



ng2 Board Meeting

Conference Call
22 September 2020
5:30PM



COVID-19
RESPONSE





AGENDA

Meeting: Board meeting
Location: Conference Call

Invitees ng2 Board

Date 22 September 2020

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 16 June 2020	Yes		1-5
a)	Matters Arising			
4.	Management Accounts	Yes	BH	6-11
5.	ng2 Statutory Accounts 2020	Yes	BH	12-13
6.	External Auditors Board Report 2020	Yes	BH	14
7.	Operational Report	Yes	DM	15-26
8.	ng2 Business Plan	Yes	JD	27-41
9.	ng2 Staffing Report	Yes	JD	42-43
10.	Risk Register	Yes	JD	
11.	Health and Safety	Yes	JD	44-45
12.	AOCB			
	Appendices			
1.	Staff Induction Book Post Covid-19			
2.	ng2 Covid-19 Operational and Office Health and Safety Response			
3.	ng2 Weekly Housing Regulator Update / Covid-19			
	Date of Next Meeting – 1st December 2020			

[illegible]

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

TARGET ATTENDANCE - 80%



ng2 Board Minutes

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

Date: Tuesday 16th June 2020 5:30pm **Time:** 5:30pm

Attendees: G Satti – GS - Chair
Margaret Thomson MT – Vice Chair
Isabel Cross - IC
Richard Porter – RP

Apologies: Tillie Dow
Jim Berrington

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

Minute Taker: Joanne Bradley – JPB (OS)

	Agenda	Action	Date
1.	Apologies		
	T Dow and J Berrington		
2.	Disclosure of Interest and Attendance		
	None		
3.	Minutes of Board Meeting on 10th March 2020		
a.	Matters Arising		
	There were no matters arising and the previous minutes were adopted as correct: Proposed MT Seconded IC		
4.	Vanguard Presentation		

	<p>██████ from Vanguard dialled in to talk the Board through her presentation.</p> <p>She was very complimentary of ng2, asserting their excellent team spirit and good mix of skills/experience were a solid foundation to build on. In addition, she had witnessed excellent problem solving abilities first hand during her assessment period.</p> <p>The benefit of more collaborative working with the association was strongly emphasised, as this would lead to less duplication in addition to improved service delivery.</p> <p>██████ also noted that the organisation's values are unique to ng group and the organisation as a whole had a very strong customer focus.</p> <p>Approval was sought from the Board to implement Phases 1 and 2 of the recommendations in the Vanguard report.</p> <p>Proposed MT Seconded IC</p> <p>Approval was sought to engage Vanguard to assist in completing a person specification for an Operational head of ng2 limited in line with the original Vanguard report.</p> <p>Proposed MT Seconded RP</p> <p>RP requested that the Board be kept up to date on progress.</p>		
5.	For Approval		
	Management Accounts		
	<p>RH presented the annual accounts for the reporting period as presented to the audit committee: -</p> <p>The year has been reasonable however turnover has decreased in line with downturn in functionality. Joinery and electrical could</p>		

<p>have performed better however there were hold-ups caused by the Door Entry programme.</p> <p>Motor expenses have increased due to rise in insurance costs as well as tracking equipment installed to monitor driving styles. No vehicles have been purchased in the period so depreciation on vehicles will no longer be included in the financials however the fleet may need to be refreshed and the bulk of vehicles on hire would be greatly reduced.</p> <p>Stock is high as Door Entry equipment was purchased but programme halted due to Coronavirus closedown.</p> <p>Voids started 2 weeks ago and numbers continue to be high.</p> <p>Income and profit are down on previous years however ng2 continue to generate revenue and profit while delivering increased value for money to the association. Labour rates have remained the same for last 4 years which has reduced profitability due to annual increases in Glasgow Living Wage. Labour rates will be reviewed this year.</p> <p>Simplyhealth plan also reduces the profit for the period by approximately £13-14k.</p> <p>Income during the period was £3.43m with a gross profit of £593k. Overheads totalled £493k in the period with the main elements continuing to be motor expenses, management charges, uniforms and rent. Net profit for the period was £100k.</p> <p>Balance sheet continues to improve with increased reserves which now total £720k.</p> <p>GS acknowledged that the accounts didn't fully reflect the value ng2 provide to the Association and noted that all additional expenses and costs have been absorbed by ng2 for 4 years, holding costs to the customer.</p>		
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	Proposed	MT	Seconded	IC		
	Reports for Noting					
6.	Operational Report					
	<p>Voids are currently at a very high level at more than 100 live voids in the period.</p> <p>9 operatives were recruited to join the Garden Maintenance team however not all successful candidates took up the offer of employment. The Gardening team is currently 9 operatives short as per the contract and so the combination of being short staffed, Covid19 shutdown and the intermittent inclement weather has severely impacted on the progress. Previously a first cut would take approximately 15 minutes however due to the properties becoming severely overgrown during the shutdown it is now taking in excess of 1 hour to complete the initial cut at each property.</p> <p>Another vacancy has been advertised to recruit another 9 operatives.</p> <p>Fleet vehicles vs leased vehicles is currently being reviewed with a view to optimising output whilst presenting value for money on purchases e.g. 'beavertail' vehicles.</p>					
7.	Staffing Report					
	<p>The staffing report showed ng2 employs an additional 5 operatives this year than in the previous year.</p> <p>Sickness remains below the 3% target with an absence due to sickness rate of 2.58%.</p> <p>7 members of staff required to self isolate due to Covid19 guidelines. This equates to 64 days lost in the period due to self isolation with the average absence being 9 days.</p>					
8.	Risk Register					
	<p>The risk register was reviewed prior to the Board Meeting and will continue to be going forward.</p> <p>Additions to the register will be made in respect of Covid19-related risk</p>				DM/RH/JB	ASAP
9.	Health & Safety					

	<p>Health & Safety remains the highest priority with ongoing training and Toolbox Talks.</p> <p>There were 2 non-reportable incidents in the period as detailed in the report</p>		
10.	Anti Fraud Policy – For Approval		
	<p>The new policy was presented to the Board for approval. The only revision made to the document is that the policy now applies to all subsidiaries.</p> <p>Proposed MT Seconded</p> <p>RP</p>		
11.	AOCB		
	<p>RH reported that the Business Plan has been delayed due to Covid19 situation. He confirmed that some items contained within the plan had already been discussed during the course of the meeting.</p> <p>The Board were asked to note that the Plan will not be radically different from the previous version however it must be noted that there has been 2-3 months of downtime caused by Covid19 and the shutdown.</p> <p>A draft plan will be presented to the Board by the date of the next meeting</p> <p>There being no other competent business GS thanked all for their attendance and closed the meeting.</p>	RH/JD	22/9/20
12.	Date of next meeting: Tuesday 22 nd September 2020		



ng2 Board Meeting

For Approval

To: Board
From: Deputy CEO (Finance)

SUBJECT: MANAGEMENT ACCOUNTS – PERIOD TO 30 JUNE 2020 **DATE:** 22 September 2020

1.	Introduction
	<p>This report is detailing the financial results for the period to 30th June 2020. This quarter 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. Ultimately we made the same gross profit as same quarter last year and a higher net profit due to lower overheads.</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 June 2020 amounts to £456k (2019 -£846k) with £35k (2019 - £202k) of direct costs and £446k (2019 - £504k) of wages leading to a £25k (2019 - £140k gross profit) gross loss before other income. This period with furlough we have the Job Retention Scheme which has provided £164k of other income.</p> <p>Overheads totalled £95k (2019 - £120k). The main elements being motor expenses, management charges, uniforms, rent and vehicle depreciation. Motor expenses and professional fees reduced significantly against the 2019 quarter. After the overheads a £44k (2019 - £19k) net profit was made in the period.</p> <p>The balance sheet position continues to improve with increased reserves. The cash balance increased with £72k 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
	Board members are asked to recommend approval of the management accounts of ng2 for the period to 30th June 2020. A report of this will be put to the Board of the Association.

Year to 31/03/20	NG 2 Profit and Loss - period to	30-Jun-20			
£		Sales £	Materials £	Wages £	Gross Profit £
122,771	Cleaning	71,565	7,885	62,021	1,659
7,809	Power washing	-	-	-	-
74,455	Joinery	35,757	19,585	48,883	(32,711)
43,503	Electrical	63	245	8,077	(8,259)
31,885	Other sales	9,456	64	50,555	(41,163)
42,675	Back court cleaning	22,006	-	17,493	4,513
191,538	Garden maintenance	200,000	6,311	139,473	54,216
-74,147	Management	-	-	14,445	(14,445)
69,921	Concierge	69,929	-	49,935	19,994
55,470	Hit squad	44,090	-	35,384	8,706
9,429	Painters	3,277	1,254	19,705	(17,682)
575,309		456,143	35,345	445,970	(25,172)
-	Other income	164,195	-	-	164,195
575,309		620,338	35,345	445,970	139,023
	Overheads				
50,000	Management charges			12,500	
25,395	Rent and rates			6,222	
217,184	Motor expenses			40,274	
4,000	Telephone and IT support			1,000	
3,818	Printing, stationery and advertising			584	
22,677	Professional fees			2,798	
2,452	Container hire			663	
27,444	Uniforms, safety equipment and repairs			6,353	
15,562	Training			-	
4,000	Insurance			1,000	
116,369	Vehicle and plant depreciation			23,050	
230	Bank charges			51	
3,899	General expenses			448	
493,030					94,943
559	Loan interest				-
81,720	Net profit				44,080
16,231	Corporation tax/Gift aid				-
65,490					44,080

31/03/20	NG 2 Balance sheet at	30-Jun-20			
£			£	£	£
220,779	Fixed assets				197,728
	Current assets				
548,244	Stock and Debtors			718,511	
99,829	Bank and cash			171,446	
<u>648,073</u>				<u>889,957</u>	
	Current Liabilities				
110,003	Trade Creditors		46,649		
-	NGHA inter Company account		238,107		
<u>73,076</u>	Other creditors		<u>73,076</u>		
<u>183,079</u>				<u>357,833</u>	
<u>464,994</u>					<u>532,125</u>
<u>685,773</u>					<u>729,853</u>
100	Share capital				100
685,673	Profit and Loss account				729,753
<u>685,773</u>					<u>729,853</u>

31/03/20	NG2 CASHFLOW	30-Jun-20
£	OPERATING ACTIVITIES	£
65,490	Surplus for year	44,080
-	Interest Received	-
559	Loan Interest Paid	-
66,049	Operating surplus excluding int & tax	44,080
116,369	Depreciation - vehicles and plant	23,050
(239,096)	Decrease/(Increase) in Debtors	(170,267)
(34,302)	(Decrease)/Increase in Creditors	174,754
(90,980)	Net Cash In/(Out)flow From Operating Activities	71,617
	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	-
-	Investment in Activities	-
(39,537)	Net Cash In/(Out)flow From Investing Activities	-
(131,076)		71,617
	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	71,617
(156,737)	Movement in Cash & Bank	71,617
(156,737)	Increase/(Decrease) in Cash and Cash Equivalents	71,617



ng2 Board Meeting For Noting

To: Board
From: Finance Director

**SUBJECT: STATUTORY ACCOUNTS YEAR TO 31
MARCH 2020**

DATE: 22 September 2020

1.	Introduction
	Report relates to the approval of the statutory accounts for the year to 31 March 2020.
2.	Risk
	The Company must produce and submit financial statements. It is a legislative and regulatory requirement. Not to do so would bring the regulators and other groups into engagement with the Company. Production of the financial statements and their audit by qualified external auditors meets the requirements we are expected to perform to.
3.	Approval of the financial statements
	<p>The results in the final statutory accounts are not the same as the set of management accounts presented at the June audit committee meeting. The management accounts had a profit of £100k before tax. The statutory accounts have a profit before tax of £82k due to a write down in stock and adjustments to debtors and creditors being made following further review. A tax charge of about £29k less a £13k reduction in deferred tax charge provision has left an overall tax charge of about £16k. This leaves a net profit after tax of £65k.</p> <p>After that meeting the external auditors completed their audit and reviewed the financial statements. They had indicated that they were happy to include a clean audit report within the financial statements and that the accounts disclosure met the necessary legislative requirements.</p> <p>The accounts were reviewed by the Finance Director and Operations Director. Then the audit committee of the Association and Board of NGHHA then reviewed, recommended and approved the statutory accounts and mandated the approved accounts back to the NG2 Board. The accounts were signed on the 28th of July. Copies of the accounts have been submitted to Companies House and the Scottish Housing Regulator.</p>
4.	Recommendation
	Board Members are asked to note that the statutory accounts of NG2 for the year to 31 March 2020 were approved and signed in line with the recommendation of the Audit

	Committee and approval given by the Association Board.
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NG2 Limited
FINANCIAL STATEMENTS
for the year ended
31 March 2020

NG2 Limited

OFFICERS AND PROFESSIONAL ADVISERS

DIRECTORS

J H Devine
R B Hartness
J Berrington

SECRETARY

R B Hartness

REGISTERED OFFICE

50 Reidhouse Street
Glasgow
G21 4LS

AUDITOR

Wylie & Bisset (Audit) Limited
Chartered Accountants
168 Bath Street
Glasgow
G2 4TP

BANKERS

Clydesdale Bank plc
30 St Vincent Place
Glasgow
G1 2HL

NG2 Limited

DIRECTORS' REPORT

For the year ended 31 March 2020

The directors submit their report and financial statements of NG2 Limited for the year to 31 March 2020.

PRINCIPAL ACTIVITIES

The principal activity of the company during the year was the provision of cleaning and maintenance services.

REVIEW OF THE BUSINESS

North Glasgow Housing Association Limited (NGHA) set up NG2 during 2010 as a social economy company to encourage local employment, provide training opportunities and to provide more efficient working practices and cost savings in the Association's contracted operations.

The company now carries out among other activities close cleaning, bulk uplift, close maintenance, void electrical, painting and joinery work, concierge services, general environmental improvement and wider action activities.

Accompanying partnership training and employability programmes funded in part by the Scottish Government has resulted in trainees employed by the company receiving intensive and quality training together with work experience to improve their employability. A significant number of the trainees have progressed on to continuing employment either within NG2 or with other employers.

We wish to provide services to our clients which are of high quality and accountable to the residents of our community. We want people to live and work in an improved and appealing environment which makes them stay in and contribute positively to their area. NG2 also wishes to help people out of the poverty trap by providing opportunities for training and employment which are sustainable and open to local people. NG2 has committed to pay at least the Glasgow Living Wage to its staff.

We believe that NG2 has achieved some of these aims and allowed the overall NGHA group to be more responsive to the needs of the North Glasgow Community. This has helped to create further employment and training opportunities within the North Glasgow area. This year has been a year of consolidation in the companies activities with turnover stable.

DIRECTORS

The directors who served the company during the year were as follows:

J H Devine
R B Hartness

J Berrington

BOARD

In addition to the directors above the Board includes representatives from the Association and other independent parties to oversee the governance and strategy of the company. During the year these were as follows:

M Thomson
G Satti
I Cross

R Porter
T Dow

NG2 Limited

DIRECTORS' REPORT

STATEMENT AS TO DISCLOSURE OF INFORMATION TO AUDITOR

The directors who were in office on the date of approval of these financial statements have confirmed, as far as they are aware, that there is no relevant audit information of which the auditor is unaware. Each of the directors have confirmed that they have taken all the steps that they ought to have taken as directors in order to make themselves aware of any relevant audit information and to establish that it has been communicated to the auditor.


AUDITOR

Wylie & Bisset (Audit) Limited has indicated its willingness to continue in office. Wylie & Bisset (Audit) Limited replaced Wylie & Bisset LLP as auditors on 1 April 2020 following a transfer of the audit registration licence.

SMALL COMPANY PROVISIONS

This report has been prepared in accordance with the provisions applicable to companies entitled to the small companies exemption.

On behalf of the board


R Hartness
Director

Date: 28/7/20

NG2 Limited

DIRECTORS' RESPONSIBILITIES IN THE PREPARATION OF FINANCIAL STATEMENTS

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable law and regulations.

Company law requires the directors to prepare financial statements for each financial year. Under that law the directors have elected to prepare the financial statements in accordance with United Kingdom Generally Accepted Accounting Practice (United Kingdom Accounting Standards and applicable law).

Under company law the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period.

In preparing those financial statements, the directors are required to:

- a. select suitable accounting policies and then apply them consistently;
- b. make judgements and accounting estimates that are reasonable and prudent;
- c. prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors are responsible for keeping adequate accounting records that are sufficient to show and explain the company's transactions and disclose with reasonable accuracy at any time the financial position of the company and enable them to ensure that the financial statements comply with the Companies Act 2006. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF NG2 LIMITED

Opinion

We have audited the financial statements of NG 2 Limited (the 'company') for the year ended 31st March 2020 which comprise; the Statement of Income and Retained Earnings; the Statement of Financial Position; and notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is applicable law and United Kingdom Accounting Standards, including Financial Reporting Standard 102 *The Financial Reporting Standard applicable in the UK and Republic of Ireland* (United Kingdom Generally Accepted Accounting Practice).

In our opinion the financial statements:

- give a true and fair view of the state of the company's affairs as at 31st March 2020, and of its profit for the year then ended;
- have been properly prepared in accordance with United Kingdom Generally Accepted Accounting Practice; and
- have been prepared in accordance with the requirements of the Companies Act 2006.

Basis for opinion

We conducted our audit in accordance with International Standards on Auditing (UK) (ISAs (UK)) and applicable law. Our responsibilities under those standards are further described in the Auditor's responsibilities for the audit of the financial statements section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of the financial statements in the UK, including the FRC's Ethical Standard, and we have fulfilled our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Conclusions relating to going concern

We have nothing to report in respect of the following matters in relation to which the ISAs (UK) require us to report to you where:

- the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

Other information

The directors are responsible for the other information. The other information comprises the information included in the annual report, other than the financial statements and our auditor's report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

Opinions on other matters prescribed by the Companies Act 2006

In our opinion, based on the work undertaken in the course of the audit:

- the information given in the directors' report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- the directors' report has been prepared in accordance with applicable legal requirements.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF NG2 LIMITED (CONTINUED)

Matters on which we are required to report by exception

In the light of our knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified material misstatements in the directors' report.

We have nothing to report in respect of the following matters in relation to which the Companies Act 2006 requires us to report to you if, in our opinion:

- adequate accounting records have not been kept, or returns adequate for our audit have not been received from branches not visited by us.
- the financial statements are not in agreement with the accounting records and returns; or
- certain disclosures of directors' remuneration specified by law are not made; or
- we have not received all the information and explanations we require for our audit; or
- the directors were not entitled to prepare the financial statements in accordance with the small companies regime and take advantage of the small companies' exemption in preparing the Directors' Report and take advantage of the small companies exemption from the requirement to prepare a Strategic Report.

Responsibilities of directors

As explained more fully in the directors' responsibilities statement set out on page 4, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as the directors determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the directors either intend to liquidate the company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial statements


Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (UK) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is located on the Financial Reporting Council's website at : <https://www.frc.org.uk/Our-Work/Audit/Audit-and-assurance/Standards-and-guidance/Standards-and-guidance-for-auditors/Auditors-responsibilities-for-audit/Description-of-auditors-responsibilities-for-audit.aspx>. This description forms part of our auditor's report.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Use of our report

This report is made solely to the company's members, as a body, in accordance with Chapter 3 of Part 16 of the Companies Act 2006. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.


Scott Gillon BA (Hons) FCCA, CA, (Senior Statutory Auditor)
For and on behalf of Wylie & Bisset (Audit) Limited, Statutory Auditor
Chartered Accountants
168 Bath Street
Glasgow G2 4TP

Date:

28/7/20

NG2 Limited

Income statement for the year ended 31 March 2020

Statement of income and retained earnings for the year ended 31 March 2020

	Notes	2020 £	2019 £
TURNOVER		3,426,012	3,413,396
Cost of sales		<u>2,776,556</u>	<u>2,755,943</u>
Gross profit		649,456	657,453
Administrative expenses		567,177	534,506
Other operating income	1	<u>-</u>	<u>3,100</u>
		82,279	126,047
Interest payable		<u>559</u>	<u>3,155</u>
PROFIT ON ORDINARY ACTIVITIES BEFORE TAXATION		81,720	122,892
Taxation	3	<u>16,230</u>	<u>26,228</u>
RETAINED PROFIT ON ORDINARY ACTIVITIES		65,490	96,664
RETAINED EARNINGS AT 1 APRIL 2019		<u>620,183</u>	<u>523,519</u>
RETAINED EARNINGS AT 31 MARCH 2020		<u>685,673</u>	<u>620,183</u>

The notes on pages 9 to 14 form part of these accounts.


NG2 Limited

STATEMENT OF FINANCIAL POSITION AT 31 MARCH 2020

	Notes	2020 £	2019 £
FIXED ASSETS			
Tangible assets	4	<u>220,779</u>	<u>297,611</u>
CURRENT ASSETS			
Stock and work in progress		249,087	113,097
Debtors	5	299,157	196,050
Cash at bank and in hand		<u>99,829</u>	<u>256,566</u>
		648,073	565,713
CREDITORS			
Amounts falling due within one year	6	<u>146,492</u>	<u>193,774</u>
NET CURRENT ASSETS		501,581	371,939
TOTAL ASSETS LESS CURRENT LIABILITIES		722,360	669,550
CREDITORS: AMOUNTS FALLING DUE AFTER ONE YEAR	7	-	-
PROVISIONS FOR LIABILITIES	8	<u>36,587</u>	<u>49,267</u>
		<u>685,773</u>	<u>620,283</u>
CAPITAL AND RESERVES			
Called up share capital	9	100	100
Profit and loss account		<u>685,673</u>	<u>620,183</u>
SHAREHOLDERS' FUNDS		<u>685,773</u>	<u>620,283</u>

These financial statements have been prepared in accordance with the provisions applicable to companies subject to the small companies regime and in accordance with the provisions of FRS 102 Section 1A- small entities.

The financial statements were approved by the board of directors and authorised for issue on 28 July 2020 and are signed on their behalf by:


R Hartness
Director

The notes on pages 9 to 14 form part of these accounts.

NG2 Limited

ACCOUNTING POLICIES

STATUTORY INFORMATION

NG2 Limited is a private company, limited by shares, domiciled in Scotland, registration number SC381740. The registered office is 50 Reidhouse Street, Glasgow, G21 4LS.

COMPLIANCE WITH ACCOUNTING STANDARDS

These financial statements have been prepared in accordance with FRS 102 "The Financial Reporting Standard applicable in the UK and Republic of Ireland" ("FRS 102") and the requirements of the Companies Act 2006 as applicable to companies subject to the small companies regime. The disclosure requirements of section 1A of FRS 102 have been applied other than where additional disclosure is required to show a true and fair view.

The financial statements are prepared in sterling, which is the functional currency of the company. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared on the historical cost convention. The principal accounting policies adopted are set out below.

These financial statements for the year ended 31 March 2020 are prepared in accordance with FRS 102, the Financial Reporting Standard applicable in the UK and Republic of Ireland.

TURNOVER

Turnover is recognised at the fair value of the consideration received or receivable for the sale of goods and services in the ordinary nature of the business. Turnover is shown net of Value Added Tax, of goods and services provided to customers.

FIXED ASSETS

All fixed assets are initially recorded at cost.

DEPRECIATION

Depreciation is calculated so as to write off the cost of a tangible fixed asset, less its estimated residual value, over the useful economic life of that asset as follows:

Plant & Machinery	- 33% on cost
Motor Vehicles	- 20% - 33% on cost

TAXATION

The tax expense represents the sum of the tax currently payable and deferred tax.

Current tax

The tax currently payable is based on taxable profit for the year. Taxable profit differs from net profit as reported in the profit and loss account because it excludes items of income or expense that are taxable or deductible in other years and it further excludes items that are never taxable or deductible. The company's liability for current tax is calculated using tax rates that have been enacted or substantively enacted by the reporting end date.

Deferred tax

Deferred tax balances are recognised in respect of all timing differences that have originated but not reversed by the balance sheet date, except that the recognition of deferred tax assets is limited to the extent that the company anticipates making sufficient taxable profits in the future to absorb the reversal of the underlying timing differences.

Deferred tax balances are not discounted.

NG2 Limited

ACCOUNTING POLICIES (CONTINUED)

FINANCIAL INSTRUMENTS

The company has elected to apply the provisions of Section 11 'Basic Financial Instruments' and Section 12 'Other Financial Instruments Issues' of FRS 102 to all of its financial instruments.

Financial instruments are recognised in the company's statement of financial position when the company becomes party to the contractual provisions of the instrument.

Financial assets and liabilities are offset, with the net amounts presented in the financial statements, when there is a legally enforceable right to set off the recognised amounts and there is an intention to settle on a net basis or to realise the asset and settle the liability simultaneously.

Basic financial assets

Basic financial assets, which include trade and other receivables and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financing transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest.

Other financial assets

Other financial assets, including investments in equity instruments which are not subsidiaries, associates or joint ventures, are initially measured at fair value, which is normally the transaction price. Such assets are subsequently carried at fair value and the changes in fair value are recognised in profit or loss, except that investments in equity instruments that are not publically traded and whose fair values cannot be measured reliably are measured at cost less impairment.

Classification of financial liabilities

Financial liabilities and equity instruments are classified according to the substance of the contractual arrangements entered into. An equity instrument is any contract that evidences a residual interest in the assets of the company after deducting all of its liabilities.

Basic financial liabilities, including trade and other payables, bank loans, loans from fellow group companies and preference shares that are classified as debt, are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future receipts discounted at a market rate of interest.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade payables are obligations to pay for goods or services that have been acquired in the ordinary course of business from suppliers. Accounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade payables are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

Derecognition of financial liabilities

Financial liabilities are derecognised when the company's contractual obligations expire or are discharged or cancelled.

GOVERNMENT GRANTS

Government grants in respect of employee costs are credited to the profit and loss account as they become receivable.

NG2 Limited

ACCOUNTING POLICIES (CONTINUED)

GOING CONCERN

The company meets its day to day working capital requirements by managing its cash flow and through treasury operations with its parent organisation (which is also its primary customer). The company's forecasts and projections, taking account of reasonably possible changes in trading performance, show that the company is continuing to reduce the need for any ongoing support.

As a consequence, the directors believe that the company is well placed to manage its business risks successfully. After making enquiries, the directors have a reasonable expectation that the company has adequate resources to continue in operational existence for the foreseeable future. Accordingly, they continue to adopt the going concern basis in preparing the annual report and accounts.

NG2 Limited

NOTES TO THE FINANCIAL STATEMENTS for the year to 31 March 2020

1	OTHER OPERATING INCOME	2020	2019
		£	£
	Gain on sale of fixed assets	-	3,100
	Sundry income	-	-
		<u>-</u>	<u>3,100</u>
2	OPERATING PROFIT		
	Operating profit is stated after charging:	2020	2019
		£	£
	Depreciation of owned fixed assets	116,369	112,285
	Auditor's fees – External audit	2,796	2,795
	- Non audit	600	600
		<u>119,765</u>	<u>115,680</u>
3	TAXATION ON ORDINARY ACTIVITIES		
	Analysis of charge in the period	2020	2019
		£	£
	Current tax:		
	In respect of the period:		
	UK Corporation tax based on the results for the period at 19% (2019 - 19%)	29,394	24,687
	UK Corporation tax adjustment to previous year	(484)	-
	Total current tax	<u>28,910</u>	<u>24,687</u>
	Deferred tax:		
	Origination and reversal of timing differences	(12,680)	1,541
	Tax on profit on ordinary activities	<u>16,230</u>	<u>26,228</u>

NG2 Limited

NOTES TO THE FINANCIAL STATEMENTS for the year to 31 March 2020

4 TANGIBLE FIXED ASSETS

	Plant & Machinery £	Motor Vehicles £	Total £
Cost			
At 1 April 2019	116,976	615,653	732,629
Additions	39,537	-	39,537
Disposals	-	(17,986)	(17,986)
At 31 March 2020	<u>156,513</u>	<u>597,667</u>	<u>754,180</u>
Depreciation			
At 1 April 2019	93,542	341,476	435,018
Charge for the year	26,845	89,524	116,369
Disposals	-	(17,986)	(17,986)
At 31 March 2020	<u>120,387</u>	<u>413,014</u>	<u>533,401</u>
Net book value			
At 31 March 2020	<u>36,126</u>	<u>184,653</u>	<u>220,779</u>
At 31 March 2019	<u>23,434</u>	<u>274,177</u>	<u>297,611</u>

5 DEBTORS

	2020 £	2019 £
Trade debtors	-	-
Amounts owed by group undertakings	299,057	148,910
Other debtors	100	47,140
	<u>299,157</u>	<u>196,050</u>

6 CREDITORS: Amounts falling due within one year

	2020 £	2019 £
Trade creditors	110,003	136,331
Loans	-	25,661
Corporation tax	29,394	24,687
Other creditors	7,095	7,095
	<u>146,492</u>	<u>193,774</u>

NG2 Limited

NOTES TO THE FINANCIAL STATEMENTS for the year to 31 March 2020

7 CREDITORS: Amounts falling due after one year

	2020	2019
	£	£
Loans	-	-
	<u>-</u>	<u>-</u>

Resilient Scotland previously advanced loan funds to the company. These were secured by a floating charge over the companies assets. The interest rate applying on the loan was 6.5%, The security was discharged in the year.

	2020	2019
	£	£
Loans due in one year	-	25,661
Loans due in 2 -5 years	-	-
	<u>-</u>	<u>25,661</u>

8 PROVISIONS FOR LIABILITIES AND CHARGES

	Deferred Taxation £
Balance brought forward	49,267
Movement in the year	(12,680)
Balance carried forward	<u>36,587</u>

The provision for deferred taxation consists of the tax effect of timing differences in respect of:

	2020	2019
	£	£
Excess of taxation allowances over depreciation on fixed assets	36,587	49,267
	<u>36,587</u>	<u>49,267</u>

9 SHARE CAPITAL

	2020	2019
	£	£
Allotted, called up and fully paid: 100 Ordinary shares of £1 each	<u>100</u>	<u>100</u>

10. ULTIMATE PARENT COMPANY

The company is a wholly owned subsidiary of North Glasgow Housing Association. North Glasgow Housing Association is a Community Benefit Society registered with the Financial Conduct Authority (Reg. No 1865RS).

NG2 Limited
MANAGEMENT INFORMATION
for the year to 31 March 2020

The following pages do not form part of the statutory financial statements
which are the subject of the independent auditor's report on pages 5 and 6.

NG2 Limited

NOTES TO THE DETAILED PROFIT AND LOSS ACCOUNT for the year to 31 March 2020

	2020 £	2019 £
ADMINISTRATIVE EXPENSES		
Personnel costs		
Wages and salaries	74,147	99,395
Establishment expenses		
Rent, rates and water	25,395	25,487
Insurance	4,000	4,000
Repairs and maintenance	1,784	3,883
	<u>31,179</u>	<u>33,370</u>
General expenses		
Motor expenses	217,184	176,293
Telephone and IT	4,000	4,000
Hire of equipment	2,452	2,820
Printing, stationery and postage	3,818	5,595
Staff training	15,562	10,533
General expenses	3,899	2,826
Clothing and safety goods	25,659	20,250
Management charges payable	50,000	50,000
Legal and professional fees	18,593	12,700
Auditors remuneration	4,085	4,154
Depreciation	116,369	112,285
	<u>461,621</u>	<u>401,456</u>
Financial costs		
Bank charges	230	285
	<u>567,177</u>	<u>534,506</u>
OTHER OPERATING INCOME		
Gain on sale of fixed assets	-	3,100
Sundry income	-	-
	<u>-</u>	<u>3,100</u>

NG2 Limited

DETAILED PROFIT AND LOSS ACCOUNT for the year to 31 March 2020

	2020	2019
	£	£
<i>TURNOVER</i>	3,426,012	3,413,396
<i>COST OF SALES</i>		
Purchases	1,049,228	1,002,771
Direct wages	1,727,328	1,753,172
	<u>2,776,556</u>	<u>2,755,943</u>
Gross profit	649,456	657,453
<i>OVERHEADS</i>		
Administrative expenses	567,177	534,506
	<u>82,279</u>	<u>122,947</u>
OTHER OPERATING INCOME	-	3,100
PROFIT ON ORDINARY ACTIVITIES	<u>82,279</u>	<u>126,047</u>



ng2 Board Meeting For Noting

To: Board
From: Finance Director

SUBJECT: EXTERNAL AUDITORS BOARD
REPORT 2020

DATE: 22 September 2020

1.	Introduction
	Report relates to the external auditors Board Report in relation to the audit of the statutory accounts for the year to 31 March 2020.
2.	Risk
	<p>The external auditors are required each year to produce an audit findings report for each organisation they audit. The Association has to send the audit findings report and our response to the Scottish Housing Regulator.</p> <p>Production of an appropriate response to the audit findings report meets the requirements we are expected to perform to.</p>
3.	External auditors findings and report to Management
	<p>The final audit findings report was received from Wylie & Bisset. Across the Group In respect of either audit or accounting issues identified during the audit or significant deficiencies in internal control no points were noted.</p> <p>This represents a satisfactory report for ng2 with no comments on the accounting system or preparation of the statutory financial statements. The group report has been forwarded to the Scottish Housing Regulator and the response made back to Wylie & Bisset from the chairperson of the Association Board.</p>
4.	Recommendation
	Board Members are asked to note the external auditors audit point and the Report to Management on the outcome of their work on the control systems within the company.

Our ref: CSG/L.HORNBY/N368/726699
Your ref:
Date: 28 July 2020
Please reply to: [REDACTED]@wyliebisset.com)



NG 2 Limited
50 Reidhouse Street
Glasgow
G21 4LS

168 Bath Street, Glasgow, G2 4TP
Tel: 0141 566 7000 | Fax: 0141 566 7001
www.wyliebisset.com
DX 512406
Glasgow Bath Street

Dear Sirs,

REPORT TO MANAGEMENT

During the course of our audit for the period ended 31 March 2020 we performed a number of audit tests. These tests provided us with a level of understanding of your systems and an insight into the operations of your business and controls. We have no recommendations for management.

Please note that our audit tests were designed to assist us in forming our opinion on the financial statements and may not necessarily disclose all errors or irregularities whether within the financial statements or your systems of control and hence should not be relied upon to do so. Accordingly, this report should not be considered as confirmation that no weaknesses exist within your systems nor that there are no improvements which could be made.

We should like to take this opportunity to express our thanks to all members of the company's staff who assisted us in carrying out our work.

Yours faithfully

A handwritten signature in blue ink, which appears to read 'Wylie & Bisset (Audit) Limited', is written over a light blue horizontal line.

Wylie & Bisset (Audit) Ltd



ng2 Board Meeting For Noting

To: ng2 Board
From: Deputy CEO (Regeneration)

SUBJECT: ng2 OPERATIONS REPORT
APRIL – JUNE 2020

DATE 22 September 2020

1.	Introduction
	<p>During this quarter ng2 ltd have 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. The majority of 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> <p>This report provides an update on ng2's areas of business operations for Quarter 1 2020.</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. There will be a more comprehensive update to the board of the impact Covid-19 had over the next quarter (July – September) at the next board meeting of the 1st of December 2020.</p> <p>Void remedial works continue to be a major part of our day to day works over the year with</p>

on average 500 voids per annum being completed and returned to ng homes.

We will continue to update the board on the development of any additional contracts and business opportunities identified during 2020/21.

Vanguard Update

As discussed at the Board meeting on June 16th, 2020, the board provided approval to implement Phases 1 of the Vanguard proposal.

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 Q2 board paper and at the next Board meeting on the 1st of December 2020.

3. Covid-19 Response

Lockdown

In line with the Government imposed lockdown, ng2 ceased mainstream operations on Monday the 23rd of March 2020 for the first time in ng2s 9 years of operation.

Of the 71 staff employed by ng2:

62 Where placed on furlough

7 Where carrying out key services and continued to work during lockdown

2 Worked from home

Staff providing ng homes core services Emergency Support

The staff who provided emergency support where initially from the ng2 and ng homes concierge team, staff provided sanitization to the main touch points within the multi-story blocks and continued to remove bulk which provided a fire risk.

Staff working from home

Two members of staff worked from home during the lockdown. They focused on processing all void, day to day and purchase invoices for the end of year accounts ensuring that all invoices were produced and posted and all suppliers and contractors where paid.

Gradual Return

To ensure that the ng2 office was safe for staff to return, a deep clean and electrostatic spray was carried out prior to any staff operating within the building.

In line with Governments guidelines on social distancing and sanitising we introduced the following measures:

- 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. (See appendix 1 – Staff Induction Book Post Covid-19)
- All office cleaners have received their induction and a new cleaning regime has been put in place focusing on commonly touch 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.
- For more detail and photos of ng2's Covid-19 response please see appendix 2 ng2 Covid-19 Operational and Office Health and Safety Response.

Timeline of staff return**6/4/20**

Due to an increase in bulk / fly tipping in the area the decision was made to un-furlough 1 supervisor and to complete the recruitment of 1 Estate Services Operative who had successfully interviewed before the lockdown began. In this period and up to the 31st of August 2020, ng2 have been uplifting an average of 13 Tons of bulk / fly tipping per week which brings a culmination of 273 Tons in the 21 weeks.

An update detailing this and more has been sent to the Scottish Housing Regulator weekly (Appendix 3 – Scottish Housing Regulator Weekly Update)

27/4/20 to 29/6/20

During these dates, 46 staff were un-furloughed across different areas of the business mainly focusing on:

- **Void's** – To carry out scope of works/materials for prioritising housing for the homeless.
- **Garden Maintenance** – To provide a first grass and hedge cut to all gardens within the contract. Due to the pandemic and subsequent lockdown, the contract is running slightly behind schedule and we will update the board in the next report.
- **Close Cleaning** – Wet clean with disinfectant to 460 close's weekly including stainless steel face plates, grab handles, push plates, and bannisters.
- **Back court tidy up** – All 460 back courts tidied up weekly.
- **Bin set tidy up** – All 460 back court bin sets cleared of rubbish and swept out weekly.

In Response to the ng2 staff returning to work and the work being carried out in the community, Lynn Cooper, Director of Housing Services, said the following:

"Very early into the Government lockdown and in the absence of the cleansing department it became apparent that there was a real problem with bulk and fly tipping in the community, the ng2 hit squad returning to work to focus on this has made a real difference to the area.

Grass and hedges in the community were becoming overgrown and unsightly, the Garden maintenance Team have done a fantastic job getting this under control since returning and have provided first cuts of the season to ng homes tenants and open spaces.

With regards to Void properties – It was identified that there was a need for housing for the homeless during the pandemic, however, due to the lockdown many voids had been left unfinished and unfit for habitation, the ng2 trade team coming back to work early on in the lockdown allowed void work to resume and provided much needed housing to the venerable. I would like to thank the ng2 staff who have been working hard during the pandemic in extremely unusual and often difficult circumstances”

Q1 2020

We are optimistic that we will have all staff back by the end of quarter 2 2020 and will provide a further update on this in the next board report and at the next board meeting on the 1st of December 2020.

4. Void Monitoring and Management

We would normally show a comparative figure between voids completed during the quarter from last year and the current year but due to the Government lockdown no voids were received during April and May, instead of a comparison for the quarter we have provided a comparison between June 2019 and June 2020 along with a more detailed breakdown of the voids we received in June 2020 when staff began returning to work

June voids in 2019 & June voids in 2020	
Number of voids received June 2019	36
Average Days to Complete	7
Number of voids received June 2020	45
Average Days to Complete	6

June 2020 Void break down

Live voids carried over to June from before lock-down:	23
Voids received in June:	45
Total Voids for June :	68
Voids completed In June:	43
Average days to complete Voids	6

June 2020 Void Service Breakdown

Service lines received in June (Window safety catch)	64
Service lines completed:	64
Average days to complete complete service lines	1

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.

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 are running slightly behind where we would normally be for a first cut, we have set a date for 3/8/2020 to complete all first cuts and are well on track to achieve this.

We will provide a further update on this in the Q2 report.



Before and after of a first cut carried out when staff returned from furlough, due to the length of grass the cut is taking 5 times as long to complete.

6. Environmental Hit Squad

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 the Hit Squad carried out after returning from furlough.



Before and after void clearance



Before and after a bulk removal

7. Close Cleaning / Bulk Uplift

The close cleaners where brought back from furlough to continue cleaning the associations 460 closes weekly.

As well as a hot water and disinfectant clean, the operatives where also given a new spec

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 rails.



Sanitizing one of the main touch areas in a common close

8. Painting Division
















Although the painting division remain on furlough at the time of this report, the division supervisor was un-furloughed in May to work on void properties when a need for housing for the homeless during the pandemic was identified.

Quotations have been submitted to and accepted by ng homes for internal painting at Ned Donaldson House and Saracen House. This work is due to start in July and we will provide a further update in the next board report.

9. Joinery Division

The joiners where also un-furloughed in May to work on turning around voids to be used as housing for the homeless.

During June the joiners and painter worked on turning around the voids properties that remained from March as well as new voids received in June.

	See section 3 for a detailed breakdown of voids completed during the quarter.																																		
10.	Vehicles																																		
	<p>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:</p> <ul style="list-style-type: none"> - Social distancing where possible - Masks must always be worn while in any ng2 vehicle with more than one person - Vehicles are fully sanitised at the end of each day 																																		
11.	Key Performance Indicators																																		
	<table border="1"> <thead> <tr> <th>Repairs</th><th>Number</th><th>Target</th><th>Target Achieved QTR</th></tr> </thead> <tbody> <tr> <td>Day to day repairs</td><td>11</td><td>6 Days</td><td></td></tr> <tr> <th>Capital Projects</th><th>Number</th><th>Target</th><th>Target Achieved</th></tr> <tr> <td>Door Entry</td><td>0</td><td>N/A</td><td></td></tr> <tr> <th>Voids</th><th>Number</th><th>Target</th><th>Target Achieved</th></tr> <tr> <td>Returned on Target</td><td>28</td><td>6 Days</td><td></td></tr> <tr> <td>Returned Before Target</td><td>10</td><td>6 Days</td><td></td></tr> <tr> <td>Returned Out with Target</td><td>7</td><td>6 days</td><td>  7 voids fell outside the 6 day target as we had large volume of live voids ongoing due to voids carried into June from before Lockdown </td></tr> </tbody> </table>			Repairs	Number	Target	Target Achieved QTR	Day to day repairs	11	6 Days		Capital Projects	Number	Target	Target Achieved	Door Entry	0	N/A		Voids	Number	Target	Target Achieved	Returned on Target	28	6 Days		Returned Before Target	10	6 Days		Returned Out with Target	7	6 days	 7 voids fell outside the 6 day target as we had large volume of live voids ongoing due to voids carried into June from before Lockdown
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Returned Out with Target	7	6 days	 7 voids fell outside the 6 day target as we had large volume of live voids ongoing due to voids carried into June 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>ng2 have had talks with the Housing Association regarding text messaging surveys to tenants.</p>																																		

	<p>There were 2 members of staff from ng2 received training for this and we were hoping to have this in place for the start of this year's Garden Maintenance contract however due to the Covid-19 pandemic and subsequent lockdown this was not possible.</p> <p>We are hoping to revisit this later in the year and will update the board in a future report</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 at some point we would have to start 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> <p>We have updated the risk register (Item 9) to take a national pandemic into account (Covid-19).</p>
14.	Operational Issues
	<p><u>ng2 Overtime</u></p> <p>During this quarter the Garden Maintenance team have been working overtime to catch up on lost time due to lock-down.</p> <p>In response to the number of live voids carried over due to lock-down the joiners have been working overtime to prioritise voids for the homeless during the Pandemic.</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. 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" as shown to the board as an appendix at the previous meeting.</p> <p>This overtime is required to expedite the return of each property to NG Homes, allowing ng2</p>

	<p>to raise the invoices associated with each property, therefore maximising cash flow and profit for the financial period.</p> <p><u>Temporary Labour</u></p> <p>During this quarter we had an unusually high number of live voids Due to voids being carried over from before Lock-down. It has been necessary to employ 2 external (agency) tradesmen to deal with the spike of unplanned works.</p> <p>This measure is used only in emergencies to ensure ng2 meet void return deadlines. This is more cost effective than passing the work to sub-contractors who are subject to VAT at 20%.</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 Approval

To: Board
From: Finance Director

SUBJECT: NG2 BUSINESS PLAN 2020/21

DATE 22 September 2020

1.	Introduction
	<p>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 the Association business plan.</p>
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.	Underlying principles
	<p>The principles listed below have been used in drawing up the business plan.</p> <ul style="list-style-type: none">• Ensuring adequate resources to deliver services• Sustaining good financial performance• Ensuring best practice is followed and that proper risk management is in place <p>In order to achieve the above the company must ensure that:</p> <ul style="list-style-type: none">• Repairs and services – carried out effectively and economically.• Efficiency / value for money - best use is made of resources.• Board - exercise proper control over the activities and ensure that decisions are taken in best interests of the company and its parent. <p>The Board is asked to consider the enclosed 2020 – 21 Business Plan for ng2.</p>

Summary Information

ng2 makes a significant contribution to the Association's regeneration efforts:

- Physical regeneration in terms of improvement to homes with repair, maintenance and capital works; and
- Economic regeneration by providing local sustainable jobs

Presentation of the Business plan has been delayed by COVID. 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. The business plan has been amended to reflect this but with still no certainty on when restrictions will end, we can only make estimates of the long-term effects .

The financial projections have been prepared for the year to 31 March 2021. Turnover is projected to increase from £3.43m in 2019/20 to £3.49m in 2020/21. This is despite the disruption due to the lockdown. Lower levels of profitability are expected across most of the activity areas but is balanced out by the job retention funds that are expected within the period.

Areas such as door entry and sparkle cleans will contribute to the works still projected to be done. The garden and common areas maintenance programme has expanded significantly across the last three years and further growth will be limited.

The level of activities will help maintain the profitability of ng2. This will help support the continual upgrade of the vehicle fleet and other plant in use within the company. The investment in vehicles and plant will be a constant feature across any budget period.

The balance sheet position continues to improve with an increased level of reserves. The cash flow position remains in a positive position with the drop in the investment programme after the substantial spend on new vehicles in previous years.

4. Recommendation

That the Board approves the submission of the business plan of Ng2 for 2020/21 to the NG Homes Board for approval as per the terms of the independence agreement.



Business Plan

2020 - 2021



BUSINESS PLAN

Business snapshot	31
Introduction	31
Structure	33
The Market	35
Priorities and Growth	8
Financial Projections	37
Risks and Critical Success Factors	38
Appendix 1	39

BUSINESS SNAPSHOT

Snapshot info:

- » 2020 Turnover - £3,426,012
- » projected 2021 Turnover - £3,486,796
- » Employees: 86 Staff
- » Net profit at 31.03.20 before tax £81,720
- » Projected net profit at 31.03.21 before tax £114,840
- » Single shareholder is North Glasgow Housing Association

INTRODUCTION

ng2 is an established social enterprise offering facilities management services in the North of Glasgow. It exists to support the regeneration of the North of Glasgow and to provide high quality services to North Glasgow Homes which is the single shareholder in the business.

The business was set up by North Glasgow Homes an established social landlord with 5,000+ housing units in the North of Glasgow. ng2's commercial operations cover specific aspects of facilities management - a growing industry sector across the UK. Since launch in 2010 ng2 has grown rapidly. In this period ng2 has supported over eighty previously unemployed people to gain qualifications and work experience and employed over sixty of them directly in ng2. ng2 is a 100% owned subsidiary of ng homes.

Drivers for setting up ng2:

- Second stage housing transfer – Glasgow Housing Association transferred assets across the city. ng homes's housing stock increased from 2,376 to 5,400 overnight.
- The need to deliver a quality facilities management service to ng homes
- The need to ensure value for money of such services (regulatory).
- The creation of local job opportunities (economic regeneration)

ng homes remains ng2's main client with ng2 undertaking a number of facilities management services for ng homes related to their housing stock.

ng2 has gained a reputation for quality of delivery and can evidence significant social impact in North Glasgow, as well as having a financial track record and trading history. ng2 thus has a solid foundation as a business, an embedded position in the local community as a driver of regeneration and the support of the parent company ng homes. These

circumstances provide the foundation for ng2 to launch into a further period of development, consolidating all of our learning and expertise to date.

ng2 has **‘One Vision – A New North Glasgow’**. This links to ng homes’s strategic vision of North Glasgow as a ‘great place to live, learn, work, visit and invest’

ng2 Aims



- To improve the quality of life of the people of North Glasgow, by providing facilities and resources for improved employment, educational, volunteering opportunities and training in skills related to and assisting in the provision of employment and employment readiness, and in social interaction

- To improve the physical environment in ways which contribute to a cleaner, safer, healthier and more secure locality

- To promote educational, training & volunteering opportunities which lead to sustainable employment for local people

- To build strong and sustainable partnerships with relevant agencies in pursuit of these aims

Initially ng2 was set up as part of ng homes regeneration focus, by establishing a social enterprise locally the association was able to meet twin goals of supporting employability locally and thereby ensuring more money was circulating in the local economy; at the same time it ensured high quality facilities management service which was accountable to ng homes and to local residents. As ng2 was being established other regeneration activities around health and wellbeing, education, reducing social isolation and environmental sustainability were also being progressed through a mix of regeneration investment by ng homes and successful grant applications to a variety of funders. These community regeneration activities were established within the ng2 legal entity in order to minimise any potential risk to ng homes during the set up phase of this activity. Now that our community regeneration arm is established the Board took a decision to transfer all community regeneration activities to the parent company. This leaves ng2 to operate exclusively as a commercially driven social enterprise, creating social impact through supporting the employment of local people, many of whom have faced barriers to accessing and sustaining employment. ng2 also contributes to ng homes overall efforts to address climate change and sustainable development through its core operations.

STRUCTURE

ng2 is a 100% owned subsidiary of ng homes which operates independently and autonomously of its parent, as governed by an Independence Agreement. ng2 both receives support services from ng homes and delivers services to ng homes. Support services received by ng2 include HR, governance and finance. These services are managed through a Service Level Agreement. Ultimate responsibility for all companies within the group lies with ng homes Chief Executive. ng2 is 100% owned by North Glasgow Housing Association (ng homes) a not-for-profit community-based Registered Social Landlord (RSL) operating in the G21 and G22 postcode areas. The Association is controlled by a voluntary Board of local residents and is regulated by the Scottish Housing Regulator.

The Association is a registered charity (SC030635).

RSLs are not for profit organisations whose primary purpose is to provide affordable housing. RSL's have an important role to play in developing the local, social economy in the communities they serve. Around 60% of RSLs are involved in Wider Role activities to provide community benefit.

As an RSL ng homes operates for the benefit of the local community and to assist people in need by providing good quality affordable rented housing. ng homes has grown into a substantial community business, through new-build and regeneration activity and successful stock transfers from Glasgow City Council, Scottish Homes and Glasgow Housing Association, it also operates a factoring service and retirement housing complexes.

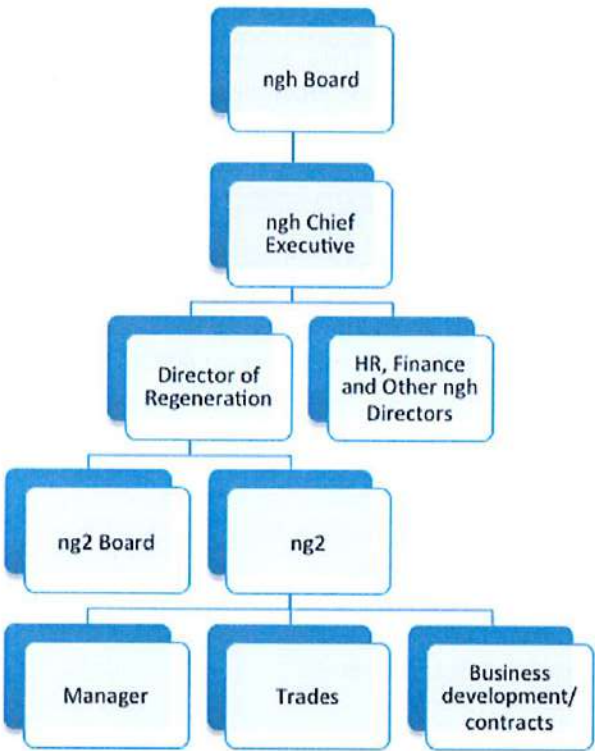
ng homes plays an active regeneration role in the local community, with a range of initiatives beyond housing. ng homes's vision, is "to create a new North Glasgow - a great place to live, visit, work and invest".

To help achieve this, ng homes aims:

- To provide affordable high quality homes and services for local people
- To work with the local community and other partners to deliver regeneration across the North Glasgow area.

ng2's strategic direction is overseen by ng homes, with ng2 playing a pivotal role in helping ng homes to realise its strategic aims and objectives, and its wider role remit. In turn ng2 benefits from the wider support infrastructure ng homes can provide such as HR, Finance and Marketing, the highly experienced and skilled ng homes senior management team, as well as the security ng homes as an established and substantial community business can provide

Structure Chart



Support services such as HR, Communications, Governance and Finance are provided by nggh homes as parent company.

nggh homes delivers regeneration initiatives in the local community; ng2’s core operations sit alongside these community regeneration efforts adding value and enhancing impact particularly around the physical regeneration of the local area through g2’s direct service delivery (cleaning communal areas, improving and repairing buildings) and recycling and energy efficiency.

Core operational areas

Trades			Non-Trades		
Electrical	Painting	Joinery	Jetting	Environmental	Other
<ul style="list-style-type: none"> - Door entry - Stair lighting - LED replacement 	<ul style="list-style-type: none"> - Residential - Commercial 	<ul style="list-style-type: none"> - Residential - Commercial 	<ul style="list-style-type: none"> Close cleaning Jet washing Concierge 	<ul style="list-style-type: none"> - Hit Squad - Garden Maintenance - Voids - Grass cutting & gardening 	<ul style="list-style-type: none"> Admin

THE MARKET

The total value of the repair and maintenance market in the UK is over £44 billion, with public housing worth over £7 billion.

The facilities management market in the social housing sector has changed significantly in recent years, social housing providers are now looking for less risk, greater stability and control over operations. There appears to have been a shift in the types of contracts placed, with smaller bundled packages being placed and often involving more than one contractor.

The Social Housing Sector

The social housing sector in which ng2 operates has undergone a series of changes in recent years. In Glasgow 100% of all social housing is owned by Housing Associations.

Some key characteristics:

- A drive and pressure towards achieving 'best value for money' are impacting on facilities services provision within the social housing sector.
- Changes in supply chain following the demise of some service providers, leading to social housing landlords looking for less risk, greater stability and control over operations.
- The majority of Local Authorities and Housing Associations retain the overall management of the housing stocks but sub-contract at least some of the work to external contractors.
- Individual contracts continue to be the main type of contract placed.
- 'Bundled' contracts are placed, there appears to be a shift towards the placement of smaller 'bundled' packages as well as multiple contractors.
- Work activities that are often bundled include responsive repairs and planned maintenance.
- The social housing sector is arguably one of the least mature in terms of Facilities Management outsourcing.
- Current expenditure (routine and planned maintenance) accounts for the largest expenditure on social housing.

The social housing market for repair and maintenance continues to rise year-on-year. This can be in part attributed to the comparatively low levels of new buildings in social housing, resulting in the need to upgrade, repair and future proof existing housing stock.

Private sector housing still continues to be the biggest market for repairs and maintenance. The findings and recommendations of the Glasgow Factoring Commission are that there has been significant underinvestment in the management, maintenance and repair of private residential properties in Glasgow. There is need for greater openness, transparency and value for money from factoring services.

PRIORITIES AND GROWTH

Over the next year, ng2 aims to expand its contracts base, gaining additional contracts from the main client – ng homes; and through growing the client base. By gaining contracts ng2 can secure and sustain the enterprise and employment it has created and develop to employ even more local people, contributing to the local economy. Public and private sector drivers around social enterprise and the need to evidence corporate social responsibility provide opportunity for a business like ng2, particularly as a sub-contractor.

ng2's core service delivery contributes to the regeneration of North Glasgow by maintaining and improving the physical environment in North Glasgow and supporting economic activity as a local business and employer. There is opportunity to more closely align the work undertaken by ng2 commercially with the community regeneration focus of ng homes, particularly around environmental projects, recycling and energy usage.

For 2020/21

ng2 has a responsibility to its clients to deliver value for money, high quality facilities management services. This demands that the organisation operates under the same commercial lines as its competitors in the private sector.

Opportunities for business

Analysis of ng2's last business plan period highlighted garden maintenance and door entry as growth areas. This proved to be the case with outcomes exceeding the expected figures in the business plan.

For 2020 -21 focus will include:

- Replacement of door entry systems, projected income £250,000
- Returning to contract works once sufficient partnership arrangements have been obtained.

Drivers for growth

In planning for growth ng2's key driver is to sustain and maintain what has already been built in order to safeguard the employment created locally by ng2. In order to achieve this ng2 must grow in a way which does not significantly increase the overheads of the organisation, in a manner which is sustainable, and which allows ng2 to maintain its profitability in order to continue to contribute to the physical, social and economic regeneration of the North of Glasgow.

ng2 will achieve this through pursuing a business model which encompasses:

- i) the direct delivery of services to its clients;
- ii) the ongoing development of strategic partnerships and joint ventures; and
- iii) the use of outsourcing.

By utilising such flexible structures ng2 can respond to the seasonal nature of some of the services it delivers, as well as respond quickly to business opportunities and can maintain and grow its community programmes. Underpinning all of this is a commitment to quality and customer satisfaction which will continue to drive our commercial decisions.

FINANCIAL PROJECTIONS

The financial projections have been prepared for the year to 31 March 2021. Turnover is projected to increase from £3.43m in 2019/20 to £3.49m in 2020/21. This is despite the disruption due to the lockdown. Lower levels of profitability is expected across most of the activity areas but is balanced out by the job retention funds that are expected within the period.

Areas such as door entry and sparkle cleans will contribute to the works still projected to be done. The garden and common areas maintenance programme has expanded significantly across the last three years and further growth will be limited.

The level of activities will help maintain the profitability of ng2. This will help support the continual upgrade of the vehicle fleet and other plant in use within the company. The investment in vehicles and plant will be a constant feature across any budget period.

The balance sheet position continues to improve with an increased level of reserves. The cash flow position remains in a positive position with the drop in the investment programme after the substantial spend on new vehicles in previous years.

RISKS AND CRITICAL SUCCESS FACTORS

Risks

Seasonality: some aspects of ng2's operations are seasonal in nature. Financial analysis of trading has not shown this to have had any negative impact on the financial viability of ng2 however in growing the business an eye needs to be kept to the potential impact of seasonality on profitability and cash flow particular as seasonal services are targeted for growth e.g. garden maintenance.

Quality: monitoring of quality standards across all operations as the organisation grows will be critical to success and allow for speedy intervention should there be any quality issues. Plans to upgrade systems and processes for operational efficiency and contract monitoring will serve to mitigate this risk. An appropriate set of key performance indicators will further support the ongoing drive for high quality delivery.

Reputational: ng2 is a highly visible brand in the local area and ng homes is an established community organisation. Reputational risk is minimised through ensuring that the proposed business expansion of ng2 is in line with ng homes's strategic goals and growth options relate to expanding existing services which ng2 is experienced at delivering.

Financial: ng homes as the main client of ng2 operates a 14 day payment cycle which ensures a regular cash flow to ng2. In extending the client base of ng2 there is risk related to delayed payment and/or non payment. Robust credit control processes are needed to ensure this is managed and the wider support functions of ng homes are likely to be an advantage in this regard.

Critical success factors

- Ongoing business development and focus on quality
- Continue to invest in systems and people
- Monitoring and evaluation of best value and social value

APPENDIX 1 – BUDGET PROJECTIONS YEAR TO MAR 21

Year to 31/03/20	NG 2 Profit and Loss - period to	31-Mar-21			
£		Sales £	Materials & contractors £	Wages £	Gross Profit £
173,255	Cleaning Services	595,545	77,317	389,829	128,399
	Maintenance and repair services				
74,455	- Joinery	610,000	400,000	175,169	34,831
43,503	- Electrical	445,000	390,000	30,000	25,000
9429	- Painters	90,000	20,000	67,408	2,592
(74,147)	Management costs	-	-	100,000	(100,000)
69,921	Concierge services	300,000		237,080	62,920
247,008	Environmental activities	1,008,596	120,000	674,305	214,291
31,886	Other activities	237,655		204,921	32,735
575,310		3,286,796	1,007,317	1,878,711	400,767
-	Other income	200,000	-	-	200,000
575,310		3,486,796	1,007,317	1,878,711	600,767
	Overheads				
50,000	Management charges			50,000	
25,395	Rent and rates			26,000	
217,184	Motor expenses			195,000	
4,000	Telephone and IT support			4,000	
3,818	Printing, stationery and advertising			4,000	
22,677	Professional fees			25,000	
2,452	Container hire			2,600	
27,444	Uniforms, safety equipment and repairs			40,000	
15,562	Training			20,000	
4,000	Insurance			4,000	
116,369	Vehicle and plant depreciation			110,927	
559	Loan interest			-	
230	Bank charges			400	
3,899	General expenses			4,000	
493,589					485,927
81,721	Net profit				114,840
16,231	Corporation tax/gift aid				20,394
65,490					94,446

NG 2		31-Mar-21		
2020	Balance sheet at			
£		£	£	£
220,779	Fixed assets			219,852
	Current assets			
548,244	Debtors and stock		588,244	
99,829	Bank		176,203	
<u>648,073</u>			<u>764,446</u>	
	Current Liabilities			
110,003	Trade Creditors	140,003		
<u>73,076</u>	Other creditors	<u>64,076</u>		
<u>183,079</u>			<u>204,079</u>	
<u>464,994</u>				<u>560,368</u>
<u>685,773</u>				<u>780,219</u>
100	Share capital			100
685,673	Profit and Loss account			780,119
<u>685,773</u>				<u>780,219</u>

2020	NG2 CASHFLOW	31-Mar-21
£	OPERATING ACTIVITIES	£
65,490	Surplus for year	94,446
-	Interest received	-
559	Loan Interest paid	-
66,049	Operating surplus excluding int & tax	94,446
116,369	depreciation - vehicles and plant	110,927
-	Decrease/(Increase)in stock	-
(34,302)	(Decrease)/Increase in Creditors	21,000
(90,980)	Net Cash In/(Out)flow From Operating Activities	186,373
	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	-
-	Tax Paid Less Grants Received	-
	INVESTING ACTIVITIES	
(39,537)	Acquisition of Other Fixed Assets	(110,000)
-	Investment in Activities	-
(39,537)	Net Cash In/(Out)flow From Investing Activities	(110,000)
131,076		76,374
	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	76,374
156,737	Movement in Cash & Bank	76,374
156,737	Increase/(Decrease) in Cash and Cash Equivalents	76,374



ng2 Board Meeting For Noting

To: Board
From: HR Officer

SUBJECT: STAFFING REPORT (NG2)

DATE: 22 September 2020

1. Introduction	<p>This report refers to the period of 1 April 2020 – 30 June 2020, covering staffing matters including: staff headcount, attendance and absence, learning and development, recruitment and the company health plan.</p>							
2. Staffing Report	<p>Number of Staff</p> <p>As at 30 June 2020, 76 staff were employed by ng2 Ltd. This is the same as the previous reporting period.</p> <p>Attendance and Absence</p> <p>During this reporting period, 75 staff had perfect attendance (99% of the workforce) however it should be noted that most staff were on furlough except for those carrying out essential services (there are now only two staff on furlough). As well as this, 16 staff members qualified to receive their two day 'no sickness reward'.</p> <p>The overall staff sickness absence percentage was below the 3% target and for this reporting period was 0.08%. The breakdown of the total number of working days available against days lost through sickness is detailed below:</p> <table border="1"> <thead> <tr> <th>Total number of work days available</th><th>Number of days lost through sickness</th><th>Sickness Absence %</th></tr> </thead> <tbody> <tr> <td>4,890</td><td>4</td><td>0.08</td></tr> </tbody> </table> <p>The 4 days lost is classed as a short term absence (a maximum of 19 days) and there were no long term (20 days or more) absences:</p>		Total number of work days available	Number of days lost through sickness	Sickness Absence %	4,890	4	0.08
Total number of work days available	Number of days lost through sickness	Sickness Absence %						
4,890	4	0.08						

	Short Term	Long Term
Days Lost	4	0
Number of employees	1	0
Percentage	0.08%	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, 8 members of staff required time off to self isolate. The total number of days lost due to self isolation is 52 days, with an average absence of 6.5 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	6
Medically advised to shield	1

Learning and Development (L&D)

During the period covered by this report a total of 48 ng2 staff have benefitted from 24 hours of formal training and development as detailed in the table below. There was no cost incurred by this training.

Course Title	Number of staff attending	Number of staff hours	Direct cost of Training (£)
Toolbox Talk	48	24	0.00
Totals	48	24	£0.00

Recruitment and Leavers

During the reporting period, there were no vacancies advertised.

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

[REDACTED] Where possible, exit interviews are conducted to gain feedback. Due to circumstances, exit interviews were not carried out with these staff members.

	Company Health Plan – Simplyhealth Simplyhealth have provided us with a comprehensive report on all claims made by staff. The report shows that staff are claiming for a wide range of benefits however as with previous reports, the optical and dental categories make up the highest percentage of claims.
3.	Recommendation
	Members are asked to note the contents of this report.



Management Information pack

N G Homes



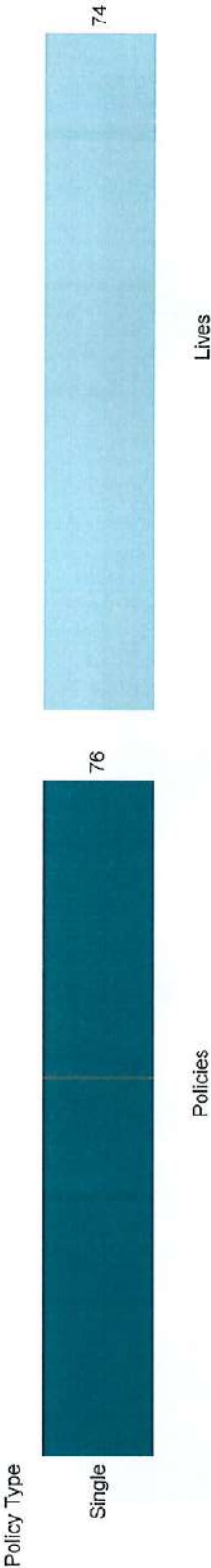
Membership Summary

Report Data From :
Sep 20

Client
N G Homes \ G88908863

Scheme Name
A95149792/N G2 Homes/OPHPFL/Lv4/MC

Policy Summary by Level and Type



Total Summary Figures

Total Policies Covered Current Year: 74
Total Policies Covered Previous Year: 84
Total Lives Covered Current Year: 74
Total Lives Covered Previous Year: 84

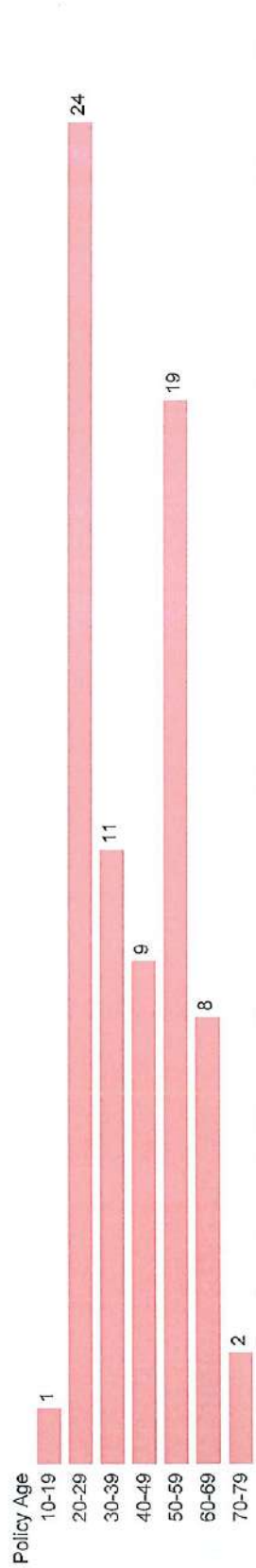
Monthly Joiners

2020	January	February	March	April	May	June	July	August	September
3	0	0	0	0	0	0	0	0	11

2020	January	February	March	April	May	June	July	August	September
1	5	2	0	0	0	0	5	1	

Policy Demographics

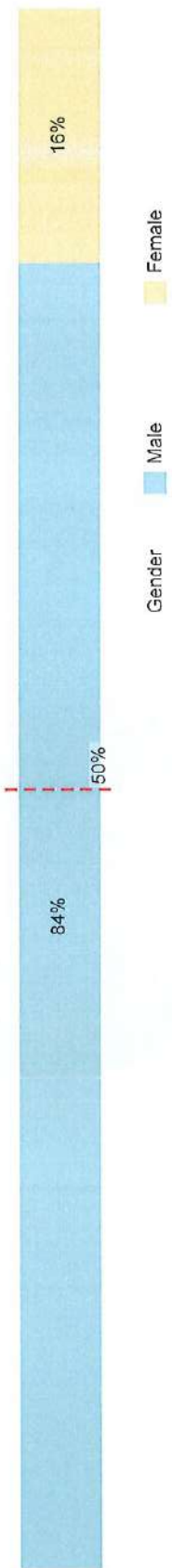
Age Groups



Average Age

The average age of a policy holder is 43 years

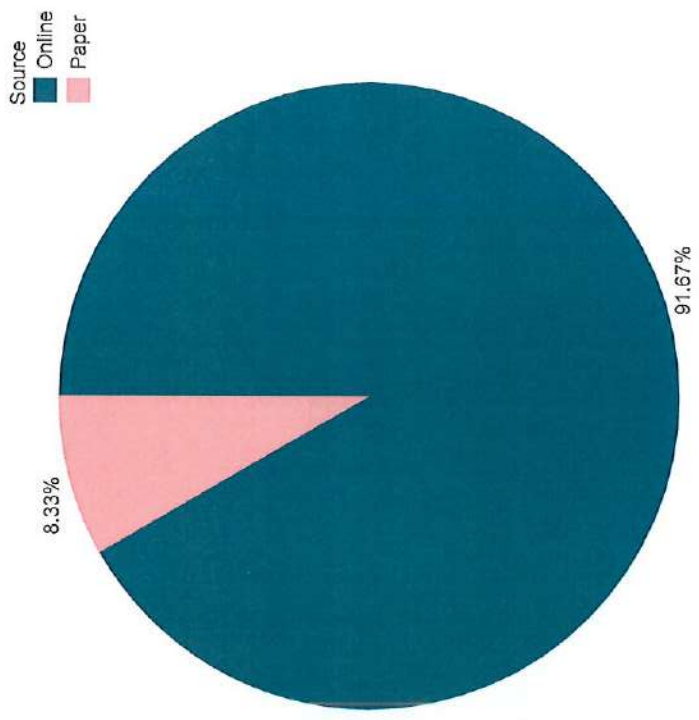
Gender Split



Online Usage

The below chart shows the % of claims submitted either Online or via Paper (Posted)

Source



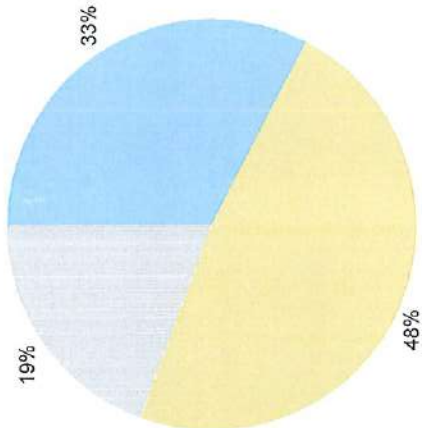
Average Claims per Policy

0.30

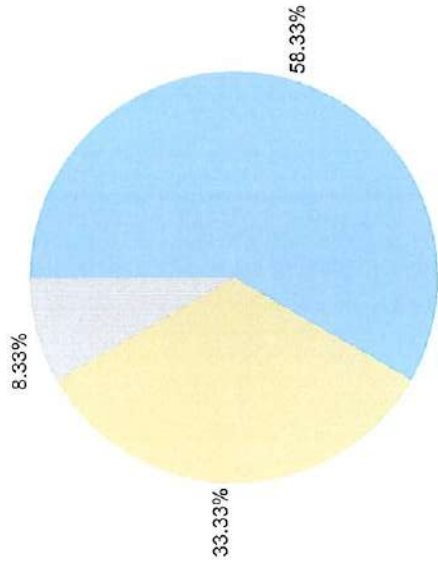
Health Plan - Claims Data Review

Date Range
01/01/2020 to 01/09/2020

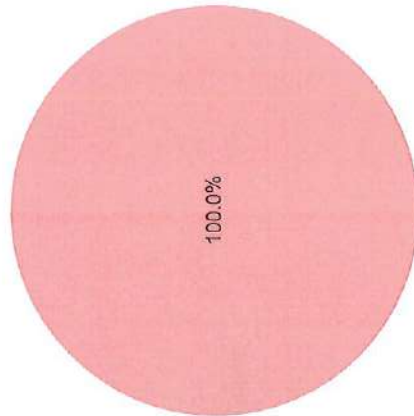
Claims by Value



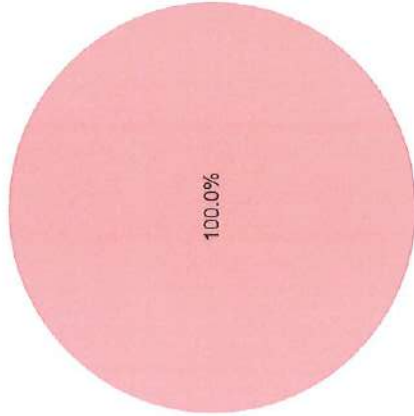
Claims by Volume



Value (Other)



Volume (Other)



Claim Data Review - Current Year

Date Range 01/01/2020 to 01/09/2020

Current Year			
Benefit Type	Benefit	% of Total Claim Volume	Average Claim Amount
Dental	Dental	58.33%	£48.55
New Child Payment	New Child Payment	8.33%	£200.00
Optical	Eyes	33.33%	£125.00

Claim Data Review - Previous Year

Date Range
01/01/2019 to 31/12/2019

Previous Year		% of Total Claim Volume	Average Claim Amount
Benefit Type	Benefit		
Dental	Dental	52.94%	£53.29
Optical	Eyes	26.47%	£122.11
Podiatry/Chiropody	Podiatry/Chiropody	5.88%	£30.50
Therapies	Chiropractic	5.88%	£137.50
	Physiotherapy	8.82%	£66.33

Risk Register : (6 ng2

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)				
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 Effective recruitment process to ensure suitably qualified and experienced replacement.	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 : (ng2)

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 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 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 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 compliance with current legislation. Explore requirement for any new RAMS as a result of operations/ 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 ng 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 x2 =4
	High Level/s of Staff Absence (Sickness, Self-Isolating, Possible Death in Service).	Staffing / Operative Limitation/s.				Ng2 Management team.			
						Staff & Operative Feedback.		Progress meetings with client.	

Risk Register : (ng2

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)				
	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



ng2 Board report For Noting

To: ng2 board
From: Senior Supervisor

SUBJECT: HEALTH AND SAFETY

DATE 22 September 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 April 2020 – June 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 with Health and Safety advisor our risk register has been updated to cover Pandemics.
- For more detail and photos of ng2's Covid-19 response please see appendix 1 – ng2 Covid-19 Response

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
N/A	No incidents to report	N/A	N/A

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



Appendix 1

Staff Induction Pack



COVID-19
RESPONSE



Toolbox Talks

nghomes Toolbox Talk Title:

PPE/COVID 19

Preparation: (Prior to commencing the Toolbox Talk)

- Suitable venue is available dependant on numbers
- Read over and become familiar with the TBT before assembling group
- Switch off mobile phones

Equipment:

- Populated Course Register
- Pen
- Copy of Toolbox talk nghomes/TBT:03

Handouts:

- Not Applicable

Delivery:

- Read over the Main Topics Covered (Page 2)
- Read over the Toolbox Talk Content (Page 2)

Timings:

- No more than 15 minutes

Administration:

- Ensure completed Course Register is handed to Divisional Training Contact (DTC)

PPE/COVID 19

Main Topics Covered: (To be listed on back page of Toolbox Register)

The work carried out by ng2 and dealing with COVID -19

Toolbox Talk Content

Measures can be put into place to reduce risks but in cases where the risk cannot be reduced to its lowest level or eliminated altogether then PPE is considered to be the last line of defence. Special instructions in **red**.

- To combat COVID -19, we should always try to practice social distancing at all times ppe should be worn, paper suits, face coverings, latex gloves and plastic overshoes. When entering a property if it's a tenement or main door property you should wipe down the face plate and door handle to front door and back door and or garden gate. When finished your task you should then dispose of your ppe in a safe manner which is put all disposable ppe in a black bag and then inside another black bag and dispose inside one of our tippers.
- Office Staff/Cleaners - Should always practice social distancing where practical. PPE should be worn, face coverings, latex gloves and plastic overshoes and paper suits (if required). Staff should wear gloves and face coverings. Cleaners, please see attached cleaning checklist, as well as continuing to Hoover and clean all floors and empty bins. It is the responsibility of all staff to maintain the cleanliness of their own workstation and clean any commonly touched areas when moving around the office. For more information please see the common area cleaning checklist attached.



- When finished your shift or after each task staff should then wash their hands with the anti-bacterial hand wash provided or soap and water.
- When going to another property staff should again wear disposable ppe and dispose of ppe in a responsible manner as above, they should then wash their hands with the anti bacterial hand wash provided.
- When finished their daily work early staff should not sit in a vehicle. Staff should call their supervisor for further instructions.
- Use, wear, keep and maintain personal protective equipment in accordance with the departmental Health and Safety Policy, safe systems of work and any relevant training that is provided.
- Prior to commencing work of any kind, ensure that the appropriate protective equipment / clothing is being used / worn in the correct fashion as above.
- Be careful with loose ends, sleeves, unzipped or unfastened jackets and hi-viz bibs, toggles, etc. that can get caught up in work equipment / machinery.
- Safety equipment and clothing must not be intentionally damaged or defaced in any way.
- Where clothing becomes contaminated or damaged or is unfit for use it must be brought to the Supervisor's attention and a replacement will be arranged.
- When using machinery, remove (if possible) finger rings, or any other jewellery that could snag on work equipment /machinery.
- Where PPE is issued for the employee's protection it must be worn.

End of Toolbox Talk

Toolbox Talk Attendance List

Toolbox Talk Title	PPE/COVID 19			
Venue	Ng2 office	Supervisor	Mito Alvarez/David McIntyre	
Address	350 Darnick street	Date	25 May 2020	
		No of Attendees		

No	First Name	Surname	Depot	Signature	Competency Attained Yes or No	Comments And Reasons I.E. Cancellation/ Did Not Complete/ Competency Not Attained
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

Supervisor's Name: (PRINT)	Supervisor Signature	Date	Comments/Feedback
.....		
.....		
.....		
.....		
.....		

Working safely during coronavirus

If someone at work might have coronavirus

An individual should not go to the workplace if they:

- have coronavirus (COVID-19) symptoms
- are told to self-isolate by a government test and trace service, because they've been in close contact with someone who's testing positive
- need to self-isolate because someone in their household has symptoms
- need to self-isolate because they've returned to the UK after a holiday or business travel

If they're already at work, they should:

- tell their employer immediately and go home
- avoid touching anything, and wash their hands regularly
- cough or sneeze into a tissue and put it in a bin, or if they do not have tissues, cough and sneeze into the crook of their elbow
- use a separate bathroom from others, if possible
- avoid using public transport to travel home, if possible

If someone with coronavirus comes to work

If someone with coronavirus comes to work, the workplace does not necessarily have to close, but they should follow cleaning advice.

The risk of coronavirus (COVID-19) infection depends on many factors, including:

- the type of surface contaminated
- the amount of virus shed from the individual
- the time the individual spent in the setting
- the time since the individual was last in the setting

Surfaces and belongings can be contaminated with COVID-19 when people who are infectious cough or sneeze or touch them. Transmission of COVID-19 can occur when someone else then touches the contaminated surface or item. The person may become infected if they touch their nose, eyes or mouth with a contaminated hand or object. Increased frequency of cleaning of general room surfaces reduces the presence of the virus and the risk of contact.

The infection risk from a COVID-19 contaminated environment decreases over time. It is not yet clear at what point there is no risk from the virus, however, studies suggest that, in non-healthcare settings, the risk of residual infectious virus is likely to be significantly reduced after 48 hours.

In situations where someone has symptoms of COVID-19, we continue to advise storing personal waste for 72 hours as an additional precaution.

We recommend a deep clean of any contaminated office / vehicle / work place using either Greenerleaf or ng2 with an electrostatic sprayer.

Supporting staff who need to self-isolate

If someone needs to self-isolate, it's good practice for employers to:

- send them home immediately, if they're at work
- support them staying at home while they self-isolate
- arrange for them to work from home, if they're well enough to work
- support their wellbeing and mental health – see more about [supporting mental health during coronavirus](#)

Depending on someone's circumstances, they might have to self-isolate more than once during the coronavirus pandemic. Employers should support them in the same way each time.

COVID-19 STAFF RETURN PROCESS

Corona Virus Office Cleaning

- Deep Clean every office once per month
- Deep Clean will include: Wiping down all surfaces with alcohol based wipes or spray with particular focus on commonly used touch point such Door handles, light switches and touch screens.
- All surfaces will be sprayed with an electro static handheld sprayer to decontaminate contact areas using appropriate the appropriate chemical, this dries after ten minutes allowing staff a safe return to the office.



Social Distancing and Signage

- Office adapted for social distancing (See [redacted] Layout) to take into account the two meter social distancing rules where possible, this will be highlighted by floor markings.
- Social distance screening will be installed between desks
- Uniformed Corona virus signage for staff across all offices



Staff Return to Work

- All staff to get an Induction / toolbox talk, including risk assessments
- Staff will receive appropriate PPE including eyewear(if required), masks, gloves, paper suites, shoe coverings, hand sanitiser and alcohol based wipes.



Daily Office Cleaning

- The office cleaners will be provided with appropriate PPE
- Offices will be cleaned daily using alcohol based wipes and decontamination spray with particular focus on commonly used touch point such Door handles, light switches and touch screens.
- Office cleaners duties need to be reviewed.



Staff Responsibilities

- All staff are responsible for the cleanliness of their own work space
- All staff to clean their own work space at the start of each day
- All Staff to clear their own desk at the end of each day
- Wipes will be provided at each work space and commonly touched areas for staff safety



Appendix 2

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



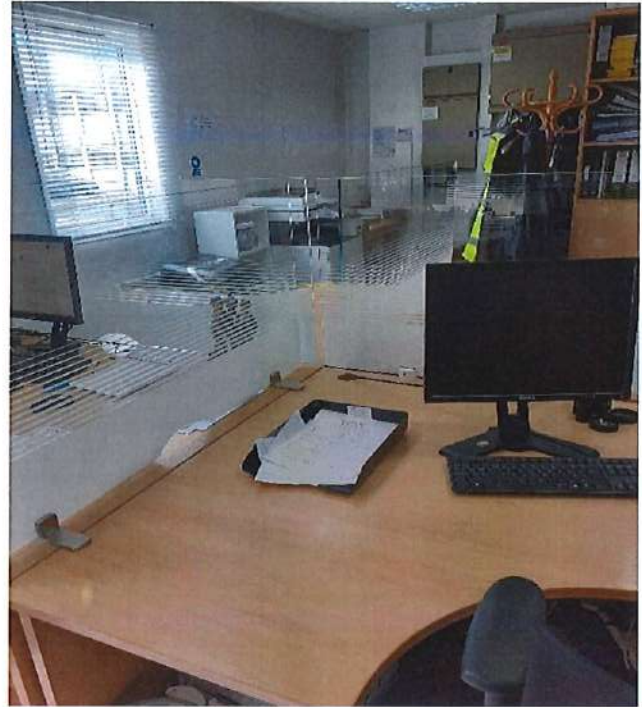
A new one way system has been put in place to avoid congestion while entering or exiting the building along with clear markers on the ground to allow for social distancing



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 sanitizer



Hand sanitiser and wet wipes have been

And wet wipes to maintain workstation
Cleanliness

placed throughout the office at the main
touch points

Office Cleaners

The office cleaners have been inducted into a new way of working to take into account the Covid-19 Pandemic which includes all commonly touched areas as seen below.

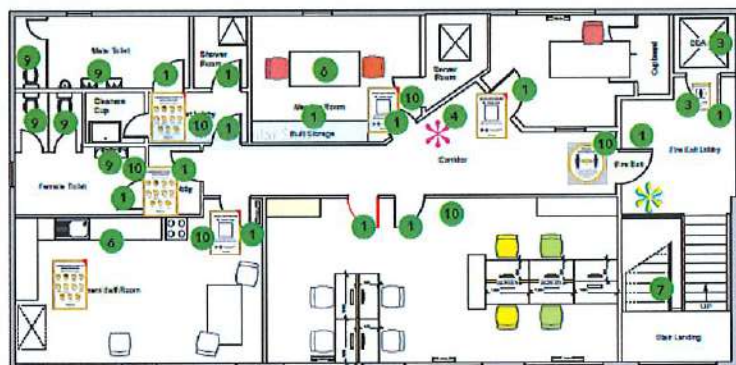
NG2 - 350 DARNICK STREET, GLASGOW G21 4AA

NG HOMES OFFICES

NG2 OFFICE

AREA OF TOUCH POINTS TO BE CLEANED

- | | |
|-----------------------------|--------------------|
| 1. DOOR HANDLES | 6. COUNTER |
| 2. WINDOW HANDLES | 7. HANDRAIL |
| 3. BUTTON (DOOR ENTRY/LIFT) | 8. KEY BOXES |
| 4. PRINTER | 9. TAB / FLUSH |
| 5. SHREDDER | 10. LIGHT SWITCHES |



FIRST FLOOR PLAN - NG2

50 REIDHOUSE ST, GLASGOW G21 4LS

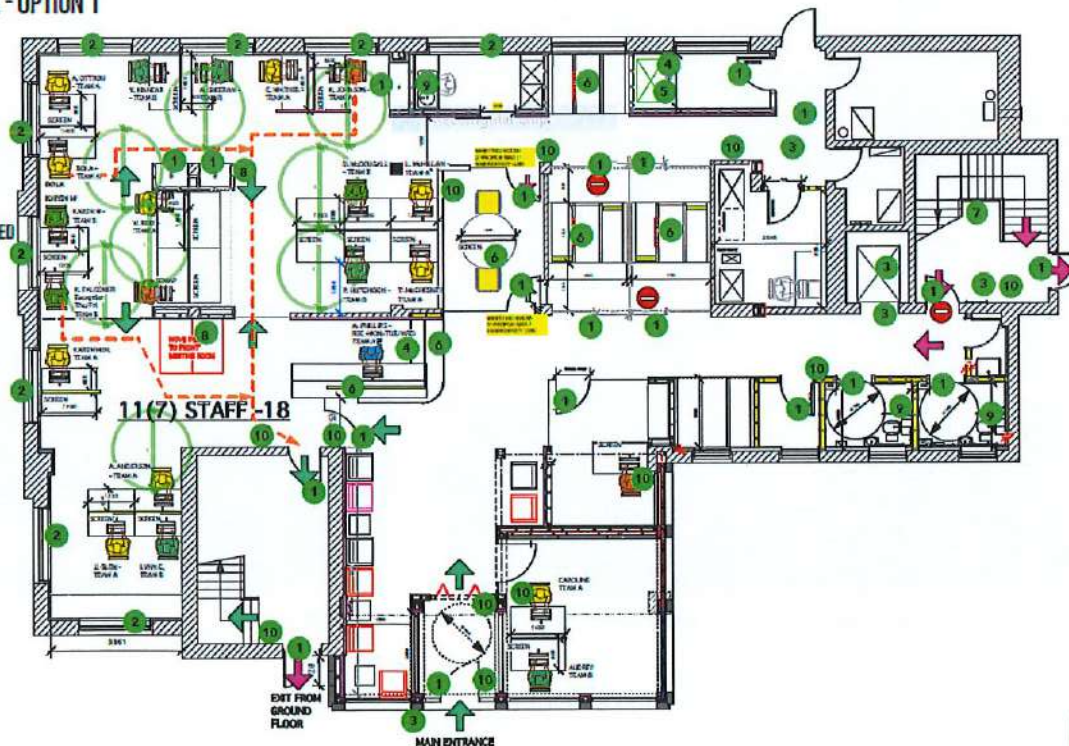
NG HOMES OFFICES

NED DONALDSON HOUSE - OPTION 1

NG2 OFFICE

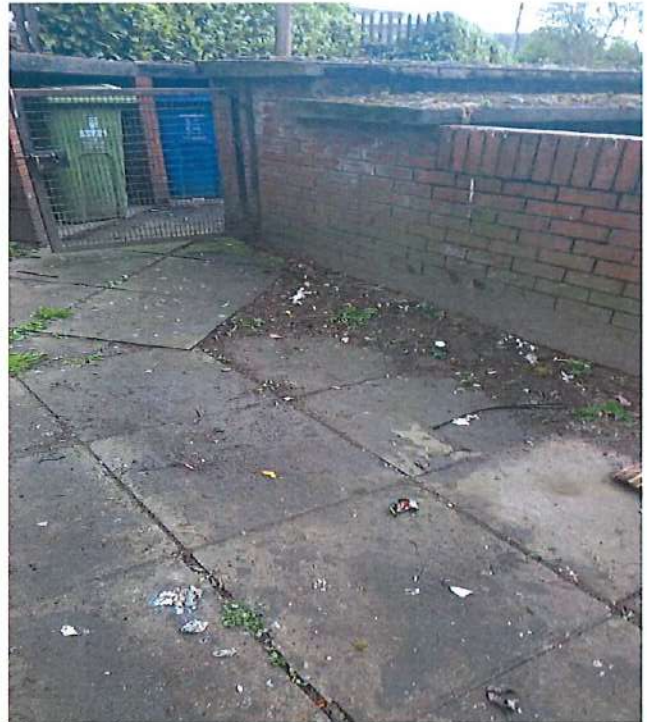
AREA OF TOUCH POINTS TO BE CLEANED

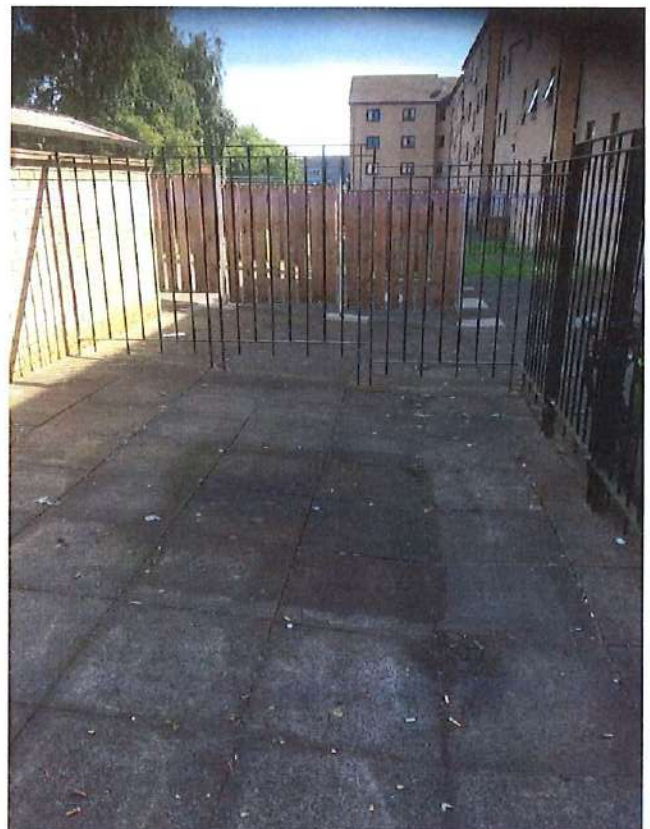
- | |
|-----------------------------|
| 1. DOOR HANDLES |
| 2. WINDOW HANDLES |
| 3. BUTTON (DOOR ENTRY/LIFT) |
| 4. PRINTER |
| 5. SHREDDER |
| 6. COUNTER |
| 7. HANDRAIL |
| 8. KEY BOXES |
| 9. TAP / FLUSH |
| 10. SWITCH |



HIT SQUAD

The following photos highlight some of the work the hit squad have been undertaking since returning from furlough. As services were suspended we were dealing with an unprecedented amount of Bulk and Fly tipping







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

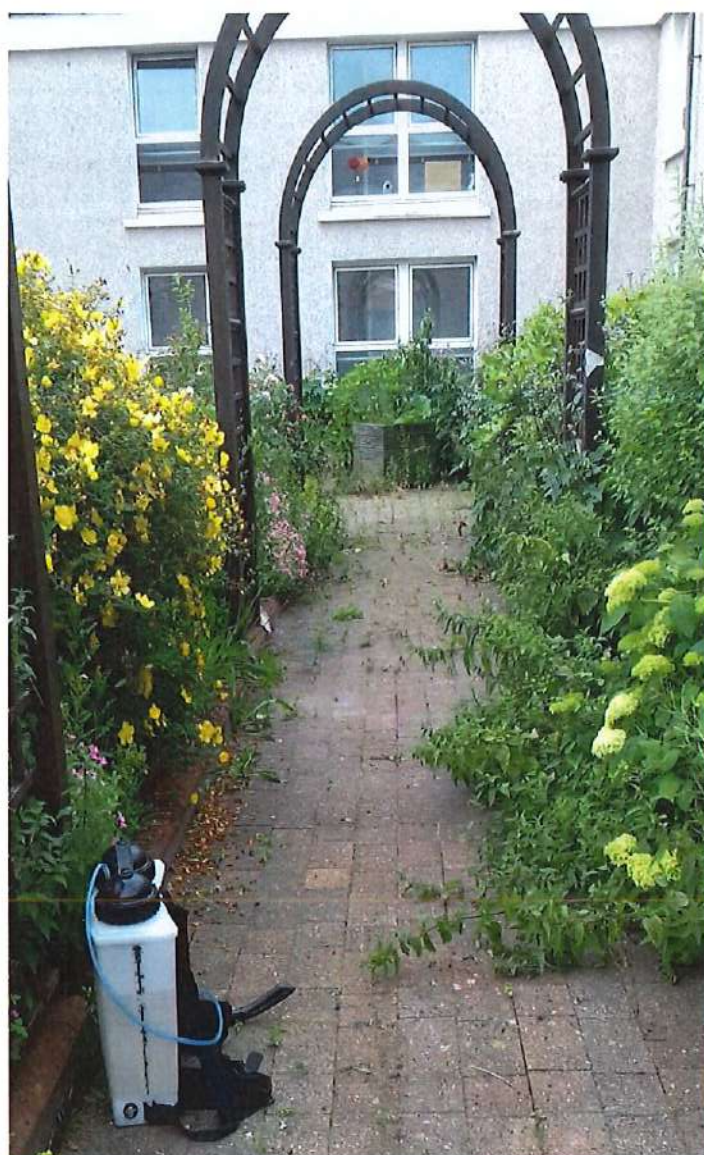


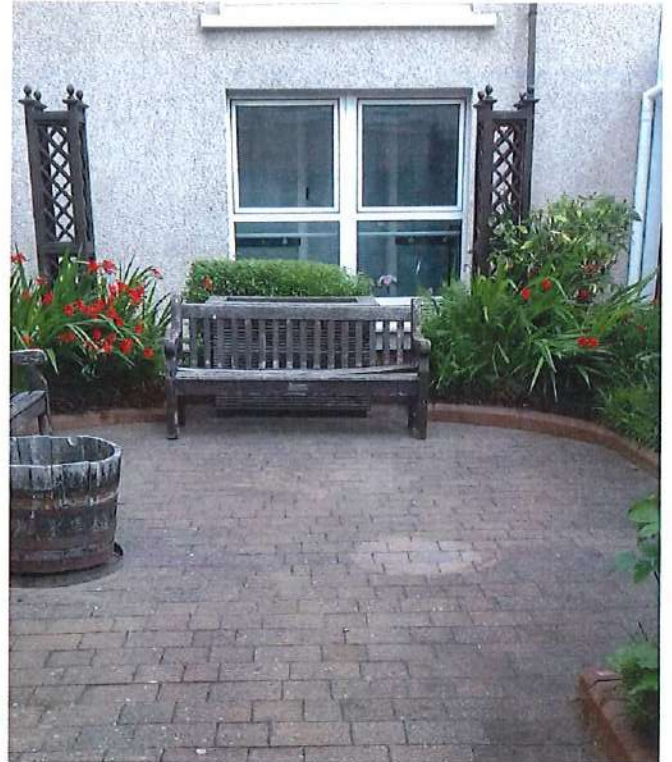




Hawthorn Street Retirement Complex

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

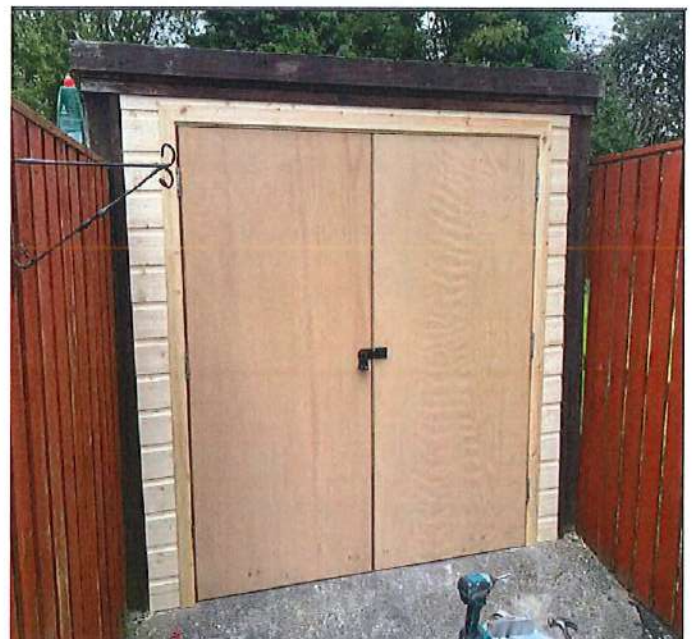
The Close cleaning staff where give new spec for cleaning closes when they returned from furlough. The spec highlighted the need to clean and sanitise the main touch points withing communal closes.

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 3

Scottish Housing Regulator Weekly
Update



COVID-19
RESPONSE





ng2 Board Meeting Appendix 3

To: ng2 board

From: Depute CEO (Regeneration)

Date: 31 August 2020

SUBJECT: NG2 OPERATIONAL UPDATE

1.	Introduction
	<p>The purpose of this paper is to give the board a weekly update during covid -19 and furlough. As of Monday 24 August, we have 67 staff currently back at work to carry out the following works in support of limited estate management services. We currently have 1 staff member still on furlough:</p> <ul style="list-style-type: none">• Bulk Uplift /Fly Tipping – Includes overflowing rubbish bags which meant we took 16 tonnes to tip/dump this week and 221 tonnes from the previous 16 weeks, which brings a culmination of 237 tonnes in 17 weeks.• In the last week ng2 have took 16 Fridges to GCC dump and 48 in total• Close Cleaning – Wet clean with disinfectant to 460 close's including stainless steel face plates/grab handles/push plates and bannisters carried out this week.• Back court tidy up – All 460 back courts have been tidied up this week.• Bin set tidy up – All 460 back court bin sets have been cleared of rubbish and have been swept out this week.• Hedge Trimming – Caught up with contract• Weed killing – Various areas have had weed killing (this is weather permitting) Routes attached• Open space grass cuts – Caught up with contract• Void's – To carry out scope of works/materials for prioritising homeless• Garden Maintenance - All Gardens have now had their 3rd cut.• We have taken the actions below to get the contract back on track:• Deployed other staff into this contract.• Employed more staff• Staff are also working overtime to catch up. (see photos below).

ng2 continue to make a big impact in the community especially during the coronavirus pandemic.

Forward Planning:

ng2 have brought back all tradespeople and other staff to work in void properties to ease the surge in voids when the Association starts back, with the emphasis being on properties for homeless.

We started grass cutting to all of the Association's properties on Monday 25 May.

In accordance with the Scottish Government guidelines all of our un furloughed staff have had a toolbox talk on the importance of following our strict H & S procedures including:

- a) Social distancing at all times including 2 staff per van
- b) The importance of wearing all PPE at all times.
- c) The importance of disposing of PPE in the correct manner.
- d) The importance of using antibacterial hand gel.
- e) New Risk Assessment and Method Statements (RAMS)

We have implemented safe systems of work to allow us to bring all staff back to work, we are working in partnership with contractors and material suppliers to enable us to carry out works which include tradespeople.

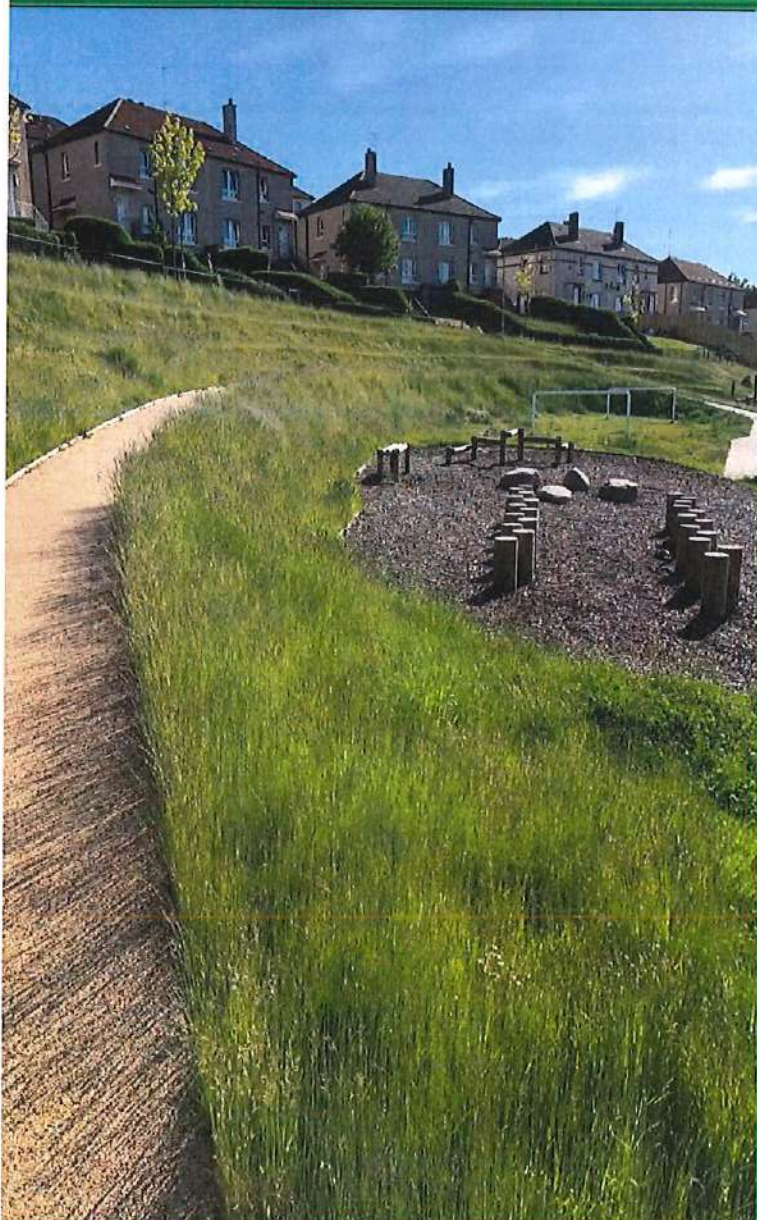
We would like to take this opportunity to ensure the board that we will take all precautions necessary to make sure ng2 staff are safe and well.



Before and after Estate Maintenance



Before and after a first cut of an open space following the Garden Maintenance Teams return to work



ng2

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Saracen House
139 Saracen House
Possilpark
Glasgow
G22 5AZ
Tel: 0141 336 1300
E-Mail: info@ng2works.com

ng2

350 Darnick Street
Springburn
Glasgow
G21 4AA
Tel: 0141 630 4252
WEB: www.ng2works.com

ng2

Subsidiary of ng homes
Registered charity in
Scotland
no: SC 030635
VAT Registered
VAT No: 816986681
Financial Conduct Authority
FCA No: 1865RS
Scottish Housing Regulator
SHR No: HCB187
Twitter: [@ng_homes](https://twitter.com/ng_homes)