



ng2 Board Meeting 2020

26 November 2020
4:30PM



AGENDA

Meeting: Board meeting
Location: Vulcan Street

Invitees ng2 Board

Date 26 November 2020

Time 4:30 pm

Please submit any apologies to Joanne Bradley
jbradley@ng2works.com

Telephone: 0141 630 4259

	Agenda	Paper	Lead Officer	Page no
1.	Apologies			
2.	Disclosure of Interest and Attendance	Yes		1
3.	Minutes of Meeting on 22 September 2020	Yes		3-8
a.	Matters Arising			
4.	For Approval			
a.	Management Accounts	Yes	BH	9-14
b.	ng2 Business Plan 2020/21	Yes	BH	15-16
c.	ng2 2020-2021 Festive Arrangements	Yes	JD	17-18
d.	Customer Services Officer Posts	Yes	JD	19-20
e.	Risk Register	Yes	JD	21-24
5.	For Ratification			
a.	Payments and Benefits Case no 132	Yes	JD	25-26
b.	Annual Leave Carry Forward	Yes	JD	27-28
6.	For Noting			
a.	ng2 Operations Report	Yes	JD	29-42
b.	ng2 Staffing Report	Yes	JD	43-46
c.	Health and Safety Report	Yes	JD	47-50
7.	Appendices			
a.	Appendix 1 - Covid-19 Operational and Office Health and Safety Response			51-64
b.	Appendix 2 - ng2 Bulk Uplift Service			65-69
8.	AOCB			

9.	Date of Next Meeting – 9 March 2021			
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'NORTH GLASGOW HOUSING ASSOCIATION LIMITED ng2 BOARD ATTENDANCE 2019-20

	10.10	03.12	10.03. 20	16.06	22.09												
M Thomson	P	P	P	P	P												
I Cross	P	P	P	P	P												
T Dow	P	P	A	A*													
J Berrington	P	P	P	A	A												
G Satti	P	P	P	P	P												
R Porter	P	A	P	P	P												
J Devine	P	P	P	P	P												
B Hartness	P	P	A	P	P												
% Total	100%	88%	75%	75%	86%												

P	-	PRESENT	X	-	ABSENT
A	-	APOLOGIES	A*	-	LEAVE OF ABSENCE GRANTED

TARGET ATTENDANCE - 80%

AVERAGE ATTENDANCE - 85%



Board Meeting Minutes

Meeting:	ng2 Board meeting	Location:	Conference Call
Date:	Tuesday 22 September 2020	Time:	4:30pm
Attendees:	G Satti	GS	Chair
	Margaret Thomson	MT	Vice Chair
	Isabel Cross	IC	
	Richard Porter	RP	
Apologies:	Jim Berrington	JB	
In Attendance:	John Devine	JD	DCEO - Regeneration
	Bob Hartness	RH	DCEO - Finance
	David McIntyre	DM	SOS
Minute Taker:	Joanne Bradley	JPB	OS

	Agenda	Action	Date
1.	Apologies		
	As above. GS informed the Board with some sadness that Tillie Dow has passed away sine the date of the last meeting.		
2.	Disclosure of Interest and Attendance		
	None		
3.	Minutes of Board Meeting on 16 June 2020		
a.	Matters Arising		
	There were no comments or matters arising and so the previous minutes were adopted as correct: Proposed MT Seconded IC		



	For Approval		
4.	Management Accounts		
	<p>RH presented the annual accounts for the reporting period Q1 to end June 2020: -</p> <p>These have been difficult times for businesses but the Job Retention Scheme has provided relief for the majority of the reporting period. Most staff were furloughed except for a few key staff who worked from home. Staff were then brought back in stages in response to activity levels. Activity levels have been low and so the grant has supplemented income and there has been a profit generated for the period.</p> <p>Multiple operational areas have had no activity in the period which is reflected in the accountancy figures. The electrician was furloughed for the whole period and there were no activities at all for the electrical division.</p> <p>Furlough income has been shown as "Other" to show the effect of furlough income on the figures. The reporting period shows the same result as a comparable quarter last year.</p> <p>Overheads are down for the period to reflect drop in hired vehicle requirements and in turn decrease in fuel usage, uniform costs and also professional fees. Some vehicles have now depreciated fully and so depreciation is also at a lower level than previous reporting periods.</p> <p>Creditors (debts to suppliers) have been significantly reduced by the continuing payments being made to suppliers before during the lockdown period. This has been greatly appreciated by our suppliers during a difficult financial period.</p>		



	<p>RH highlighted to the Board that, despite the downturn in operations, ng2 had still achieved the desired results in the period and assured the Board that the reserves remain at a level sufficient to offer some financial strength and that ng2 still provides and receives value for money.</p> <p>RH confirmed to the Board that a further tranche of Government funding would be available from late January/early February, bringing the total of government funding received to approximately £230k.</p> <p>The Chair noted the explanations provided the Board with some comfort as to ng2's financial strength through difficult times for businesses.</p>		
	<p>Proposed RP Seconded MT</p>		
	Reports for Noting		
5.	Statutory Accounts		
	<p>RH informed the Board that the Statutory Accounts had been signed and submitted.</p> <p>RH confirmed that the Auditor's report was also complete and no matters had arisen from this which required the attention of the Board.</p>		
6.	External Auditors Board Report 2020		
	Members NOTED the external auditors audit point and the Report to Management on the outcome of their work on the control systems within the company.		
7.	Operational Report		
	<p>Due to Covid-19, the board agreed to put on hold phase 1 of the recommendations arising from the Vanguard report presented at the last meeting due to lockdown.</p> <p>RP asked for some clarity on home working of 2 members of</p>		



	<p>ng2 staff during the lockdown period when all other staff were furloughed. The continuation of ng2 administrative activities had provided an opportunity to bring both sale and purchase ledgers up to date and this in turn had provided suppliers with a gratefully received cash injection.</p> <p>The Board were directed to Appendices 1 and 2 which provided overview of the safety measures implemented for working safely to prevent spread of Coronavirus as well as evidencing some of the work which had been carried out by operatives returning to work.</p> <p>Covid19 shutdown and the intermittent inclement weather continue to impact on the progress of the Garden Maintenance team. Appendix 2 showed some before and after pictures, evidencing the extent of the overgrown grass/shrubs/weeds at the properties.</p> <p>Pictures also evidences the extent of fly-tipping in the area as a direct result of GCC not running their bulk uplift service and so it has fallen to ng2's Hit Squad to uplift rubbish in order to make the areas safe.</p> <p>GS confirmed that he will work with the Board and others to ensure compliance with ongoing changes in order to prevent the need for extraordinary meetings.</p> <p>Chair also extended thanks, on behalf of the Board, to the ng2 team for the work that had gone into these appendices in view of the fact that they were only for noting</p>		
	For Approval		
8.	Business Plan		
	<p>Production of the business plan has been delayed by some time due to Coronavirus. RH highlighted the difficulty in providing accurate projections in view of the current instability however,</p>		

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	DM will provide pictures of the canopy which has been newly fitted at ng2's office in addition to the other safety measures shown.	DM	1/12/2020
	JD and RH will review the Scottish Government's announcement today and will revert to Board to advise how any additional measures and restrictions will impact on the business.	RH/JD	1/12/2020
	There being no other competent business GS thanked all for their attendance and closed the meeting.		
13.	Date of next meeting		
	It was confirmed that the Board are available to attend an earlier meeting and so it was agreed that the meetings would be held at the earlier time of 4.30pm until further notice Date of next meeting was confirmed as Tuesday 1 st December 2020 at 4.30pm	All	UFN

**ng2 Board Meeting****For Approval**

To: Board
From: Finance Director

SUBJECT: MANAGEMENT ACCOUNTS – PERIOD TO 30TH SEPTEMBER 2020 **DATE: 26 November 2020**

1.	Introduction
	<p>This report is detailing the financial results for the period to 30th September 2020. This period has not been like any other we have seen before. COVID led to a lockdown which prevented many staff from working and the company unable to charge out their services. This was balanced by government measures such as the Job Retention Scheme which provided 80% of monthly salary costs up to a maximum level of £2,500 per employee. By the start of July we had brought most staff back and had only a few staff on furlough.</p>
2.	Risk and other issues
	<p>The management accounts are reviewed on a regular basis by the management team, Audit Committee and Board, ensuring close monitoring of financial position of the organisation. This is a key element of budgetary control and monitoring</p> <p>There are no applicable effects on sustainability or equality and diversity issues.</p>
3.	Commentary on results for the period
	<p>The income from activities in the period to 30th September 2020 amounts to £1.20m (2019 - £1.82m) with £160k (2019 - £512k) of direct costs and £910k (2019 - £967k) of wages leading to a £133k (2019 - £340k gross profit) gross profit before other income. This period with furlough we have the Job Retention Scheme which has provided £176k of other income.</p> <p>Overheads totalled £209k (2019 - £263k). The main elements being motor expenses, management charges, uniforms, rent and vehicle depreciation. Motor expenses and professional fees reduced significantly against the 2019 period. After the overheads a £100k (2019 - £77k) net profit was made in the period.</p> <p>The balance sheet position continues to improve with increased reserves. The cash balance increased with £64k more funds being paid out of the company than paid in. This was partly due to no expenditure on fixed assets and the inter company account rising as funds were retained to pay suppliers quicker.</p>
4.	Recommendation
	<p>Board members are asked to recommend approval of the management accounts of ng2 for</p>

	the period to 30th September 2020. A report of this will be put to the Board of the Association.
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Year to 31/03/20	NG 2 Profit and Loss - period to 30-Sep-20				
£		Sales £	Materials £	Wages £	Gross Profit £
122,771	Cleaning	193,866	32,396	121,227	40,243
7,809	Power washing	-	-	-	-
74,455	Joinery	135,034	95,108	88,496	-48,570
43,503	Electrical	14,087	4,251	16,062	-6,225
31,885	Other sales	75,263	114	104,529	-29,381
42,675	Back court cleaning	55,493	-	34,192	21,301
191,538	Garden maintenance	475,190	22,165	317,285	135,740
-74,147	Management	-	-	28,275	-28,275
69,921	Concierge	134,690	-	95,173	39,517
55,470	Hit squad	89,546	-	64,008	25,538
9,429	Painters	30,014	5,668	40,857	-16,512
575,309		1,203,182	159,701	910,104	133,377
0	Other income	175,963	-	-	175,963
575,309		1,379,146	159,701	910,104	309,341
	Overheads				
50,000	Management charges			25,000	
25,395	Rent and rates			12,623	
217,184	Motor expenses			95,122	
4,000	Telephone and IT support			2,000	
3,818	Printing, stationery and advertising			1,498	
22,677	Professional fees			4,124	
2,452	Container hire			1,396	
27,444	Uniforms, safety equipment and repairs			17,558	
15,562	Training			199	
4,000	Insurance			2,000	
116,369	Vehicle and plant depreciation			45,461	
-	Gain/Loss on sale of fixed assets			-	
230	Bank charges			93	
3,899	General expenses			2,038	
493,030					209,111
559	Loan interest				-
81,720	Net profit				100,230
16,231	Corporation tax/Gift aid				-
65,490					100,230

31/03/20	NG 2 Balance sheet at	30/09/2020			
£			£	£	£
220,779	Fixed assets				176,148
	Current assets				
548,244	Stock and Debtors			684,272	
99,829	Bank and cash			163,796	
<u>648,073</u>				<u>848,068</u>	
	Current Liabilities				
110,003	Trade Creditors		85,594		
-	NGHA inter Company account		79,544		
<u>73,076</u>	Other creditors		<u>73,076</u>		
<u>183,079</u>				<u>238,213</u>	
<u>464,994</u>					<u>609,855</u>
<u><u>685,773</u></u>					<u><u>786,003</u></u>
100	Share capital				100
685,673	Profit and Loss account				785,903
<u>685,773</u>					<u><u>786,003</u></u>

31/03/20	NG2 CASHFLOW	30/09/2020
£		£
	OPERATING ACTIVITIES	ACTUAL
65,490	Surplus for period	100,230
-	Interest Received	-
559	Loan Interest Paid	-
66,049	Operating surplus excluding int & tax	100,230
116,369	Depreciation - vehicles and plant	45,461
(239,096)	Decrease/(Increase)in Debtors	(136,028)
(34,302)	(Decrease)/Increase in Creditors	55,135
(90,980)	Net Cash In/(Out)flow From Operating Activities	64,797
	RETURNS ON INVESTMENTS AND SERVICING OF FINANCE	
-	Interest Received	-
(559)	Less: Interest Paid	-
(559)	Net Cash In/(Out)flow from Returns on Investments and Servicing of Finance	-
-	Corporation Tax Paid	-
	INVESTING ACTIVITIES	
(39,537)	Acquisition of Other Fixed Assets	(830)
-	Investment in Activities	-
(39,537)	Net Cash In/(Out)flow From Investing Activities	(830)
(131,076)		63,967
	FINANCING	
-	Loans Received	-
(25,661)	Less: Loans Repaid	-
-	Issue Of Share Capital	-
(25,661)	Net cash In/(Out)flow From Financing	-
(156,737)	Increase/(Decrease) in Cash and Cash Equivalents	63,967
(156,737)	Movement in Cash & Bank	63,967
(156,737)	Increase/(Decrease) in Cash and Cash Equivalents	63,967

**ng2 Board Meeting****For Approval**

To: Board
From: Finance Director

SUBJECT: NG2 BUSINESS PLAN 2020/21**DATE 26 November 2020**

1.	Introduction
	NG2 Limited (NG2) must plan and control its activities and future direction. One of the elements in doing this is by having an overall business plan. This is not just a case of good business practice, as NG2 is a subsidiary of the Association it is required by the Regulator to have a business plan that can be integrated into and form part of the group business plan.
2.	Risk
	<p>The Business plan is a necessary part of the governance structure of the company and the group. The business plan sets out the strategic objectives, actions and initiatives agreed by the Board for the year ahead. It is a required document that must be submitted to the parent company under the independence agreement and submitted to the Regulator as part of the information requested under the Regulation Plan. Not to prepare the plan and failure to submit would be a failure in controls and a breach of agreements.</p> <p>The risk is mitigated by the proper preparation of the business plan and consideration of such against required standards. Review of such at subsidiary and parent level and submission to the Regulator within agreed timescales.</p>
3.	Formal approval
	In line with clause 7 of the Independence Agreement the draft business plan and budget was presented for comment and approval by the Board of North Glasgow Housing Association. The NGHA Board has now approved the business plan. It is now for the NG2 Board to formally approve the Business Plan.
4.	Recommendation
	That the Board formally approves the business plan of NG2 for 2020/21.

**ng2 Board Meeting****For Approval**

To: Board
From: Corporate Services Manager

SUBJECT: 2020/2021 FESTIVE ARRANGEMENTS**DATE: 26 November 2020**

1.	Introduction
	<p>This report provides a proposal for consideration in relation to an early closure of the ng2 office during the 2020/2021 Christmas and New Year period:</p> <p>Christmas and New Year Holiday</p> <p>The ng2 office will be closed on Friday 25 and Monday 28 December 2020 and again on Friday 1 and Monday 4 January 2021. The proposal is allow staff an early finish on Christmas Eve and New Year's Eve by closing the office at 12.30pm on both days.</p> <p>As is normal practice, to facilitate the closure detailed above staff will use two days from their 2020 annual leave entitlement and two days from their 2021 annual leave entitlement.</p> <p>Please note: due to the 24/7 nature of our Concierge service the above early closure would exclude Concierge staff.</p> <p>Staff Recognition</p> <p>In recognition of the excellent work done by all of our staff over the course of this year it is proposed that all staff should be awarded a ½ day Christmas shopping holiday. This ½ day holiday is to be taken prior the Christmas holidays with the date to be agreed between the staff member and their line manager to ensure that there is no detrimental impact on service provision.</p>
2.	Recommendation
	<p>Board members are asked to APPROVE the proposals detailed in this report.</p>

For Approval

SUBJECT: CUSTOMER SERVICES OFFICER POSTS DATE: 26 November 2020

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Risk Register: (Operational)

Operational Risk Area/ Hazard	Potential Risk Ng2	Potential impact - ng group parent	Risk Level: 1 (very low) to 5 (very high)			Who is responsible?	Control/ action	Monitoring /	
			i) How Likely?	ii) Severity?	Score i) x ii)			Review Procedure	Residual Risk
ng2									
Lack of clear plan and objectives with parent company sign-up	Short-termism and inability to forward plan the business with confidence	Adverse impact on ngh maintenance + procurement programme planning	3	4	12	Board Operational directors Ng2 Management team	ng2/ng2 jointly agreed annual development programme put in place setting out specific proposed works areas/ contracts to be undertaken by ng2, + rationale for same, + contingency plans with 6 monthly review	Regular operational performance progress meetings with client Reports to ng2 Board.	2 x2 =4
Financial and other targets unrealistic	Adverse impact on ng2 delivery and destabilising impact on workforce planning	Deterioration in service/ quality from ng2, need to source alternative contractors at higher cost	3	4	12	Board Operational directors Management team	Annual plans provide basis for firmer, medium term financial planning. Quarterly management accounts review	Regular operational and financial performance Reports to ng2 Board.	2 x3 =6
Financial losses incurred	Financial viability of ng2 threatened	Potential financial liabilities for ng2 as wholly-owned subsidiary	3	5	15	Board Operational directors Management team	Annual plans as above will reduce risk. ng2 financial regulations in place; Quarterly financial reports provided by ngh Director of Finance.	Regular management accounts and operational reports to ng2 Board.	2 x3 =6
Failure to deliver value for money	Loss of business from main customer ng homes	Failure to meet regulatory guidance on group structures, and higher costs. Requirement to wind-up ng2 if moving business away from subsidiary	3	5	15	Operational directors Management team	Jointly agreed ngh/ng2 clear definition of value for money + transparent basis for costing. Clear ngh client work specifications. External advice + evaluation on cost competitiveness	Reports to Board Internal audit External reviews	2 x 4 =8
Deficiencies in service	Loss of customer (ngh) confidence/ loss of business	Detrimental impact on tenants/ stock maintenance/ ngh reputation	3	5	15	Operational directors Management team Staff	Service Level Agreement setting out clear ngh client standards, costs and contractor/ client contract management arrangements. Review and update all service level agreements with the parent company.	Reports to ng2 Board.	2 x3 =6
Departure of Director/key staff	Loss of management expertise, with potential negative impact on the business	Increased risk for parent due to destabilisation/ loss of management expertise within subsidiary.	2	4	8	Board Operational directors	Workforce planning and succession planning in place so that there is a level of expertise within group to ensure business continuity/ ensure interim management for ng2	Staff training Flexibility in staff group and knowing others roles.	2 x2 =4
Seasonality	Staff downtime costs incurred, or use of temporary labour with potential negative impact on service quality	Reduced quality with detrimental impact on tenants/ stock maintenance/ ngh reputation	2	4	8	Operational directors Management team Staff	Develop workforce plan and plan/train workforce so that staff can work flexibly across range of tasks/seasons	Workforce planning Flexibility in staff group Training programme	2 x2 =4

Risk Register: (Operational)

Operational Risk Area/ Hazard	Potential Risk Ng2	Potential impact	Risk Level: 1 (very low) to 5 (very high)			Who is responsible?	Control/ action	Monitoring /	Residual Risk
			i) How Likely?	ii) Severity?	Score i) x ii)				
Breach of procurement rules	Breach of group policy, potential liability	- ng group parent Breach of group policy, potential liability, reputational damage	3	4	12	Operational directors Management team	Procurement Regulations to be applied for ng2; ng group Procurement Strategy to be put in place; in-house procurement compliance expertise function for ng2 Internal audit of ng2 procurement to provide assurance/ identify action	Reports to ng2 Board Internal audit	2 x 3 = 6
Breach of governance or financial rules	Breach of ng group Regulatory Standards, loss of ng client confidence	Breach of ng group Regulatory Standards, risk of regulatory action, reputational damage, potential breach of financial covenants	3	5	15	Board Operational directors Management team	ng2 Financial Regulations in place; full suite of group governance policies in place. Financial controls implemented by ng2 Director of Finance.	Reports to ng2 Board Internal audit	2 x 3 = 6
Breach of health and safety	Danger to tenants/ other customers/ staff/ general public	Danger to tenants/ other customers/ staff/ general public. Potential ng homes exposure to financial liability. Potential exposure of ng2 staff to criminal action	3	4	12	Operational directors Management team Staff	Staff training programmes implemented. Regular H&S audit. Review of current risk assessments and method statements (RAMS) to ensure complies with current legislation. Explore requirement for any new RAMS as a result of operations review	Reports to ng2 Board External H&S audits	2 x 3 = 6
Low staff morale	High staff turnover + high staff sickness absence; increased costs; deterioration in quality; loss of ng2 client confidence	Detrimental impact on value for money, tenants, stock maintenance and ng2 reputation	3	4	12	Operational directors Management team Staff	Appropriate ng2 managerial structure in place; staff training programmes; staff surveys undertaken; Appropriate terms of employment. Upgraded employment package to include non contributory health plan (Simplyhealth plan provides a cash payment for dental, optical, acupuncture, etc for treatment received)	Reports to ng2 Board HR reports Staff appraisals Staff surveys	2 x 3 = 6
National Pandemic e.g. (COVID 19).	Potential Lock Down – Closure of Business (Part or Complete).	Adverse impact on ng2 maintenance & procurement programme planning.	4	4	16	Board Operational directors.	ng2/ng2 jointly to review their existing Pandemic Plan (Contingency Plan), apply a review / overhaul of the same – taking the Noted Risk / Concerns into consideration & where possible & practicable agree on Process / Procedures that can safeguard on the same with an ongoing review.	Regular operational performance.	2 x 2 = 4
	High Level/s of Staff Absence (Sickness, Self-Isolating, Possible Death in Service).	Staffing / Operative Limitation/s.				Ng2 Management team.		Progress meetings with client.	

Risk Register: (Operational)

Operational Risk Area/ Hazard	Potential Risk Ng2	Potential impact	Risk Level: 1 (very low) to 5 (very high)			Who is responsible?	Control/ action	Monitoring /	
			i) How Likely?	ii) Severity?	Score i) x ii)			Review Procedure	Residual Risk
	Forced Control/s – Such as Social Distancing and / or Restriction of Movement and / or Access.	Additional Staffing Costs.						Reports to ng2 Board.	
	Additional Cost to Apply Control, PPE, Welfare (Cleanliness), Travel (Social Distancing) etc.	Task / Works Limitations.							
	Potential Shortage of PPE, Materials, Equipment & Sub Contractor Partners.	Additional Travel Time / Costs.							
		Increased On Costs.							
		Work Interruption / Delays							

Risk Scoring for how likely and how severe:

1 Very Low

2 Low

3 Medium

4 High

5 Very High



Register of Payments and Benefits

Case No: 132

1. DESCRIPTION OF BENEFIT		
BENEFIT	✓	DETAILS (e.g. tenancy address, post etc.)
Tenancy		
Contract of Employment	x	Estate Services Operative
Works to tenanted property		
Voluntary Severance (Supplementary Board Report to be provided re Business Case)		
Contract or Payment to a business		
Other (e.g. non-statutory disturbance payment)		

2. DETAILS OF BENEFICIARY		
NAME:		
ADDRESS: (where relevant)		
RELATIONSHIP		DETAILS
Board Member		
Sub-Committee Member		
Connection to Board member		
Connection to Sub-Committee member		
Employee	x	
Connection to employee		
A Business		
Other		

3. RECOMMENDATION	
Provide brief summary of reason for approval:	
<p>[REDACTED] An internal advert was issued for permanent ESO's, 15 candidates applied and 4 candidates were successful.</p> <p>[REDACTED] was not involved with any part of the recruitment process.</p> <p>Directors Signature [REDACTED] 2/11/20</p>	

4. APPROVAL	
Meeting where approved	Urgent decision meeting
Date of meeting	
Date of Board meeting where ratified (if not approved at Board meeting)	
Chair's Signature _____	_____



ng2 Board Meeting

For Ratification

To: Board
From: Corporate Services Manager

SUBJECT: ANNUAL LEAVE CARRY FORWARD

DATE: 26 November 2020

1.	Introduction
	<p>Due to the impact caused by the COVID-19 pandemic the UK Government have introduced legislation to allow up to 4 weeks of unused annual leave to be carried into the next 2 leave years, easing the requirements on businesses to ensure that workers take their statutory amount of annual leave in any one year.</p> <p>The Working Time (Coronavirus) (Amendment) Regulations 2020 amends the Working Time Regulations 1998 to create a further exemption relating specifically to COVID-19. Where it is not reasonably practicable for a worker to take some, or all, of the holiday to which they are entitled due to the coronavirus, they have a right to carry the 4 weeks under regulation 13 into the next 2 leave years. This will not apply to the 1.6 weeks under regulation 13A leave, but this can be carried forward one year by agreement between workers and employers.</p> <p>Due to the COVID-19 pandemic a large number of staff were subsequently placed on furlough with others being part of the initial 'essential worker' group. The length of time staff members were on furlough has varied depending on their individual job roles. Staff members who were placed on furlough were unable to use their annual leave during this period. It should also be noted that staff who were classed as 'essential workers' during this period were also unable to use their annual leave due to business needs.</p> <p>As the COVID-19 pandemic has had a significant impact on the ability for staff to take their annual leave across the Association it is proposed to follow the above legislation to allow all staff to carry forward a maximum of 4 weeks leave into the next 2 years. Managers will ensure that all annual leave requests are be managed appropriately to ensure there is no detrimental impact to the service delivery.</p>
2.	Recommendation
	<p>The above was APPROVED at the ng homes Staffing Sub Committee on 12 November 2020 and Board members are asked to RATIFY the proposals detailed in this report.</p>



ng2 Board Meeting For Noting

To: Board
From: Deputy CEO (Regeneration)

SUBJECT: ng2 OPERATIONS REPORT
JULY – SEPTEMBER 2020

DATE 26 November 2020

1.	Introduction
	<p>This report provides an update on ng2's areas of business operations for Quarter 2 2020. During Quarter 1 ng2 Ltd had to limit operations due to the Covid-19 outbreak and initiated lockdown in accordance with Scottish government advice and guidelines on Monday 23 March. During Quarter 2 all staff returned to work. This report will reflect the work carried out during this period whilst ensuring all safety protocols and health and safety measures are in place, ensuring it was safe to return to work for all employees.</p>
2.	Strategy
	<p><u>Business Planning and Growth for 2020/20</u></p> <p>ng2 future growth will be aligned to ng homes recent stock condition survey and planned investment programme for 2020/21.</p> <p>Projects identified for 20/21 include: -</p> <ul style="list-style-type: none"> - Garden and Estate Maintenance - Common Close Door Entry Upgrade - Void Property Maintenance - Metal Fencing – Painting - Timber Fencing – Replacement - LED Lighting Upgrade - Carron Estate - Balcony Works <p>The landscape maintenance contract continues to be ng2's largest contract for 2020/21. ng2 have consolidated this service over the period 2018/20 and continue to focus on quality and service delivery. Due to the Covid-19 pandemic the 2020 landscape maintenance contract started but was subsequently halted due to the government lockdown on March 23rd. On April 27th the 2020 Garden maintenance contract resumed and although a combination of the delay and the weather had created a situation where</p>

	<p>the grass was at a much greater length than usual, we are on course to complete the contracted grass and hedge cuts within the programme by the end of the cutting season (October 2020) and will provide a more substantial update on this at the Q3 board report.</p> <p>Void remedial works continue to be a major part of our day to day works over the year with on average 500 voids per annum being completed and returned to ng homes.</p> <p>We will continue to update the board on the development of any additional contracts and business opportunities identified during 2020/21.</p> <p><u>Vanguard Update</u></p> <p>Due to the Covid-19 Pandemic and subsequent Government lockdown this has been put on hold. ng2 will provide a further update on this in the Q3 board meeting.</p>
3.	Covid-19 Response
	<p>With staff returning to work during Q2, we have put the following measures in place to ensure staff safety and to make sure we are abiding by the advice and guidelines issued by the Scottish Government.</p> <p>Signing in Safely -</p> <p>Staff are permitted into the reception area of the office one at a time to sign in or out and must wear a face covering at all time within the office, an awning has been built outside the office on the main walkway to keep staff dry while waiting to sign in and social distancing markers have been placed on the ground and walls outside the office.</p> <p>Office Safety</p> <p>All office cleaners have received their induction and a new cleaning regime has been put in place focusing on commonly touch areas, staff are also continually sanitising commonly touched areas throughout the day and these have been clearly marked off with warning tape. The Office Cleaners are using new cleaning carts to help with common touch points and colour coding cleaning areas.</p> <p>All staff have received a fob for clocking in and out therefore eliminating the need to use the fingerprint contact point.</p> <p>The office receives an electrostatic spray every Saturday Morning.</p> <p>Contactless hand sanitising stations have been installed throughout the office.</p>

Desks which would not allow for a 2-meter distance between staff have either been moved or taped off.

Glass screens have been installed between all desks

Non walking zones have been set up and clearly marked throughout the offices to ensure there is always a 2-meter distance between staff.

A new procedure has been put in place for anyone visiting any of the offices, to ensure the safety of all ng staff. Masks must be worn by anyone visiting and by staff when they are moving around the common areas of the offices.

Masks and hand sanitiser are available to anyone visiting the offices

One Way System – A one-way system has been set up at the exterior of the office to cut down on traffic to and from the office and to help staff and visitors always maintain social distancing.

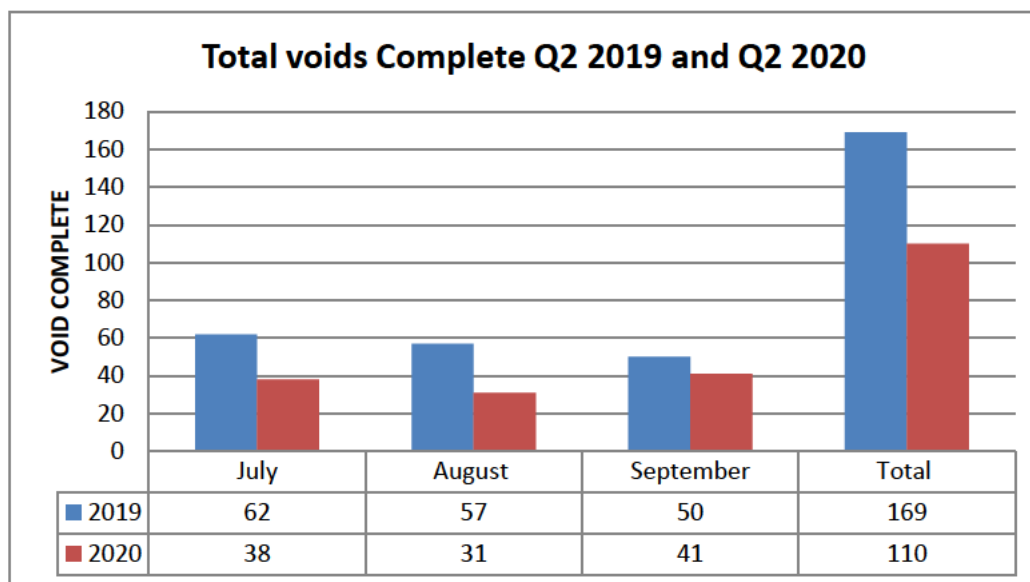
Vehicle Safety – Where possible, we have put a two-person limit on all ng2 vehicles, when more than one person is in a vehicle, face coverings must always be worn. Staff clean and sanitise their own vehicles at the end of each working day.



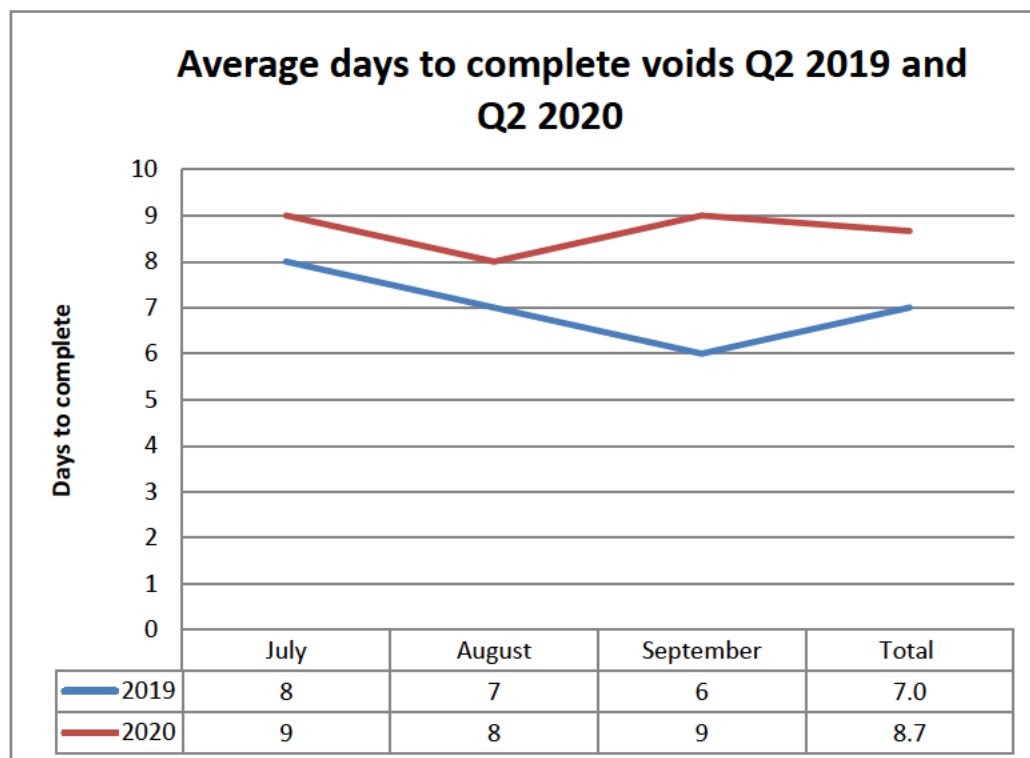
The awning and social distancing markers outside the office

4. Void Monitoring and Management

The Chart below show the total number of voids completed during Q2 2019 and Q2 2020. The number of voids completed during Q2 2019 was 169 with the comparative figure for 2020 being 110.



The chart below shows the average days to complete voids received in Q2 2019 and the comparative figure for the same period of 2020



The chart shows a slight increase in days taken to complete voids in 2020 compared to the same period in 2019. We had anticipated this as we were still dealing with a large backlog of voids from before lockdown with less staff than usual due to a gradual return and annual leave as well as the additional time taken to thoroughly clean, sanitise and electrostatic spray each void before returning keys to the Association. Another factor impacting return time's is that we are only allowing one tradesman in a property at any given time to ensure as safe a working environment as possible for ng2 staff. We will update the board of any changes in this process in future reports.

ng2 continue to attend weekly performance and monitoring meetings in which we provide an accurate breakdown of void information. This assists ng homes Neighbourhood Managers to identify any areas of concern and allows discussions to take place to rectify any queries quickly and effectively for the benefit of both parties. Before ng2 tradesmen enter a void, the property is cleared of any of the previous tenant's belongings.



Electrostatic spraying of a void property

5. Garden Maintenance

The work involved under this contract comprises the provision of a grounds maintenance service to the Association's properties for a 5-year period commencing March 2017 and involving all aspects of grounds maintenance including both hard and soft landscaping to private and communal gardens as well as open space areas.

The contract was due to start on Monday 23 March 2020 but due to the coronavirus pandemic it did not start until Monday 27 April 2020.

With this delay to the start of the service for 2020 we were running slightly behind however during Q2 we made great strides in bringing the contract back up to date and are confident that we will fulfil the contracted obligations. See Appendix 1 for further photographs of garden maintenance works.

We will provide a further update on this in the Q3 report.



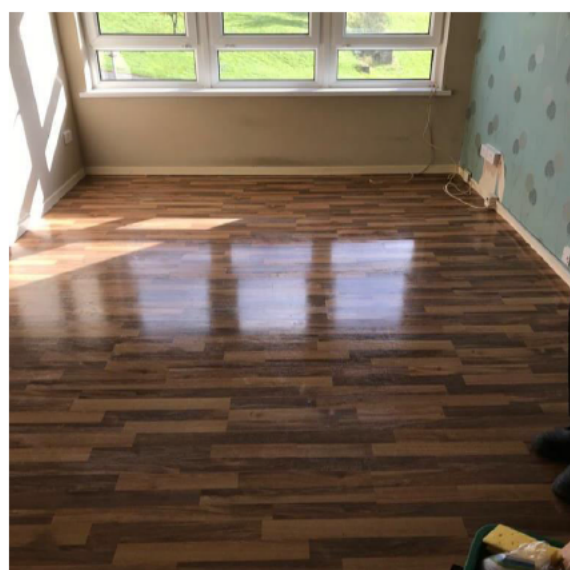
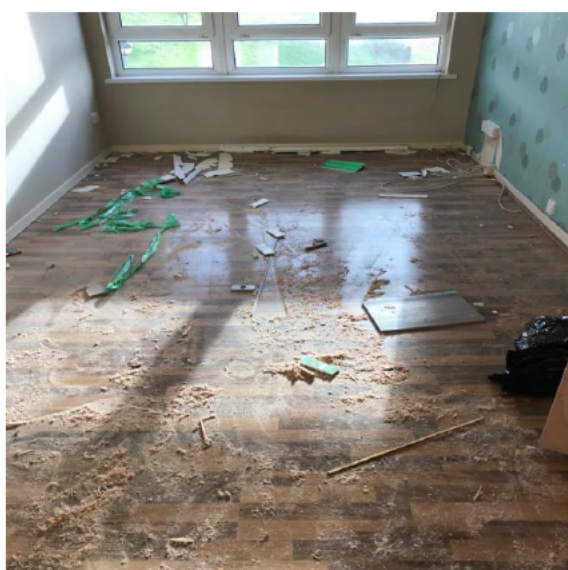
Before and after Garden Maintenance

6. Environmental Hit Squad

As of February 2020, new guidelines meant Glasgow City Council (GCC) would no longer be providing a bulk pick up service. Previously the Hit Squad and Back Court teams would pull bulk through from back courts and open spaces for GCC to pick up and dump on certain days. The change in guidelines means ng2 are now pulling out bulk and disposing of it on behalf of the Housing Association. This has led to a significant increase in the amount of bulk being dumped weekly by ng2. In Q2 of 2019 we were dumping an average of 9 tons of bulk per week, that figure has almost double for the same period of 2020 with an average of 17 tons of bulk being dumped each week. (See Appendix 2 – ng2 Bulk Uplift)

During the Quarter the Hit Squad have been electrostatic spraying every void before we return them to the association.

The pictures below highlight some of the work the Hit Squad carried out during the Quarter. See Appendix 2 for additional photographs of Hit Squad work.



Before and after void clean and clear



Before and after bulk removal

7. Close Cleaning

During Q2 the operatives have continued to work from a new spec they received during their return to work induction with a focus on sanitising main touch points within the common areas such as door handles, controlled entry face plates and banister / grab handles.



Sanitising one of the main touch areas in a common close

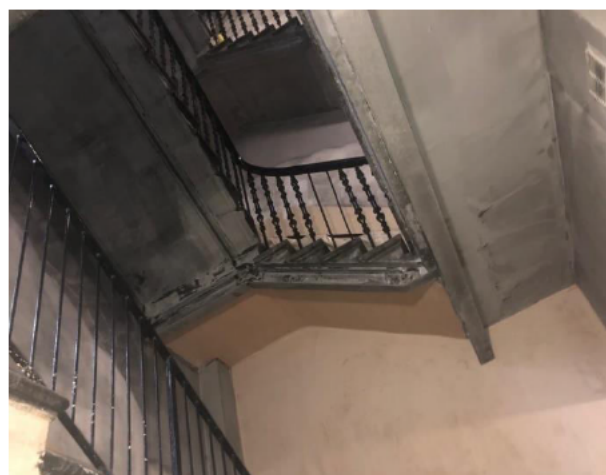
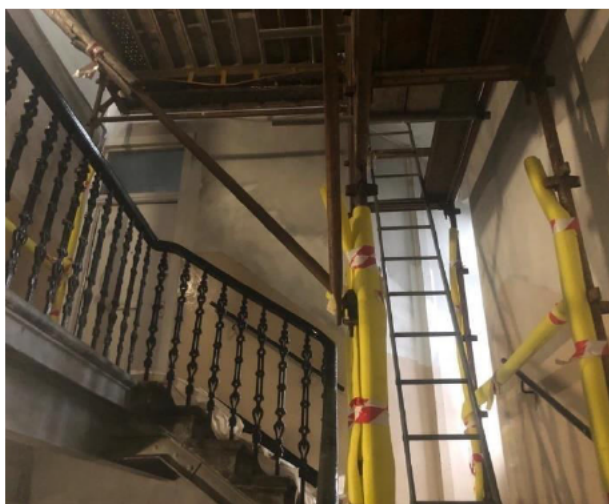
8. Painting Division

During Quarter 2 the painting division have been mainly working in void properties and quoted works for the association

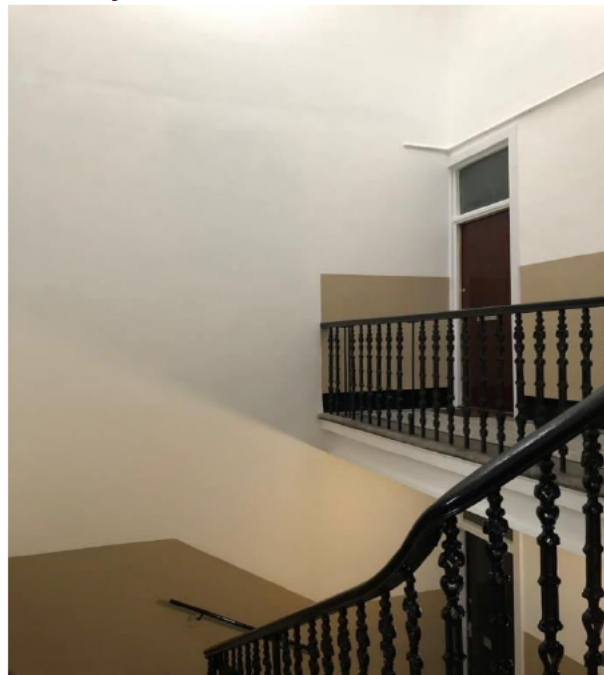
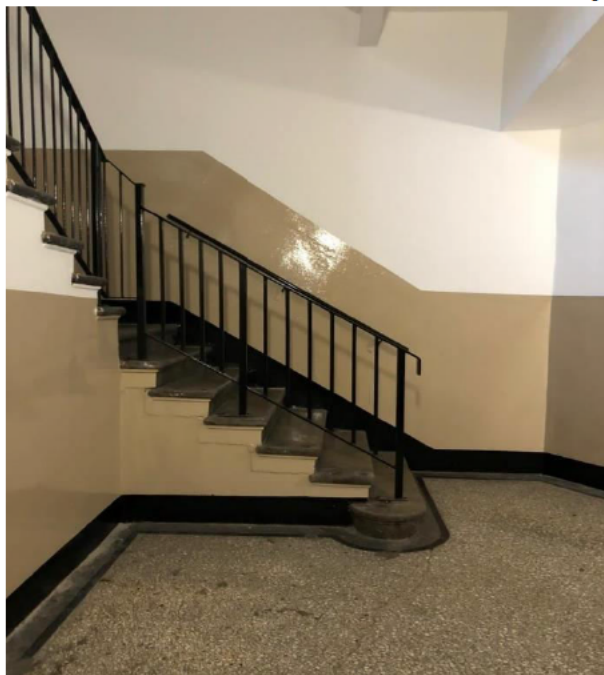
ng homes investment team have agreed upon a project to renew the balconies of the tenanted properties at Carron Place, ng2 will be the principle contractor for these works and we are currently in the process of setting out a programme of works. We will report back with more details on this at the Q3 board meeting.

See Appendix 1 for additional photographs of painting works.

The photos below show damage to a close caused by a recent fire and the



The Photos below show the damaged areas after the Painting Division carried out extensive repair and paint work



9. Joinery Division

During Quarter 2 the joiners have continued to work through the back log of voids that were placed on hold before lockdown as well as new voids coming in.

There has also been a significant increase in day to day work with only 7 jobs received in Q1 compared with 141 in Q2. This work has comprised of external repairs only as we are currently unable to attend tenanted properties. Talks are ongoing on safely returning to tenanted properties and we are hopeful that we will be able to achieve this and return to delivering a full repair service to the association from Q3 onwards. See Appendix 1 for additional photographs of joinery work.

See section 4 for a detailed breakdown of voids completed during the Quarter.







Before and after new work tops fitted to a void property

10. Vehicles

To make sure we are adhering to the Government Covid-19 guidelines, the following measures have been put in place for anyone using a ng2 vehicle:

- Social distancing where possible
- Masks must always be worn while in any ng2 vehicle with more than one person
- All vehicles are stocked with sanitising materials
- Vehicles are fully sanitised at the beginning and end of each day

11.	Key Performance Indicators			
	Repairs	Number	Target	Target Achieved QTR
	Day to day repairs	141	6 Days	
	Capital Projects	Number	Target	Target Achieved
	Door Entry	0	N/A	Currently on hold due to Covid-19 restrictions. Further update at the Q3 board meeting
	Voids	Number	Target	Target Achieved
	Returned on Target	55	6 Days	
	Returned Before Target	37	6 Days	
	Returned Out with Target	17	6 days	 17 voids fell outside the 6 day target as we had a large volume of live voids ongoing due to voids carried into June and July from before Lockdown
12.	Client / Tenant Communication			
	<p>Across all of ng2's contracts for the Housing Association we realise the need for Client/Tenant satisfaction.</p> <p>Due to the pandemic we have put a hold on tenant satisfaction surveys and will look to resume these at a later date.</p>			
13.	Governance / Risk / Procurement			
	<p>During this Quarter our risk register was reviewed to ensure it fully reflects the associated risks in contract operations. During the first two weeks of Lock down we contacted our health and safety consultant for help with various issues regarding Covid-19.</p> <p>We realised the importance of ensuring health and safety was at the forefront as we began bringing staff back into the workplace and wanted to ensure it was as safe as possible with new toolbox talks, risk assessments and safe systems of work put in place.</p>			

	We have updated the risk register (Item 9) to take a national pandemic into account (Covid-19).
14.	Operational Issues
	<p><u>ng2 Overtime</u></p> <p>During this Quarter the Garden Maintenance team and joiners have continued to work overtime to catch up on lost time due to the lock-down imposed by the Scottish Government in the previous Quarter.</p> <p>It has been necessary to streamline the process for overtime analysis and approval in order to maintain control while maintaining and optimising profitability.</p> <p>This overtime allows for return of properties to ng homes, in a lettable state, at the earliest opportunity in order to maximise the Association's cash flow in addition to ensuring their compliance with Scottish Housing Regulator guidelines.</p> <p>All overtime must be approved by Depute CEO in advance of any additional hours being worked. Details of overtime required and supporting rationale is sent for approval using the form "ng2 Overtime Justification" .</p> <p><u>Vehicles</u></p> <p>Taking into account the depreciation of some of the fleet and vehicles beyond economical repair we are suggesting that over the course of the next year we replenish the fleet by buying some new vehicles. We are asking that the board give us initial approval to look at purchasing 4 new vehicles over the next 2 years. This will cut out the need to hire vehicles.</p>
15.	ng2 in the Community
	<p>ng2 continue to provide support in aiding ng homes regeneration projects in the local community by helping with food and furniture deliveries.</p> <p>One example of this is our void properties whereby furniture in good condition is taken to our regeneration unit, cleaned and checked for safety purposes and donated to people in need.</p>
16.	Recommendation
	Members are asked to note the content and progress highlighted within this report.



ng2 Board Meeting For Noting

To: Board
From: HR Officer

SUBJECT: STAFFING REPORT (NG2)

DATE: 26 November 2020

1. Introduction

This report refers to the period of 1 July 2020 – 30 September 2020, covering staffing matters including: staff headcount, attendance and absence, learning and development, recruitment and the company health plan.

2. Staffing Report

Number of Staff

As at 30 September 2020, 70 staff were employed by ng2 Ltd. This is a decrease from the previous reporting period in which 76 staff were employed.

Attendance and Absence

During this reporting period, 62 staff had perfect attendance (88% of the workforce). As well as this, 8 staff members qualified to receive their two day 'no sickness reward'.

The overall staff sickness absence percentage was below the 3% target and for this reporting period was 0.69%. The breakdown of the total number of working days available against days lost through sickness is detailed below:

Total number of work days available	Number of days lost through sickness	Sickness Absence %
4,477	31	0.69

The 31 days lost is a result of short term absences (a maximum of 19 days) and there were no long term (20 days or more) absences:

	Short Term	Long Term
Days Lost	31	0
Number of employees	8	0
Percentage	0.69%	0%

The organisation will continue to manage staff attendance in a supportive manner in line with

good practice and the organisation's policies and procedures.

Absences due to Self Isolation (COVID-19)

During the reporting period, 2 members of staff required time off to self isolate. The total number of days lost due to self isolation is 11.25 days.

The reason for self isolating is broken down as follows:

Reason for Self Isolation	Number of Staff
Developed symptoms	1
Member of household developed symptoms	1

Learning and Development (L&D)

During the period covered by this report a total of 6 ng2 staff have benefitted from 35 hours of formal training and development as detailed in the table below. The direct cost of this training equates to £533.32.

Course Title	Number of staff attending	Number of staff hours	Direct cost of Training (£)
Managing Strengths	4	14	0.00
Managing Stress in Your Team	1	7	175
Understanding Buildings and Managing Repairs	1	14	358.32
Totals	6	35	£533.32

Recruitment and Leavers

During the reporting period, five vacancies were advertised. Details of the vacancies are as follows:

Job Title	Contract	Start Date	Contract End Date	Internal or External
Joiner	Fixed Term	18/06/20	17/12/20	External
Estate Services Operative (x12)	Fixed Term	Various	30/10/20	External
Office Concierge/Hit Squad	Permanent	03/08/20	N/A	Internal
Joiner (x2)	Fixed Term	14/09/20	13/09/21	External
Administration Assistant	Permanent	12/10/20	N/A	External

During the reporting period, six members of staff left the organisation: [REDACTED]

	<p>Where possible, exit interviews are conducted to gain feedback. Due to circumstances, exit interviews were not carried out with these staff members.</p> <p>Company Health Plan – Simplyhealth</p> <p>Simplyhealth provided us with a report on all claims made by staff up to September 2020 at the previous meeting. Therefore, a comprehensive report with an update on claims will be provided at the next Board Meeting.</p>
3.	Recommendation
	Members are asked to note the contents of this report.



ng2 Board Meeting For noting

To: ng2 board
From: David McIntyre

SUBJECT: HEALTH AND SAFETY REPORT

DATE 26 November 2020

1.	Introduction
	<p>The purpose of this report is to provide the Board with an update on the ng2 health and safety work plan for the period covering July 2020 – September 2020 and our response to the Covid-19 Pandemic.</p> <p>Health & Safety</p> <p>Health and Safety within ng2 is given an extremely high priority.</p> <p>Health and Safety covers all of ng2 areas where employees or others may be at risk, this covers office-based employees, trades and non-trades, as well as contractors which ng2 has a responsibility for within their day to day working practices. Areas which were identified as requiring attention within the last board report have been attended to and new areas have been introduced to replace those that have been addressed.</p>
2.	Actions Taken
	<p>In Line with the Government guidelines on social distancing due to the Covid-19 pandemic, the following measures have been implemented across all areas of ng2 to ensure staff could safely return to work:</p> <ul style="list-style-type: none">- Whenever a member of staff is un-furloughed, they receive a return to work induction to inform them of the new measures put in place.- All office cleaners have received their induction and a new cleaning regime has been put in place focusing on commonly touched areas.- All staff have received a fob for clocking in and out therefore eliminating the need to use the fingerprint contact point.- The office receives an electrostatic spray every Saturday Morning.- All ng2 vehicles are fully sanitised at the end of each day.- Contactless hand sanitising stations have been installed in all ng2 offices.- Desks which would not allow for a 2-meter distance between staff have either been moved or taped off.

- Glass screens have been installed between all desks.
- Non walking zones have been set up and clearly marked throughout the offices to ensure there is always a 2-meter distance between staff.
- A new procedure has been put in place for anyone visiting any of the offices, to ensure the safety of all ng staff. Masks must be worn by anyone visiting and by staff when they are moving around the common areas of the offices.
- Masks and hand sanitiser are available to anyone visiting the offices
- A one-way system has been set up outside the offices with 2-meter markings to maintain social distancing while staff line up to enter 1 at a time.
- All common touch points in the office will be cleaned continuously throughout the day when staff are moving around the office.
- A Canopy will be getting erected outside the office to shield staff from adverse weather while they are waiting to sign in or out, we will provide an update on this at the next meeting.
- After consulting without Health and Safety advisor our risk register has been updated to cover Pandemics.

Incidents, Accidents and Near Misses

During the reporting period there were no incidents or near misses to report.

Location / Date	Nature of Incident, Accident or Near Miss	Action	HSE Report Required
10/9/20 – Void property	Employee slipped coming out of an ng2 vehicle and bumped his back	Tool box talk given – No days lost	NO
24/9/20	Employee tripped on an uneven slab sustaining a cut to his head and damage to the wrist	Employee was taken to Hospital and assessed. The wound to his head was dressed and his wrist was strapped. Toolbox talk given and HA notified of uneven slab. No days lost	NO

	23/9/20 – Garden maintenance - Garden	While trimming hedges, the employee sustained a cut to his leg	Employee was taken to hospital where the wound was dressed. Toolbox talk given, no days lost	NO
3.	Recommendation			
	Members are asked to note the contents of this report.			



Appendix 1

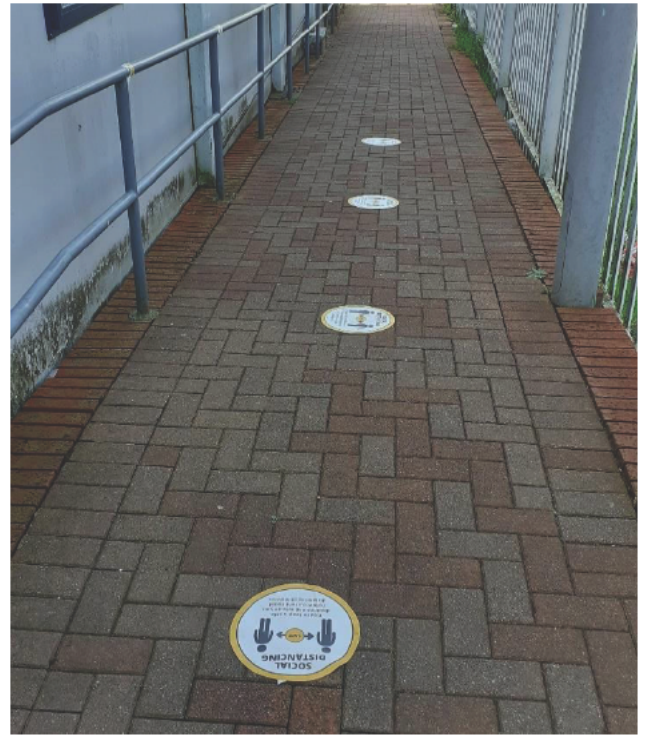
Covid-19 Operational and Office Health and Safety Response



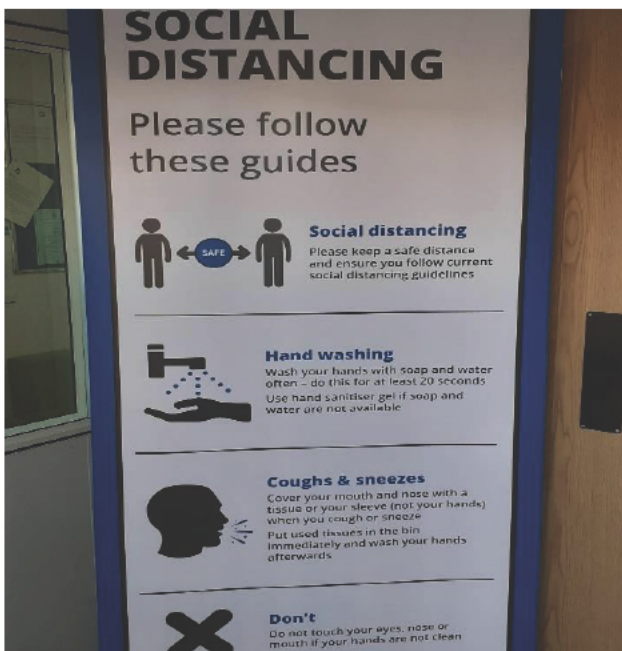
**COVID-19
RESPONSE**

Office space

The following photos highlight some of the measures we have put in place to ensure staff are safe to return to work



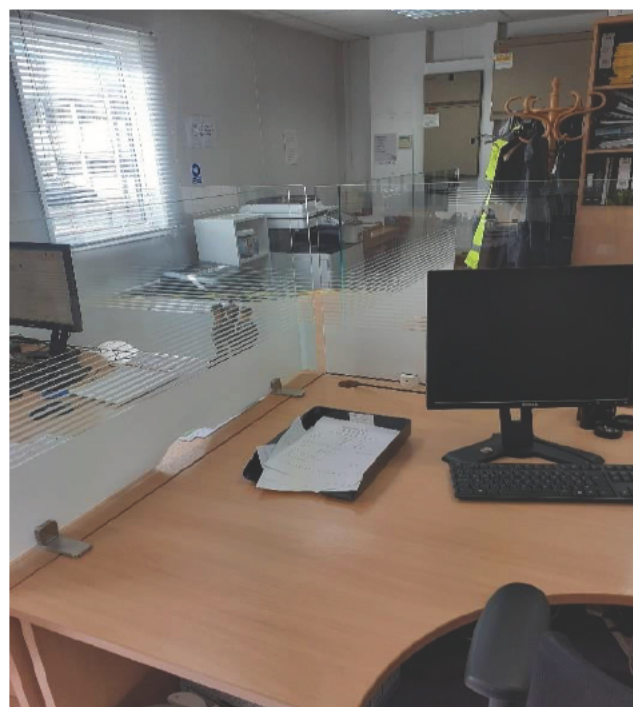
A new one way system has been put in place to avoid congestion while entering or exiting the building along with clear markers on the ground to allow for social distancing



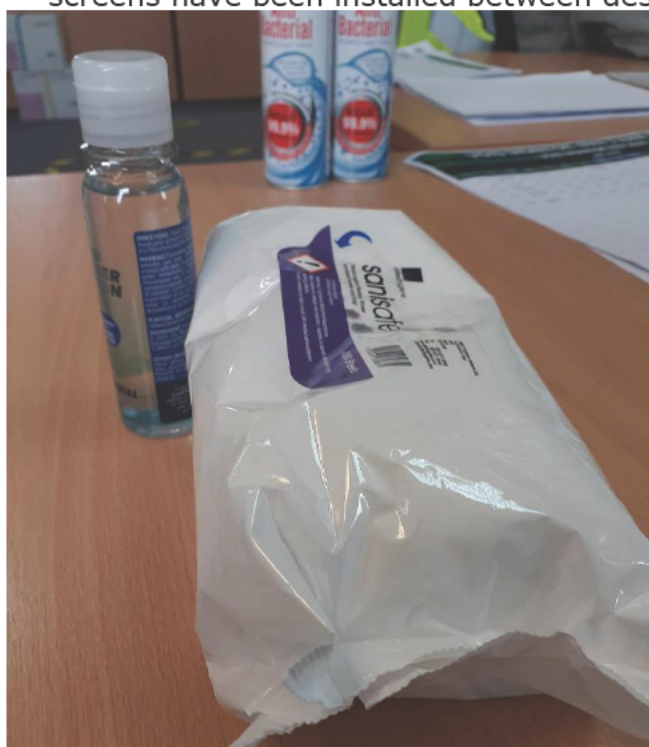
A new information sign has been placed at the main entrance for Staff and visitors



A non-contact hand sanitizing unit has been placed at the reception area



The main floor in the office has been clearly marked with no standing areas and glass screens have been installed between desks to maintain social distancing at all times



All staff have been provided hand sanitiser and wet wipes to maintain workstation cleanliness



Hand sanitiser and wet wipes have been placed throughout the office at the main touch points

HIT SQUAD

The hit squad are undertaking electrostatic spraying within office and void properties.



Electrostatic spray gun and chemicals.

Clearance of a void property.



Before



During



After

GARDEN MAINTENANCE

The following photos highlight some of the work the Garden Maintenance team have been undertaking since returning from furlough – Although the Team was among the first to return to work, the month lost due to lockdown meant the Grass and hedges were extremely overgrown before receiving a first cut of the season

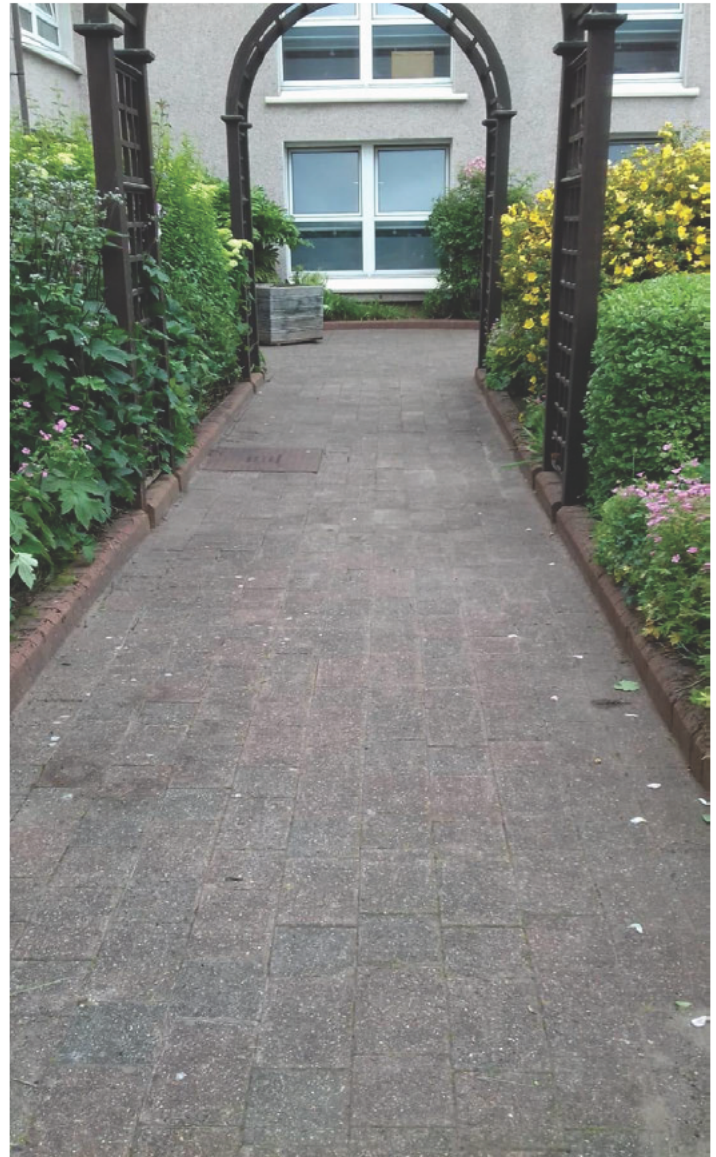
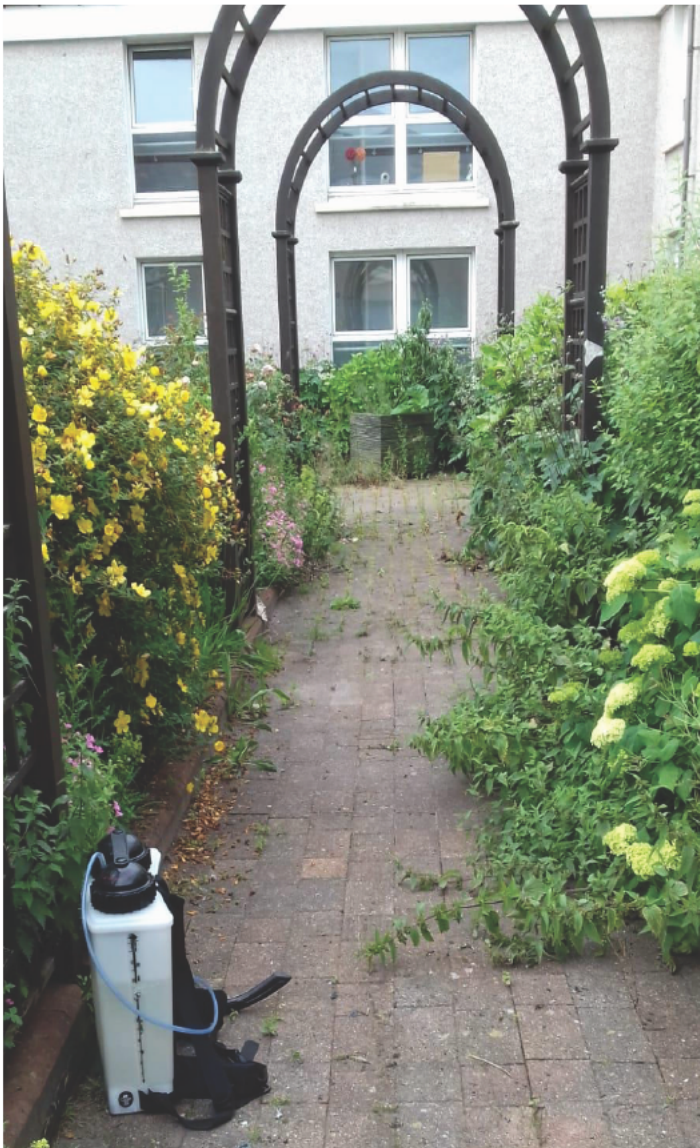


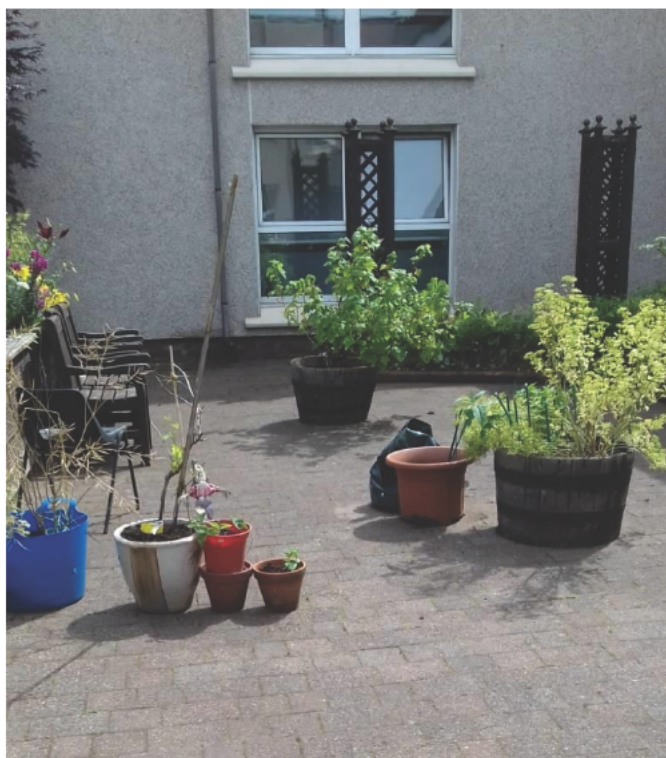




Hawthorn Street Retirement Complex

When the Garden Maintenance team started back we realised the need for outside space for this particular complex as lockdown was still in place. The following photos show the work the team carried out to provide a pleasant outdoor space for the residents.





Close Cleaning

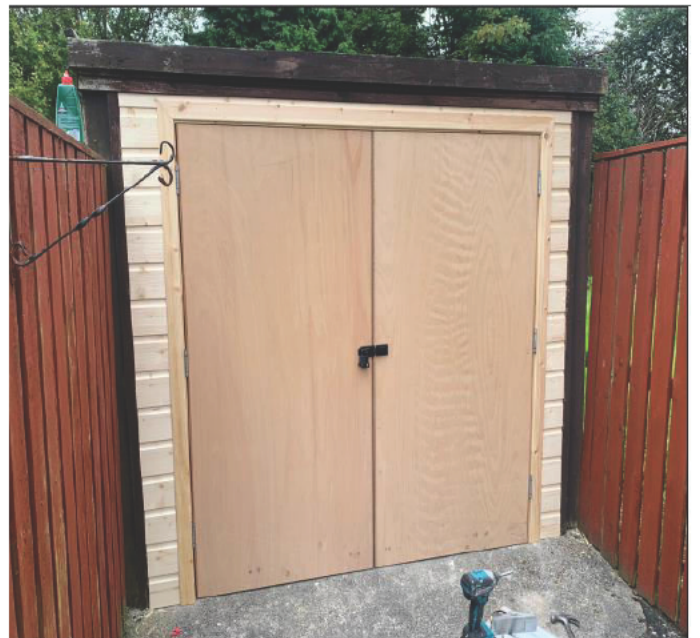
The Close cleaning staff where give new spec for cleaning closes when they returned from furlough. The spec highlighted the need to clean and sanitise the main touch points withing communal closes.

The photos below show some of the main areas of focus.



Banisters/Grab rails, Door handles, push plates and door entry faceplates are now cleaned and sanitised during the weekly clean of the associations 460 communal closes

Trades





Before and after of painting of a close that was damaged by fire during lockdown





Appendix 2

ng2 Bulk Uplift Service



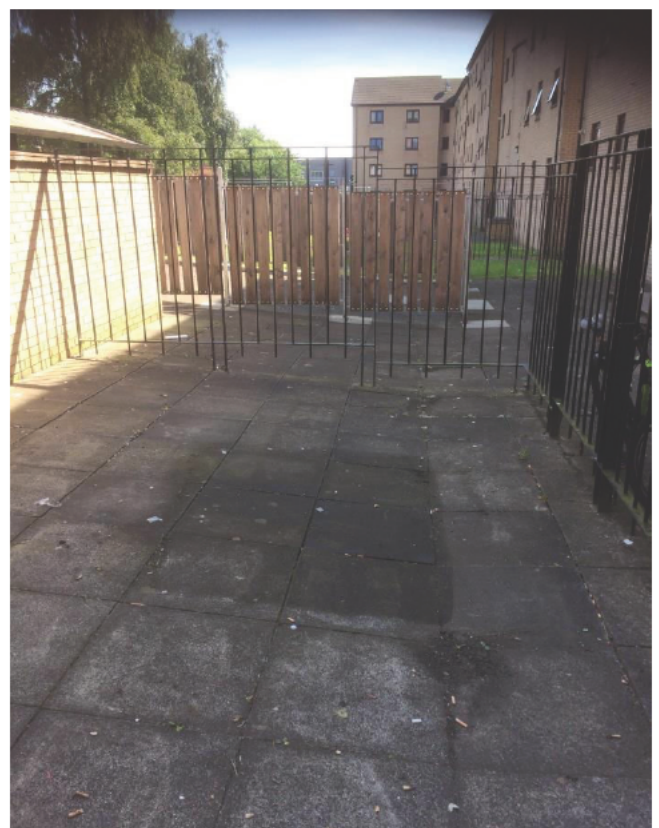
**COVID-19
RESPONSE**

Bulk Uplift

As of February 2020, new guidelines meant Glasgow City Council (GCC) would no longer be providing a bulk pick up service. Previously the Hit Squad and Back Court teams would pull bulk through from back courts and open spaces for GCC to pick up and dump on certain days. The change in guidelines means ng2 are now pulling out bulk and disposing of it on behalf of the Housing Association. This has led to a significant increase in the amount of bulk being dumped weekly by ng2.

The following photos highlight some of the Bulk the Hit Squad and Back Court teams have been removing during quarter 2.











Before and after cleaning and clearing of a void Property and bulk uplift by the Hit Squad



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Registered charity in
Scotland
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VAT Registered
VAT No: 816986681
Financial Conduct Authority
FCA No: 1865RS
Scottish Housing Regulator