

**Willowacre Trust Board**  
**Hybrid Meeting via Microsoft Teams and Camlachie Boardroom**  
**Minutes**  
**Tuesday 19<sup>th</sup> August 2025**

<p><b>Present (In Person):</b> Angela Devine (Chair), Scott Aitken, Shayron Young, Michael Gillespie, Ralph-Bennett Richards, Robert Campbell</p> <p><b>Present (Online):</b> Chris Milborrow, Lauren Grant</p> <p><b>In Attendance (In Person):</b> Simon Fitzpatrick (CEO), Valerie Wilson (Director of Finance), Susan Speirs (Senior Corporate Services Assistant)</p> <p><b>In Attendance (Online):</b> Jennifer Cairns (Director of Corporate Services)</p> <p>The Chair informed the Board that the appointment of Michael Gillespie and Ralph Bennett-Richards would take place after the accounts had been approved.</p>	
<p><b>Apologies</b> Linda Allan.</p>	
<p><b>Disclosure of Interests</b> Robert Campbell declared an interest in West of Scotland Housing Association.</p>	
<p><b>1. Approval of Minutes</b> Ralph Bennett-Richards advised that he had attended the meeting online and was not there in person. With this correction the minutes were approved as a true and accurate record. They were proposed by Shayron Young and seconded by Scott Aitken.</p>	<b>Approved</b>
<p><b>2. Matters Arising</b> The Board noted there were no matters arising.</p>	<b>Noted</b>
<p><b>3. Annual Accounts</b> The Director of Finance presented this report.</p> <p>She advised that the accounts are prepared on the going concern basis. The Board needs to satisfy itself that the company can continue operating for a period of 12 months following the date of approval of the financial statements.</p> <p>She advised that the accounts show a surplus of £3,865 which is £893 down on the management accounts which were presented to the Board in May. This is due to additional invoices being received</p>	

<p>and clarification of costs estimated within the management accounts.</p> <p>The Director of Finance advised that the cash at the year end is £422,738 which had increased from £309,332 at the start of the year.</p> <p>The Board approved the following recommendations: -</p> <ul style="list-style-type: none"> <li>• Confirmed that the going concern basis of accounting is appropriate for the preparation of the annual financial statements.</li> <li>• Noted that each of the trustees has confirmed that there are no matters of which they are aware of that should be brought to the attention of the auditor.</li> <li>• Approved the letter of Representation and authorised the Chair to sign the letter on behalf of the Board.</li> <li>• Approved the annual financial statements.</li> <li>• Authorised the Secretary to sign the Directors' Report on page 10 and the Chair to sign the Balance Sheet on page 16 of the financial statements.</li> </ul>	<p><b>Approved</b></p>
<p><b>4. Appointment of New Board Members</b></p> <p>The Chair asked Michael Gillespie and Ralph Bennett-Richards to leave the room at this point.</p> <p>The Board approved the appointment of Michael Gillespie and Ralph Bennett-Richards to the WT Board.</p> <p>Michael and Ralph returned to the meeting at this point.</p>	
<p><b>5. WT Business Plan Update Report</b></p> <p>The Director of Housing &amp; Community Services presented this report.</p> <p>He advised that the report provides an update on the progress which has been made with the business plan action plan. 30% of the actions have commenced but are not yet complete. There is one action which is overdue, and this relates to the Housing First Review. There are no actions which have still to commence.</p> <p>The Director of Housing &amp; Community Services advised that the current Business Plan needs to be reviewed, and it was agreed that a date should be organised to review the current BP and agree what should be included in the new plan. It was proposed that this meeting will be held on a Friday in November and the Senior Corporate Services Assistant will write out to Board members with dates.</p>	<p><b>Action</b></p>

<p>Michael Gillespie asked what the process for reviewing the Business Plan involves and what flexibility the Board have in setting its priorities. The Director of Housing &amp; Community Services and CEO provided an overview of what the process involves, what is usually reviewed and the correlation between this Plan and the WSHA Group priorities.</p> <p>The Board noted the contents of this report and agreed to a Friday date in November for the review of the WT Business Plan.</p>	<p><b>Approved</b></p>
<p><b>6. Management Accounts</b></p> <p>The Director of Finance presented this report.</p> <p>She advised that there is a surplus of £1,880 for Q1 which is below the budgeted figure for this quarter. She advised that this is due to timing differences.</p> <p>The Director of Finance further advised that both income and expenditure figures are overbudget and the largest variance is due to grant income. The recharge to WSHA is below budget and this is due to staff vacancies.</p> <p>The Director of Housing &amp; Community Services advised that funding had been received for solar panels for the BCC and that over a period of 16 days £1,400 had been saved.</p> <p>Chris Milborrow asked if we will redistribute funds if money is saved from this and the Director of Finance provided an explanation of issues to take into account before doing so.</p> <p>The Board noted the management accounts for the period to 30 June 2025.</p>	<p><b>Noted</b></p>
<p><b>7. WSHA Update Report</b></p> <p>The Director of Housing &amp; Community Services presented this report which provides the Board with an update on key WSHA activities.</p> <p>Michael Gillespie asked if there was an agenda for the 60<sup>th</sup> Anniversary Event.</p> <p>The Director of Corporate Services outlined what will be happening at the event.</p> <p>The Board noted the contents of this report.</p>	<p><b>Noted</b></p>

### **8. Operational Report**

The Director of Housing & Community Services presented this report in the absence of the Community Services Manager.

He advised that the Community Hub Co-ordinator who was appointed in May this year has resigned.

A new Information & Advice – Wellbeing Advisor and Support Services Officer both started on 4<sup>th</sup> August.

The Money Advice Officer has been working through all the referrals and has also been assisting in the delivery of food parcels.

Work will be starting on contacting all tenants who are eligible to apply for the Warm Home Discount scheme.

There has been more demand for starter packs and these have been met with assistance from SFHA funding.

Angela Devine commented that the standard of information provided is very good.

The Board noted the contents of this report.

**Noted**

### **9. Development Report**

The Director of Housing & Community Services presented this report in the absence of the Community Services Manager.

He advised that work is continuing on the Mountainblue Street and Barrowfield Community Gardens.

He advised that designs are being reviewed for the Charing Cross Hub.

Ralph Bennett-Richards asked what the timescale is for the works at Charing Cross.

The Director of Housing & Community Services advised that we do not have a timescale as yet as no decision has been made on what works will be carried out.

Michael Gillespie asked what the implications are of the Fred Paton Centre closing down.

The Director of Housing & Community Services advised that there is very little community space in the area which is partly why the redevelopment of the Charing Cross Hub is being looked at.

The Board noted the rest of this report.

**Noted**

<p><b>10. Staff Engagement Survey Results</b></p> <p>The Director of Corporate Services presented this report.</p> <p>She advised that we carry out an annual staff engagement survey with all staff and this report presents the results of this year's survey for Willowacre Trust staff.</p> <p>She advised that there has been a lower response rate this year of 48% compared to 92% last year. Overall, there has been an improvement in several of the results. The Director of Corporate Services outlined the areas where there has been a significant improvement.</p> <p>She also informed the Board of the areas where further development and improvement is required. She advised that each Director will be speaking to their teams over the coming weeks to discuss the results and agree actions. The Board will be updated on the actions that have been agreed with the Community Services and any progress made on these actions at the next meeting.</p> <p>Chris Milborrow asked if there was any concern about the response rate being so low.</p> <p>The Director of Corporate Services advised that this will be discussed with the teams regarding reasons for this and will update the Board at the next meeting. She informed the Board that one of the reasons for this could be the timing of the survey and the fact that a lot of new staff had started.</p> <p>The Board noted the contents of this report.</p>	<p><b>Action</b></p> <p><b>Action</b></p> <p><b>Noted</b></p>
<p><b>11. Risk Management Report</b></p> <p>The Director of Corporate Services presented this report which provides an update on the strategic risk register.</p> <p>She advised that there are no proposed changes to the risk scores.</p> <p>There are also no high-level operational risks to report.</p> <p>Chris Millborrow raised the earlier concern with the staff engagement results and whether further recognition of this needs reflected in the Risk Register. The Director of Housing &amp; Community Services, Director of Corporate Services and CEO provided further details related to the result and suggested that while it needs to be kept under review, the new structure and</p>	<p><b>Noted</b></p>

<p>Community Services Review Action Plan need time to bed in first. After general discussion, it was agreed that it would be best to review the position once the structure has been in place for a year.</p> <p>The Board noted the contents of this report.</p>	<p><b>Action</b></p>
<p><b>AOCB</b></p> <p>Michael Gillespie advised that the IP connector for the telecare system has now been approved by the alarm receiving project. The Director of Housing &amp; Community Services advised that this is a piece of technology that converts analogue signals to digital. He advised that it will help us prepare for the switch to digital in 2027 for our Telecare systems. Once this is rolled out then we can upgrade all our equipment to digital.</p>	
<p><b>Review of Meeting</b></p> <p>It was noted that there had been a good deal of debate and valuable contributions made at the meeting.</p> <p>The sound online had been a lot clearer.</p> <p>The meeting ended at 17.25 pm</p>	
<p><b>Date of Next Meeting</b></p> <p>The date of the next meeting will be Tuesday 18<sup>th</sup> November 2025</p>	