had an effect on the existing staff. The Community & Support Services Manager advised that there has been some effect on the staff but explained that the position has improved.</p> <p>Robert Campbell advised that one of the actions in the Business Plan is to review the staff structure of Willowacre Trust, including speaking to staff to check on their view of current operational resources/arrangements, and will report back to the Board on this.</p> <p>The Community & Support Services Manager informed the Board that it has been an exceptionally busy quarter from January to March. There have been 54 new referrals for tenancy sustainment, the majority of which have been from working age people. 59% of these did not have dependents.</p> <p>The footfall for the Barrowfield Community Centre has increased dramatically for the year. The grand total for the year was 34,504 visitors against a target of 16,000.</p> <p>There have been 33 new referrals for money advice. 75 referrals were received for food parcels which is 30 more than in the previous period. Again we saw an increase in referrals from working age people.</p>	<p>Action</p>

<p>33 starter packs were delivered in this quarter and the total delivered for the year was 82. Our target for the year had been 20.</p> <p>There have been 184 new referrals for energy advice this quarter. We have managed to write off £15,277.91 of energy debt and secured a further £11,466 in energy vouchers for tenants.</p> <p>Elaine Davidson commented that this was an excellent report and thanked the staff for their hard work.</p> <p>Nairn McDonald also commented that it was a great report. He asked if the increase in footfall at the Community Centre was down to an increase in the number of events held.</p> <p>The Community & Support Services Manager advised that there had been a couple of larger events but that the number of weekly groups and events had increased and that this was sustainable in the longer term.</p> <p>Angela Devine commented that the amount of money taken off the energy debt was phenomenal and that this had been an excellent piece of work.</p> <p>The Board noted the contents of this report.</p>	<p>Noted</p>
<p>5. Development Report The Community & Support Services Manager presented this report.</p> <p>She advised that a short life working group had been set up regarding the potential purchase of the Albany Centre in Woodlands. The development team have been working on the best design for this which would include a mix of social housing and community space.</p> <p>The Community & Support Services Manager updated the Board on other ongoing projects of Willowacre Trust.</p> <p>The Board noted the contents of this report.</p>	<p>Noted</p>
<p>6. Cost of Living Report The Director of Housing & Community Support Services presented this report.</p> <p>He advised that this report shows what Willowacre Trust have done over the last year to support our tenants and communities regarding the cost of living. The equality and diversity analysis gave a breakdown of the number of tenants who required assistance by age, gender and ethnicity. The majority of tenants who required assistance were aged 45 and over.</p>	

<p>The Director of Housing & Community Services advised that the biggest issues experienced by tenants completing the Cost of Living survey was for food and heating.</p> <p>With regard to the action plan that was drawn up following the cost of living survey all but one of the 37 actions have been achieved within the appropriate timescale and this remaining action has now been completed.</p> <p>Some publicity work will be carried out on this following the WSHA Board meeting on 29th May.</p> <p>The Board noted the contents of this report and thanks staff for all the hard work that had been done in terms of supporting tenants.</p>	Noted
<p>7. Management Accounts The Finance Manager presented the management accounts for the year up to 31st March 2024.</p> <p>She advised that there was a surplus of £43.6k against the budgeted surplus of £1k. This is due to an increase in the valuation of the property at 33 Turnbull Street, an additional £12k generated by the Barrowfield Community Centre and an £11.6k surplus on general activities.</p> <p>Savings have also been made on NI and pension contributions.</p> <p>£259k has been received in grant funding during the year.</p> <p>Robert Campbell commented that the increase in surplus is an extremely positive outcome for the year and Julie Thomson confirmed that the increased surplus will be reflected in the accounts.</p> <p>The Board noted the draft management accounts for the 12 months to 31st March 2024.</p>	Noted
<p>8. WSHA Update Report The Director of Housing & Community Support Services presented this report which provides the Board with an update on key WSHA activities.</p> <p>The Board noted the contents of this report.</p>	Noted
<p>9. HR Report The Director of Corporate Services presented this report.</p> <p>She advised the Board that the staff turnover of Willowacre Trust was 20.8% for the year which was higher than the turnover of the whole WSHA group. The absence level is also higher and there</p>	

<p>has been an increase in the number disciplinarys relating to absence management.</p> <p>The Director of Corporate Services informed the Board that EVH have recently carried out a review of their terms and conditions which are mainly due to changes in legislation. These changes have been made to the WSHA terms and conditions and we are looking to do the same with Willowacre Trust staff.</p> <p>The Board noted the contents of this report and approved the proposed changes to the terms and conditions as outlined in the report.</p>	<p>Noted & Approved</p>
<p>10. Risk Management Report</p> <p>The Director of Corporate Services presented this report which gives an update on the strategic risk register.</p> <p>With regard to the “fail to have effective governance arrangements in place” it is proposed to increase the risk from unlikely to possible until we are able to recruit new Board members. We are looking to recruit someone with accountancy experience.</p> <p>The Director of Corporate Services advised that we will be carrying out our Annual Staff Engagement survey in the next few weeks and Investors and People will also be reviewing our accreditation. The risk score for “fail to embed the organisation’s culture, vision and values” will be reviewed following the survey and the review. We will report back to the Board on this.</p> <p>The Board noted the contents of this report and approved the change in the risk score from unlikely to possible for fail to have effective governance arrangements in place.</p>	<p>Action</p> <p>Noted & Approved</p>
<p>AOCB</p> <p>Elaine Davidson advised that the format of the agenda for the Willowacre Trust Board will be changed from next meeting to bring it into line with the agendas for the other Board and Sub-Committee agendas.</p> <p>Robert Campbell mentioned that this had also been raised at a recent Audit Sub-Committee meeting.</p> <p>There was no other business.</p> <p>The meeting ended at 17.40 pm.</p>	
<p>Date of Next Meeting</p> <p>The date of the next meeting will be Tuesday 20th August 2024</p>	