



ng2 Board Meeting

Location: Vulcan Street
Date: 3 December 2019
Time: 5:30PM



Window Cleaning at Saracen House



AGENDA

Meeting: Board meeting
Location: Vulcan Street

Invitees ng2 Board

Date 3 December 2019

Time 5:30 pm

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

Telephone: 0141 630 4259

	Agenda	Paper	Lead Officer	Page
1.	Apologies			
2.	Disclosure of Interest and Attendance			
3.	Minutes of Meeting on 10 October 2019	Yes		1-7
a.	Matters Arising			
4.	For Approval			
a.	Management Accounts	Yes	BH	8-11
5.	For Noting			
a.	Operational Report July – September 2019	Yes	JD	12-28
b.	ng2 Staffing Report	Yes	JD	29-32
c.	Health and Safety	Yes	JD	33-34
d.	Risk Register	Yes	JD	35-37
6.	AOCB			
7.	Date of next meeting: 10 March 2020			

Appendices:

1. ng2 Structure

[illegible]

P	-	PRESENT	X	-	ABSENT
A	-	APOLOGIES			

	TARGET ATTENDANCE	80%	AVERAGE ATTENDANCE	100 %
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Board Minutes

Meeting: ng 2 Board meeting **Location:** The Ron Davey Enterprise Centre

Date: Thursday 10th October 2019 5:30pm **Time:** 5:30pm

Attendees: Margaret Thomson MT -Chair
Isobel Cross - IC
Jim Berrington JB
G Satti – GS
Tillie Dow – TD
Richard Porter – RP

Apologies: n/a

In Attendance: John Devine – JD (DCEO - Regeneration)
Bob Hartness - RH (DCEO - Finance)
Joanne Bradley – JPB (OS)

Minute Taker: Joanne Bradley

	Agenda	Action	Date
1.	Apologies		
	n/a		
2.	Disclosure of Interest and Attendance		
	None		
3.	Election of Chair 2019		
	<p>Board Members were asked to indicate their interest in the position of Chairperson. Nominees for the position were Gino Satti (Nominated RP and seconded by JB) and Margaret Thomson (Nominated IC and seconded by TD). MT stepped down as Chair and voting papers were distributed to members. The result was deadlocked with 3 votes each, as counted and verified by JPB. A coin toss was undertaken to decide and GS successfully called heads. Gino Satti was duly elected as new Chair.</p> <p>Members were asked to indicate their interest in the position of Vice Chair. This is a necessary post due to GS's full time work commitments. Nominees for the position were Jim Berington</p>		

	(Nominated RP and seconded by GS) and Margaret Thomson (Nominated TD and seconded by IC). JB stepped down as Vice Chair and voting papers were distributed to members. The result was 4:2 in favour of MT, as counted and verified by JPB. Margaret Thomson was duly elected as new Vice Chair.		
4.	Minutes of Board Meeting on 18th June 2019		
a.	Matters Arising		
	There were no matters arising and the minutes of the previous meeting were adopted as correct. Proposed RP Seconded JB		
	Reports for Approval		
5.	Ng2 Financial Regulations Update 2019		
	<p>Bob presented the updated document which had last been updated in 2015. He informed the Board that there had been very little change in regulations/requirements since that time however the document had been updated to reflect: -</p> <ul style="list-style-type: none"> • HMRC retention policy now reduced to 3 years; • ng2 supplier payments are now every 2 weeks, previously monthly; • ng2 now use electronic payment methods e.g. BACS instead of cheques. <p>RP sought clarification of who within ng2 has a company credit card and what were the spend limits were.</p> <p>RH confirmed that there are no company credit cards for ng2 and that he makes any card purchases via the association and then raises an intercompany recharge. He also said that he is considering obtaining a debit card for ng2 with a £500 limit and that he will update the Board if this goes ahead.</p> <p>JD also confirmed that there is a small amount of petty cash held within the office for miscellaneous cash expenses however use is strictly controlled and reconciled monthly.</p>		

	There being no further questions the document was approved. Proposed JB Seconded RP		
6.	Ng2 Business Plan 2019		
	<p>No significant changes have been made to the business plan and ng2 growth areas are in line with ng homes 5 year investment plan presented to the Board the on 1st October.</p> <p>RH welcomed questions from the Board however there were none and so the document was approved.</p> <p>Proposed TD Seconded IC</p>		
7.	Ng2 Scoping Proposal		
	<p>JD asked members to note that the budget figure on last page should be £8000 (and not £5000) as this had been increased to allow for inclusion of VAT.</p> <p>The approval paper is to review operations and structure within the business and make recommendations to the Board on ng2 ongoing operations and areas for growth.</p> <p>This proposal would be requested to be with JD from Vangaurd within 5 days for consideration and approval. The board agreed to delegate authority to the Chair and 3 Directors to review and approve the proposal without coming back to the next board meeting.</p> <p>RP sought clarification on whether this was an exercise to redistribute ng2 work to other contractors.</p> <p>JD confirmed that this was not the intention and there was potential for this to support growth within ng2 trades.</p> <p>MT confirmed that she had discussed this proposal with JD at a pre-agenda meeting and that she was satisfied that there was no immediate threat to ng2 jobs.</p> <p>Proposed RP Seconded MT</p>		
8(a)	Management Accounts		
	<p>Members noted report detailing the financial results for the period to 30th June 2019.</p> <p>Income from activities in the period to 30th June amounts to £846k with £140k gross profit. After overheads and interest charges £19k</p>		

	<p>net profit of £20k is shown for the period.</p> <p>Activities are close to budgeted levels and charge out rates for tradesmen are reviewed on an ongoing basis.</p> <p>Motor expenses were heavy this quarter as expected due to annual renewals of road tax and insurance. Renewals were around £7k.</p> <p>Garden maintenance and motoring expenses will now decline until next growing season. Other areas are as expected.</p> <p>RH stated that he expects better profit levels for Q2-4 and reiterated that ng2 trade growth will result in further VAT savings for the Association.</p> <p>RH informed the Board that the Resilient Scotland loan was now repaid in full as of 10th October 2019 and that ng2's only creditors are our suppliers.</p> <p>Board members were asked to recommend approval of the management accounts for the period to 30 June 2019.</p>		
	Proposed RP Seconded MT		
	Reports for Noting		
8(b)	Statutory Accounts to 31 March 2019		
	Statutory Accounts have now been submitted to Scottish Housing Regulator and Companies House as required.		
9.	External Auditors Board Report		
	<p>RH asked Board to note that the audit was now complete and that there were no adjustments required to the Statutory Accounts before approval and submission.</p> <p>RH welcomed questions for the Board however there were none as all were satisfied with the quality information provided.</p>		
10.	Operational Report		
	JD covered the operational report and highlighted areas of growth in line with the business plan and investment programs, and in line with trends and spikes in activities.		

An update was given on Voids, highlighting that these were hard to predict as they are reactive. He highlighted the new table on page 14 of the report, breaking down void activity for the quarter into week on week activity for the quarter and specifying number and reasons for any failures e.g. (power issues in properties preventing works from being undertaken)

RP asked for clarification on how this fitted with rewire works and JD explained that rewires are not managed by ng2 and that any rewires are capital expenditure on properties for the association in advance of Void stage.

JD offered provision of an offline session to further explain the process however the Board were satisfied at the explanation given and so the session was declined.

Garden Maintenance Mule is tracked each day, providing a full picture of daily activities for the vehicle and crew.

JD presented the Void specification, (Appendix II) highlighting the process flowchart.

JD spoke to Garden Maintenance Service Level Agreement, detailing the scope of the contract. Appendix III showed a sample of the tenant satisfaction survey and the results. There were 19 surveys completed, all of which showed extremely positive results.

JD presented the ng2 complaint register for the period which showed 6 complaints received in total, all relating to garden maintenance. He asserted that although this is 6 too many, considering the volume of gardens being maintained, the ratio of complaints to gardens being maintained is very low; totaling a small fraction of 1%. The Association's complaints guide was included as Appendix IV.

JB observed that owners tend to be the complainers and JD clarified that owners pay for this service to be provided and so are absolutely right to complain if service delivery falls below expected standards.

	GS thanked John for this insight and requested that the minutes of the meeting reflect questions asked for agenda items.		
a.	Risk Register		
	Risk Register has been updated to include Freedom of Information requests. Publication scheme is currently under construction and will be published on the now consolidated NG/NG2 website. A quarterly report is required for Freedom of Information requests for the Scottish Information Commissioner's Office (SICO).		
11.	Staffing Report		
	Staff levels have decreased slightly in the period by 2 operatives. 7 members of staff were nominated for Going the Extra Mile award scheme for various reasons 78% of the workforce had perfect attendance in the period in addition 16 staff members qualified for the "no sickness reward". Overall sickness was slightly above the target of 3% at 3.3% Proposed JB Seconded TD		
a.	Simply Health Usage		
	JD presented the Simply Health usage report to the board for noting. The plan continues to provide excellent service and prompt payments to users. Optical and Dental benefits continue to show the highest usage.		
12.	Health & Safety Report		
	Health & Safety within the organization has been addressed with the help and participation of all members of staff and an ongoing commitment to a positive Health & Safety culture remains the highest priority for the whole workforce. There was one minor incident during the period and no HSE report was required.		
	Members were asked to note content of the reports which constitute items 9-13		
13.	AOCB Register of Payments and Benefits Case No. 120 was presented to the Board for consideration. Recruitment for a temporary 6 month		

	<p>position was approved by the Board.</p> <p>Proposed TD Seconded JB</p> <p>GS requested that it be recorded that the Board are "heartened" by the quality of information provided on a regular basis. There being no other competent business the Chair thanked all for their attendance and closed the meeting.</p>		
14.	Date of next meeting:- Tuesday 3 rd December 2019 at 5.30pm		



Board Meeting

For Approval

To: Board
From: Finance Director

SUBJECT: **MANAGEMENT ACCOUNTS – PERIOD TO
30 SEPTEMBER 2019**

DATE: 3 December 2019

1.	Introduction
	This report is detailing the financial results for the period to 30 th September 2019.
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 2019 amounts to £1.82m with £512k of direct costs and £967k of wages leading to a £340k gross profit. Ongoing review of charge out of costs within joinery and electrical.</p> <p>Overheads totalled £263k. The main elements being motor expenses, management charges, uniforms, rent and vehicle depreciation. After the overheads and interest charges a £77k net profit was made in the period.</p> <p>The balance sheet position continues to improve with increased reserves. The cash balance decreased with £83k more funds being paid out of the company than paid in. This was primarily through the significant increase in debtors and stock with a busy start to the new year together with a rise in stock for the door entry programme. Reserves now total £697k.</p>
4.	Recommendation
	Board members are asked to recommend approval of the management accounts of ng2 for the period to 30th September 2019. A report of this will be put to the Board of the Association.

Year to 31/03/19	NG 2 Profit and Loss - period to 30-Sep-19				
£		Sales £	Materials £	Wages £	Gross Profit £
141,930	Cleaning	233,580	30,225	153,940	49,415
38,901	Power washing	26,779	1,261	15,000	10,518
48,433	Joinery	371,239	216,276	83,315	71,648
26,122	Electrical	218,551	198,909	8,393	11,250
31,504	Other sales	133,737	303	119,354	14,080
31,651	Back court cleaning	64,271	-	50,249	14,022
177,446	Garden maintenance	481,115	56,640	284,499	139,976
(99,395)	Management	-	-	38,312	(38,312)
70,822	Concierge	156,690	-	120,627	36,063
56,603	Hit squad	95,031	-	66,571	28,460
34,041	Painters	38,702	8,653	26,922	3,127
558,057		1,819,694	512,266	967,181	340,247
-	Other income	-	-	-	-
558,057		1,819,694	512,266	967,181	340,247
	Overheads				
50,000	Management charges			35,000	
25,487	Rent and rates			13,395	
176,293	Motor expenses			116,376	
4,000	Telephone and IT support			2,000	
5,595	Printing, stationery and advertising			1,829	
16,854	Professional fees			11,343	
2,820	Container hire			1,196	
24,134	Uniforms, safety equipment and repairs			11,321	
10,533	Training			7,640	
4,000	Insurance			2,000	
112,285	Vehicle and plant depreciation			59,482	
(3,100)	Gain/Loss on sale of fixed assets			-	
285	Bank charges			116	
2,825	General expenses			1,090	
432,011					262,789
3,154	Loan interest				538
122,892	Net profit				76,919
26,228	Corporation tax/Gift aid				-
96,664					76,919

31/03/19	NG 2	30-Sep-19		
£	Balance sheet at		£	£
297,611	Fixed assets			259,396
	Current assets			
309,148	Stock and Debtors		753,241	
256,566	Bank and cash		173,243	
<u>565,714</u>			<u>926,484</u>	
	Current Liabilities			
136,331	Trade Creditors	82,499		
-	NGHA inter Company account	316,404		
25,661	Resilient Scotland loan	3,725		
81,049	Other creditors	<u>86,049</u>		
<u>243,041</u>			<u>488,677</u>	
<u>322,673</u>				<u>437,807</u>
<u>620,283</u>				<u>697,203</u>
100	Share capital			100
620,183	Profit and Loss account			697,103
<u>620,283</u>				<u>697,203</u>

31/03/19	NG2 CASHFLOW	30-Sep-19
£	OPERATING ACTIVITIES	£
96,664	Surplus for year	76,919
-	Interest Received	-
3,154	Loan Interest Paid	538
99,818	Operating surplus excluding int & tax	77,458
112,285	Depreciation - vehicles and plant	59,482
253,494	Decrease/(Increase)in Debtors	(444,093)
(218,803)	(Decrease)/Increase in Creditors	267,571
246,794	Net Cash In/(Out)flow From Operating Activities	-39,582
	RETURNS ON INVESTMENTS AND SERVICING OF FINANCE	
-	Interest Received	-
(3,154)	Less: Interest Paid	(538)
(3,154)	Net Cash In/(Out)flow from Returns on Investments and Servicing of Finance	(538)
-	Corporation Tax Paid	-
	INVESTING ACTIVITIES	
(99,999)	Acquisition of Other Fixed Assets	(21,266)
-	Investment in Activities	-
(99,999)	Net Cash In/(Out)flow From Investing Activities	(21,266)
143,641		(61,387)
	FINANCING	
-	Loans Received	-
(41,795)	Less: Loans Repaid	(21,936)
-	Issue Of Share Capital	-
(41,795)	Net cash In/(Out)flow From Financing	(21,936)
101,846	Increase/(Decrease) in Cash and Cash Equivalents	(83,323)
101,846	Movement in Cash & Bank	(83,323)
101,846	Increase/(Decrease) in Cash and Cash Equivalents	(83,323)



Board Meeting For Noting

To: ng2 Board
From: Deputy CEO (Regeneration)

SUBJECT: ng2 OPERATIONS REPORT
JULY – SEPTEMBER 2019

DATE 3 December 2019

	Introduction
	The report provides an update on ng2's areas of business operations for quarter 2 2019.
1.	Strategy
	<p><u>Business Planning and Growth for 2019/20</u></p> <p>ng2 future growth will be aligned to ng homes recent stock condition survey and planned investment programme for 2019/20.</p> <p>Projects identified for 19/20 include:-</p> <ul style="list-style-type: none">- Door Entry – Over the next 2 quarters we will complete all tenanted door entries- 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 2019/20. ng2 have consolidated this service over 2018/19 and focused on service delivery rather than growth of the contract.</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 have now completed painting to all tenanted properties and are liaising with factoring on scheduling owners meetings to complete the next 70 properties.</p> <p>We will continue to update the board on the development of any additional contracts and business opportunities identified during 2019/20.</p> <p>The services that ng2 deliver on behalf of the Housing Association are set to under go an internal review.</p> <p>Services such as Close Cleaning, Backcourt Maintenance and the more recent Landscaping</p>

contract are all under review.(Appendix 1: The current ng2 structure)
A draft proposal will be presented at the next board meeting.

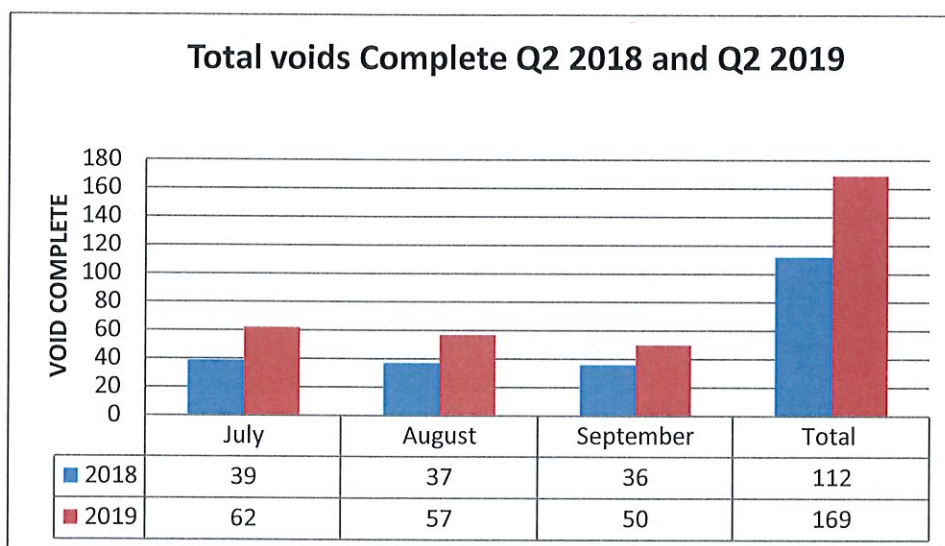
2. Voids

The chart below compares the void properties completed in quarter 2 of 2018 with that of the void properties completed in quarter 2 of 2019.

The total completed voids for quarter 2 in 2018 was 112, with the comparable figure for the same period in 2019 being 169.

The void properties are serviced in the first instance by the hit squad or concierge, who clears all properties of any household items left by the previous tenant. This is then followed by the appropriate trades who complete all of the required works.

Monthly Void Numbers Completed Comparison Quarter 2 (2018 and 2019)



Void Completion Times Comparison Quarter 2 (2018 and 2019)

ng2 have a target of 6 days per void set by the association. The table and charts below show the number of voids received by ng2 per week during the quarter. It also provides a break down of total days taken and an average numbers of days to complete each void.

As reported at the last board meeting, we reviewed the figures for 2018 and became aware that the average days taken to complete voids was falling short of the Associations allocated 6 day target. After successfully recruiting a joiner we are continuing to see improved results in void turnover times.

It was also recognised that a plasterer would be a good addition to ng2 and we are looking to advertise for this post over the coming quarter and will update the board at the next meeting.

ng2 have also continued to provide a package in relation to voids consisting of window

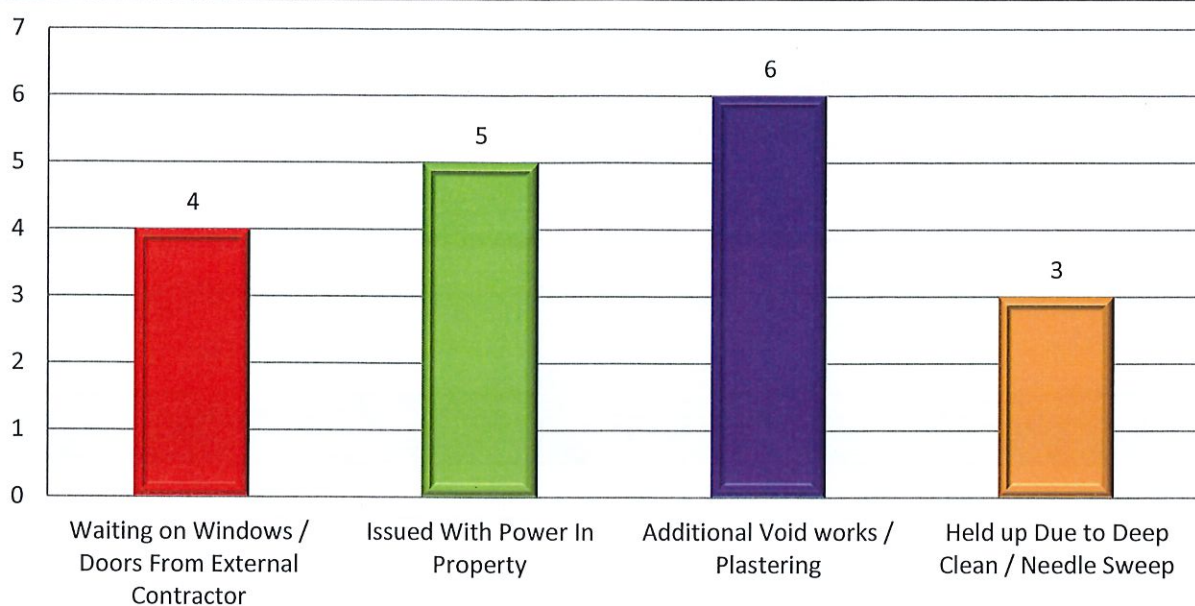
safety check and a lock change.

During this quarter ng2 have continued to ensure all void properties meet SHQS standard as required by the Housing Association.

The table below shows a screenshot of our weekly break down of all voids received and the progress against target dates given to ng homes during quarter 2 (July to September 2019).

Week	Received in week	Returned in week	Returned on expected Target Date	Returned before Expected Target Date	Returned outwith Expected Target Date	Live Voids	Reason for late return
1/7/19 to 5/7/19	16	2	2	2	0	14	
8/7/19 to 12/7/19	8	4	3	0	2	18	Add works / Plastering
15/7/19 to 19/7/19	14	5	3	2	1	27	Window Install
22/7/19 to 26/7/19	15	14	9	2	3	28	Needle Sweep, Add works / Plastering
29/7/19 to 2/8/19	11	9	5	4	0	30	
5/8/19 to 9/8/19	10	17	11	4	2	23	Window Install
12/8/19 to 16/8/19	15	14	6	6	2	24	Add works / Plastering
19/8/19 to 23/8/19	14	12	7	4	1	26	
26/8/19 to 30/8/19	14	11				29	
2/9/19 to 6/9/19	13	12	7	4	2	30	
9/9/19 to 13/9/19	11	17	3	11	3	24	Window Install, Needle Sweep
16/9/19 to 20/9/19	13	4	3	1	0	33	
23/9/19 to 30/9/19	15	13	6	5	2	35	Add Works / Plastering
Total	169	134	65	45	18	35	

The chart below shows a breakdown of reasons for voids being returned after the 6 day target, as you can see from the table above, 18 voids did not meet the 6 day turnover target. The table below shows reasons for these and the following page shows the rectification action we have taken to reduce voids going back out with target.



For voids that fell out with the 6 day target, the following rectification action is being taken:

Waiting on Windows / Doors from External Contractor: We discussed timescales with our subcontractor and stressed the importance of getting work carried out within our 6 day target. Since this meeting, timescales have reduced, however due to the nature of the work involved it will not always be possible for the subcontractor to turn every job around within the timescale.

Power Issues: Since the meeting between ng2 and ng homes to discuss power issues, there has been a marked decrease in voids with no power being sent to ng2, we will continue to monitor this and keep the board updated.

Additional Void works: David McIntyre meets with Chris Johnson to agree additional work required and a revised target date for major works.

Deep Clean / Needle Sweep: ng2 met with the sub contractor to agree on timescales, the contractor now attends on the same or next day whenever required.

3. Void Monitoring and Management

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. See pictures below:



Before and after void clearance

4. 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 screenshot below provides a detailed break down of the results of tenant satisfaction surveyed received by ng2 during Q2:

	Service rating	Staff Attitude	Satisfied / Disatisfied With The Service?	Marks out of 5 for over all service	Comments
Tenant 1	Excellent	Courteous	Satisfied	5	Grass cutters where very nice
Tenant 2	Excellent	Very Courteous	Satisfied	4	No Comments
Tenant 3	Excellent	Courteous	Satisfied	5	Should be done more often, Men really nice and pleasant
Tenant 4	Excellent	Very Courteous	Satisfied	5	No Comments
Tenant 5	Excellent	Courteous	Satisfied	5	Satisfied with the service
Tenant 6	Excellent	Courteous	Satisfied	5	No Comments
Tenant 7	Very Good	Very Courteous	Satisfied	5	No Comments
Tenant 8	Very Good	Very Courteous	Satisfied	4	Happy with service
Tenant 9	Excellent	Very Courteous	Satisfied	5	No Comments
Tenant 10	Very Good	Very Courteous	Satisfied	4	Good job
Tenant 11	Excellent	Very Courteous	Satisfied	5	No Comments
Tenant 12	Good	Very Courteous	Satisfied	3	Should be done more often than every 10 days
Tenant 13	Excellent	Very Courteous	Satisfied	5	No Comments
Tenant 14	Excellent	Very Courteous	Satisfied	5	No Comments
Tenant 15	Excellent	Very Courteous	Satisfied	5	Workers are excellent

The table below shows all Garden Maintenance complaints received during Q2 from our client ng homes (July to September)

Method of Reporting	Complaint Details	Remedial Actions Taken	Resolved / Escalated	Resolved / Escalated Date
Phoned Call Centre	Grass cutters only cut half of front garden and have left cuttings all around property. Says this is a recurring issue.	Garden supervisor apologised for poor service and agreed next cut with tenant	Resolved	11-Jul
Phoned Call Centre	Phoned multiple times re: hedge cutting. Joe advised would be done within 2 weeks on 3/7/19 however not been done. Tenant feels palmed off and that he is being give wrong information	Hedges cut 17/7/19 apology for communication error and poor service	Resolved	17-Jul
Phoned Call Centre	Unhappy with grass cutting as was told would be done within 2 weeks (due by 12th July). Nobody has attended at time of reporting	Grass cut and weeding completed. Delays due to inclement weather	Resolved	26-Jul
Phoned Call Centre	Gardens still not cut. Gardeners were supposed to come Friday / Monday past - not cut at time of reporting	Verbal apology and promised better communication from gardening team. Garden now cut	Resolved	31-Jul
Reported to receptionist at Saracen	Grass cutter was abusive. When she asked him not to use	Tenant's son threatened physical violence. Tenant	Resolved	02-Aug

House	her brown bin he raised his voice.	abused operatives. Reported to NG		
Phoned Call Centre	Grass cutters today left a mess. Guys didn't tidy up, child's paddling pool burst. Ongoing issue	Not ng2 - GHA	Resolved	05-Aug
Phoned Call Centre	"Lazy buggers" / "Animals" cut hedge lower than tenant wanted it for safety reasons. Garden left and door mat ruined along with spiders and beetles in the house due to mess left at door.	Not ng2 - GCC Gardening responsible. Ng2 cleared mess as matter of goodwill	Resolved	12-Aug
Phoned Call Centre	██████████ (tenant sister) called to say grass not cut. Tenant worried about scratching herself on nettles. Was targeted by bogus caller last time garden was overgrown	adverse weather causing delays. Overgrown areas cleared	Resolved	15-Aug
Phoned Call Centre	Told several times garden would be cut within a week but not done at time of reporting.	Grass and hedges now cut	Resolved	21-Aug
Phoned Call Centre	Waiting 2 weeks for call from George to talk about fence. Tenant feels she is being ignored. Joe told peter tenant would be called back by	garden surveyed – ng homes to communicate with tenant on fence	Resolved	26-Aug

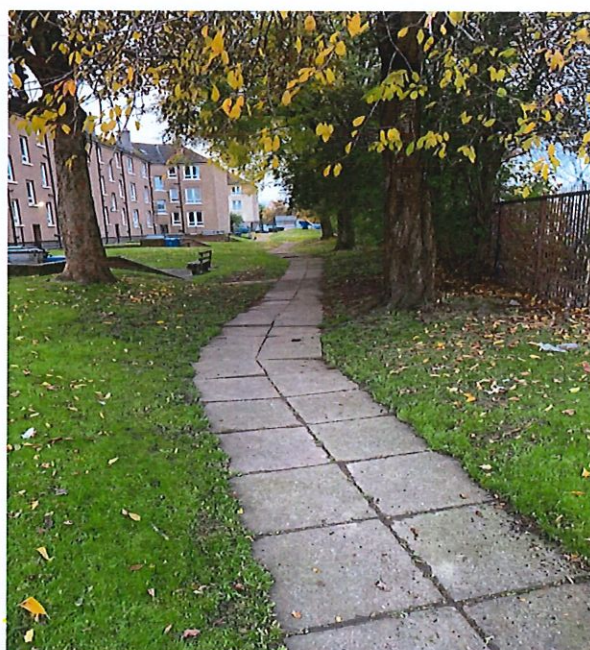
	George. George had still not called at time of reporting			
Phoned Call Centre	Only 1 cut this year even though reported many times and mentioned to HO last week at visit. Feels only gets results when raises a complaint.	Grass now cut - severe delays caused by inclement weather. Apologised to tenant	Resolved	28-Aug
Phoned Call Centre	Neighbour's grass cut but his wasn't. Everybody's gets done except his.	Garden not maintained due to ornaments. Agreed team will trim around ornaments going forward.	Resolved	28-Aug
Phoned Call Centre	All neighbours gardens cut but his not done for a long time. Tenant is on list	Grass and hedges cut to satisfaction and operatives explained the schedule to tenant	Resolved	30-Aug

A tenant called the Housing Association to pass on her thanks to the Garden team for the work carried out at her property, The tenant from Broomknowes Road said:

"I am over the moon with the job the guys carried out during the recent rainy period"



Before and after a tidy up and grass cut of a backcourt area



Before and after leaf collection by the back court team

5. Environmental Hit Squad

During the quarter, the Hit Squad continued to make an impact in both environmental works and working from a database of jobs provided by housing staff. The pictures below highlight some of the work Hit Squad do in the local area:



Before and after a tidy up following a bin fire

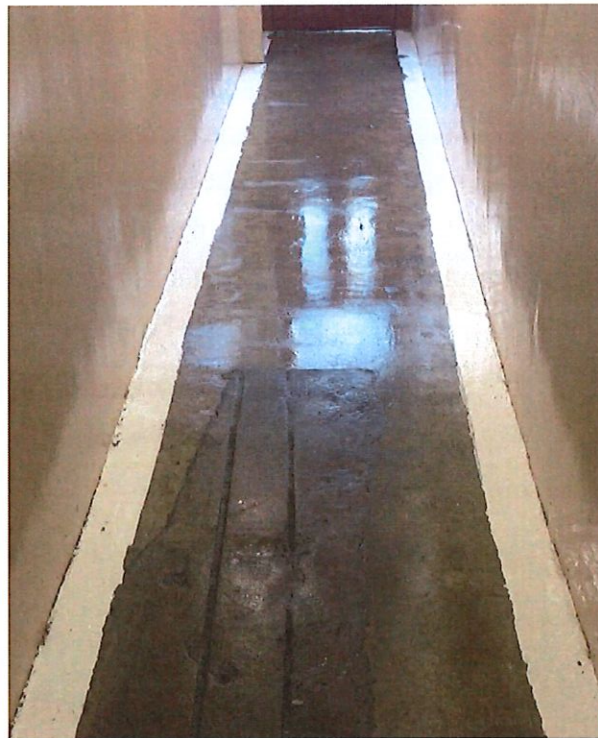


Before and after a bin area tidy-up

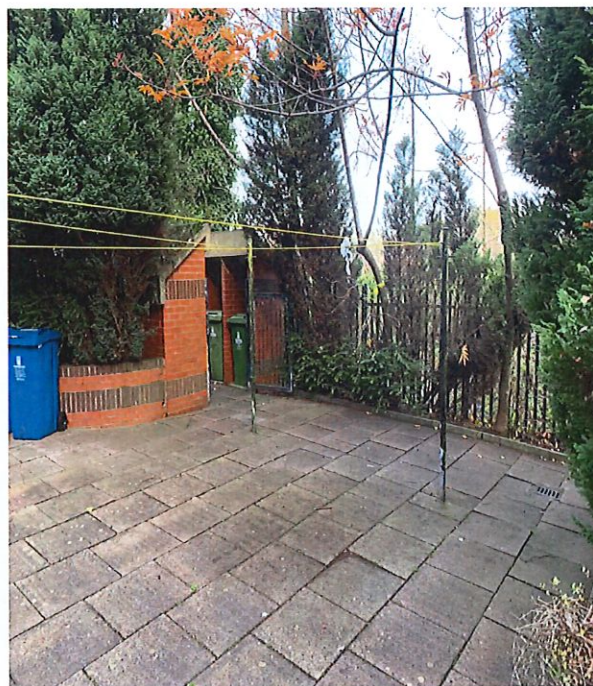
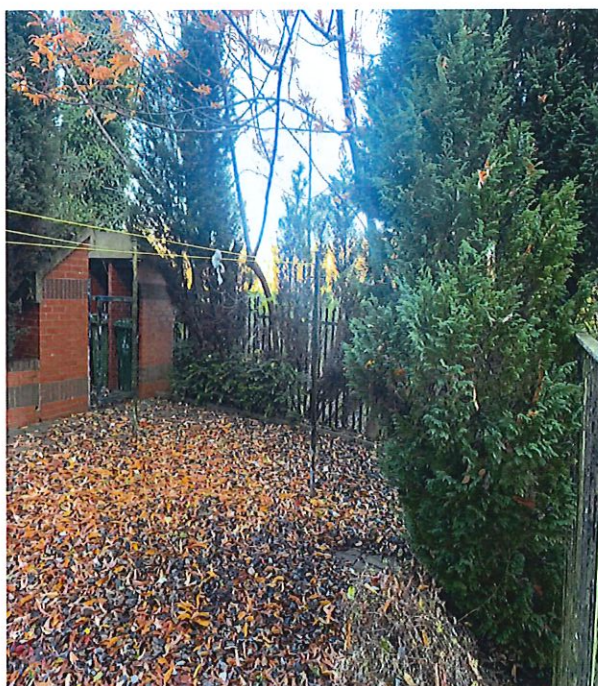
6. Close Cleaning / Bulk Uplift

During the quarter we have continued to clean the associations 465 closes as well as removing bulk items and sweeping out the back courts associated with the properties.

Close cleaning continues to operate at an excellent standard with no complaints received during the quarter.



Before and after close cleaning



Before and after leaves cleared by the Close Cleaners

7. Home Support Team

During the quarter, there were a total of 53 void and tenanted properties requiring sparkle cleans after rewires/KBR'S had been carried out.

The Home Support Team continues to make a real difference to tenant's properties before, during and after rewires. This can normally be a difficult time for tenants and the idea behind the home support team is to make the transition as seamless as possible during major works. They continue to work from a daily spreadsheet which is populated by the Associations Tenant Liaison Officer. They will attend properties and wrap, cover and protect the tenant's furniture / belongings from dust and damages. In addition to the above, if the tenant chooses to remain in the property throughout the works, the team will liaise with them throughout to provide as smooth a process as possible returning at the end of each day to make sure that the tenant has sufficient seating, sleeping and cooking facilities.

The home support team now work from a calendar through outlook where work can be requested by ng homes and reviewed by the estate services foreman to ensure priorities are met.

They will also supplement the Hit Squad in the daily/weekly maintenance of the estate and void properties.

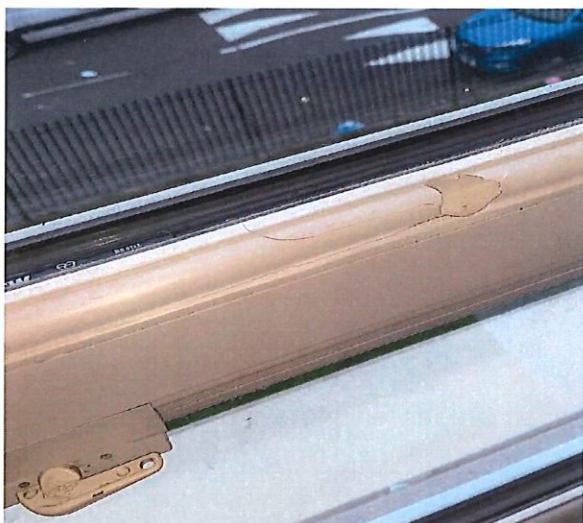


A Kitchen wrapped by the Home Support Team in preparation of a rewire

8. Painting Division

The Painting Division have been concentrating mainly on void properties, graffiti removal and Nip and Tuck repairs (pictured below) in this quarter. Nip and Tuck repairs can be carried out on worktops, baths, window frames, doors and PVC facings, this can save the association money and time in void properties.

We are also continuing with the programme of remedial painting and the preparation of the 32 door entries which were completed during Q2.



Before and After a Nip and Tuck repair carried out on a window frame



Before and after new door entry painting

9.	Electrical Division
	<p>ng2 employed a full time Electrician on 17 June 2019.</p> <p>During quarter 2 the Electrician has been working on stair, backcourt and lollipop lighting jobs as well as attending any emergency repairs raised by the Association.</p> <p>■■■■ also carried out P.A.T testing to all of the ng2 and ng homes offices.</p>
10.	Joinery Division
	<p>Door Entry</p> <p>During the quarter, 32 new door entry installs were completed by ng2. We are currently in talks with the Investment Team to identify the next phase of door entry installs.</p> <p>When door entry systems are installed, we fit a new front door, a new control panel, an emergency fire switch, new hand set in all properties and a back door with a thumb turn for entry and exit.</p> <p>Fencing</p> <p>During the quarter we continued to renew/repair timber fencing where identified by the association.</p> <div data-bbox="204 1115 807 1809">  </div> <div data-bbox="839 1115 1442 1809">  </div> <p>Before and after the installation of a new fence at Burnbrae Street.</p>

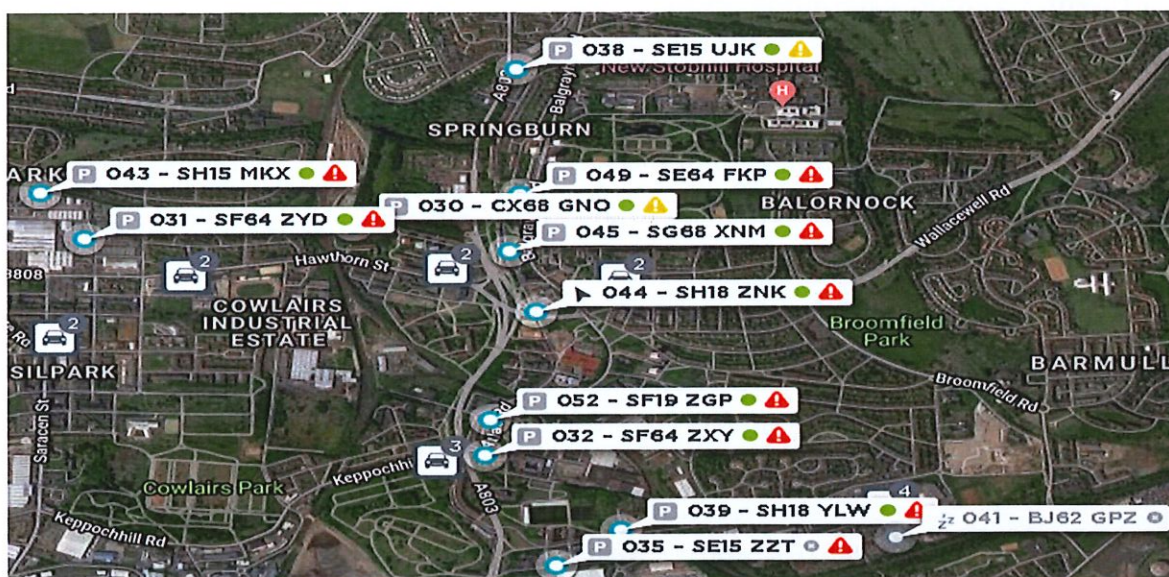
11. Vehicles

The vehicle trackers which were installed this year have allowed for each foreman to manage staff more effectively, this will hopefully have an impact on efficiency for both productivity and fuel management. This should also help with insurance claims going forward and for any driving/vehicle incidents, the forward facing dash-cams should come in useful.

During this quarter we have seen the benefit of the dash cams when two incidents were picked up and we were able to prove that ng2 vehicles were not at fault. On top of this there have been numerous near misses like the one below where again we have been able to prove that ng2 were not at fault.



The Screen shots above show an ng2 vehicle approaching a parked car that suddenly pulled out without warning



A snap shot of the map we use for live tracking of the ng2 fleet

12.	Key Performance Indicators				
	The table below shows reporting to ng homes for the following:				
	Repairs	Number	Target	Target Achieved QTR / Number Completed Per Quarter	Target Failed
	Number of Emergency Repairs	43	24 Hours	43 / 100%	0 / 0%
	Capital Projects	Number	Target	Target Achieved / Number Completed per Quarter	Target Failed
	Door Entry	32	2 Days	32 / 100%	0 / 0%
	Voids	Number	Target	Target Achieved / Number Completed per Quarter	Target Failed
	Returned on Target	65	6 Days	65%	0%
	Returned Before Target	45	6 Days	35%	0%
	Returned Outwith Target	18	6 days	14%	14%
13.	Client / Tenant Communication				
	<p>Across all of ng2s contracts for the Housing Association we realise the need for Client/Tenant satisfaction.</p> <p>David McIntyre has had talks with the Housing Association regarding text messaging surveys to tenants. We are looking to trial this in the Garden Maintenance contract at the start of the next financial year and we will update the board at that time.</p>				
14.	Employability - Helping Heroes & Community Job Scotland (CJS)				
	ng2 continue to develop a working partnership with Glasgow’s Helping Heroes with the continued employment of an ex-veteran..				
15.	Governance / Risk / Procurement				
	During this quarter our risk register was reviewed to ensure it fully reflects the associated risks in contract operations. This continues to be a standing item within Board meetings and a copy of the review risk register is enclosed.				

16.	ng2 in the Community
	ng2 continue to provide support in aiding ng homes regeneration projects in the local community. Much of this work has centred on the work of the Climate Challenge project relating to furniture redistribution.
17.	Recommendation
	Members are asked to note the content and progress highlighted within this report.



Board Meeting For Noting

To: Board
From: HR Officer

SUBJECT: STAFFING REPORT (NG2)

DATE: 3 December 2019

1. Introduction	This report refers to the period of 1 July 2019 – 30 September 2019, covering staffing matters including: staff headcount, engagement, attendance and absence, learning and development, recruitment and the company health plan.							
2. Staffing Report	Number of Staff As at 30 September 2019, 82 staff were employed by ng2 Ltd. This is a slight decrease from the previous reporting period in which 87 staff were employed.							
	Engagement During this reporting period, three members of staff were nominated as part of the ng group's 'Going the Extra Mile' reward scheme. The nominations were submitted by housing services colleagues and the reasons included: <ul style="list-style-type: none">• Providing assistance to a tenant back into their home who had fallen due to a disability.• Diffusing a difficult situation and supporting a tenant through bereavement and mental health issues.							
	Attendance and Absence During this reporting period, 65 staff had perfect attendance (79% of the workforce). As well as this, 11 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 2.4%. The breakdown of the total number of working days available against days lost through sickness is detailed below: <table><tr><th>Total number of work days available</th><th>Number of days lost through sickness</th><th>Sickness Absence %</th></tr><tr><td>5,457</td><td>131</td><td>2.4</td></tr></table>		Total number of work days available	Number of days lost through sickness	Sickness Absence %	5,457	131	2.4
Total number of work days available	Number of days lost through sickness	Sickness Absence %						
5,457	131	2.4						

The 131 days lost is broken down into short term (a maximum of 19 days) and long term (20 days or more) as follows:

	Short Term	Long Term
Days Lost	109	22
Number of employees	22	1
Percentage	2%	0.4%

None of these absences were work related. The organisation will continue to manage staff attendance in a supportive manner in line with good practice and the organisation's policies and procedures. All staff, particularly those who are long term sick, are reminded of the support service provision through the Company Health Care Plan.

Learning and Development (L&D)

During the period covered by this report a total of 47 ng2 staff have benefitted from 213 hours of formal training and development on a range of subjects as detailed in the table below. The direct cost of this training equates to £2,942.

Course Title	Number of staff attending	Number of staff hours	Direct cost of Training (£)
Two Day Passport (Internal)	5	24	0
Ceramic Tiling	1	40	750
CIH Level 2	1	21	405
Freedom of Information and GDPR	7	12	0
Garden Machinery/Vehicle	11	22	871
Manual Handling	20	80	546
RoSPA Playpark Inspections	2	14	370
Totals	47	213	£2,942

In addition to the formal training activity detailed in the table above, extensive informal learning and development such as coaching, mentoring, supervision and support is undertaken and delivered on a daily basis. The Board will continue to be provided with regular updates on staff learning and development and any formal training that is undertaken.

Recruitment and Leavers

During the reporting period, five vacancies were advertised in which there were a total of 10

successful candidates. One vacancy was filled with 5 internal candidates. Details of the vacancies are as follows:

Job Title	Contract	Start Date	Contract End Date	Internal or External
Estate Services Operative (x3)	Fixed Term	12/08/19	31/10/19	External
Painter	Fixed Term	N/A	N/A	Post not filled
Retirement Housing Officer	Fixed Term	N/A	N/A	Post not filled
Joiner	Fixed Term	09/09/19	08/09/20	External
Estate Services Operative (x6)	Fixed Term	01/11/19	30/04/20	External

During the reporting period, nine members of staff left the organisation: four resigned and five were due to their contracts ending. One staff member resigned to take up a permanent post with ng homes. Where possible, exit interviews were conducted to gain feedback. Due to various circumstances, only one exit interview was conducted in which the staff member gave positive feedback regarding their time at ng2.

Company Health Plan – Simplyhealth

Simplyhealth have provided us with a comprehensive report on all claims made by staff since January 2019. The report shows that staff are claiming for a wide range of benefits however as with previous reports, the optical and dental categories still make up the highest percentage of claims. Staff members who have reclaimed costs have confirmed that the service provided is excellent and the payment to them is received within a couple of days.

Festive Arrangements

The Deputy Director (Regeneration) had a conversation with the Chair regarding the arrangements for staff at Christmas. In recognition of all the hard work over the year it was approved that staff would be awarded with a half day Christmas shopping to be taken between mid November to December (with no detriment to service); £25 contribution towards a Christmas lunch/night out; and that the ng2 staff would finish at 12.30pm on Christmas Eve. The early finish on Christmas Eve excludes concierge staff who provide a 24 hour service.

It was also discussed and agreed that future festive arrangements would be taken to an earlier Board meeting for approval.

3.	Recommendation
	Members are asked to note the contents of this report.



Board report For noting

To: ng2 board
From: Senior operations Supervisor

SUBJECT: HEALTH AND SAFETY

DATE 3 December 2019

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 2019 to September 2019 and H&S issues for Jul-Sep 19.</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>Ongoing Health & Safety Actions</p> <p>The emphasis on completing the health and safety workplace induction for all new trades employees and other new starts ensuring that safe systems of work are understood and adhered to at all times, will be on a continuous basis. All new starts receive as a minimum the following training:</p> <ul style="list-style-type: none">- Working safely- Sharps handling- Manual Handling <p>General housekeeping will also be on the top of the H&S list to ensure that no slip, trip hazards are present and fire hazards are eliminated.</p> <p>It should be noted that health and safety within the organisation has been addressed with the help and participation of all members of staff and an ongoing commitment to a positive health and safety culture is the number one priority for all.</p> <p>During Q1 we reported that ACS had carried out a health and safety audit, in particular a</p>

review of all ng2 Risk Assessments and Method Statements (RAMS).

We are awaiting the outcome of the review and will update the board at the next meeting.

Incidents, Accidents and Near Misses

During the reporting period two incident occurred involving staff members as detailed below:

Location / Date	Nature of Incident, Accident or Near Miss	Action	HSE Report Required
13/8/19 St Monance Street	Operative was turning right out of St Monance Street, while edging out a vehicle hit the side of the operatives vehicle	No Injury to the operative No working days lost	N/A
6/9/19 ■ Campsie Street	While lifting laminate flooring the ground underneath gave way and the operative fell through	The operative suffered some minor cuts and scratches, no hospital treatment was required No working days lost	N/A
10/10/19 ■ Galloway Street	While wrapping a kitchen the operative moved a wire from a plugged in appliance and the plug shorted causing a bang.	No Injury to the Operative however he was brought back to the office and checked for any signs of shock, operative returned to work with no injury or sign of shock. ng2 supervisor contacted the electrical contractor to make sure that PAT testing had been carried out to all appliances used during rewire No working days lost.	N/A

3. Recommendation

Members are asked to note the contents of this report.

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 / Review Procedure	Residual Risk
			i) How Likely?	ii) Severity?	Score i) x ii)				
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 x 2 = 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 x 3 = 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 ng2 Director of Finance.	Regular management accounts and operational reports to ng2 Board.	2 x 3 = 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 ng2/ng2 clear definition of value for money + transparent basis for costing. Clear ng2 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 (ng2) 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 x 3 = 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 x 2 = 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 x 2 = 4

Operational Risk Area/ Hazard	Potential Risk Ng2	Potential impact	Risk Level: 1 (very low) to 5 (very high)			Who is responsible?	Control/ action	Monitoring / Review Procedure	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 x3 =6
Breach of governance or financial rules	Breach of ng group Regulatory Standards, loss of ngh 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 ngh Director of Finance.	Reports to ng2 Board Internal audit	2 x3 =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 ngh 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 operational review	Reports to ng2 Board External H&S audits	2 x3 =6
Low staff morale	High staff turnover + high staff sickness absence; increased costs; deterioration in quality; loss of ngh client confidence	Detrimental impact on value for money, tenants, stock maintenance and ngh 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
Failure to comply with the GDPR requirements leading to data loss or improper use of personal or sensitive data. Non compliance could lead to reputational damage and potentially breach fines.	IT/electronic data systems are insufficiently secure; staff do not follow procedures; staff are not aware of their responsibilities under the Act/GDPR; paper and electronic material is not managed or disposed of as required under the Act and data is processed with improper consent.	Breach of ng group Regulatory Standards, risk of regulatory action, reputational damage.	3	4	12	All Staff Manager Data Protection Officer	IT electronic security systems Encryption or securing of data being transferred. Staff training Security controls on office supervision Staff and computers and mobile phones. Removal of paper files no longer required. Data mapping exercises on ongoing basis Compliance with ICO guidance as subject to FOI.	Upgrade of IT security systems. Review of requests and outcomes from such. Data mapping and impact assessments Audit Committee reporting.	2 x 3=6

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 / Review Procedure	Residual Risk
			i) How Likely?	ii) Severity?	Score i) x ii)				

Risk Scoring for how likely and how severe:

1 Very Low

2 Low

3 Medium

4 High

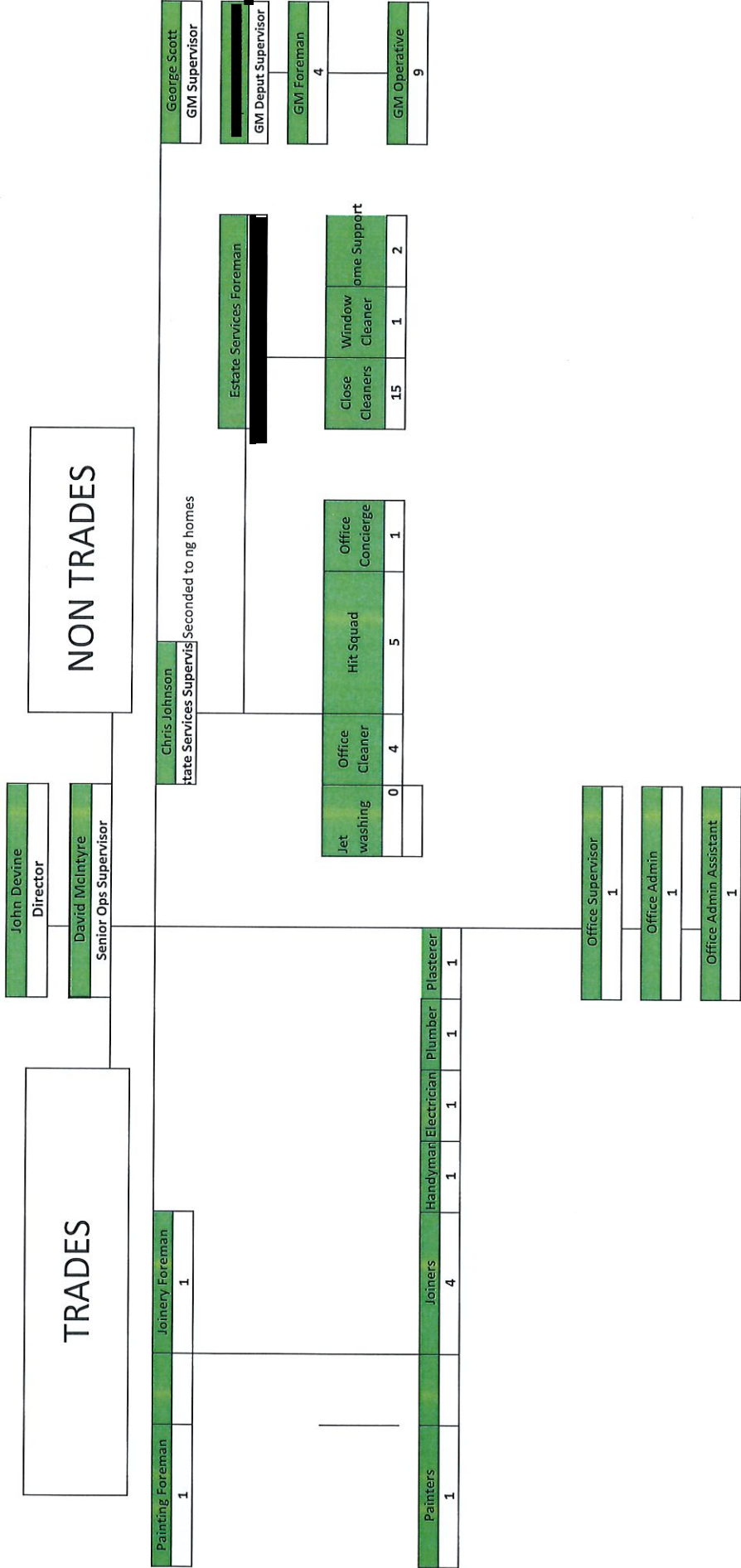
5 Very High



APPENDIX 1

ng2 Structure

ng2 Structure 18/19





Before and after photos of grass cutting and weed killing / litter picking



ng 2

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ng2

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1865RS
Scottish Housing Regulator No.
HCB 187
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