

Willowacre Trust Board
Hybrid Meeting via Microsoft Teams and Camlachie Boardroom
Minutes
Tuesday 15th August 2023

<p>Present: Elaine Davidson (Chair), Peter Scott, Chris Milborrow, Angela Fulton, Shayron Young, Nairn McDonald, Robert Campbell</p> <p>In Attendance: Brian Gannon (CEO), Jennifer Cairns (Director of Corporate Services), Donna Paton (Director of Finance), Linda Allan (Community & Support Services Manager), Susan Speirs (Senior Customer Services Assistant)</p>	
<p>Apologies Apologies were received from Angela Devine and Lindsey Cairns</p>	
<p>Disclosure of Interests Robert Campbell and Elaine Davidson declared an interest in West of Scotland Housing Association.</p>	
<p>1. Approval of Minutes The minutes of the previous meeting of 16th May 2023 were approved as a true and accurate record. They were proposed by Nairn McDonald and seconded by Shayron Young.</p>	Approved
<p>2. Matters Arising An update was provided on the actions from the previous meeting.</p>	Noted
<p>3. Operational Report The Community & Support Services Manager provided an update to the Board on the operational work.</p> <p>She advised that we would not be employing a funding officer at present. This position would be kept in the structure and if things changed this would be revised. A new Community Centre Assistant has been appointed until March 2024. A new retirement assistant has been appointed for four months to cover for a staff member who has been seconded to WOSHA. A new handy person has been appointed who will start in four weeks. Funding has been obtained for a wellbeing advisor and interviews for this post will be held tomorrow. Funding has also been obtained for an energy assistant and it is hoped that this will be advertised next week.</p> <p>The Community & Support Services Manager advised that 45 referrals had been received for food parcels over the period. 50 food vouchers had been issued by her staff to allow tenants to pick up food parcels from the foodbank. Ten starter packs had been issued in the period April – June this year.</p> <p>Peter Scott commented that this was a good report. He asked if the demand for starter packs had been more than we could meet.</p>	

The Community & Support Services Manager advised that we had only received the 10 referrals in this period and we were able to meet the demand just now. She advised that a review had taken place on what was included in the starter packs based on feedback from tenants.

Peter Scott asked if the 50 food vouchers that had been issued were they separate vouchers from the food parcels. The Community & Support Services Manager advised that the 50 vouchers were a mix of food parcels and vouchers.

The Board noted the contents of this report.

Noted

4. Development Report

The Community & Support Services Manager gave an update on the current and ongoing projects and the funding applications.

She advised that an application has been submitted by Karen Shaw, development manager, to purchase the land behind the existing community garden. We should hear about this soon.

The mental health and wellbeing programme is running well – with 1 course already half way through and the other 3 due to start after the school holidays. GCVS funded these courses.

A one year on event is being planned by WSHA following the transfer of Charing Cross. Willowacre Trust teams will also be involved in this.

The Community & Support Services Manager advised that the Barrowfield Festival had been held between 9-11 August and that a report would be given on this at the next meeting.

The Community & Support Services Manager advised that a full analysis had taken place of the data received in the recent cost of living survey and this has been categorized in terms of need. Staff have been contacting P1 cases which are those in urgent need and will work through the referrals.

Chris Milborrow asked if there are any other activities that are wider reach and that we could signpost. The Community & Support Services Manager advised that the majority of people are looking for support around energy, food and welfare benefits. She advised that we have not looked at signposting elsewhere at the moment.

Chris Milborrow asked if we could get a summary of the total for each funding project.

Action

<p>Shayron Young asked if the wellbeing advisor was a welfare rights officer or were they doing other things. The Community & Support Services Manager advised that they would be dealing with welfare rights, money advice and also taking on a more comprehensive assessment role.</p> <p>Angela Fulton asked what work the social work student was doing. The Community & Support Services Manager advised that they were learning how to assess and case manage. They were involved in assessing need, helping to complete benefit applications, referrals to OT.</p> <p>The Board noted this report.</p>	<p>Noted</p>
<p>5. Annual Accounts</p> <p>The Director of Finance advised these were the draft annual accounts for the year up to 31 March 2023 which were being presented to the board for approval. She advised that as at 31 March 2023 there is a small deficit of £10,464 compared to a deficit of £21,732 in 2022 which is mainly due to the increased energy costs. The cash at the end of the year has increased to £334,509 from £283,312 at the start of the year.</p> <p>With regards to the going concern we looked at the budget forecasts for 2023/24 onwards and are satisfied the operations remain financially viable and there are sufficient cash reserves for continuing operations.</p> <p>The Director of Finance advised that work has begun on identifying alternative deposit rates for surplus cash held by WT to ensure that we maximise interest receivable where possible. A further update on this will be presented at the next board meeting.</p> <p>A revaluation of investment properties will be carried out during 2023/24.</p> <p>Chris Milborrow advised that the accounts show a really strong performance for the year and thanked the team for all their hard work.</p> <p>The Board approved the following recommendations:-</p> <ol style="list-style-type: none"> 1. Confirmed that the going concern basis of accounting is appropriate for the preparation of the annual financial statements. 2. 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. 3. Approved the letter of Representation and authorise the Chair and one other trustee to sign the letter on behalf of the Board. 4. Approved the annual financial statements. 	<p>Noted & Approved</p>

<p>5. Approved an increase in capitalisation level from 2023/24.</p> <p>6. Authorised the Secretary to sign the Director's report on page 10 and the Chair to sign the Balance Sheet on page 16.</p>	
<p>6. Management Accounts</p> <p>The Director of Finance presented the management accounts for the three month period up to 30 June 2023.</p> <p>She advised that the accounts show a small surplus of £1.8k against a budgeted surplus of £4.6k. She advised that the cash at the end of June was £287k which was down from £335k at the start of the year. The Director of Finance advised that the trust has sufficient cash to carry out its intended activities.</p> <p>The Board noted the management accounts for the period up to 30 June 2023.</p>	Noted
<p>7. Risk Management Report</p> <p>The Director of Corporate Services gave an update on the strategic risk register.</p> <p>She confirmed that the unable to manage our financial position still remains a high level of risk for WT despite the recent funding successes.</p> <p>Following the annual staff engagement survey this year the results for WT have improved significantly. It is proposed that the risk score for this be reduced to reflect this improvement. There is no change to any of the other strategic risk scores.</p> <p>The Director of Corporate Services confirmed that there are no high level operational risks to report.</p> <p>The Board noted the contents of this report and agreed to reduce the risk score for the "Fail to embed the organisation's culture, vision and values".</p>	Noted & Approved
<p>8. WSHA Update Report</p> <p>The Director of Housing & Community Support Services gave an update on the key activities being undertaken by WSHA.</p> <p>He advised that following the cost of living survey that was carried out an action plan was drawn up to address the issues raised. This action plan will be monitored and progressed by both WOSHA's Leadership Team. Primary contact has been made with those who responded. It is proposed that by the end of the year a report will go to the WOSHA Board on the progress with this action plan and this will also be reported to the WT Board.</p>	

<p>The Director of Housing & Community Support Services advised that the first of the displaced Ukrainians have been housed and work continues on the remaining properties.</p> <p>Peter Scott asked if it was a cause for concern that a lot of people did not know of the services of WT. The Director of Housing & Community Support Services advised that people think the service is from WOSHA and that more will be done to promote the services of WT.</p> <p>The Board noted the contents of this report.</p>	<p>Noted</p>
<p>9. WT Business Plan Update</p> <p>The Director of Housing & Community Support Services advised that good progress has been made with the current business plan. He advised that all actions should be complete by the end of March 2024 apart from two.</p> <p>The Director of Housing & Community Support Services advised that the new business plan is due to come into place in April 2024 and that we should start looking at the planning process for this. He proposed that the process for the existing BP be replicated and board meet in January to discuss what was to be included in the new BP. The new BP will then go to the February meeting for approval. The Board agreed that the process and timescales are acceptable. An update on the meeting date and process will be given at the November meeting.</p> <p>The Board noted the contents of this report.</p>	<p>Noted</p>
<p>10. Governance Update Report</p> <p>The Director of Corporate Services advised that a new role of board member document had been drawn up for WT board members. This is based on the same format which was used for WSHA board members to ensure that this is aligned across all Association board.</p> <p>The Director of Corporate Services advised that the board training for WOSHA was reviewed and updated last year and that this policy will now apply to all the Association's boards although the actual training may differ depending on the board.</p> <p>The annual reviews for WT are ongoing and these should be completed in the next couple of months. An update will be given at the November meeting,</p> <p>Angela Fulton asked if the Association could look at different formats for training and add this to the Board Training Policy. The</p>	<p>Action</p>

<p>Director of Corporate Services advised that she would add this to the policy.</p> <p>The board noted the contents of the report.</p>	<p>Action</p>
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<p>11. Volunteer Policy The Director of Corporate Services advised that this was a new policy as we currently did not have anything in place which outlined our approach and commitment to volunteers.</p> <p>This policy will go to the September WOSHA Board meeting for final approval.</p> <p>Angela Fulton asked if examples of different tenant groups could be included in the policy.</p> <p>Shayron Young asked if a member of staff could be a buddy rather than another volunteer.</p> <p>The Board noted this report.</p>	<p>Noted</p>
<p>12. HR Update Report The Director of Corporate Services gave an update on staff turnover and absences for WT for the first quarter up to June 2023.</p> <p>She also advised that a staff engagement survey had been carried out for staff of WOSHA and WT and that there has been a significant improvement in respect of the number of responses and results from WT staff. There are still some areas that we wish to improve on and a staff engagement consultation group is going to be set up to deal with these issues.</p> <p>Nairn McDonald advised that it was a real positive improvement.</p> <p>The Board noted the contents of this report.</p>	<p>Noted</p>
<p>AOCB There was no other business.</p> <p>The meeting ended at 5.30 pm.</p>	
<p>Date of Next Meeting The next meeting will be held on Tuesday 21st November 2023.</p>	