Willowacre Trust Board
Hybrid Meeting via Microsoft Teams and Camlachie Boardroom
Minutes
Tuesday 18th November 2025

Present (In Person): Ralph Bennett-Richards, Michael Gillespie, Robert Campbell **Present (Online): Chris Milborrow (Chair), Scott Aitken** **In Attendance (In Person): Jennifer Cairns (Director of Corporate Services), Valerie Wilson (Director of Finance), Susan Speirs (Senior Corporate Services Assistant), Linda Allan (Community Services Manager)** **In Attendance (Online): Simon Fitzpatrick (CEO)**	
Appointment of Office Bearers Angela Devine was appointed Chair and Chris Milborrow was appointed as Vice-Chair.	
Apologies Angela Devine, Lauren Grant, Shayron Young	
Disclosure of Interests Robert Campbell declared an interest in West of Scotland Housing Association.	
1. Approval of Minutes The minutes of the previous meeting of 19th August 2025 were approved as a true and accurate record. They were proposed by Robert Campbell and seconded by Michael Gillespie.	**Approved**
2. Matters Arising The Board noted the matters arising.	**Noted**
3. Review of Domestic Abuse Policy The Community Services Manager presented this report. She advised that the policy has been reviewed to ensure that it reflects best practice and was updated to reflect the CIH Scotland and Scottish Women's Aid, 'Policies Not Promises' April 2023 Review. She outlined the main changes to the policy. She also advised that all RSLs will be required to have a Domestic Abuse Policy in place as part of the new Housing (Scotland) Act 2025.	

The Director of Housing & Community Services informed the Board that the policy is a group one and will be approved by the WSHA Board at their meeting on the 26th November. The Board approved the Domestic Abuse Policy.	**Approved**
4. Meeting Dates & Agenda Planner The Senior Corporate Services Assistant presented this report. She advised that the report outlined the dates for the WT Board Meetings for the forthcoming year and also outlined what will be included in the agenda for each meeting. Any changes to the planner will be notified to the Board. The Board approved the meeting dates and agenda planner for 2026.	**Approved**
5. Management Accounts The Director of Finance presented the Management accounts for the six months to 30th September 2025. She advised that there is a small surplus of £7.7k which is £2.1k below budget. She advised that the variance is due to timing and the final surplus at the end of the year should be £531. The Director of Finance advised that our debtors have increased by £60,000. £40,000 of this has been recharged to WSHA and the other £20,000 is due to the timing of grant income. The Board noted the management accounts for the six month period to 30th September 2025.	**Noted**
6. WSHA Update Report The Director of Housing & Community Services presented this report which provides the Board with an update on key WSHA activities. Chris Milborrow asked if it was public tools that we were using with regards to AI. The Director of Corporate Services advised that we have not used personal data yet. We would not do this unless a data protection impact assessment has been carried out first. At the moment we would be using Co-pilot. She also advised that we would report back to the Board in May next year on our progress with AI.	

A report was presented to the WSHA Board in October and this will be circulated to the WT Board. The Board noted this report.	**Action** **Noted**
7. WT Business Plan Update The Director of Housing & Community Services presented this report which gives an update on the progress with the WT Business Plan action plan. He advised that there is one action overdue, which is the Housing First review, and this will be completed by February next year. The Telecare actions have also still to be completed. Chris Milborrow asked if it would be worthwhile amending the dates of actions to be completed to ensure we are not missing anything that is overdue. The CEO advised that a column with the revised date could be added to the plan. Ralph Bennett-Richards asked about what is happening with the Charing Cross hub. The Director of Housing & Community Services advised that we are currently looking at the configuration for the office and that it will be sometime before changes are in place. He also advised that we are also promoting use of this space for community groups. An update on this will be included in future reports. The Community Services Manager advised that the Hub is being used on a regular basis. The Board noted this report.	**Action** **Noted**
8. Operational Report The Community Services Manager presented this report. She updated the Board on the various staffing positions that had been filled. 15 starter packs were provided during the period July to September 2025 which brings the total up to 48 for the year so far. 56 new referrals were made for food parcels with a further 10 returning for additional support within the quarter. The Handyperson Service is still very much in demand and for the period July to September 89 jobs were completed.	

The Community Services Manager outlined the various courses that have been held at the Charing Cross Hub and also the Cowlairs Community Flat. Michael Gillespie asked how many of the Community Services staff were temporary and how many were permanent. The Community Services Manager advised that we don't have as many temporary staff as we did and that we have a number of grant funded posts. Chris Milborrow commented on the breadth of services that were being offered and also the interconnections with other services. Chris Milborrow asked if a pro rata column could be added into the statistics dashboard to show how we are doing at the time. The Board noted the contents of this report.	**Action** **Noted**
9. Development Report The Community Services Manager presented this report. She advised that the community garden at Barrowfield had undergone a major transformation and that planting will begin in the new year. Engagement with the tenants and residents in Cowlairs had continued to increase. She advised the Board that we are awaiting a decision on our grant funding application to the Glasgow Communities Fund and this should be due later this month. The Board noted the contents of this report.	**Noted**
10. HR Update The Director of Corporate Services presented this report. She advised that the report gives an update on HR matters. She provided an update in respect of turnover and absence and advised that performance for both had improved over the past 2 quarters. The report also provided the Board with follow up information relating to the Staff Engagement Survey Results. Chris Milborrow commented that it was a very positive report. The Board noted the contents of this report.	**Noted**

11. Risk Management Report The Director of Corporate Services presented this report which provides an update on the strategic risk register. She advised that there were no proposed changes to the risk scores at this time. She also confirmed that there are no high-level operational risks to report. The Board noted the contents of this report.	**Noted**
AOCB There was no other competent business.	
Review of Meeting It was agreed that the meeting had gone well. The meeting ended at 17.25 pm.	
Date of Next Meeting The date of the next meeting will be Tuesday 17th February 2026	