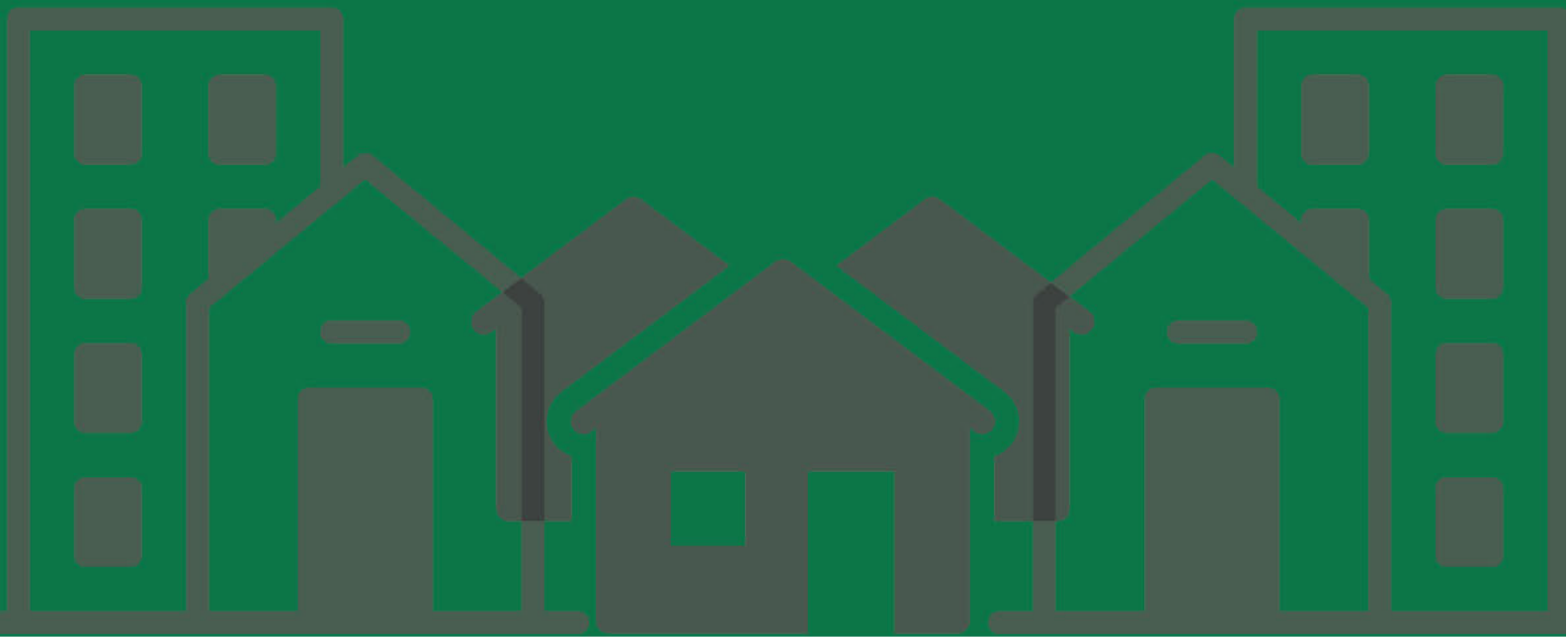


Tuesday 13 June 2023
4pm



ng2 BOARD MEETING





AGENDA

Meeting: Board Meeting

Invitees ng2 Board

Location: Vulcan St/Microsoft Teams

Date 13 June 2023

Time 4:00pm

Please submit any apologies to Jade Redmond
jredmond@ng2works.com

Telephone: 0141 630 4252

	Agenda	Paper	Lead Officer	Page no
1.	Apologies			
2.	Disclosure of Interest and Attendance			1
3.	Minutes			
a.	ng2 Board Meeting on 14 February 2023	Yes		3
	i) Matters Arising			
4.	Reports for Approval			
a.	Management Accounts	Yes	BH	9
b.	Business Plan	Yes	BH	13
c.	Health and Safety	Yes	DM	15
d.	Risk Register	Yes	DM	17
e.	Confidential Report – to follow			-
5.	For Ratification			
a.	Payments and Benefits Case 151	Yes	BH	21
b.	Payments and Benefits Case 152	Yes	BH	23
6.	Reports for Noting			
a.	Operational Report	Yes	DM	25
b.	ng2 Staffing Report	Yes	OF	65
c.	Performance Assessment	Yes	DM	91
7.	AOCB			
8.	Date of Next Meeting – Tuesday 22 August 2023 at 4pm			

'NORTH GLASGOW HOUSING ASSOCIATION LIMITED ng2 BOARD ATTENDANCE 2022-23

	06.12. 22	14.02. 23								
M Thomson	P	P								
I Cross	P	P								
J Berrington	A	P								
G Satti	P	P								
J Thorburn	A	P								
P Nelson	A	A								
B Hartness	P	P								
% Total	57%	86%								

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

TARGET ATTENDANCE - 80%

AVERAGE ATTENDANCE - 71%



Meeting: ng2 Board meeting **Location:** Microsoft Teams

Date: Tuesday 14th February 2023 **Time:** 4:00pm

Attendees: John Thorburn **JT**
 Isabella Cross **IC**
 Margaret Thomson **MT**
 Gino Satti **GS**
 Jim Berrington **JB**

Apologies: Paul Nelson **PN** Chair

In Attendance: Bob Hartness **RH** Director
 David McIntyre **DM** Senior Operations Supervisor

Minute Taker: Joanne Bradley **JPB** OS

	Agenda	Action	Date
1.	Apologies		
	PN sent apologies and has arranged a leave of absence. It was agreed that a quorum had been achieved despite IT issues affecting MS Teams, and that the meeting would go ahead with RH chairing the meeting.		
2.	Disclosure of Interest and Attendance		
	None		
3.	Minutes for Approval		
a.	Minutes of Board Meeting on 6th December 2022		
	There were no matters arising and the previous minutes were adopted as correct: Proposed MT Seconded IC		



4.	Reports for Approval		
a.	Management Accounts to 31st December 2022		
	<p>RH highlighted that this set of accounts was “more normal” as far as activity levels are concerned. No smoke detectors were purchased for the Association in the period (materials supply only). Gross profit is down as this is activity led.</p> <p>Areas are profitable, with the garden maintenance contract under review due to the cost increases over the last 2 years. This is especially the case for vehicles as we still at present need to hire vehicles to supplement our own fleet to accommodate short term requirements. A significant rate increase for hires is going to take effect on 1/3/2023. Looking at acquiring more vehicles.</p> <p>Purchase of plant and machinery has increased due to the refreshing of the machinery for garden maintenance contract. Further purchases may be made before 31/3/23 when the super 130% capital expenditure allowance level ends.</p> <p>£41k net profit was achieved in the period before Corporation Tax.</p> <p>Balance Sheet position is acceptable, and the organisation is holding significant reserves. It is unlikely that there will be a Gift Aid donation for the period as the Super Capex allowance remains in effect and will allow for further investment in the fleet, resulting in the need for fewer hired vehicles.</p> <p>The Board enquired as to the monetary impact of the bulk uplift and fly tipping that has been prominent since the pandemic began.</p> <p>DM confirmed that this would be covered within the Operations report and that he and RH were working on costing for provision of bulk service to the Association.</p>		



	<p>The Management Accounts for the period were approved by the Board.</p> <p>Proposed JT Seconded MT</p>		
b.	Business Plan		
	<p>The plan will be presented to the NGHHA Board in March 2023. The forecasting is based on a more normal year with no new activities being undertaken. A standstill year is expected, with a moderate surplus.</p> <p>JT pointed out that this plan is subject to approval by the main board and asked when ng2 report/seek approval from the Association about activities for the following year. RH pointed out that there is no reason to believe change is coming at the moment but that the principle would be that ng2 staff would TUPE over to any organisation taking over their function.</p> <p>GS enquired as to whether ng2 were able to offer services to other clients and RH confirmed this was the case however the Association have input on this if there is seen to be a potential effect on service. GS suggested that this should be considered if there was benefit to be gained by either creating employment or profitability</p> <p>Approval of the submission was recommended</p> <p>Proposed GS Seconded JT</p>		
c.	Additional Public Holiday		
	<p>A public holiday has been granted on 8th May 2023 for the Coronation of HM King Charles II. Approval of proposal of closure of ng2 office on this day was proposed.</p> <p>The Board approved the office closure</p> <p>Proposed JT Seconded IC</p>		



d.	Health & Safety		
	<p>Health and Safety continues to be high priority for ng2, and staff are encouraged to report all incidents, including near misses. There were three incidents in the period however these were not classed as reportable. No accidents have occurred in the period and no days have been lost due to accidents at work.</p> <p>The report was approved by the Board.</p> <p>Proposed GS Seconded MT</p>		
e.	Risk Register		
	<p>Risk Register was distributed by DM after discussion with RH and JB.</p> <p>The report was approved by the Board.</p> <p>Proposed IC Seconded MT</p>		
f.	Financial Regulations Update		
	<p>Some wording changes have been applied to the policy i.e., CEO has now been replaced by "Director" and the grammar has been cleaned up slightly however the remainder of the document remains unchanged.</p> <p>The report was approved by the Board.</p> <p>Proposed GS Seconded JT</p>		
5.	For Ratification		
a.	Payments & Benefit Case # 148		
	<p>Approval was sought to appoint [REDACTED] as temporary trades foreperson to cover the current postholder who [REDACTED] [REDACTED]. [REDACTED]. [REDACTED] [REDACTED]</p> <p>The case was approved by the Board and ratified.</p> <p>Proposed GS Seconded JT</p>		



b.	Payments & Benefit Case # 150		
	<p>Approval was sought to appoint [REDACTED] as Customer Services Officer on a fixed term contract for 12 months. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>The case was approved by the Board and ratified.</p> <p>Proposed GS Seconded JT</p>		
6.	Reports for Noting		
a.	Operational Report		
	<p>The landscaping contract continues to be ng2's largest contract. Recruitment and retention issues continue to make delivery of this contract challenging in addition to the sharp rise in the cost of delivery. Ways of working are under review with a view to improving the processes and systems to optimise outcomes for the Association and their residents.</p> <p>Purchase of 6-7 vehicles being considered to get rid of the need for hired vehicles. Also, a budget of around £35k for two jet washing machines being considered.</p> <p>In response to an enquiry DM/RH confirmed that if a bin washing service was desirable to the client, then ng2 could undertake a feasibility study and supply costs for a service.</p> <p>MT commented that leaves on footway and carriageways are out of hand however this is the responsibility of GCC; not ng2.</p> <p>The Environmental Hit Squad continue to face increased workload due to fly tipping. This situation continues to be monitored and a further update will be given at the next meeting. It has been necessary to do this work as overtime due to sheer volume, in order to prevent failures in the delivery of normal service. GS observed that bulk uplift service now seems to be a prominent one and requested that a report be prepared for future Board meetings and added to the For Approval section.</p>	DM	ASAP



	<p>An analysis of bulk uplift is to be presented to the Association in order to help evaluate the cost levels across the estate. The garden maintenance team are currently being used to carry out bulk uplifts while in the “off-season” period.</p> <p>The Board confirmed that they had read and noted the contents of the report and Appendix 1.</p>	DM	ASAP
b.	Staffing Report		
	<p>ng2’s current sickness rate for the period was below the target of 3%, at 2.2%. Seventy-five per cent of staff had perfect attendance and twelve qualified to receive their no sickness reward.</p> <p>Training has continued throughout the period.</p> <p>The Board noted the contents of the report.</p>		
7.	AOCB		
	There being no other competent business, the Chair thanked all for their attendance and closed the meeting.		
8.	Date of next meeting		
	Date of next meeting was confirmed as Tuesday 13th June 2023 at 4pm		



Board Meeting

For Approval

To: Board
From: Director

MANAGEMENT ACCOUNTS – PERIOD TO
SUBJECT: 31ST MARCH 2023

DATE: 13th June 2023

1.	Introduction
	This report is detailing the financial results for the period to 31 st March 2023.
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 31st March 2023 amounts to £3.15m (2022 - £3.58m) with £577k (2022 - £1.24m) of direct costs and £1.95m (2022 - £1.72m) of wages leading to a £630k (2022 - £622k) gross profit before other income. Other income amounts to £3k (2022 £47k). So, the overall gross profit comes out at £633k (2022 -£669k).</p> <p>Overheads totalled £549k (2022 - £454k). The main elements being motor expenses, management charges, uniforms, rent and vehicle depreciation. After the overheads, a £84k (2022 - £215k) net profit was made in the period before tax or gift aid.</p> <p>The balance sheet position continues to improve with increased reserves. The cash balance increased with £7k more funds being paid into the company than paid out. Reserves now total £888k (2022 - £824k).</p>
4.	Recommendation
	Board members are asked to recommend approval of the management accounts of ng2 for the period to 31 st March 2023. A report of this will be put to the Board of the Association.

Year to 31/03/22	NG 2 Profit and Loss - period to	31-Mar-23			
£		Sales £	Materials £	Wages £	Gross Profit £
142,990	Cleaning	535,640	52,123	359,238	124,279
73,776	Joinery	582,400	334,723	180,061	67,615
66,188	Electrical	119,155	45,916	32,366	40,873
55,692	Other sales	358,909	7,136	264,016	87,757
77,664	Back court cleaning	153,387	-	101,323	52,064
104,497	Garden maintenance	761,351	101,700	465,290	194,360
-76,276	Management	-	-	89,003	-89,003
79,446	Concierge	260,943	-	193,021	67,921
82,915	Hit squad	252,811	189	173,205	79,417
14,958	Painters	128,606	35,268	88,206	5,133
621,850		3,153,200	577,054	1,945,729	630,417
47,148	Other income	3,182			3,182
668,998		3,156,383	577,054	1,945,729	633,599
Overheads					
60,000	Management charges			60,000	
25,220	Rent and rates			24,636	
206,644	Motor expenses			266,965	
4,000	Telephone and IT support			4,000	
2,378	Printing, stationery and advertising			4,296	
11,522	Professional fees			15,557	
3,115	Container hire			3,188	
25,287	Uniforms, safety equipment and repairs			30,416	
8,031	Training			27,254	
4,000	Insurance			4,000	
99,333	Vehicle and plant depreciation			120,856	
0	Gain/Loss on sale of fixed assets			-15,819	
223	Bank charges			250	
4,455	General expenses			3,878	
454,208					549,478
-	Loan interest				-
214,790	Net profit				84,122
169,995	Corporation tax/Gift aid				20,000
44,795					64,122

NG 2				
31/03/22	Balance sheet at	31/03/2023		
£		£	£	£
265,000	Fixed assets			486,253
	Current assets			
646,301	Stock and Debtors		520,172	
107,735	Bank and cash		114,757	
<u>754,036</u>			<u>634,929</u>	
	Current Liabilities			
143,036	Trade Creditors	181,061		
<u>51,675</u>	Other creditors	<u>51,675</u>		
<u>194,711</u>			<u>232,736</u>	
<u>559,326</u>				<u>402,194</u>
<u>824,325</u>				<u>888,447</u>
100	Share capital			100
824,225	Profit and Loss account			888,347
<u>824,325</u>				<u>888,447</u>

31/03/22	NG2	31/03/2023
£	CASHFLOW	£
	OPERATING ACTIVITIES	ACTUAL
44,795	Surplus for year	64,122
-	Interest Received	-
-	Loan Interest Paid	-
44,795	Operating surplus excluding int & tax	64,122
99,333	Depreciation - vehicles and plant	120,856
53,890	Decrease/(Increase)in Debtors	126,129
75,015	(Decrease)/Increase in Creditors	38,025
273,034	Net Cash In/(Out)flow From Operating Activities	349,132
	RETURNS ON INVESTMENTS AND SERVICING OF FINANCE	
-	Interest Received	-
-	Less: Interest Paid	-
-	Net Cash In/(Out)flow from Returns on Investments and Servicing of Finance	-
-	Corporation Tax Paid	-
	INVESTING ACTIVITIES	
(225,540)	Acquisition of Other Fixed Assets	(342,110)
-	Investment in Activities	-
(225,540)	Net Cash In/(Out)flow From Investing Activities	(342,110)
47,493		7,022
	FINANCING	
-	Loans Received	-
-	Less: Loans Repaid	-
-	Issue Of Share Capital	-
-	Net cash In/(Out)flow From Financing	-
47,493	Increase/(Decrease) in Cash and Cash Equivalents	7,022
47,493	Movement in Cash & Bank	7,022
47,493	Increase/(Decrease) in Cash and Cash Equivalents	7,022

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

To: Board
From: DCEO

SUBJECT: NG2 BUSINESS PLAN 2023/24**DATE 13th June 2023**

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 and form part of the group 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.	Formal approval
	<p>In line with clause 7 of the Independence Agreement the draft business plan and budget was presented for comment and approval by the Board of North Glasgow Housing Association. The NGHA Board has now approved the business plan. It is now for the NG2 Board to formally approve the Business Plan.</p>
4.	Recommendation
	<p>That the Board formally approves the business plan of NG2 for 2023/24.</p>



Board Meeting

For Approval

To: ng2 Board
From: David McIntyre

SUBJECT: HEALTH AND SAFETY

DATE: 13 June 2023

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 January 2023 – March 2023.</p> <p>Health & Safety</p> <p>Health and Safety is our highest priority, and we have robust policies and processes in place covering ng2's entire operation where there is a potential risk to employees, contractors, the public or others.</p> <p>Our policies, risk assessments and working safely practises ensure a safe working environment for office-based, trades/non-trade employees/tasks in addition to contractors for whom we must ensure a safe working practice.</p> <p>Health and safety is reviewed on an ongoing basis and issues identified are addressed immediately.</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 work:</p> <ul style="list-style-type: none">- All office cleaners have been fully appraised, via induction, of the cleaning regime which focuses on commonly touched areas.- All staff have received fobs for clocking in/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-metre 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 one-way system has been set up outside the offices with 2-metre markings to maintain social distancing while staff queue outside 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 has been erected outside to shield staff from adverse weather while they are waiting to sign in/out.
- After consulting with our Health and Safety advisor our risk register has been updated to cover Pandemics.

Incidents, Accidents and Near Misses

During the reporting period there were no reportable incidents.

Location / Date	Nature of Incident, Accident or Near Miss	Action	HSE Report Required
N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A

1.	Matters Arising
	We had RAMS carried out for electrical work.
4.	Recommendation
	Due to the importance of Health and Safety measures Members are asked to approve the contents of this report.

Risk Register : (Operational)

Risk Number	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)				
1	Lack of clear plan and objectives with parent company sign-up	Short-termism and inability to forward plan the business with confidence	- ng group parent Adverse impact on ng2 maintenance + procurement programme planning	3	4	12	Board Operational directors Ng2 Management team	ng2/ng2 jointly agreed annual development programme put in place setting out specific proposed works areas/ contracts to be undertaken by ng2, + rationale for same, + contingency plans with 6 monthly review	Regular operational performance Progress meetings with client Reports to ng2 Board.	2 x 2 = 4
2	Financial and other targets unrealistic	Adverse impact on ng2 delivery and destabilising impact on workforce planning	Deterioration in service/ quality from ng2, need to source alternative contractors at higher cost	3	4	12	Board Operational directors Management team	Annual plans provide basis for firmer, medium term financial planning. Quarterly management accounts review	Regular operational and financial performance Reports to ng2 Board.	2 x 3 = 6
3	Financial losses incurred	Financial viability of ng2 threatened	Potential financial liabilities for ng2 as wholly-owned subsidiary	3	5	15	Board Operational directors Management team	Annual plans as above will reduce risk. ng2 financial regulations in place; Quarterly financial reports provided by ng2 Director of Finance.	Regular management accounts and operational reports to ng2 Board.	2 x 3 = 6
4	Failure to deliver value for money	Loss of business from main customer ng homes	Failure to meet regulatory guidance on group structures, and higher costs. Requirement to wind-up ng2 if moving business away from subsidiary	3	5	15	Operational directors Management team	Jointly agreed ng2/ng2 clear definition of value for money + transparent basis for costing. Clear ng2 client work specifications. External advice + evaluation on cost competitiveness	Reports to Board Internal audit External reviews	2 x 4 = 8
5	Deficiencies in service	Loss of customer (ng2) confidence/ loss of business	Detrimental impact on tenants/ stock maintenance/ ng2 reputation	3	5	15	Operational directors Management team Staff	Service Level Agreement setting out clear ng2 client standards, costs and contractor/ client contract management arrangements. Review and update all service level agreements with the parent company.	Reports to ng2 Board.	2 x 3 = 6
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 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 x 2 = 4

Risk Register : (Operational)

Risk Number	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)				
7	Seasonality	Staff downtime costs incurred, or use of temporary labour with potential negative impact on service quality	- ng group parent Reduced quality with detrimental impact on tenants/ stock maintenance/ ngh reputation	2	4	8	Operational directors Management team Staff	Develop workforce plan and plan/train workforce so that staff can work flexibly across range of tasks/seasons	Workforce planning Flexibility in staff group Training programme	2 x 2 = 4
8	Breach of procurement rules	Breach of group policy, potential liability	Breach of group policy, potential liability, reputational damage	3	4	12	Operational directors Management team	Procurement Regulations to be applied for ng2; ng group Procurement Strategy to be put in place; in-house procurement compliance expertise function for ng2 Internal audit of ng2 procurement to provide assurance/ identify action	Reports to ng2 Board Internal audit	2 x 3 = 6
9	Breach of governance or financial rules	Breach of ng group Regulatory Standards, loss of ngh client confidence	Breach of ng group Regulatory Standards, risk of regulatory action, reputational damage, potential breach of financial covenants	3	5	15	Board Operational directors Management team	ng2 Financial Regulations in place; full suite of group governance policies in place. Financial controls implemented by ngh Director of Finance.	Reports to ng2 Board Internal audit	2 x 3 = 6
10	Breach of health and safety	Danger to tenants/ other customers/ staff/ general public	Danger to tenants/ other customers/ staff/ general public. Potential ng homes exposure to financial liability. Potential exposure of ngh staff to criminal action	3	4	12	Operational directors Management team Staff	Staff training programmes implemented. Regular H&S audit. Review of current risk assessments and method statements (RAMS) to ensure complies with current legislation. Explore requirement for any new RAMS as a result of operations/ review	Reports to ng2 Board External H&S audits	2 x 3 = 6
11	Low staff morale	High staff turnover + high staff sickness absence; increased costs; deterioration in quality; loss of ngh client confidence	Detrimental impact on value for money, tenants, stock maintenance and ngh reputation	3	4	12	Operational directors Management team Staff	Appropriate ng2 managerial structure in place; staff training programmes; staff surveys undertaken; Appropriate terms of employment. Upgraded employment package to include non contributory health plan (Simplyhealth plan provides a cash payment for dental, optical, acupuncture, etc for treatment received)	Reports to ng2 Board HR reports Staff appraisals Staff surveys	2 x 3 = 6
12	National Pandemic e.g. (COVID 19).	Potential Lock Down – Closure of Business (Part or Complete).	Adverse impact on ngh maintenance & procurement programme planning.	4	4	16	Board Operational directors. Ng2 Management team.	ng2/ng2 jointly to review their existing Pandemic Plan (Contingency Plan), apply a review / overhaul of the same – taking the Noted Risk / Concerns into consideration & where possible & practicable agree on Process / Procedures that can safeguard on the same with an ongoing review.	Regular operational performance.	2 x 2 = 4

Risk Register - (Operational)

Risk Number	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)				
13	National Pandemic (Continued) e.g. COVID 19.	High Level/s of Staff Absence (Sickness, Self-Isolating, Possible Death in Service).	Staffing / Operative Limitation/s.				Staff & Operative Feedback.		Progress meetings with client.	
		Forced Control/s – Such as Social Distancing and / or Restriction of Movement and / or Access. Sporadic outbreaks of covid due spikes or winter.	Additional Staffing Costs.	4	4		Board Operational directors.	ngh/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. ng2 to look at tapping into any Government aid that may be available. Try and encourage all staff to take up the vaccine.	Reports to ng2 Board.	2 x2 =4
		Additional Cost to Apply Control, PPE, Welfare (Cleanliness), Travel (Social Distancing) etc.	Task / Works Limitations.				Ng2 Management team.			
		Potential Shortage of PPE, Materials, Equipment & Sub Contractor Partners.	Additional Travel Time / Costs.				Staff & Operative Feedback.			
			Increased Costs.							
			Work Interruption / Delays							

Risk Scoring for how likely and how severe:

- 1 Very Low
- 2 Low
- 3 Medium
- 4 High
- 5 Very High

Updated February 23
By D. McIntyre



Item

Register of Payments and Benefits

Case No: 151

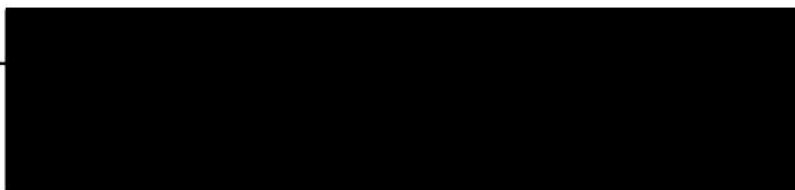
1. DESCRIPTION OF BENEFIT		
BENEFIT	✓	DETAILS (e.g. tenancy address, post etc.)
Tenancy		
Contract of Employment	✓	[REDACTED]
Works to tenanted property		
Voluntary Severance (Supplementary Board Report to be provided re Business Case)		
Contract or Payment to a business		
Other (e.g. non-statutory disturbance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

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

3. APPROVAL Provide brief summary of reason for approval: <div style="background-color: black; height: 50px; width: 100%;"></div>
--

Initial

Directors Signature



Chair's Signature

Meeting where approved

139 SARACEN STREET

Date of meeting

30/3/23

4. RATIFICATION
 Date of Board meeting where ratified
 (If not approved at Board meeting)



Item

Register of Payments and Benefits

Case No: 152

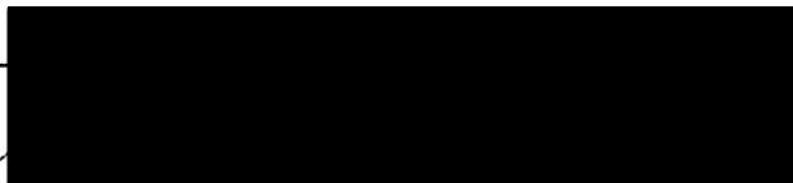
1. DESCRIPTION OF BENEFIT		
BENEFIT	✓	DETAILS (e.g. tenancy address, post etc.)
Tenancy		
Contract of Employment	✓	MEMBER. 23
Works to tenanted property		
Voluntary Severance (Supplementary Board Report to be provided re Business Case)		
Contract or Payment to a business		
Other (e.g. non-statutory disturbance payment)		

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

3. APPROVAL
Provide brief summary of reason for approval:

Initial

Directors Signature



Chair's Signature

Meeting where approved

139 SARACEN STREET

Date of meeting

15/5/23

4. RATIFICATION

Date of Board meeting where ratified
(if not approved at Board meeting)



Board Meeting For Noting

To: ng2 Board
From: Senior Operations Supervisor

SUBJECT: ng2 OPERATIONS REPORT
JANUARY – MARCH 2023

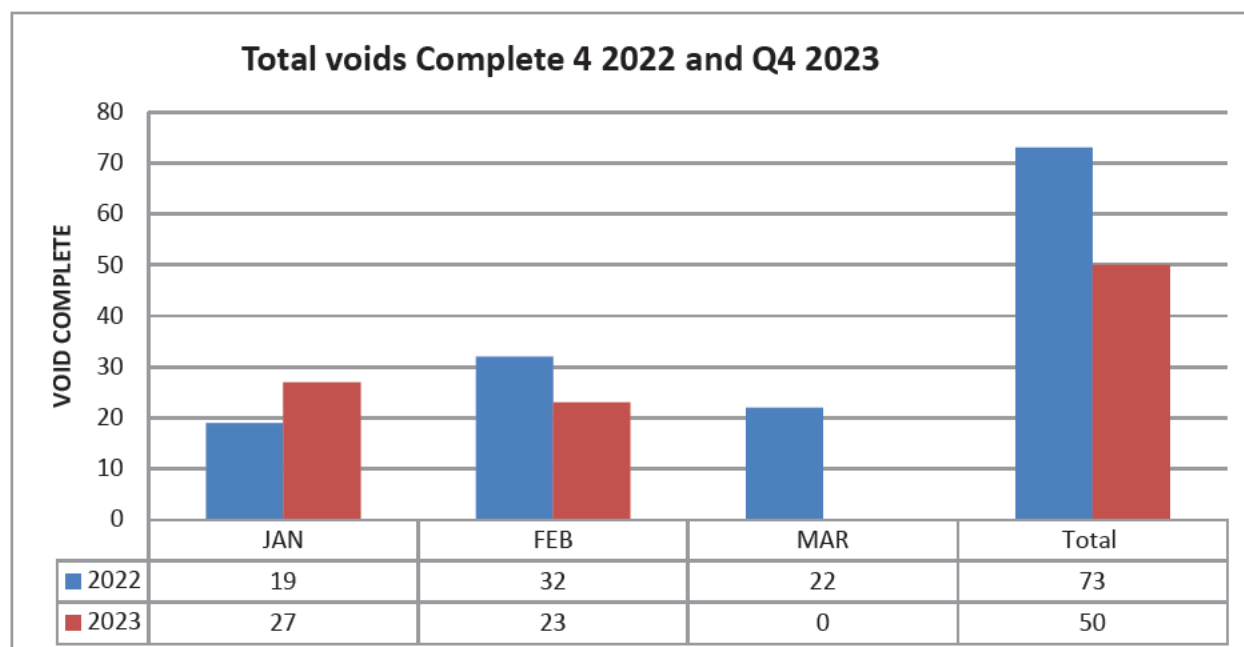
DATE: 13 June 2023

1.	Introduction
	<p>This report provides an update on ng2's areas of business operations for Quarter 4 of financial year 2022-2023.</p> <p>This report will detail services delivered during the reporting period, in compliance with existing safety protocols and health and safety measures, in addition to Covid-19 pandemic response.</p> <p>The health and wellbeing of our employees remains our highest priority. We constantly monitor the development of the situation around Covid-19 and follow applicable Government guidance to contain the spread.</p>
2.	Strategy
	<p><u>Business Planning and Growth for 2022/23</u></p> <p>ng2 future growth will be aligned to ng homes' stock condition survey and planned investment programme for 2022/23.</p> <p>Projects identified for 22/23 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 <p>The landscape maintenance contract continues to be ng2's largest contract for 2022/23 and the focus for this contract remains quality and service delivery.</p> <p>Void remedial works continue to be a major part of our day to day works over the year with an average of 464 voids being completed and returned to ng homes per annum.</p>

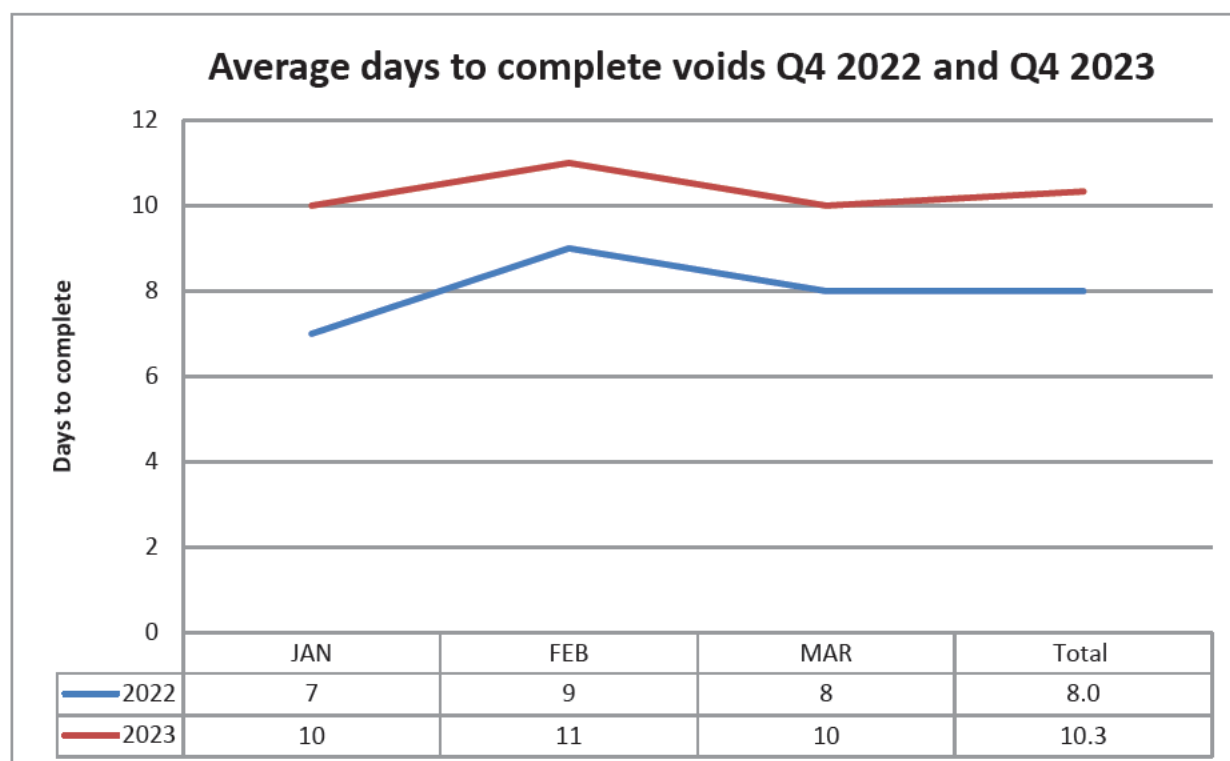
	<p>We will continue to update the board on the development of any additional contracts and business opportunities identified during each reporting period.</p> <p><u>Vanguard Update</u></p> <p>This remains on hold.</p>
3.	Covid-19 Response
	<p>ng2 constantly monitors the development of the Covid-19 situation and implements any measures necessary to comply with current guidelines or Group policy.</p> <p>ng2 continues to follow the Group policy and guidelines put in place by ng Homes to safeguard the health and wellbeing of our employees.</p> <p><u>Signing in Safely</u></p> <p>Staff are reminded to sign in / out. All non-office-based staff and visitors must wear a face covering at all times when in the office. The awning remains in place to provide shelter for staff queuing on the main walkway to enter the office. Social distancing markers have been removed now that they are no longer required.</p> <p><u>Office Safety</u></p> <p>Contactless hand sanitising stations remain in place throughout the office in addition to the glass screens between the desks.</p> <p>Masks and hand sanitiser are available to anyone visiting the offices.</p> <p>One Way System – A one-way system remains in place to cut down on traffic to and from the office and to help staff and visitors always maintain social distancing.</p> <p>Vehicle Safety – Where possible, a two-person limit remains in effect for all ng2 vehicles. Staff clean and sanitise their own vehicles at the end of each working day.</p> <p>Regular Meeting – Regular meetings with staff remind them of their individual responsibilities in addition to the organisation's duty of care as an employer.</p> <p>Covid-19 -Outbreak –All precautions necessary to contain Covid outbreak situations continue to be taken in accordance with current guidelines and advice from Human Resources/NHS. A further update will be provided to the board at the next meeting.</p> <p>Guidance for Staff – A flowchart has been produced to provide staff with guidance on what their responsibilities are as an employee if they test positive for Coronavirus. The flowchart is included in Appendix 1.</p>

4. Void Monitoring and Management

The Chart below show the total number of voids completed during Q4 2022 and Q4 2023. The number of voids completed during Q4 2023 was 50 with the comparative figure for 2022 being 73.



The chart below shows the average days to complete voids received in Q4 2022 and the comparative figure for the same period of 2023.



	<p>ng2 continue to thoroughly clean and sanitise each void before returning key to ng2.</p> <p>Weekly performance and monitoring meetings continue to assist Neighbourhood Managers identify areas of concern and rectify any issues quickly and effectively for the benefit of all parties. Properties are cleared of any of the previous tenant's belongings before tradesmen enter to start work.</p>
5.	Garden Maintenance
	<p>This contract comprises the provision of a ground maintenance service to the Association's properties for a 5-year period commencing March 2017 and involves all aspects of grounds maintenance including both hard and soft landscaping to private / communal gardens as well as open space areas.</p> <p>Garden maintenance operations commenced in March 2023 in line with the list implemented into the SLA by Ewing Somerville Partnership. A meeting was convened in the reporting period to revisit the SLA with a view to making amendments. A draft SLA is currently underway however this wasn't made available to ng2 before the commencement of the contract in March 2023.</p> <p>Reporting functionality for monitor and review outstanding/completed and failed properties is still under development in collaboration with IT.</p> <p>New methods for collation of data for valuations (variations etc) are now also in place.</p> <p>The team continue to carry out weekly checks on Heras fencing on hire at St Monance Street to rectify minor issues and report damage to the Association.</p> <p>Grass and hedge cutting started in the period, with 3 grass cutting cycles completed and first hedge cutting cycle is underway.</p> <p>Winter work completed in the period with hedge reductions, shrub pruning and gritting of vulnerable areas throughout the estate proactively where forecasted weather dictates a requirement.</p> <p>We will provide a further update on this in the Q1 report.</p> <p>See Appendix 1 for photographs of garden maintenance works.</p>
6.	Jet Washing
	<p>We continue to offer jet washing, as a reactive service only, and this greatly improves the areas where jet washing takes place.</p> <p>See Appendix 1 for photographs of work carried out in the period.</p>

7.	Environmental Hit Squad
	<p>Since the start of the pandemic, ng2 have been transporting 18 tons of household waste per week to the dump, on average. 5% of these trips were previously undertaken by the Concierge staff however this has now been taken over by the ng2 operatives while staffing issues within the Concierge service are resolved.</p> <p>The Hit Squad remains under pressure due to continued fly-tipping, increasing their workload significantly, approximately 25%. This impacts on delivery of the standard service and dictating the need for overtime in the period to cope with the increased workload. It is estimated that uplifting fly tipping currently accounts for around 25% of the Hit Squad's duties. Bulk uplifts and fly tipping are being done on a reactive basis via overtime to prevent impact on service delivery. Monitoring measures remain in place and a further update will be provided at the next meeting.</p> <p>Every void property continues to undergo electrostatic spraying in advance of commencement of works, as well as before all post inspections and the return of properties to the Association for letting purposes. This process is labour intensive and has translated to a 2-day delay in commencing works at each void as well as a slight delay in properties being post inspected.</p> <p>Daily checks to Heras fencing in Ashfield/Crowhill Street continued in the period and will be carried out until further notice.</p> <p><u>Concierge Assistance</u></p> <p>Due to Concierge staffing issues, it has become necessary for the Hit Squad to assist the Concierge staff in delivering the agreed service within MSF blocks, clearance/cleaning of void properties in addition to emptying bulk rooms. This situation will be monitored, and a further update provided at the next meeting</p> <p>See Appendix 1 for photographs Hit Squad work in the period.</p>
8.	Close Cleaning
	<p>Operatives continue to focus on sanitising main touch points within the common areas such as door handles, controlled entry face plates and banister / grab handles.</p> <p>In the absence of daily visits by Housing Officers, the Close Cleaners and Back Court teams provide daily reports to the Association which has reduced the Health & Safety risks associated with Covid, trip hazards and vermin caused by excess rubbish.</p> <p>The close cleaning service is running smoothly, with very few complaints.</p> <p>Back courts and bin sets are tidied and cleaned by a dedicated team of operatives however the continued reduction of refuse collections means that this continues to be challenging</p>

	<p>due to the amount of rubbish within the back courts. The Back Court teams continue to complete their usual tasks plus bulk/fly tipping collection as an additional service via overtime to prevent negative impact on the service delivery and quality.</p> <p>6-weekly window cleaning cycle continues throughout the closes, offices and retirement complexes on a six-weekly cycle, either manually or with a water fed pole.</p> <p><u>Keppochill New Build</u></p> <p>On-site cleaning has continued, in the interim, on a reactive basis while the SLA is agreed and implemented.</p> <p>See Appendix 1 for photographs of close cleaning and back court works.</p>
9.	Painting Division
	<p>During Quarter 4 the painting division have been mainly working within void properties in addition to treating damp and mould within tenanted properties</p> <p>A further progress report will be provided to the Board at the next meeting</p> <p>See Appendix 1 for photographs of painting works.</p>
10.	Electrical Division
	<p>Ng2 electrician left the business during the reporting period and ng2 are no longer carrying out electrical repairs.</p> <p>A further progress report will be provided to the Board at the next meeting</p>
11.	Joinery Division
	<p>During Quarter 4 the joiners have continued to work through voids.</p> <p>144 joinery jobs were received in in the reporting period, compared to 144 in Q3, a decrease of 39%. This would be in line with reduction in activities due to the festive closedown.</p> <p>A list of properties which require new fences was provide by Investment however weather conditions have prevented these works from taking place i.e., storm conditions and sub-zero temperatures.</p> <p>See section 4 for a detailed breakdown of voids completed during the Quarter.</p> <p>See Appendix 1 for additional photographs of joinery work and full breakdown of key performance indicators.</p>

12.	Multi Storey Flat Investment Project (Heating)
	<p>ng2 continue to provide support to ng homes at the MSF heating project, forcing access and changing locks in addition to property clearances and moving furniture where required.</p> <p><i>"This project continues to run very smoothly thanks to the input of ng2 joiners and Estate Services Operatives being present to force access to properties where required and undertake clearances in MSF properties to facilitate the Heat Pump and Soil Pipe works."</i></p> <p>Investment Team, ng homes.</p> <p>A further update will be provided at the next board meeting</p>
13.	LD1 /LD2 Forced Access
	<p>ng2 continue to support ng homes' LD1/LD2 works, forcing access and changing locks where required, as per the list provided by ng homes.</p> <p>A further update will be provided at the next board meeting.</p>
14.	Fencing Programme
	<p>Fencing works commenced in Q2 on an interim list of 13 properties however these were halted due to inclement weather / workload capacity and the Association were notified that ground conditions will continue to be unsuitable until around March 2023.</p> <p>A further update will be provided at the next board meeting.</p>
15.	Multi Storey Flat Investment Project (Bathrooms)
	<p>ng2 staff have assisted in the Client's project by decanting tenants into temporary flats while works are ongoing, returning their property to their own property when the work is complete. The decant flats are then cleaned in preparation for next tenants.</p> <p>These are essential works involving 3 Estate Service Operatives and 1 Supervisor. Internal recruitment of these posts was completed, and the works commenced in September 2022 and from that date until end of the reporting period, ng2 has moved 240 families into temporary accommodation, returning them to their permanent resident upon completion of the works. Of the 240 families, 120 of these were carried out during the reporting period.</p> <p>ng homes staff are delighted with the hard work and cooperation of the ng2 staff, which has been instrumental in the success of project operations.</p> <p>A further update will be provided at the next board meeting.</p>

16.	Vehicles
	<p>To ensure compliance with Government Covid-19 guidelines, the following measures remain in place for anyone using a ng2 vehicle:</p> <ul style="list-style-type: none"> - Social distancing must be adhered to where possible - Masks must always be worn when more than one person is in any ng2 vehicle - All vehicles are stocked with sanitising materials and are fully sanitised at the beginning and end of each day <p>Operatives are reminded, via regular toolbox talks, of their individual responsibilities for their safety and that of their colleagues, our Client (ng homes) and their residents.</p> <p>We continue to hire vehicles from ACL however, this has been much reduced. Purchase of new/used vehicles is currently under consideration to prevent the need for hired vehicles.</p> <p>A further update will be provided at the next board meeting</p>
18.	Client / Tenant Communication
	<p>ng2 recognise that client/tenant satisfaction is essential across all services offered to the Association however, due to the pandemic, a temporary hold has been placed on tenant satisfaction surveys. These will be resumed as soon as is practicable. A further update will be provided at the next meeting.</p>
19.	Operational Issues
	<p><u>ng2 Overtime</u></p> <p>All overtime continues to be approved, in advance, by CEO. A joiner vacancy was still live in the period and a small amount of overtime was worked.</p> <p>An advertisement was placed for an administration assistant during the period however there were no suitable applications and the post was readvertised.</p> <p><u>Materials supply</u></p> <p>We continue to experience some delays in materials supply due to transport and customs-related issues. Whilst we can source materials, delivery is often much later than originally expected. We are working hard to ensure continuous supply of parts required to complete repairs. Prices of materials have risen across the trades, with some suppliers now issuing monthly price lists, meaning an increase in repairs costs, poor visibility on costings as well as quotations being issued with shorter expiry dates.</p>

20.	ng2 in the Community
	<p>ng2 continue to provide support in aiding ng homes' regeneration projects in the local community by delivering food and furniture.</p> <p>Abandoned furniture in good condition is taken from void properties to our regeneration unit to be cleaned, checked for safety purposes, and donated to local people in need.</p> <p>See Appendix 1 for photographs</p>
21.	Recommendation
	Members are asked to note the content and progress highlighted within this report.



Appendix 1

Operational Report



**COVID-19
RESPONSE**

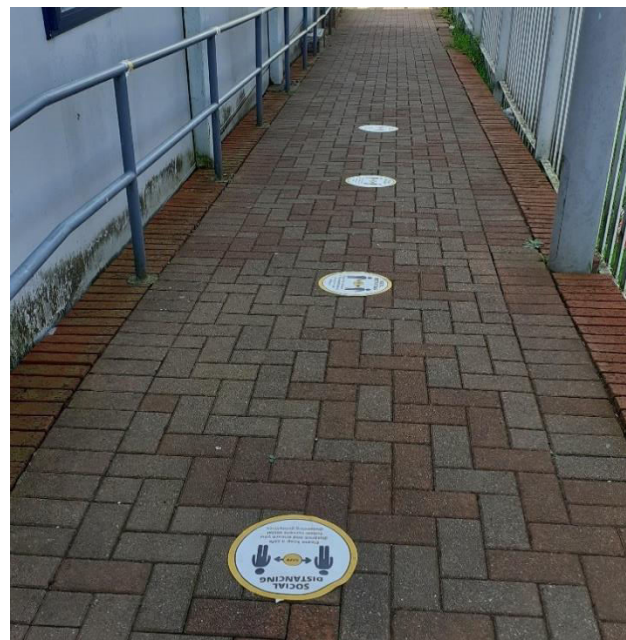
Contents

COVID19 RESPONSE	3
Office Safety.....	3
Office Cleaning.....	5
Guidance for Staff	6
HIT SQUAD	7
Voids	8
Hit Squad Service.....	10
Bulk Uplift Service / Fly Tipping.....	11
GARDEN MAINTENANCE.....	12
Back Court Tidy Up.....	12
Garden Maintenance	13
Litter Pick / Deweeding / Shrub Beds.....	13
Grass Cutting.....	14
Heras Fencing Checks	15
CLOSE CLEANING	16
Window Cleaning.....	18
TRADES	19
Joinery.....	19
Painting	20
Electrical	22
CARRON ESTATE BALCONY REPLACEMENT	23
MULTI STOREY FLAT INVESTMENT PROJECT	25
KEY PERFORMANCE INDICATORS	26
Voids	26
Breakdown of voids by type	26
Breakdown of Target Failure/Success by type	26
Performance Against Target by Category	27
Day to Day Repairs.....	30
Breakdown of Day-to-Day Repairs by type.....	30
Breakdown of Day-to-Day Repairs by priority	30
Day to Day Repairs Performance Against Target by Category	31

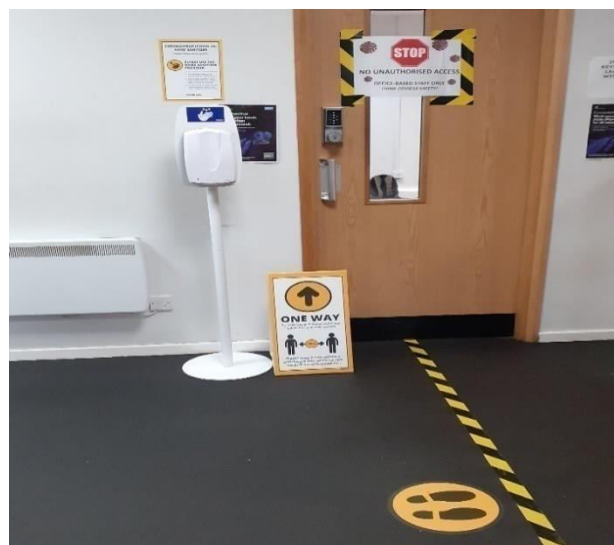
COVID19 RESPONSE

Office Safety

Social Distancing and other Covid19 safety measures remain in place within, and around, the office to ensure the continued safety of our workforce



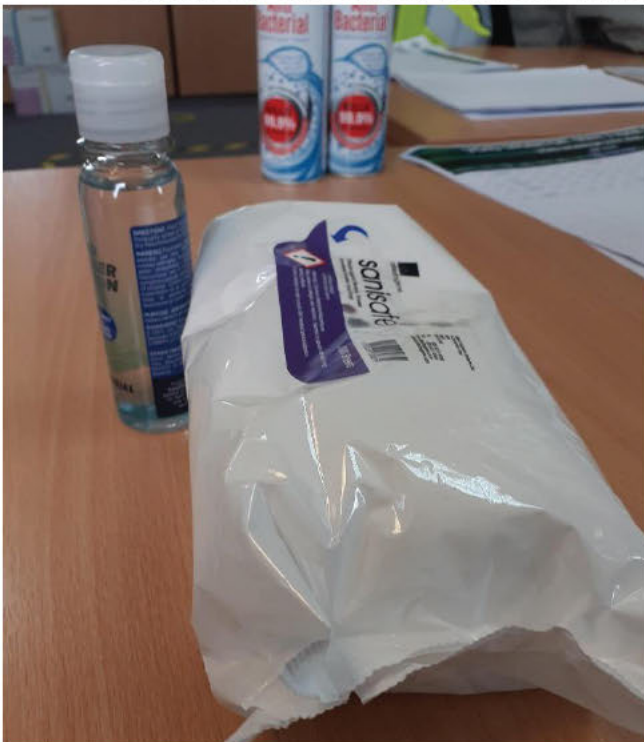
The one-way system has made the required social distancing measures achievable.



Visual reminders for staff, and safety information for visitors remain in prominent positions within the office.



The main floor in the office has been cleaned to remove staining caused by weather conditions and safety markers have been completely refreshed/reinstated.



Hand sanitiser, cleaning wipes and PPE are available at safety stations placed around the office and personal PPE kits are topped up by staff regularly to maintain their own workstation.

Office Cleaning

The office cleaners continue to clean offices in accordance with the Covid19-specific specification, focusing on all common touchpoints within the office, 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. TAP / 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

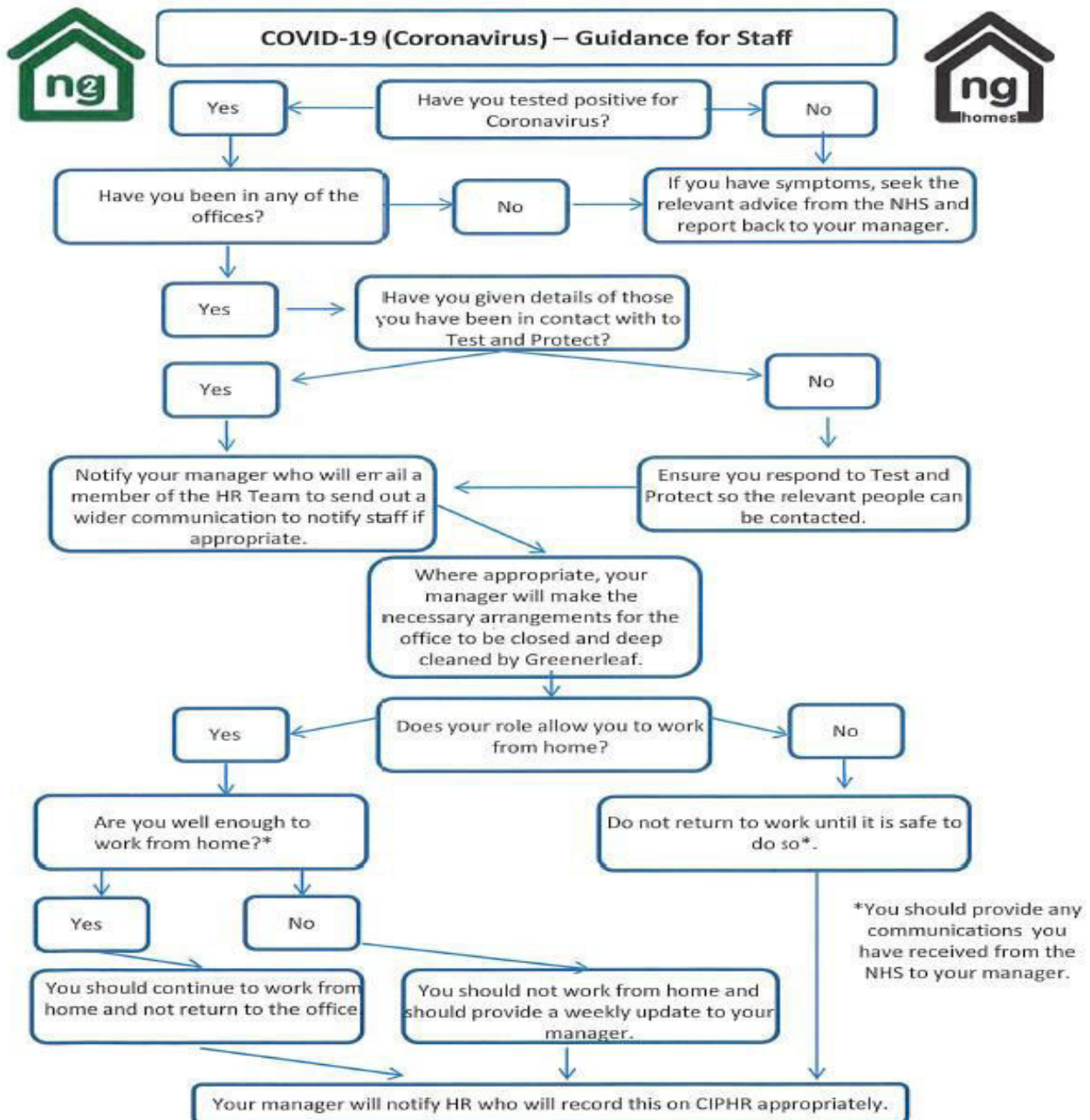
- | |
|-------------------------------|
| 1. DOOR HANDLES |
| 2. WINDOW HANDLES |
| 3. BUTTON (DOOR ENTRY / LIFT) |
| 4. PRINTER |
| 5. SHREDDER |
| 6. COUNTER |
| 7. HANDRAIL |
| 8. KEY BOXES |
| 9. TAP / FLUSH |
| 10. SWITCH |



MAIN ENTRANCE

Guidance for Staff

A flow chart has been produced which documents and clarifies responsibilities and procedures for staff who have undergone Coronavirus testing.



HIT SQUAD

The hit squad continue to disinfect offices and void properties using electrostatic spray guns and dedicated virucidal and bacterial disinfectant.



Void properties are fully cleared and disinfected in advance of tradesmen entering properties to commence works. A second clean is completed upon close of works and before post inspection stage to ensure infection control during the handback stage.

Hit Squad Service

The Environmental Hit Squad continue to deliver reactive services as instructed by the Association. Housing Officers and Managers add required works to the list and the work is allocated to the teams.



Hypodermic syringes pose a health and safety risk and must be removed immediately and disposed of using specialist receptacles.

Daily checks continue on condition of hired Heras Fencing at Crowhill / Ashfield Street



Bulk Uplift Service / Fly Tipping

Glasgow City Council has reinstated their bulk uplift service however they now charge for every uplift and this has resulted in an increase in fly tipping around the estate, despite the presence of signage.

Fly tipping (before and after)



Bulk Uplift (before and after)



GARDEN MAINTENANCE

The contracted maintenance commenced in March 2023.

Back Court Tidy Up

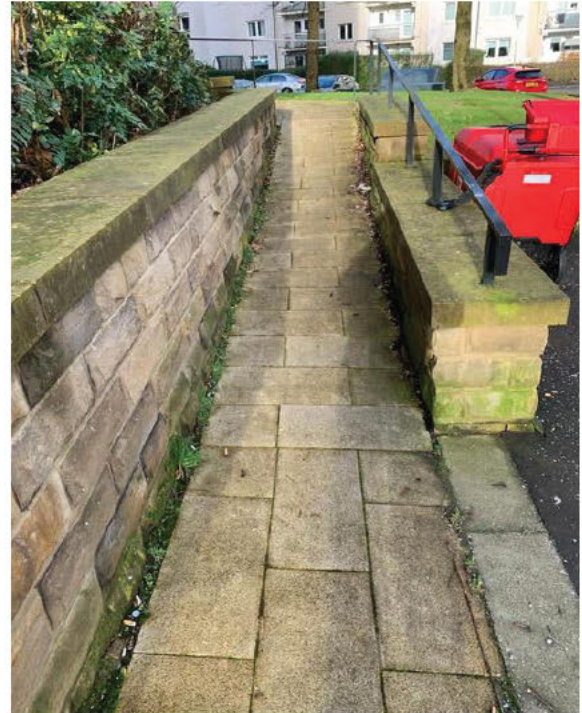


Before and after back court tidy up



Garden Maintenance

Litter Pick / Deweeding / Shrub Beds



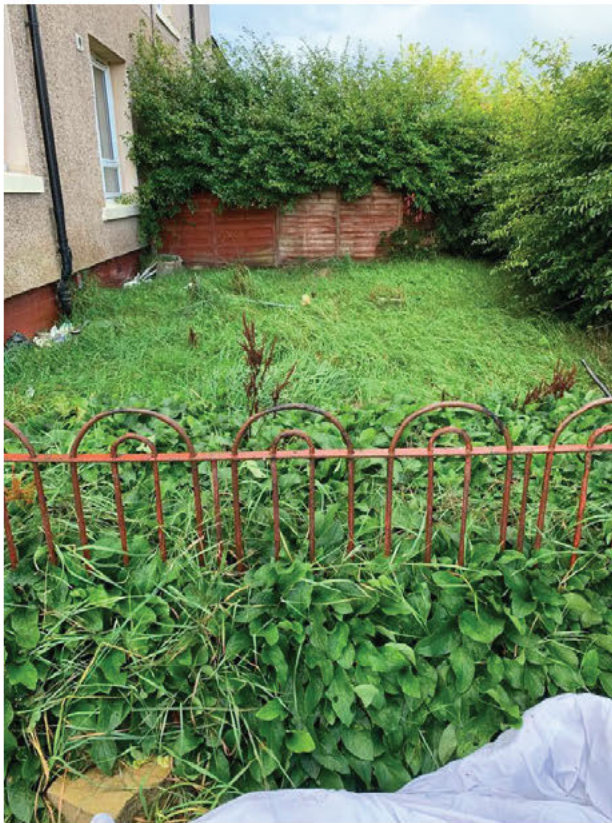
Operatives maintain the estate including leaf clearance, shrub-bed maintenance and litter picking



Open spaces are deweeded to maintain the area



Grass Cutting



The garden area of a void had to be brought up to an acceptable standard after a long period of neglect so that the property could be shown to prospective tenants.



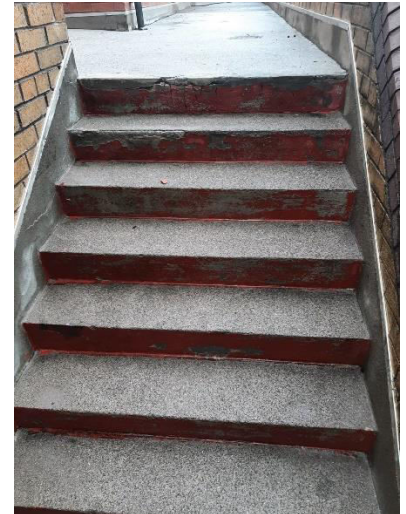
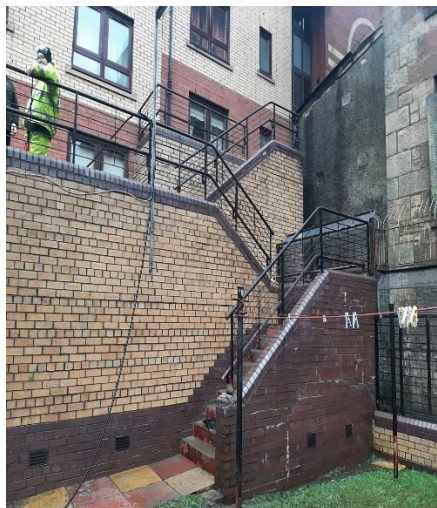
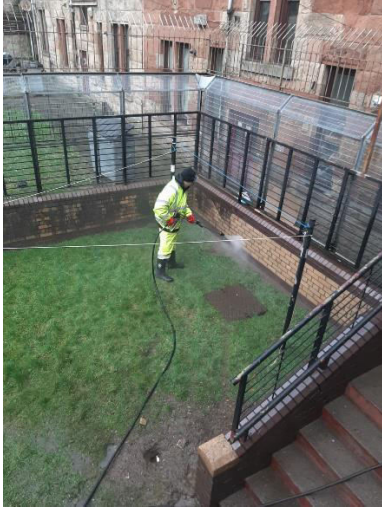
Heras Fencing Checks



Operatives perform weekly checks on Heras Fencing hired by the Association, at St Monance Street, rectifying minor positioning issues and reporting damage.

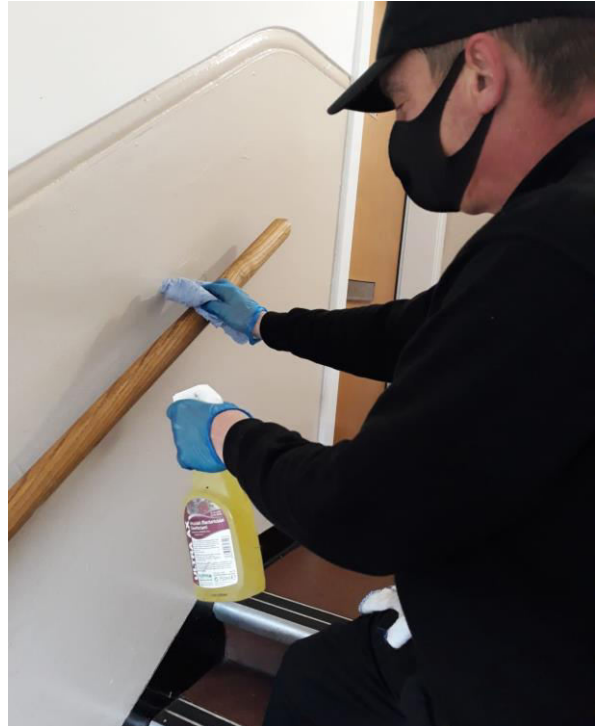
Jet Washing

Jet washing service is provided on request



CLOSE CLEANING

Close cleaning staff continue to follow the Covid-specific cleaning specification. This highlighted the need to clean and sanitise the main touch points within communal areas of multiple dwelling units such as controlled entry control panels, handrails, door handles etc

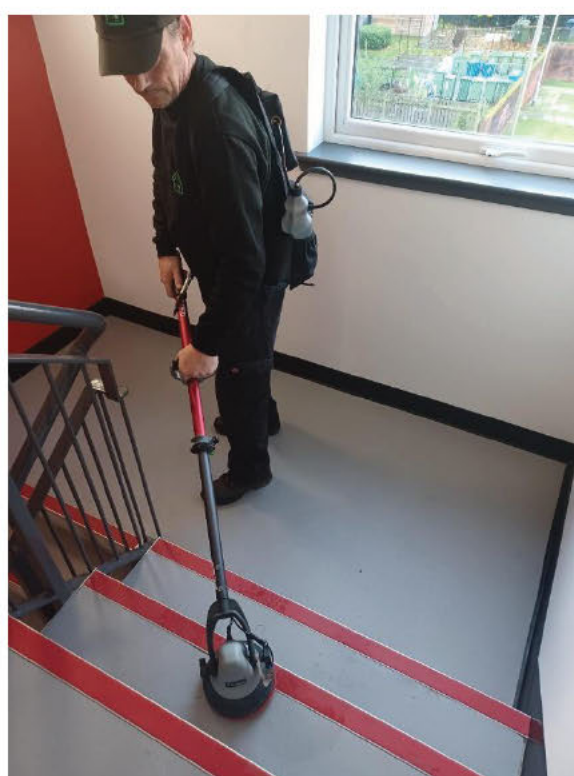
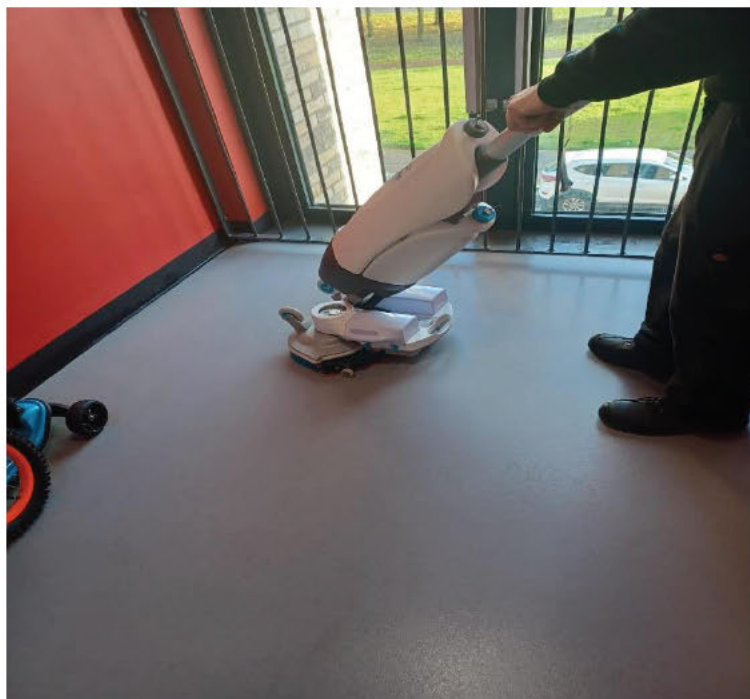


Operatives thoroughly clean handrails with virucidal disinfectant



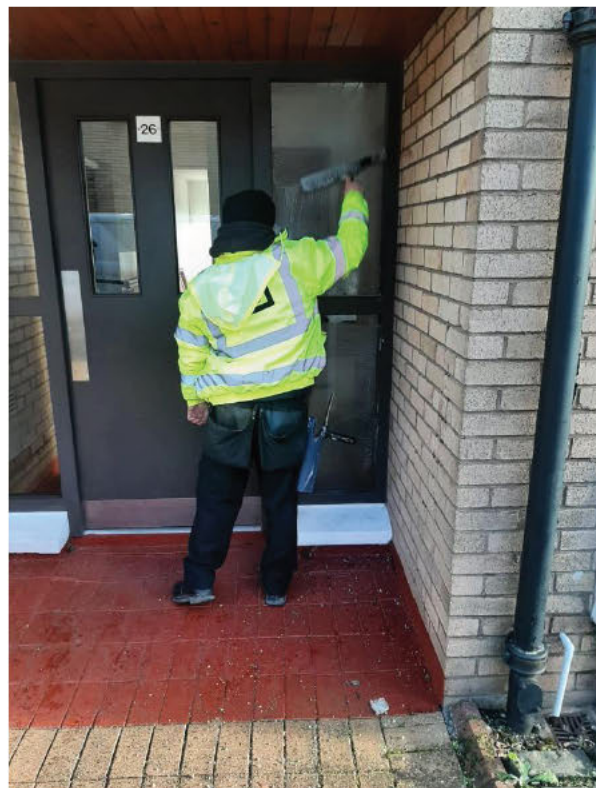
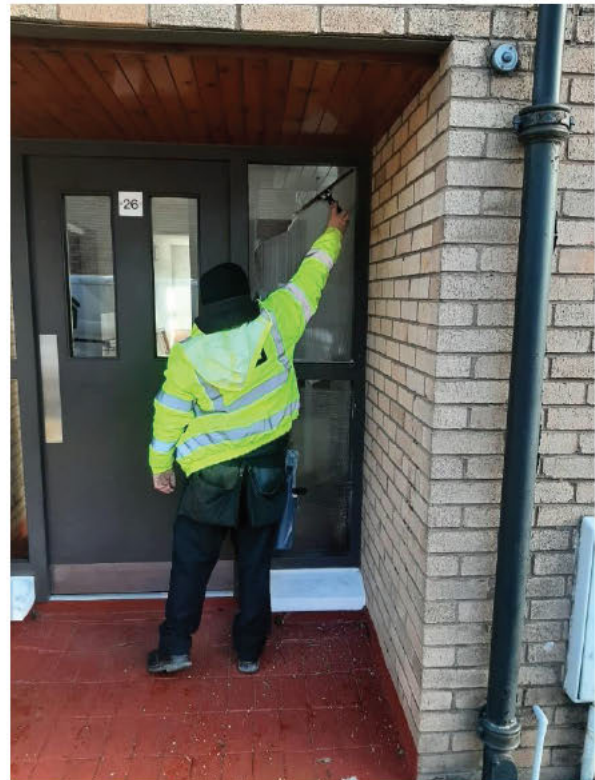
Common touch points are disinfected in every close

Close cleaning is now taking place regularly at the newly built Keppochhill development, using newly acquired floor scrubbing and buffing machines.



Window Cleaning

Window cleaning in closes is now taking place on a 6-weekly cycle

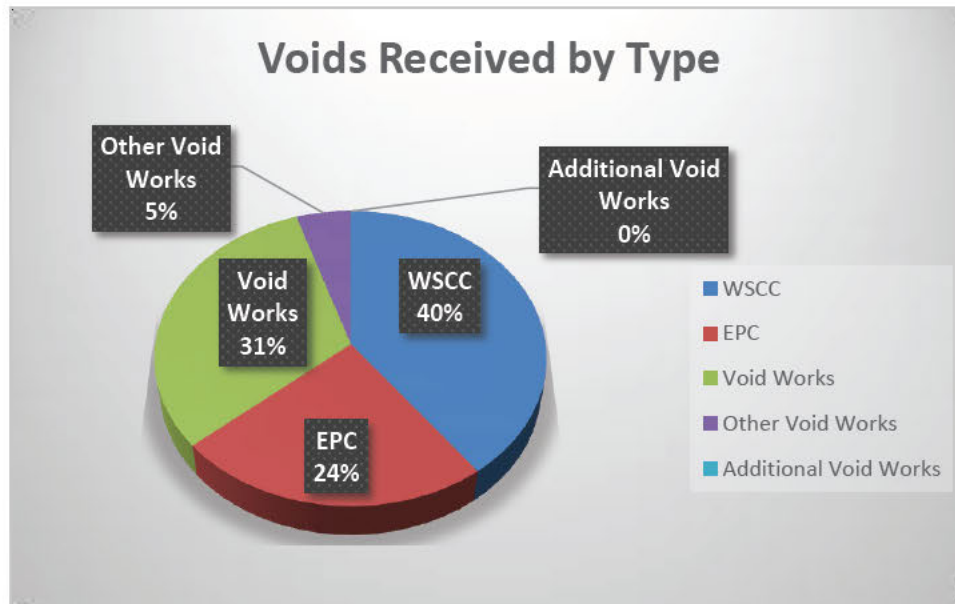


KEY PERFORMANCE INDICATORS

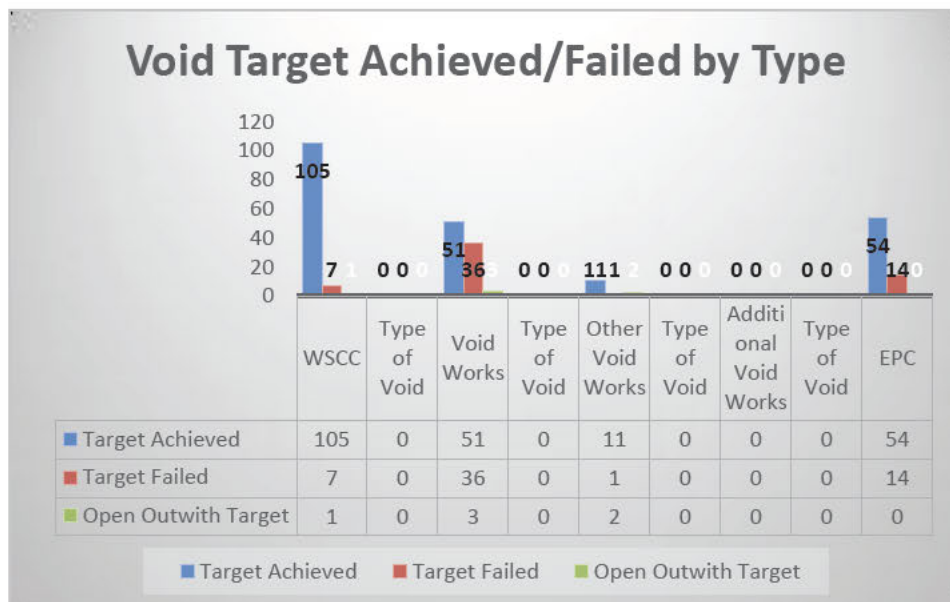
KPIs have been impacted by the implementation of labour-intensive safety measures

Voids

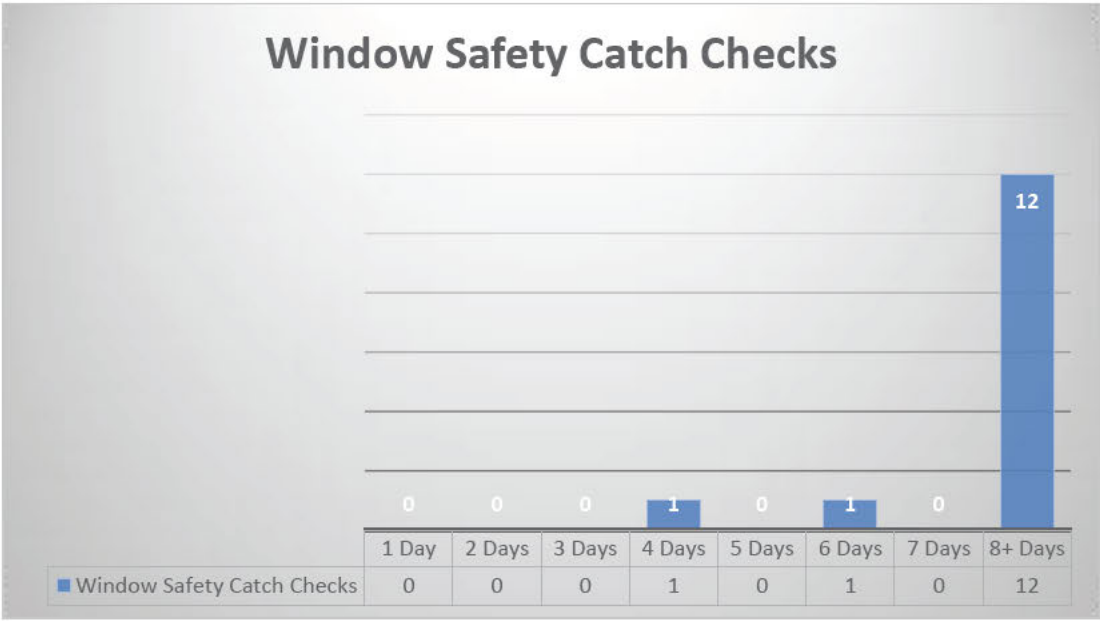
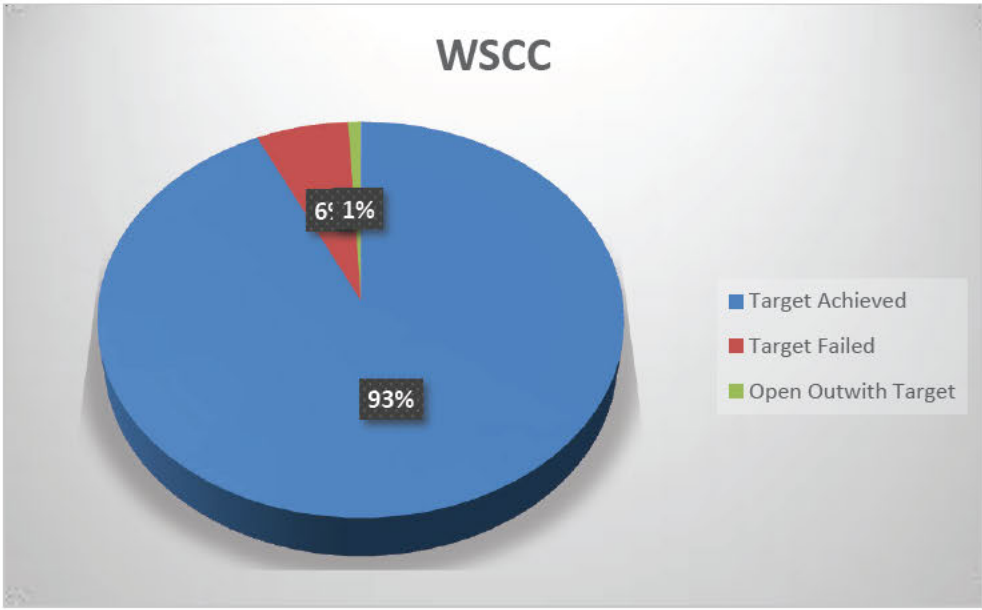
Breakdown of voids by type



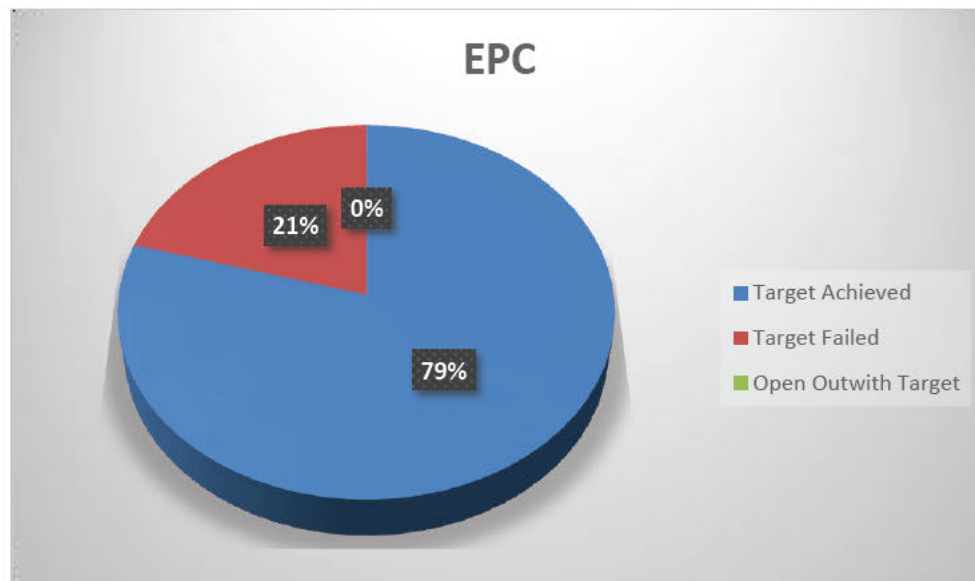
Breakdown of Target Failure/Success by type

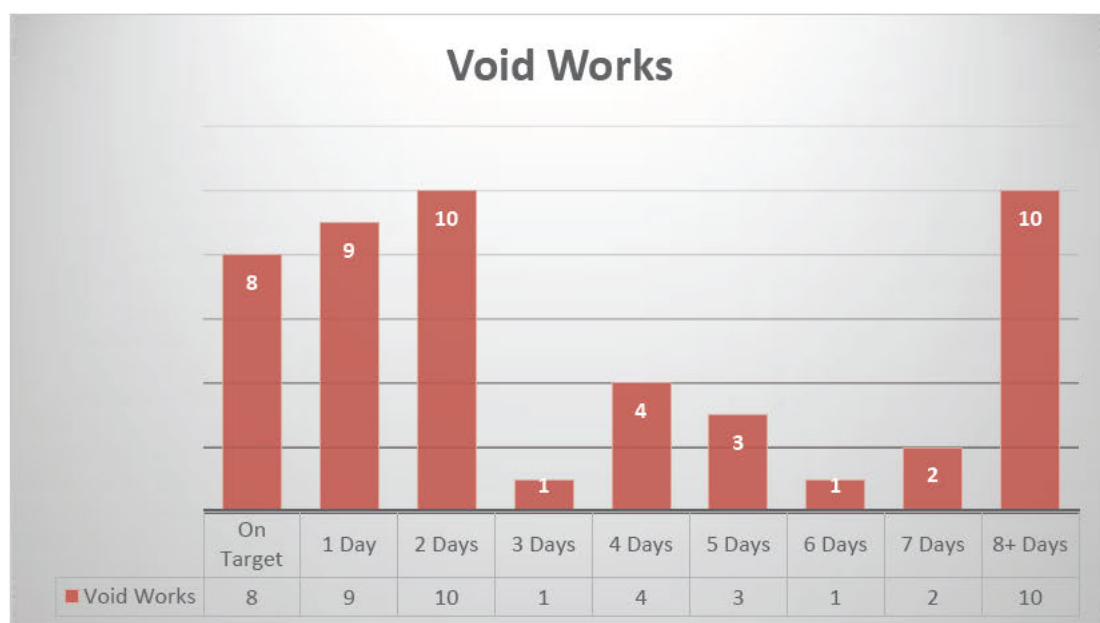
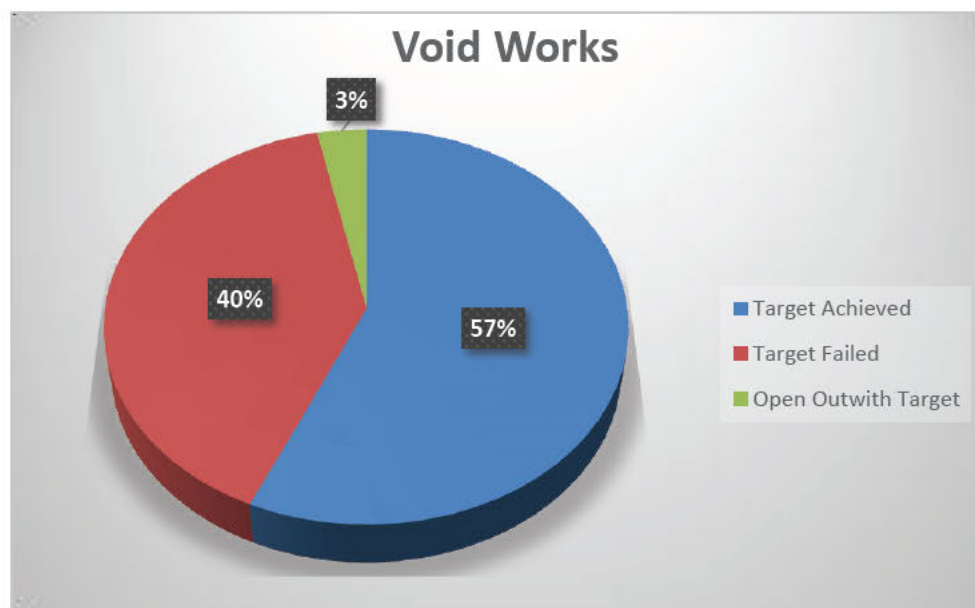


Performance Against Target by Category



Energy Performance Certificates

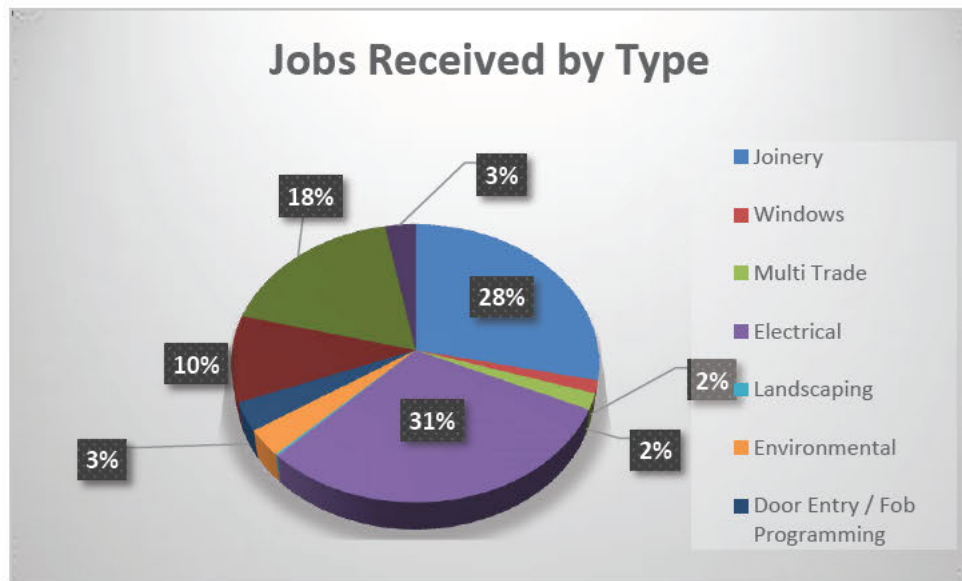




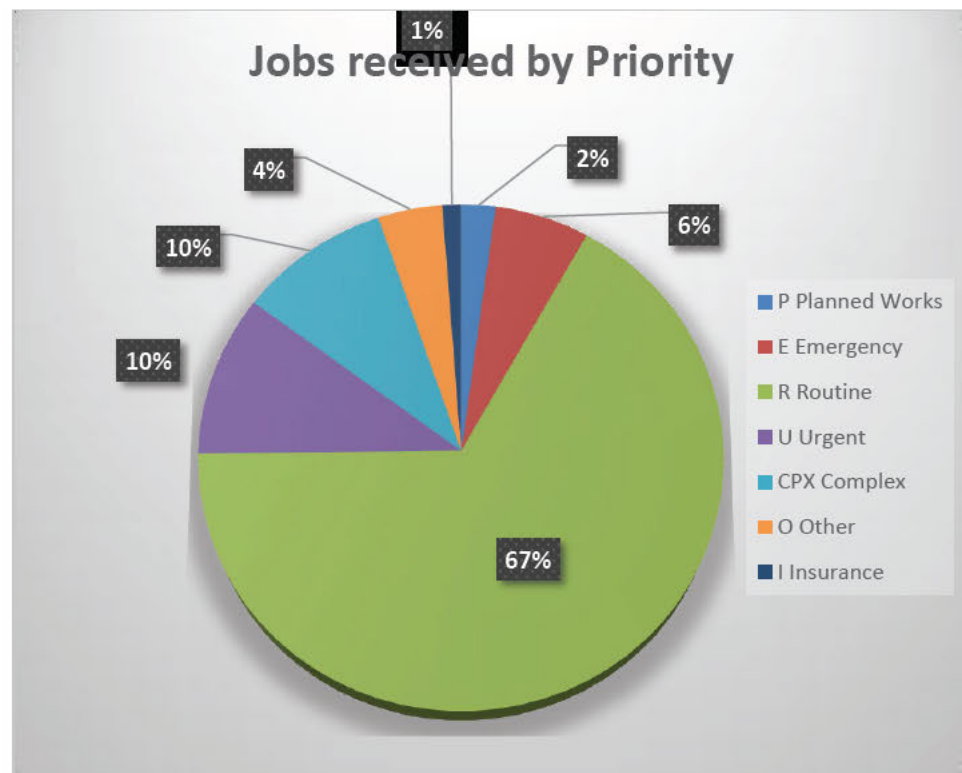
The majority of voids which were returned outwith the 6-day target, returned within 7 days of the target date despite the challenges.

Day to Day Repairs

Breakdown of Day-to-Day Repairs by type

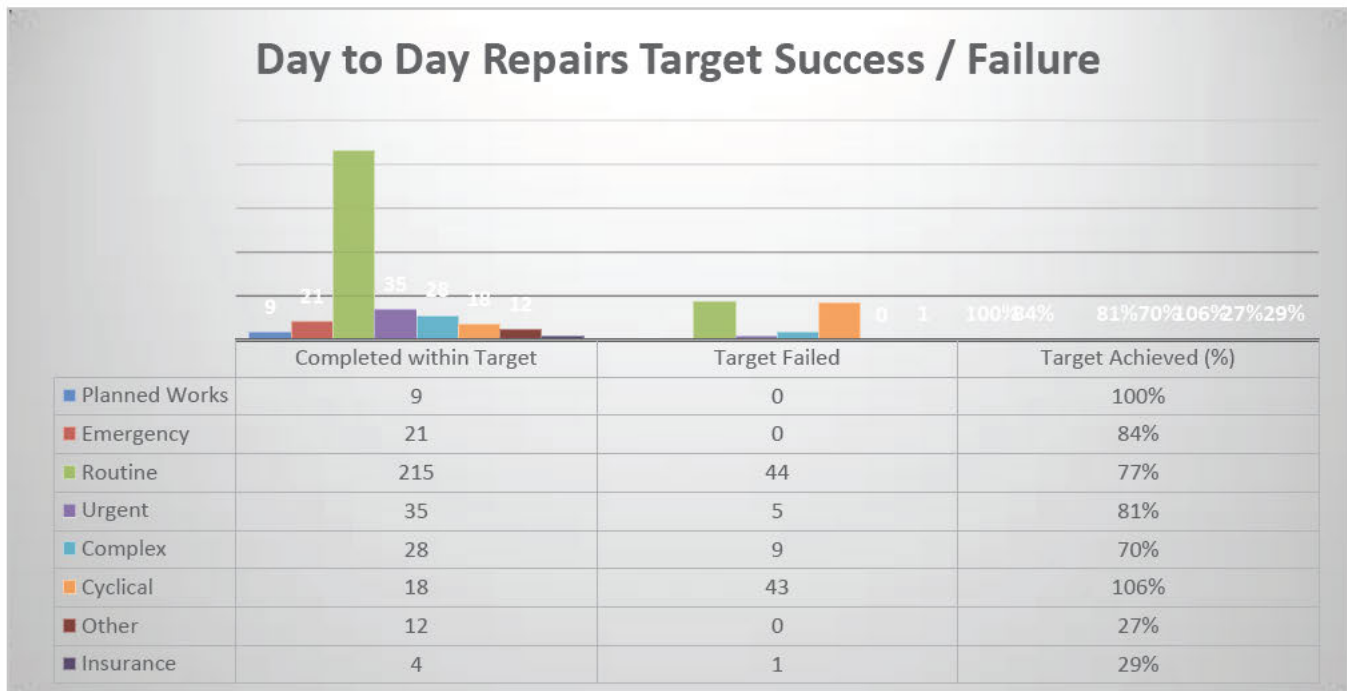


Breakdown of Day-to-Day Repairs by priority

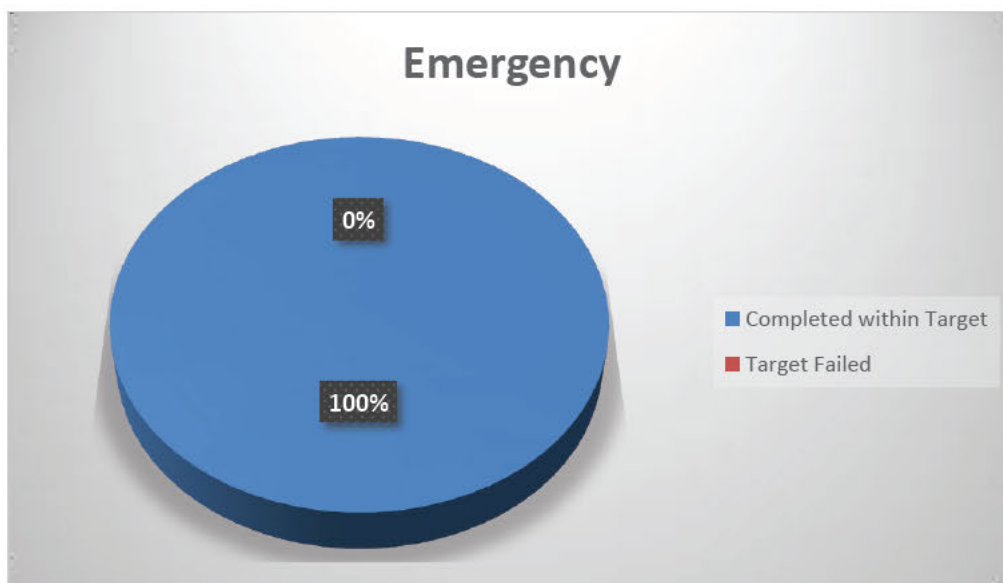


Day to Day Repairs Performance Against Target by Category

Day to day repairs have achieved an average of 72% success rate against targets.

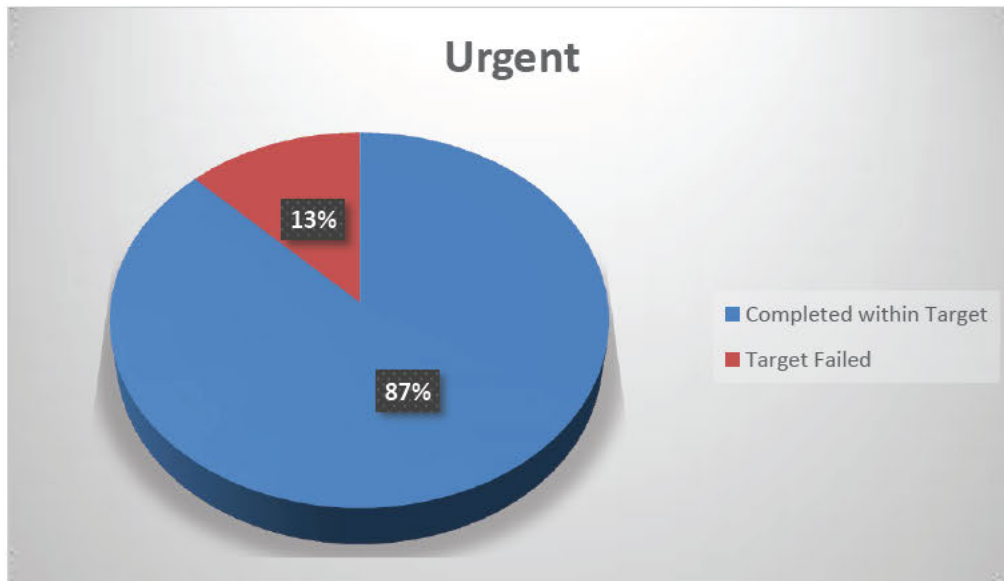


Emergency repairs are required to be **complete** within 4 hours

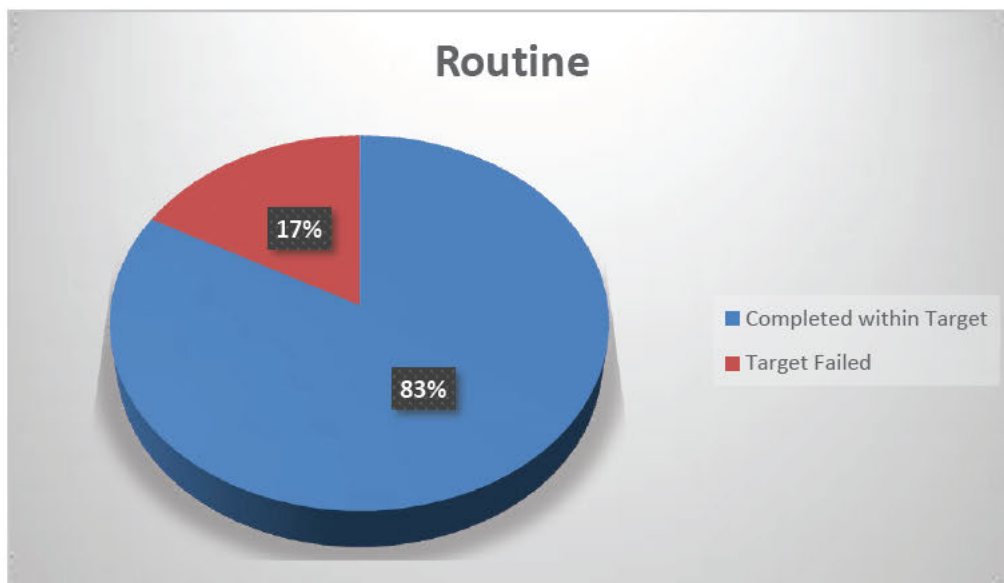


If materials are required this can affect achievement of this target.

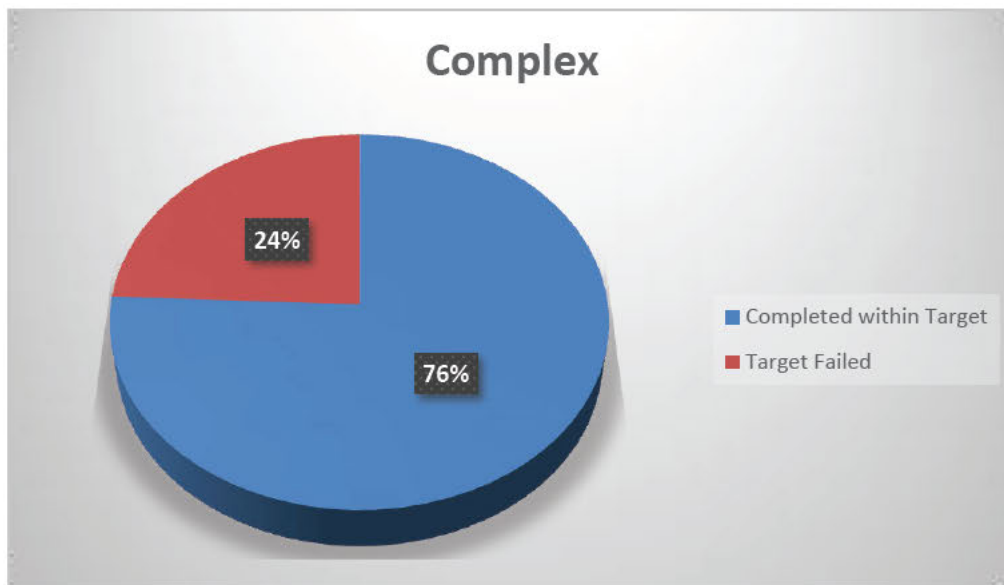
Urgent job lines have a 3 day target



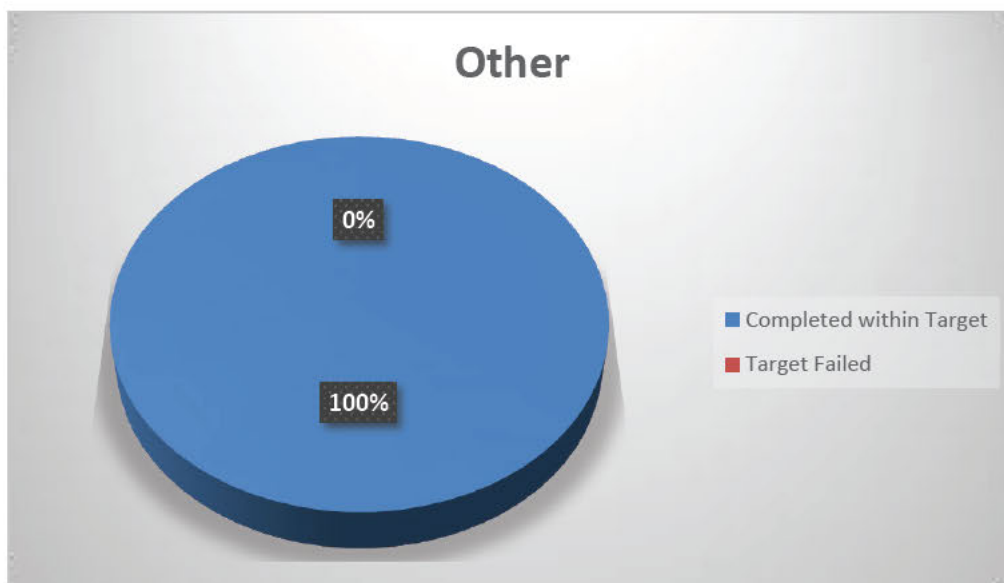
Routine work orders have a 5 day target



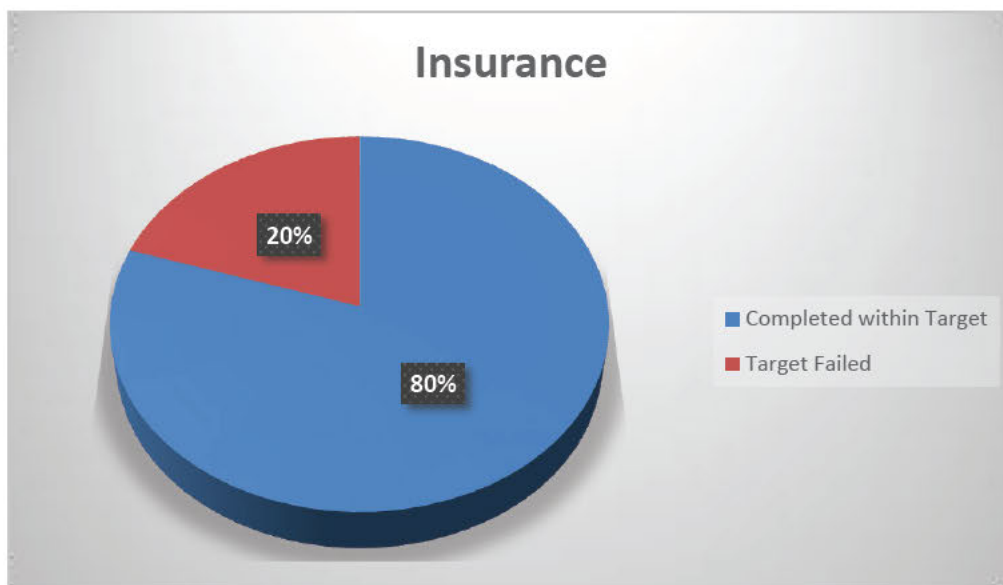
Complex repairs carry a longer target period of 6-8 weeks



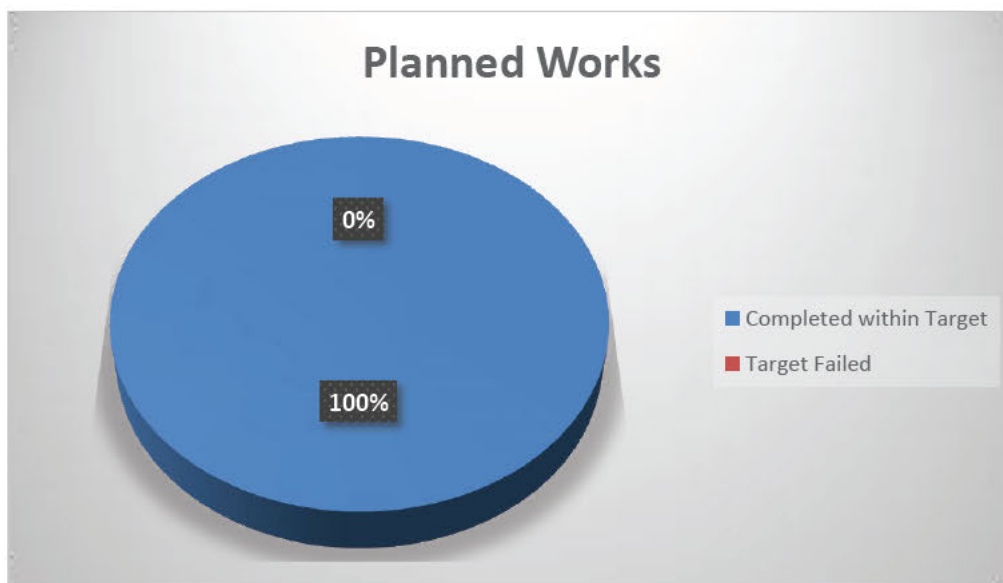
"Other" repairs generally include jobs for materials supply and other miscellaneous work



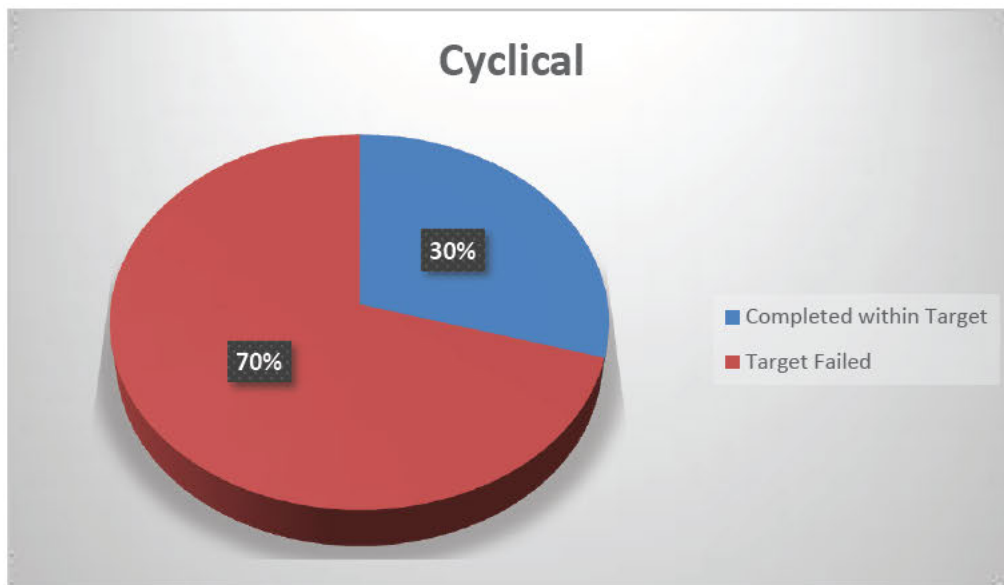
Insurance works include jobs where fire or other damage has occurred.



Planned works include door entry upgrades and decoration of decant flats



Cyclical works mainly consist of the current tenanted EPC programme



The programme had a delayed start as well as the current ongoing challenges; mainly centred around contact with residents and access to the properties.



Board Meeting For Noting

To: Board
From: HR Officer

SUBJECT: STAFFING REPORT (NG2)

DATE: 13 JUNE 2023

1.	Introduction						
	<p>This report refers to the period of 1 January 2023 – 31 March 2023, covering staffing matters including: staff headcount, attendance and absence, learning and development, employability, recruitment and the company health plan.</p>						
2.	Staffing Report						
	<p>Number of Staff</p> <p>As at 31 March 2023, 81 staff were employed by ng2 Ltd.</p> <p>Attendance and Absence</p> <p>During this reporting period, 78 staff had perfect attendance (96% of the workforce). As well as this, 9 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 1.77%. The breakdown of the total number of working days available against days lost through sickness is detailed below:</p> <table><tr><th>Total number of work days available</th><th>Number of days lost through sickness</th><th>Sickness Absence %</th></tr><tr><td>4,166</td><td>74</td><td>1.77</td></tr></table> <p>The 74 days lost is broken down into short term (a maximum of 19 days) and long term (20 days or more) as follows:</p>	Total number of work days available	Number of days lost through sickness	Sickness Absence %	4,166	74	1.77
Total number of work days available	Number of days lost through sickness	Sickness Absence %					
4,166	74	1.77					

	Short Term	Long Term
Days Lost	39	■
Number of employees	11	■
Percentage	0.93	■

The organisation will continue to manage staff attendance in a supportive manner in line with good practice and the organisation's policies and procedure. Staff who are categorised as 'long term sick' have been supported as per the ng2 Ltd Attendance and Absence Management policy and have been in regular communication with their line manager and with meetings involving HR.

Absences due to COVID-19

As per the previous reports, the organisation's procedure for recording COVID-19 related absences has changed and means that they are recorded as sickness absences in line with the ng2 Ltd Attendance and Absence Management policy. Please note that whilst this is the case, Government guidelines continue to be followed.

There were no sickness absences recorded over the reporting period due to staff members testing positive for COVID-19.

Learning and Development (L&D)

During the period covered by this report a total of 117 ng2 staff benefitted from 828.75 hours of formal training and development as detailed in the table below. The direct cost of this training equates to £11,846.89.

Course Title	Number of staff attending	Number of staff hours	Direct cost of Training (£)
Two Day Passport	1	2	0
Attendance and Absence Management Training	1	0.75	0
Defib Training	2	6	64
DSE Assessor Training	2	4	84
Hoarder Training	3	9	105
Manual Handling and Working at Height*	42	294	2,458.50
Pesticide Training	8	112	4,680
Pressure Washing Training	11	77	864.27
Recruitment and Selection Training	2	2	0
Safety Awareness and Sharps and Biohazard Training	20	140	1320
Water Treatment Training	4	35	925.62
Working Safely and Sharps and Biohazard Training	21	147	1,345.50
Total	117	828.75	£11,846.89

*This training course was undertaken by both ng2 staff and those on placement through the SWAP Programme.

Employability

The March recruitment campaign for Estate Services Operatives was fully supported with a new system whereby groups of work experience candidates were introduced to ng2 from February 2023 for a 4-week period ahead of 'general recruitment'. This gave the organisation an opportunity to view applicants before they applied and for potential applicants to 'try' the job and see if they felt it was suitable. These 'placements' came through the local Job Centre via a Sector Based Work Academy (SWAP Programme), supported service organisations for Additional Support Needs (including Enable and Glasgow Supported Employment Services), and Jobs & Business Glasgow, targeting local young people (age 16-21). 24 placements were identified, with 22 starting the programme and 16 completing the programme. Guaranteed interviews were offered to work placement participants, with 13 successfully gaining employment with ng2 for the 6-month contract.

Recruitment and Leavers

During the reporting period, there were 10 recruitment campaigns. Details of the vacancies are as follows:

Job Title	Contract	Start Date	Contract End Date	Internal or External	Post Filled?
Estate Services Operative (x17)	Fixed term	Various	31/09/23	External	Yes
Customer Services Officer	Fixed term	21/03/23	20/03/24	External	Yes
Joiner	Fixed term	01/03/23	31/08/23	External	Yes
Customer Services Team Leader	Permanent	03/04/23	N/A	External	Yes
Maintenance Officer	Fixed term	N/A	N/A	Internal	No
Joiner	Fixed term	N/A	N/A	External	No
Customer Services Officer	Fixed term	N/A	N/A	External	No
Maintenance Officer	Fixed term	09/05/23	04/08/23	Internal	Yes
Step up to Net Zero Co-ordinator	Fixed term	03/04/23	21/07/23	External	Yes
Trades Foreperson	Fixed term	24/04/23	04/08/2332	Internal	Yes

There were 17 vacancies filled for the Estate Services Operative recruitment campaign due to the seasonal programme starting.

During the reporting period, 4 staff left the organisation via resignation. Exit interviews were carried out with 3 of these leavers. [REDACTED]

[REDACTED] provided useful feedback from their time carrying out a promoted post, which has been fed back to management appropriately.

	<p>Company Health Plan – Simplyhealth</p> <p>Simplyhealth have provided a report for the period 1 October 2022 to 31 December 2022 and another report for 1 January 2023 to 31 March 2023.</p> <p>The attached report shows that staff are claiming for a wide range of benefits however as with previous reports optical and dental categories make up the highest percentage of claims and it also shows that claims for podiatry are on the increase.</p>
3.	Recommendation
	Members are asked to note the contents of this report.



Simplyhealth
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Membership Summary

This Year
(01-Oct-2022)

78
Active Policies

Last Year
(01-Oct-2021)

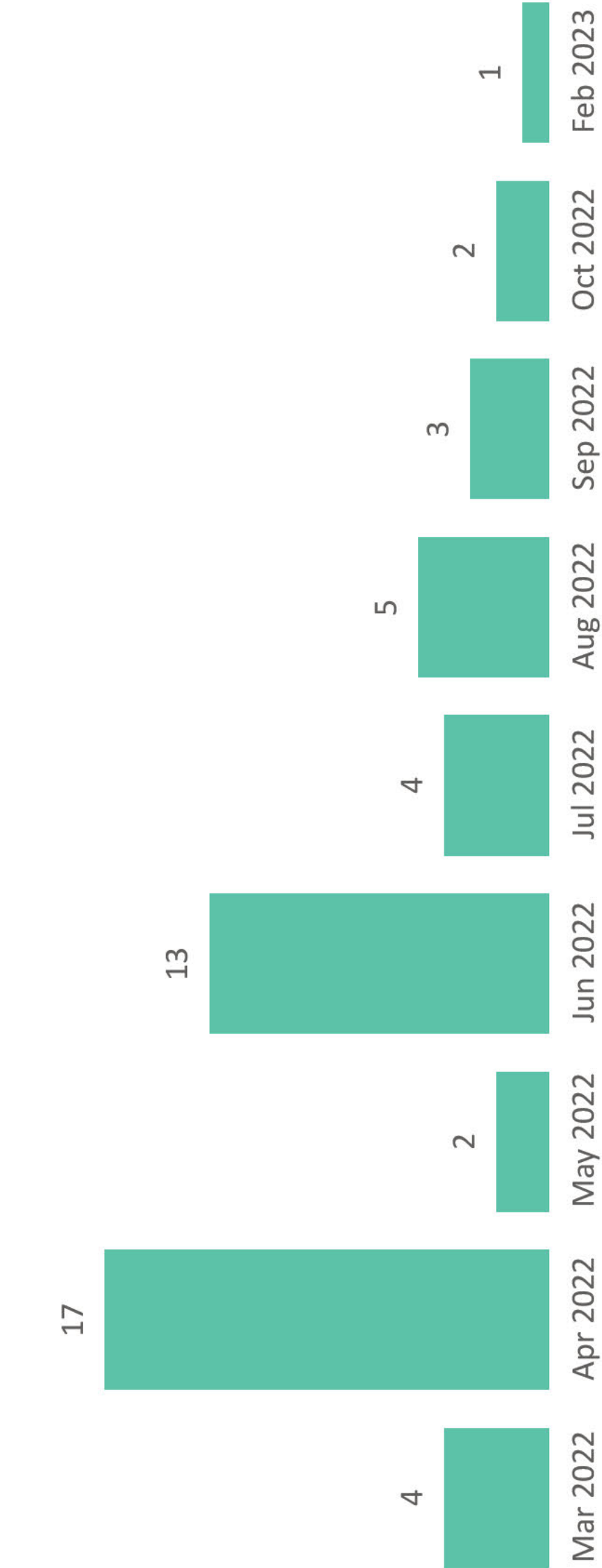
79
Active Policies Last Year

78
Active Lives

Active Policies

ProductLevel	Single	Total Policies
Level 4	78	78
Total Policies	78	78

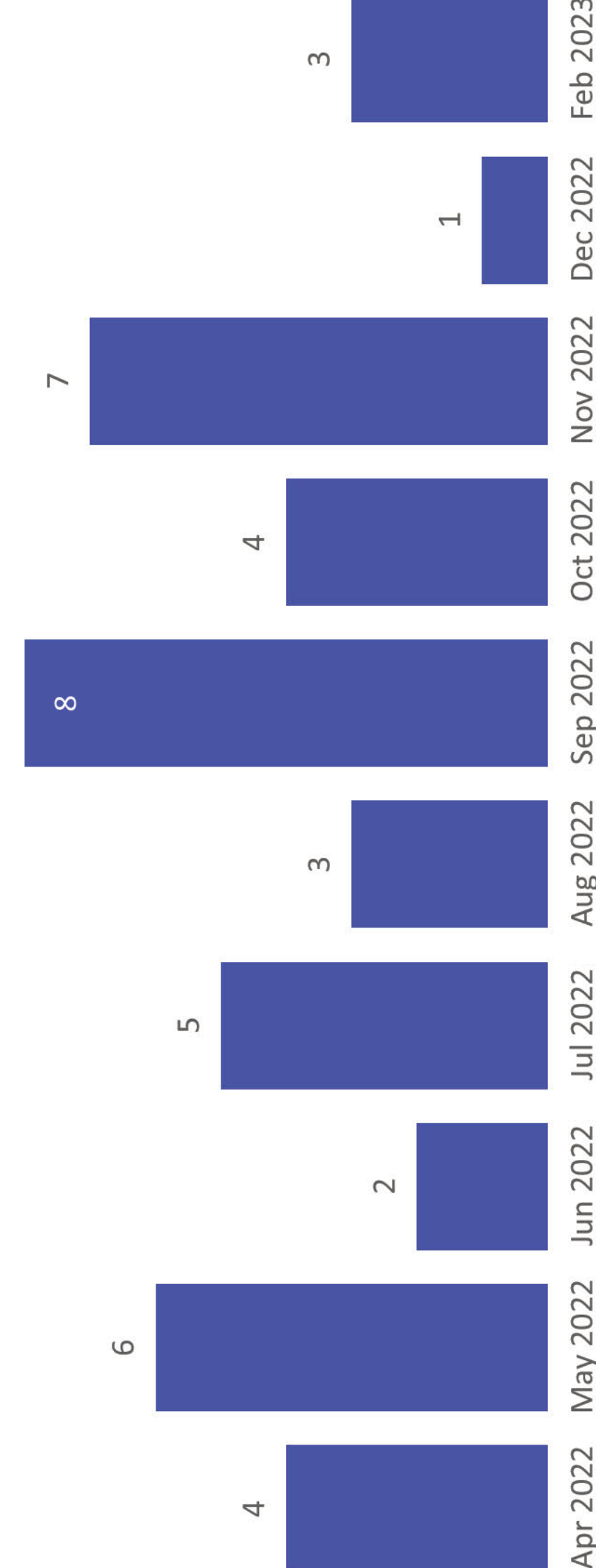
Joiners by Month (Policies)



Active Lives

ProductLevel	Single	Total Lives
Level 4	78	78
Total Lives	78	78

Leavers by Month (Policies)



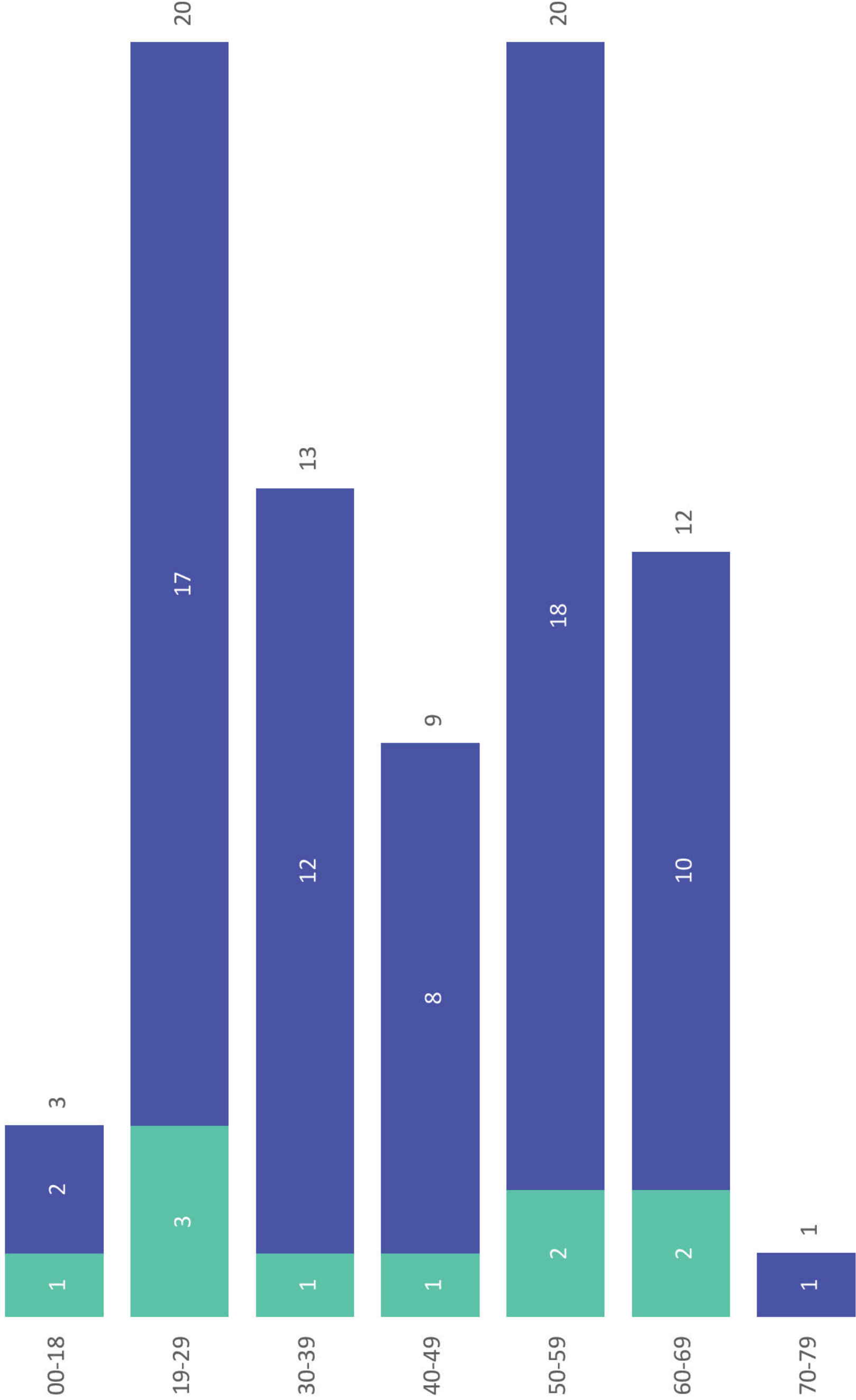
Policy Holder Demographics

42.7

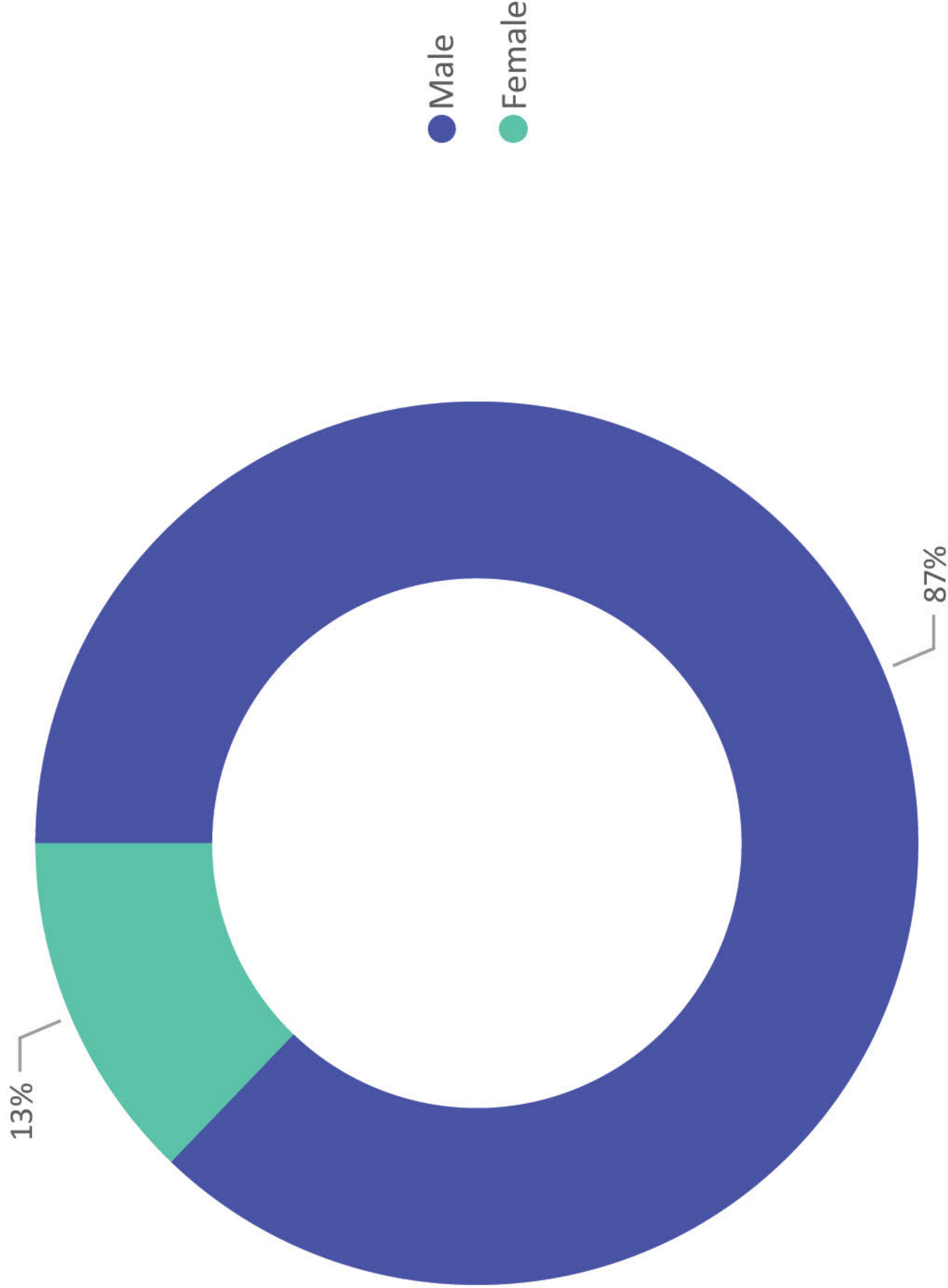
Average Age of Policy Holder

Active Policies by Age Group

Female Male



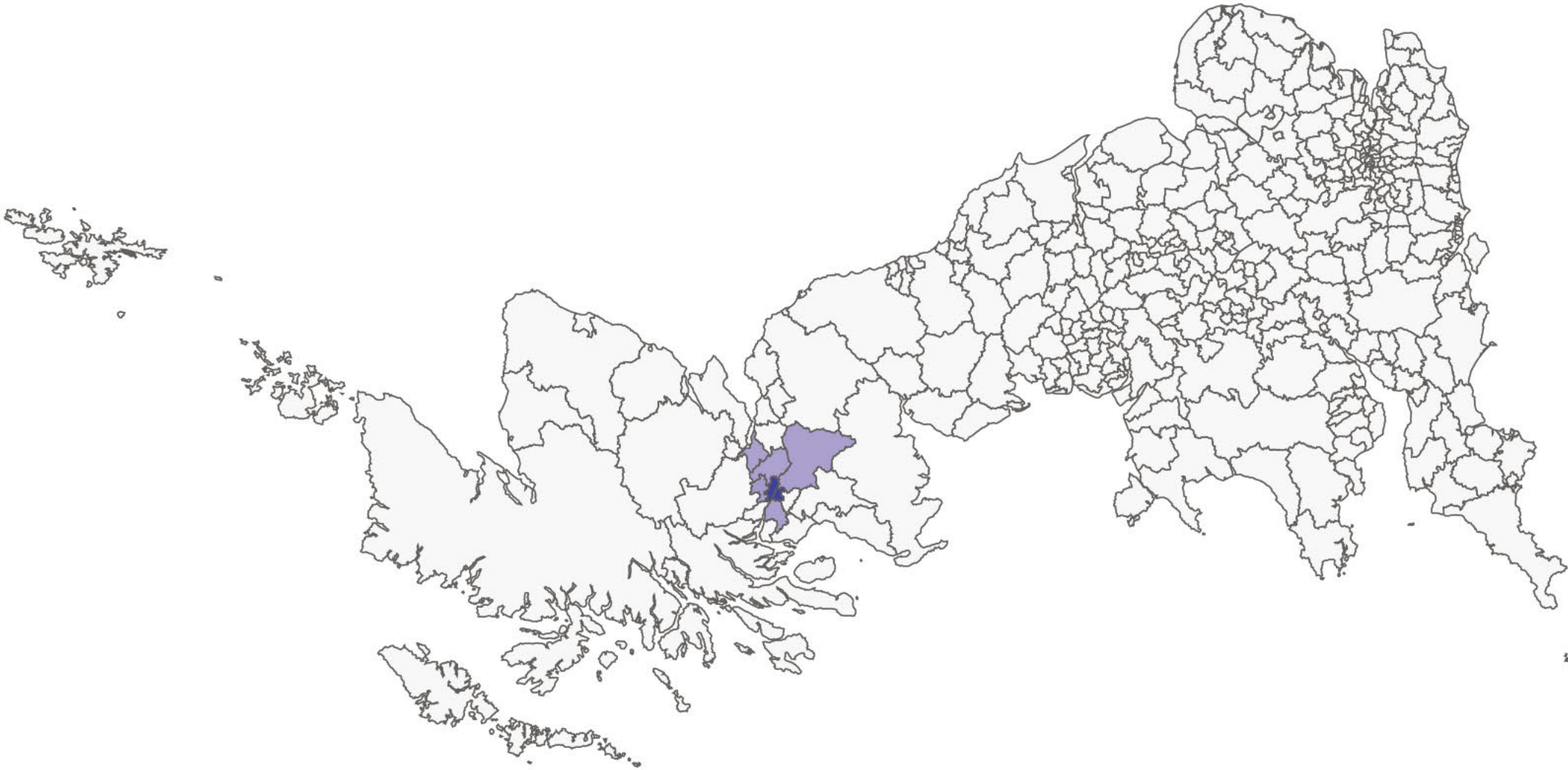
Active Policies by Gender



Policy Holder Heat Map

Active Policies by Local Authority District

Local Authority District	Active Policies	Active Lives
Glasgow City	67	67
East Dunbartonshire	4	4
Renfrewshire	2	2
South Lanarkshire	2	2
	1	1
Falkirk	1	1
North Lanarkshire	1	1
Total	78	78



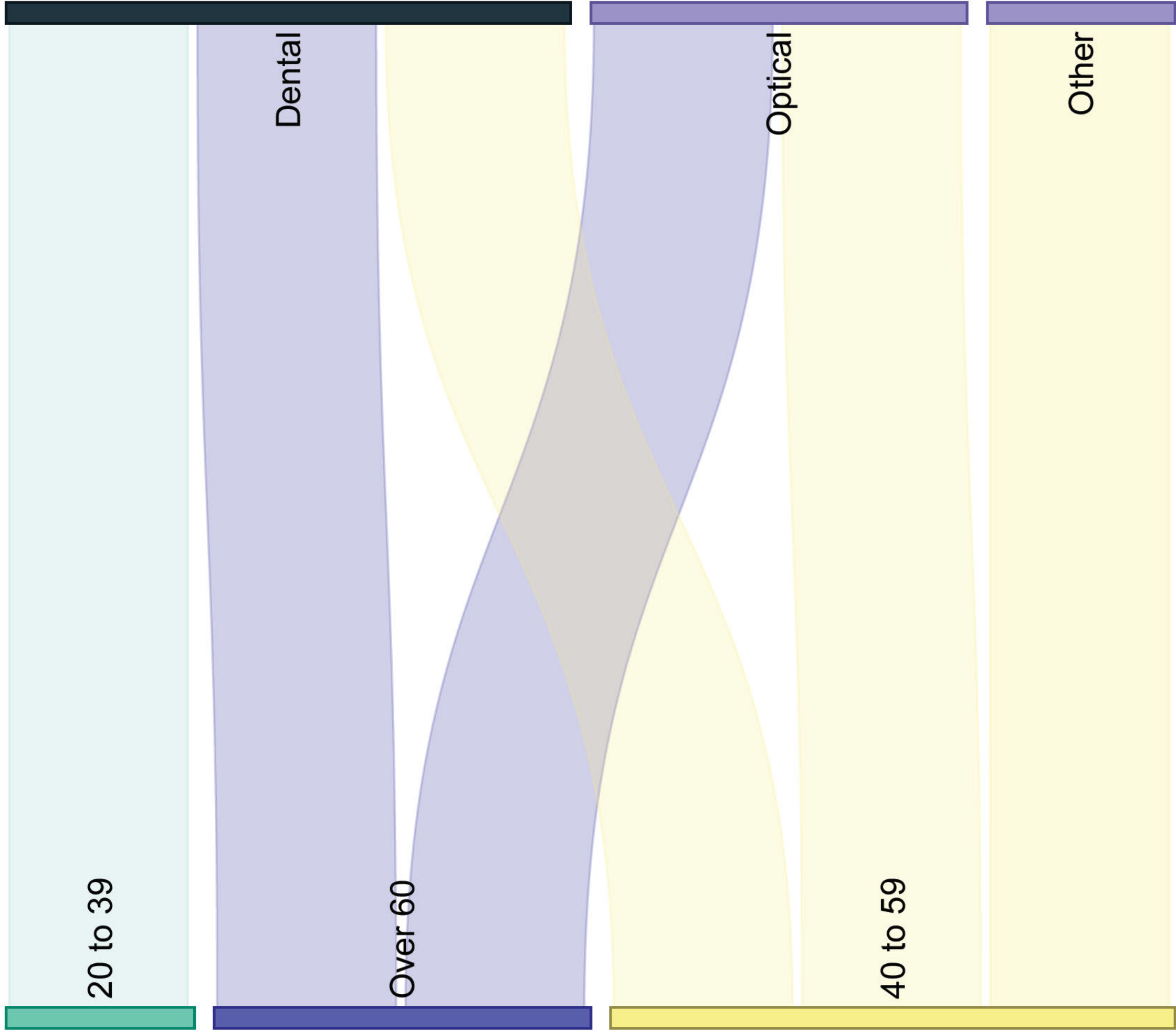
Who Claims What?

This Year: 01-Oct-2022 to 31-Dec-2022

Claims Volume by Benefit and Patient Age Band



Claims Volume by Patient Age Band and Benefit

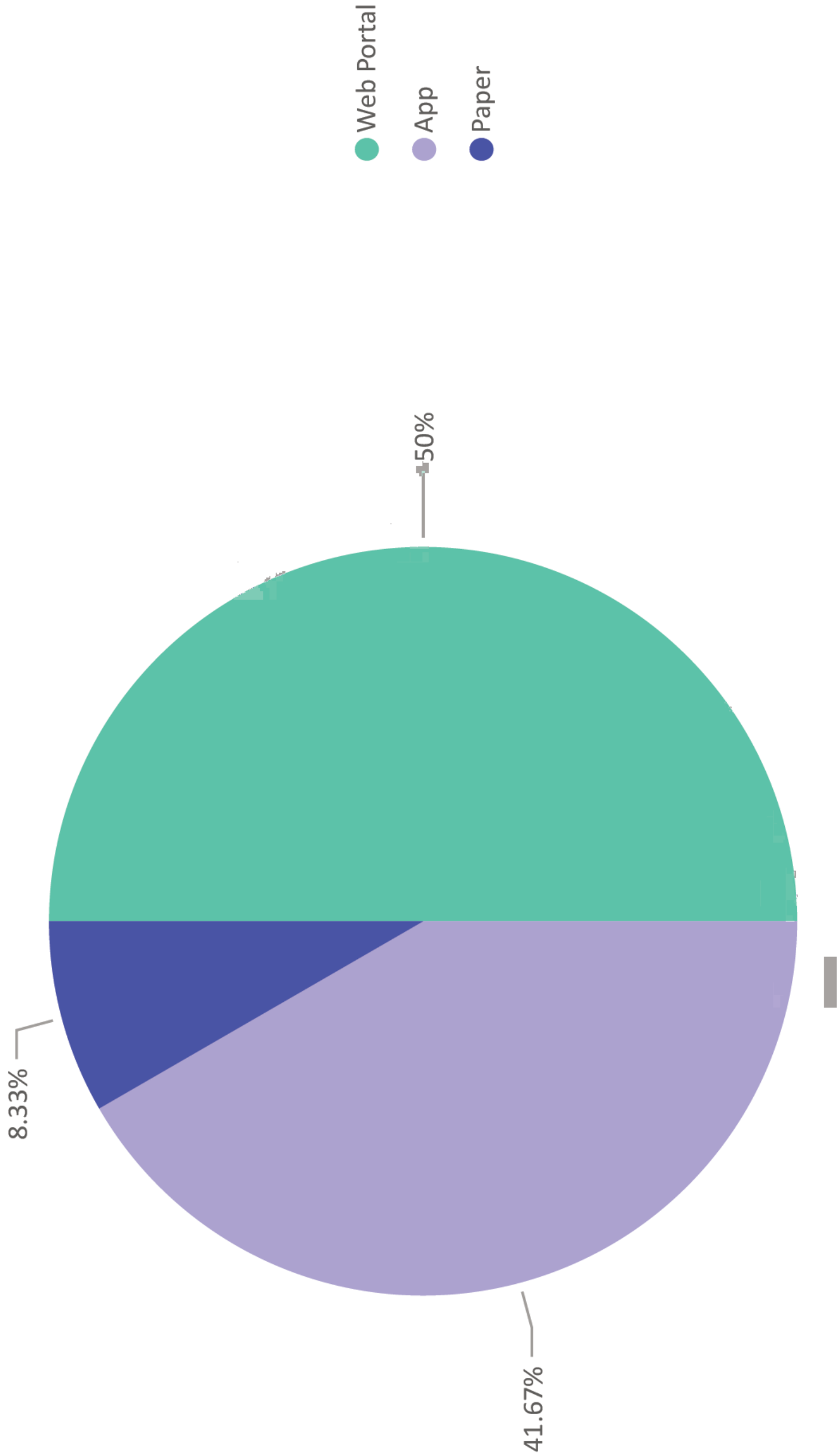


Claims - How are they received?

This Year: 01-Oct-2022 to 31-Dec-2022



Claims by Source





Simplyhealth

Claims Data Review

Label

This Year: 01-Oct-2022 to 31-Dec-2022

12

Claims Volume

£1,236

Claims Value

Last Year: 01-Oct-2021 to 31-Dec-2021

8

Claims Volume

£702

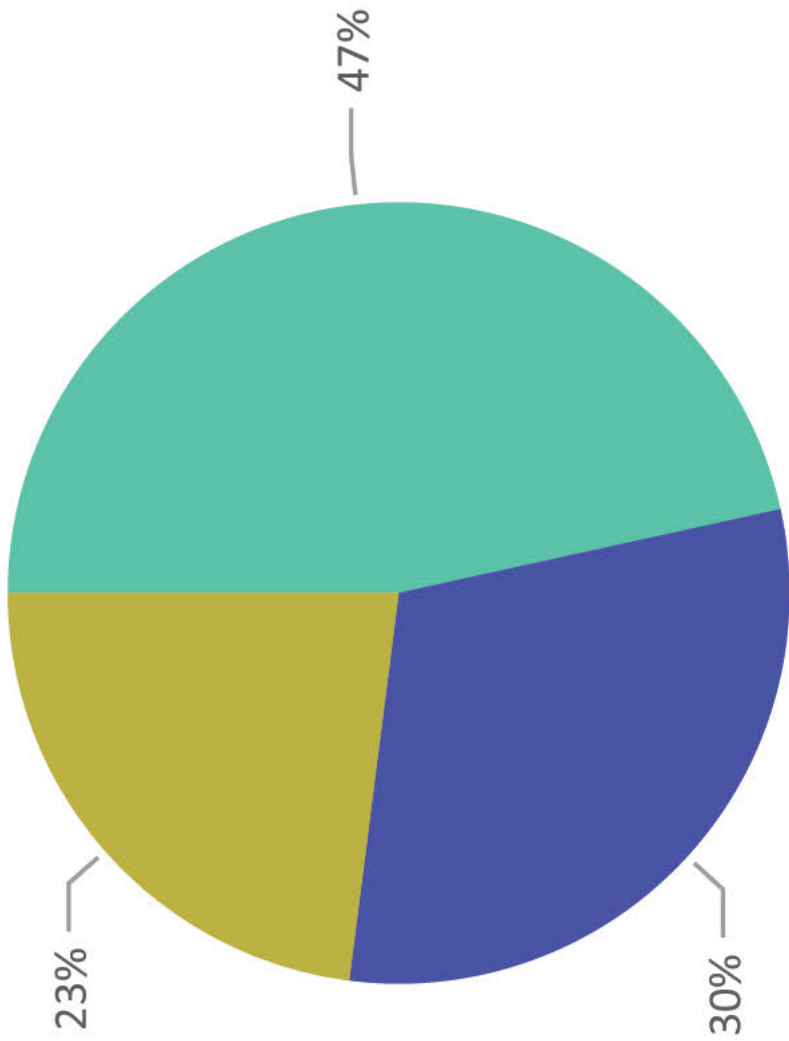
Claims Value

Benefit Type	Benefit	This Year - Claims Volume	This Year - Claims Value	This Year - Average Claim Value	This Year - % of Claims Volume	Last Year - Claims Volume	Last Year - Claims Value	Last Year - Average Claim Value	Last Year - % of Claims Volume
<input type="checkbox"/> Dental	Dental	6	£575.44	95.91	50.0%	4	£313.92	£78.48	50.0%
	Total	6	£575.44	95.91	50.0%	4	£313.92	£78.48	50.0%
<input type="checkbox"/> Optical	Eyes	4	£376.50	94.13	33.3%	3	£339.00	£113.00	37.5%
	Total	4	£376.50	94.13	33.3%	3	£339.00	£113.00	37.5%
<input type="checkbox"/> Therapies	Osteopathy					1	£49.00	£49.00	12.5%
	Total					1	£49.00	£49.00	12.5%
<input type="checkbox"/> Other	Health Assessment	1	£239.00	239.00	8.3%				
	Podiatry/Chiropody	1	£45.00	45.00	8.3%				
	Total	2	£284.00	142.00	16.7%				
Total		12	£1,235.94	103.00	100.0%	8	£701.92	£87.74	100.0%

Benefit Summary

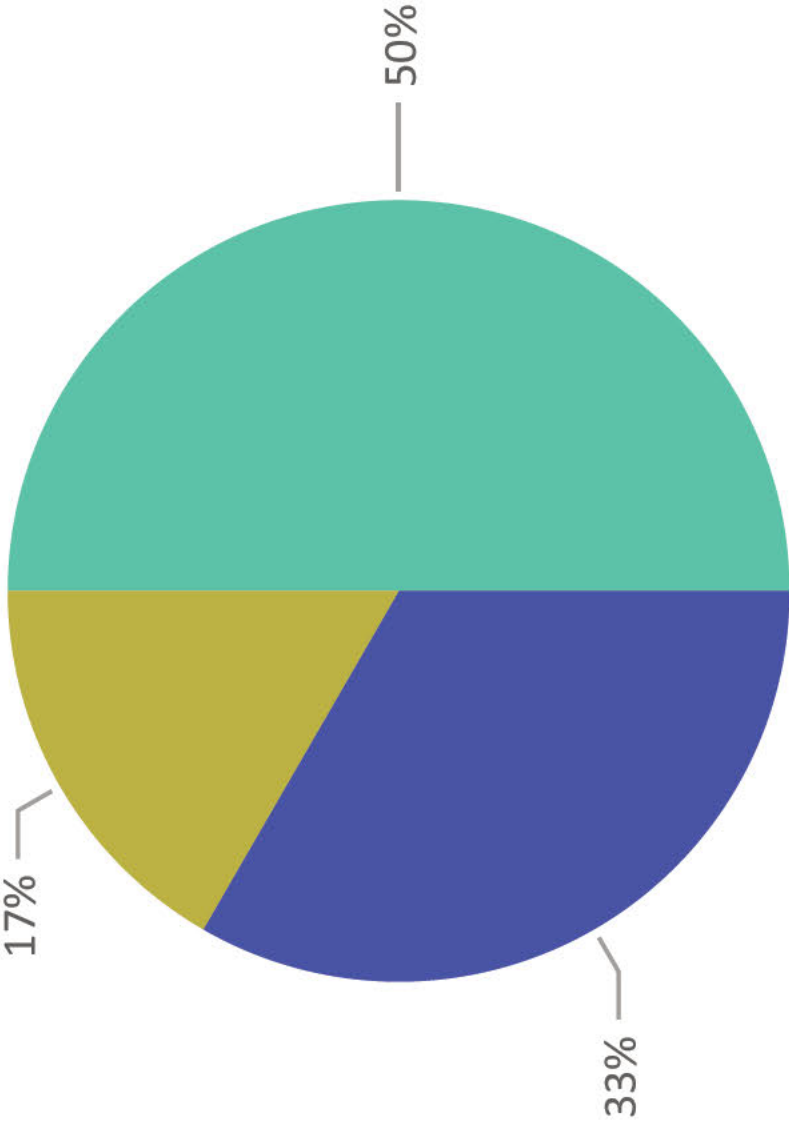
This Year: 01-Oct-2022 to 31-Dec-2022

Claims by Value



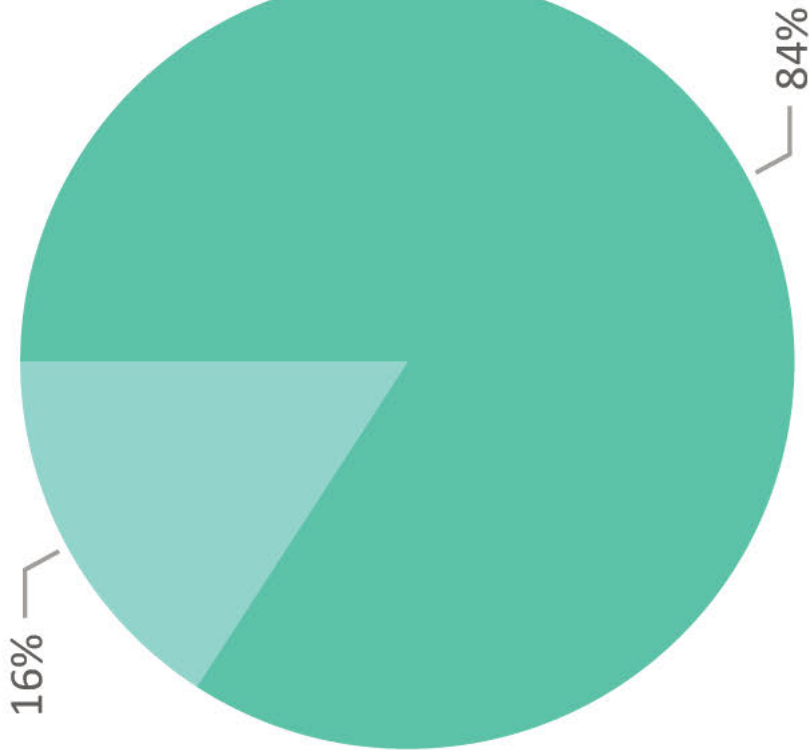
Dental
Optical
Other

Claims by Volume



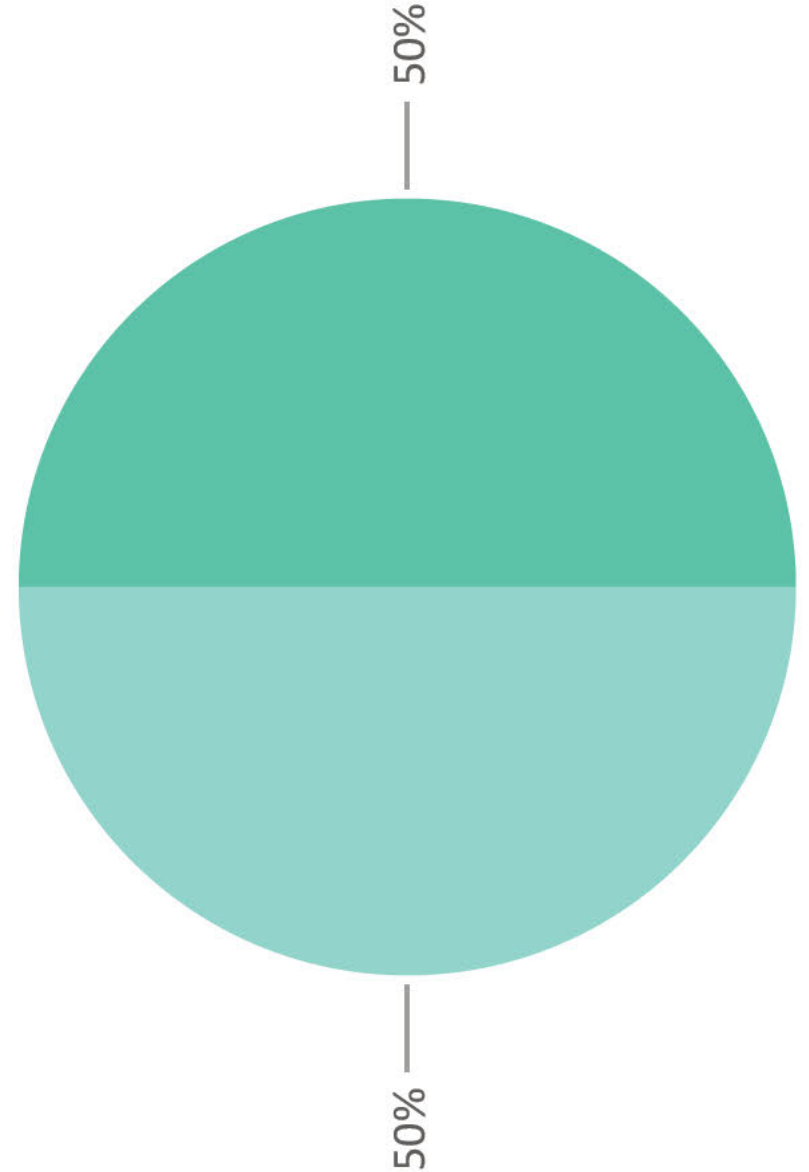
Dental
Optical
Other

Claims by Value (Other)



Health Assessment
Podiatry/Chiroprapy

Claims by Volume (Other)



Health Assessment
Podiatry/Chiroprapy

Claim Trend

Labels

Claims by Volume

Dental Therapies Other





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Membership Summary

This Year
(02-May-2023)

82
Active Policies

Last Year
(02-May-2022)

74
Active Policies Last Year

82
Active Lives

Last Year
(02-May-2022)

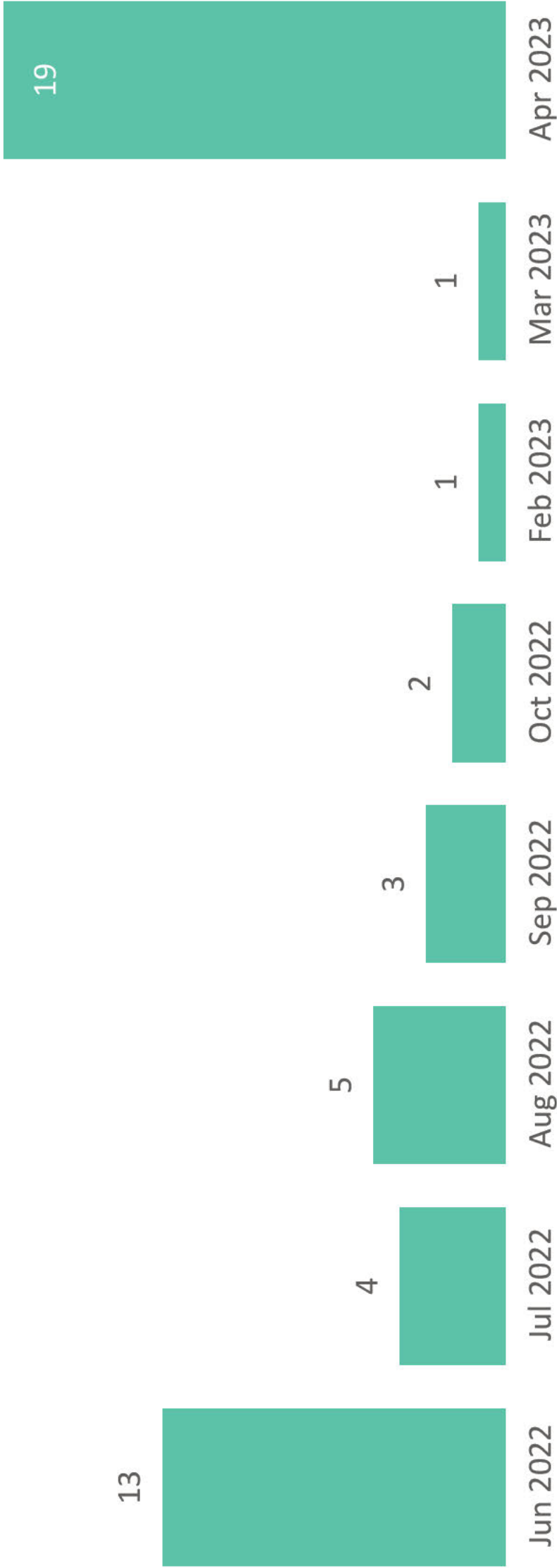
74
Active Policies Last Year

74
Active Lives Last Year

Active Policies

ProductLevel	Single	Total Policies
Level 4	82	82
Total Policies	82	82

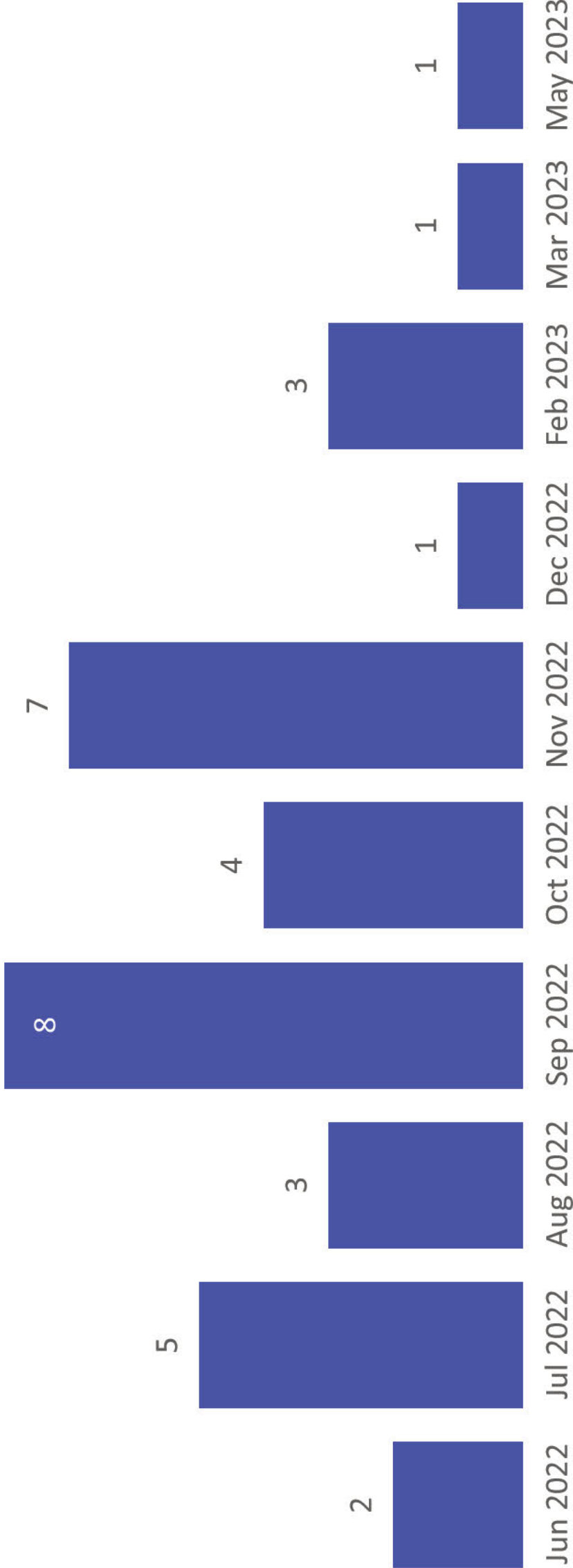
Joiners by Month (Policies)



Active Lives

ProductLevel	Single	Total Lives
Level 4	82	82
Total Lives	82	82

Leavers by Month (Policies)



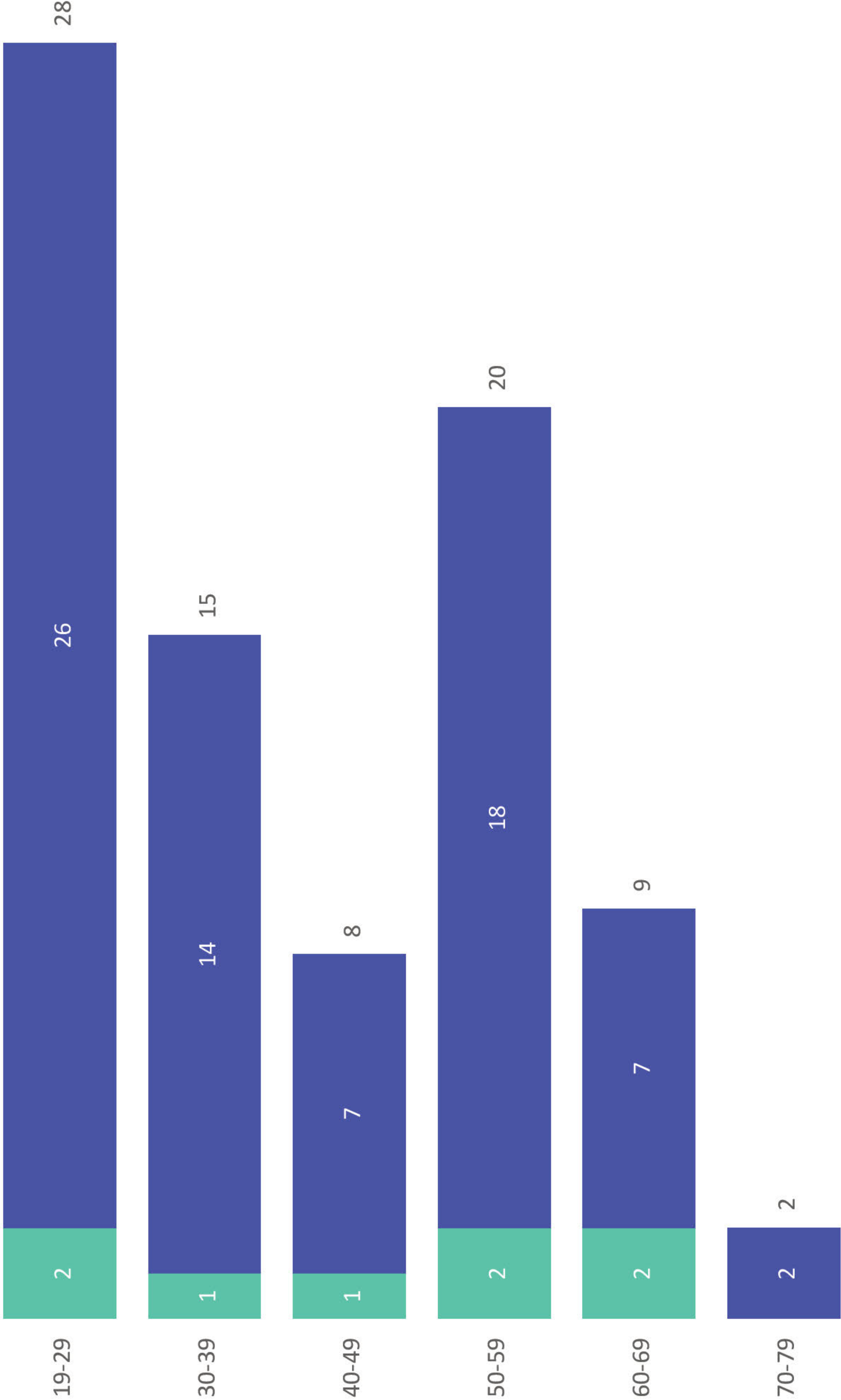
Policy Holder Demographics

41.1

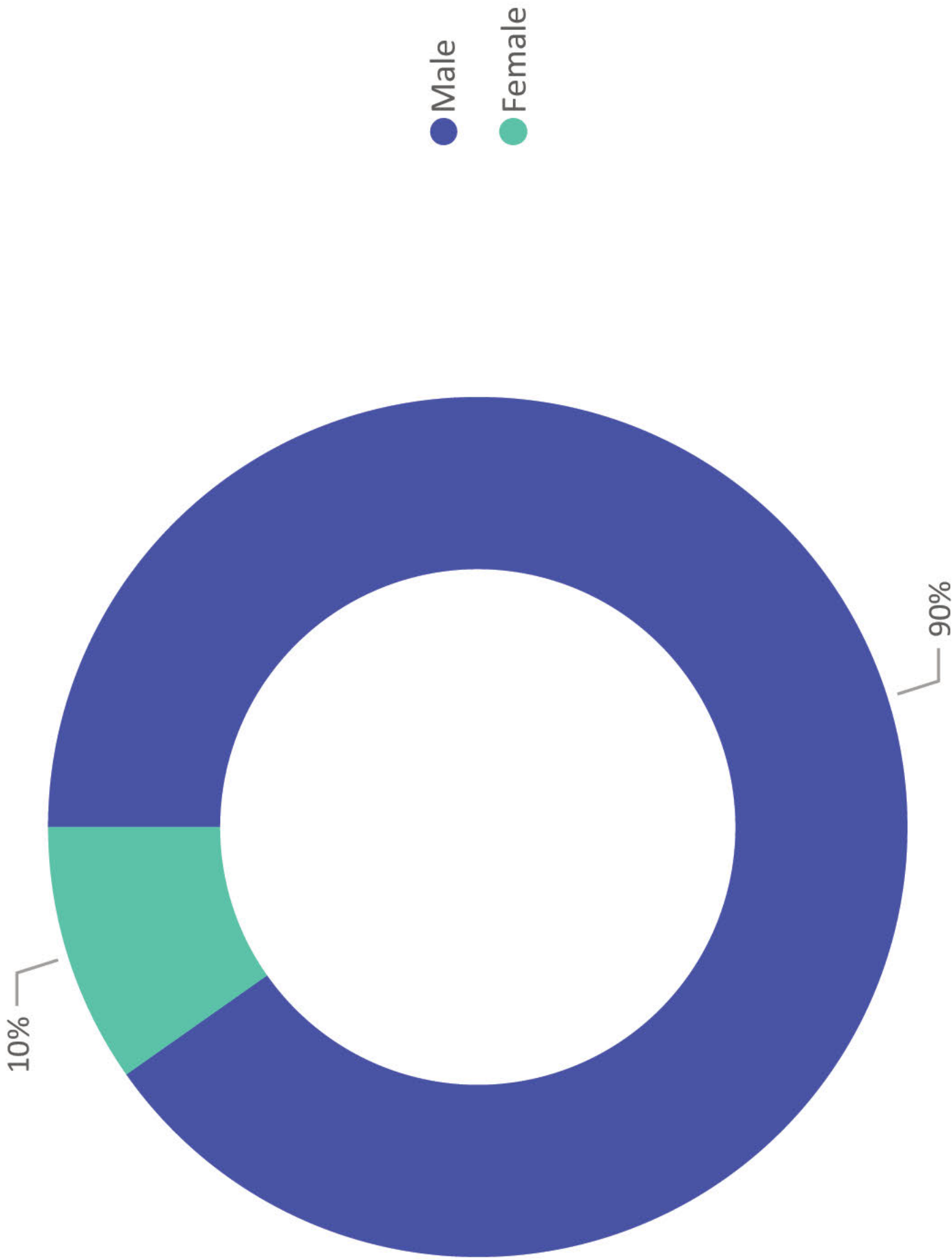
Average Age of Policy Holder

Active Policies by Age Group

● Female ● Male



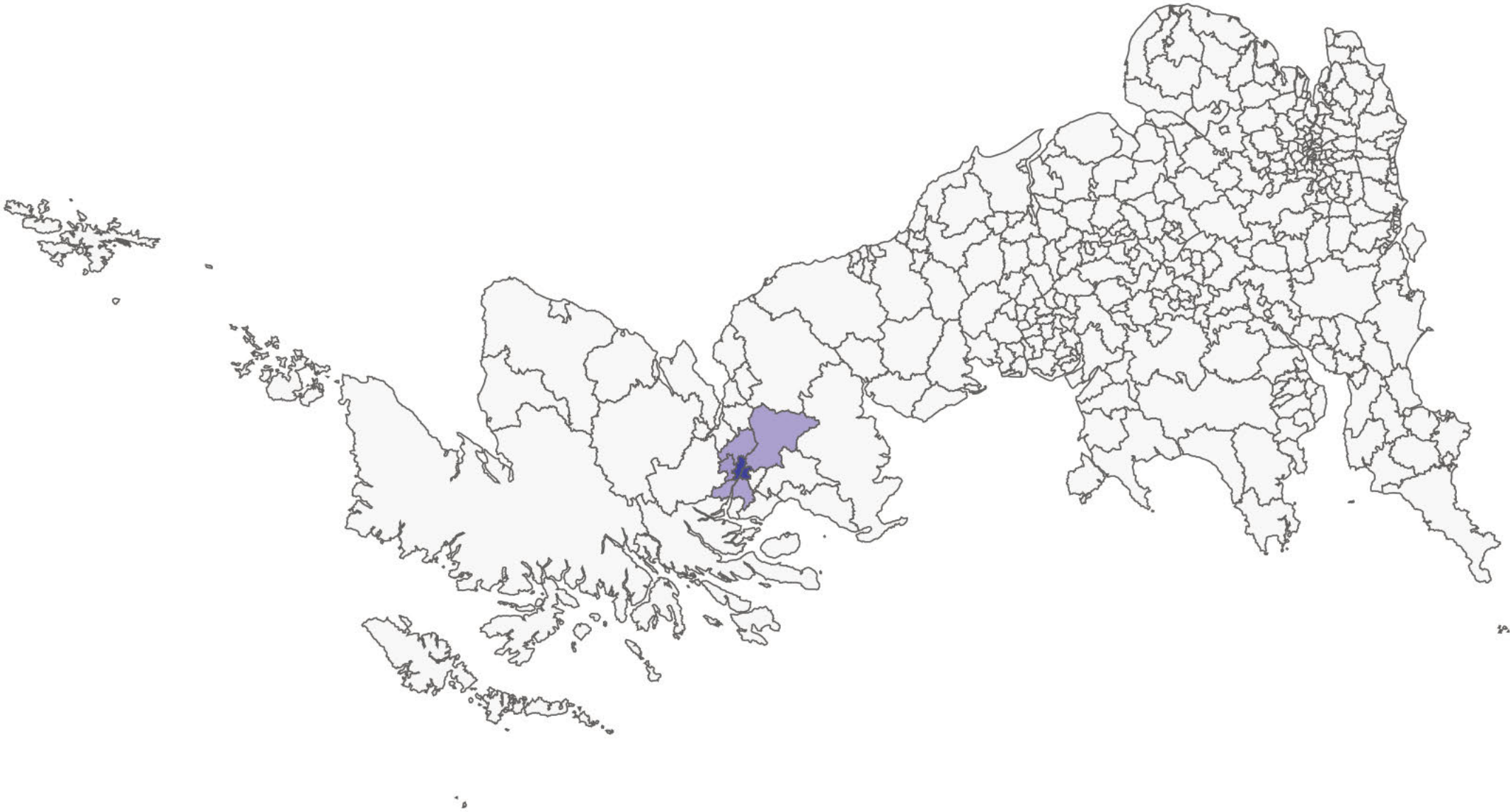
Active Policies by Gender



Policy Holder Heat Map

Active Policies by Local Authority District

Local Authority District	Active Policies	Active Lives
Glasgow City	70	70
East Dunbartonshire	5	5
North Lanarkshire	2	2
South Lanarkshire	2	2
	1	1
Renfrewshire	1	1
West Dunbartonshire	1	1
Total	82	82



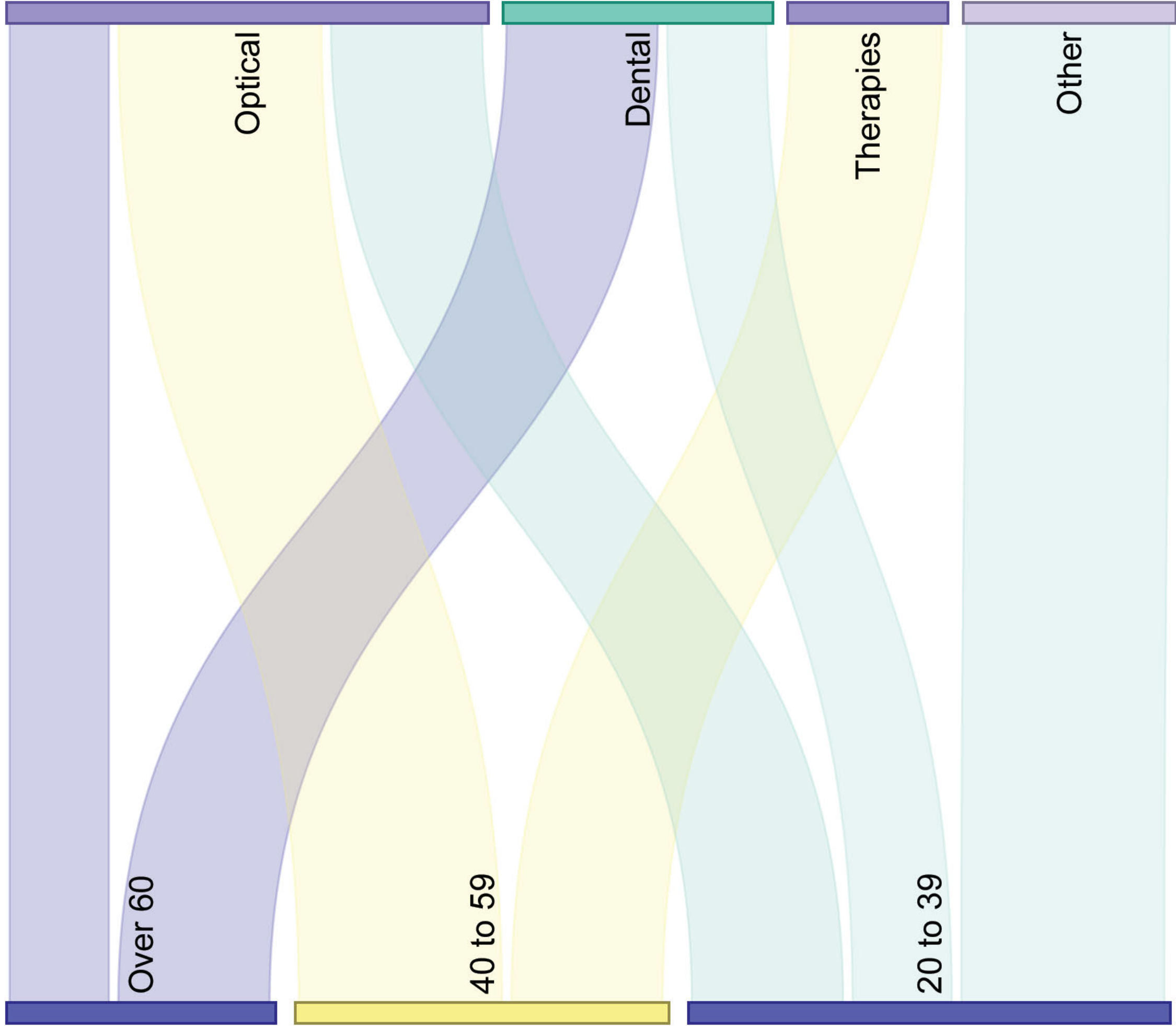
Who Claims What?

This Year: 01-Jan-2023 to 31-Mar-2023

Claims Volume by Benefit and Patient Age Band



Claims Volume by Patient Age Band and Benefit

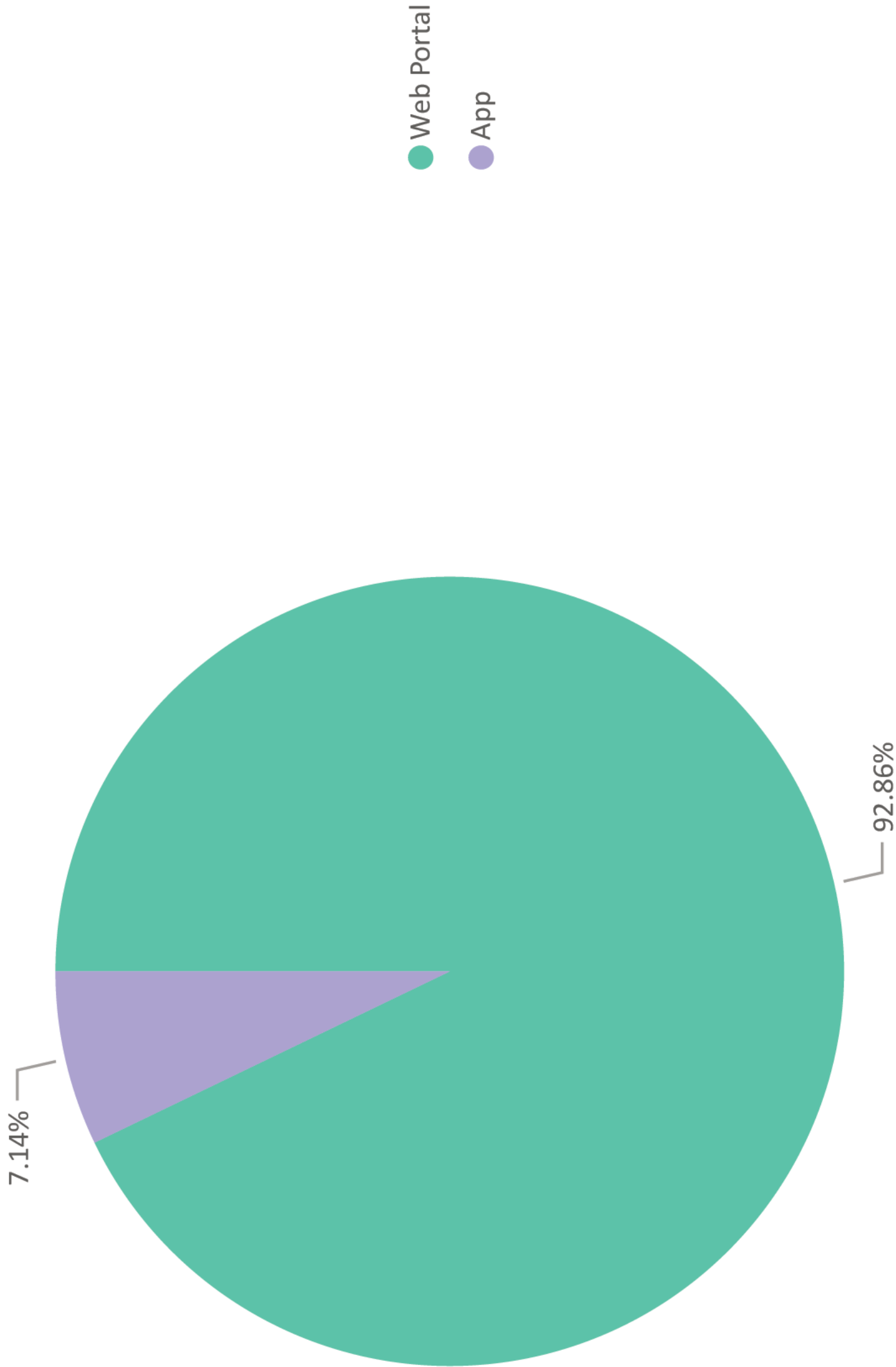


Claims - How are they received?

This Year: 01-Jan-2023 to 31-Mar-2023



Claims by Source





Simplyhealth

Claims Data Review

Label

This Year: 01-Jan-2023 to 31-Mar-2023

14

Claims Volume

£1,596

Claims Value

Last Year: 01-Jan-2022 to 31-Mar-2022

1

Claims Volume

£61

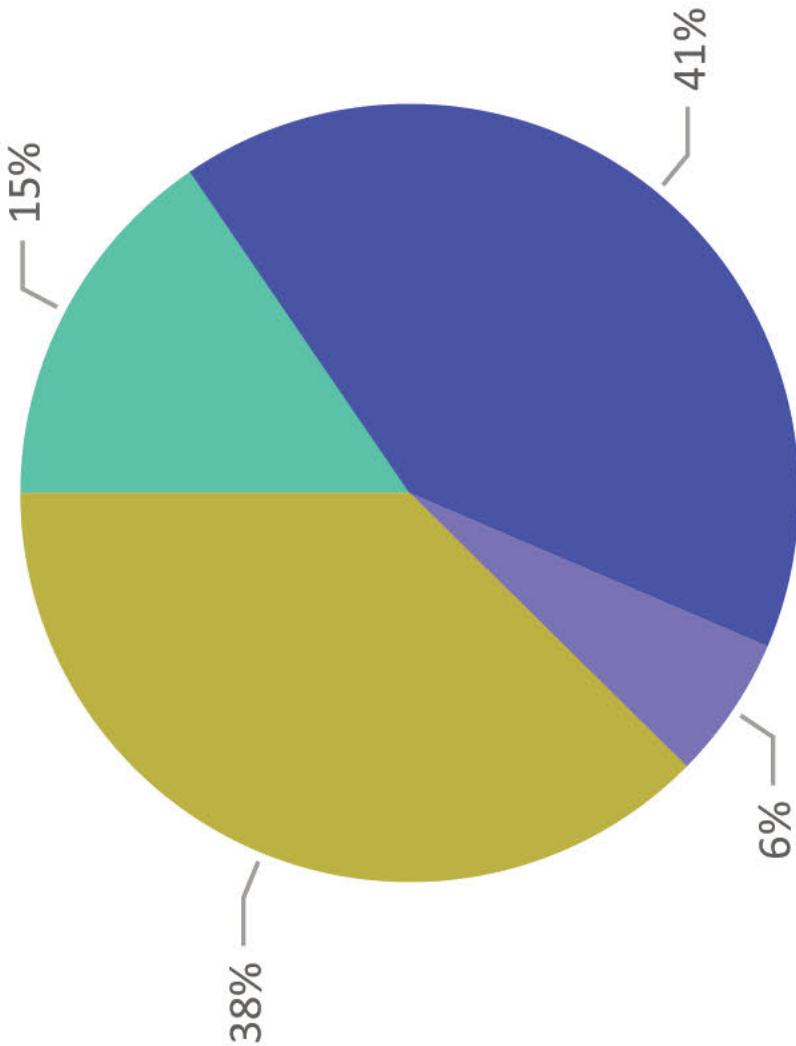
Claims Value

Benefit Type	Benefit	This Year - Claims Volume	This Year - Claims Value	This Year - Average Claim Value	This Year - % of Claims Volume	Last Year - Claims Volume	Last Year - Claims Value	Last Year - Average Claim Value	Last Year - % of Claims Volume
<input type="checkbox"/> Dental	Dental	3	£246.64	82.21	21.4%	1	£61.00	£61.00	100.0%
	Total	3	£246.64	82.21	21.4%	1	£61.00	£61.00	100.0%
<input type="checkbox"/> Optical	Eyes	6	£654.00	109.00	42.9%				
	Total	6	£654.00	109.00	42.9%				
<input type="checkbox"/> Therapies	Chiropractic	2	£95.00	47.50	14.3%				
	Total	2	£95.00	47.50	14.3%				
<input type="checkbox"/> Other	New Child Payment	3	£600.00	200.00	21.4%				
	Total	3	£600.00	200.00	21.4%				
Total		14	£1,595.64	113.97	100.0%	1	£61.00	£61.00	100.0%

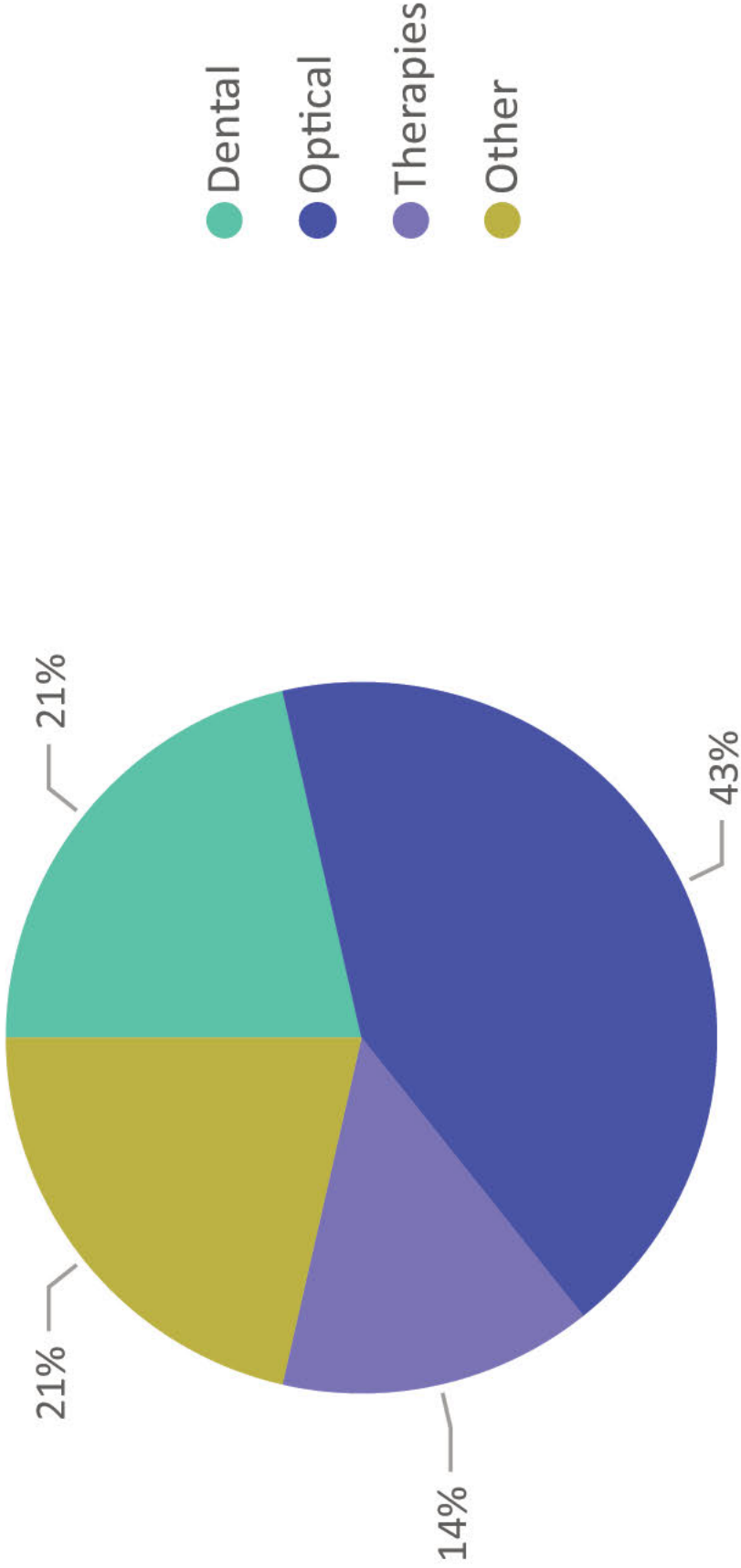
Benefit Summary

This Year: 01-Jan-2023 to 31-Mar-2023

Claims by Value



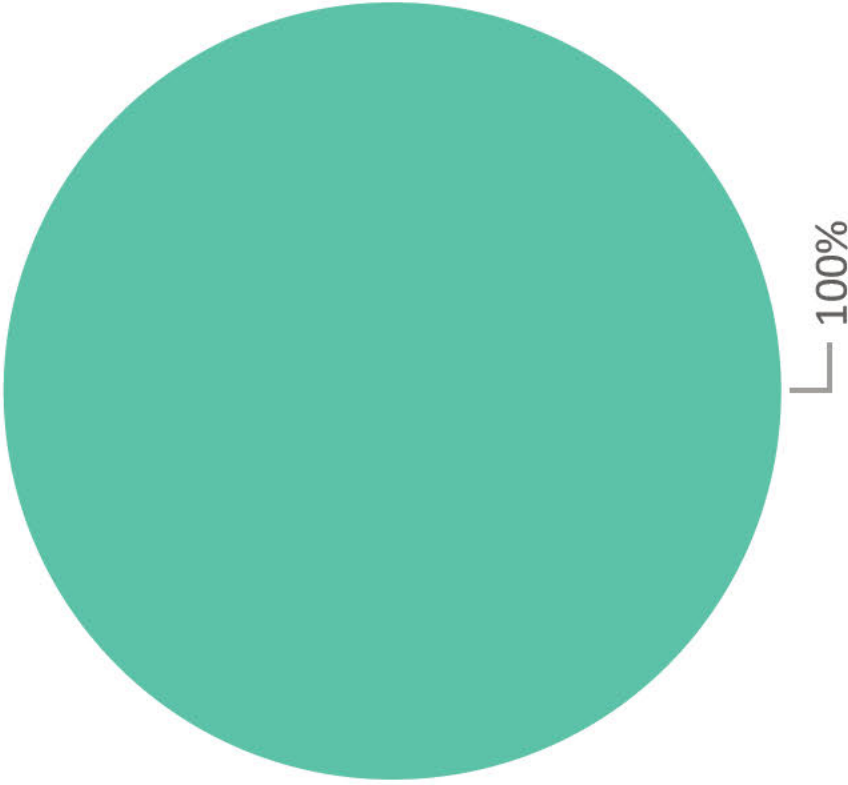
Claims by Volume



Claims by Value (Other)



Claims by Volume (Other)

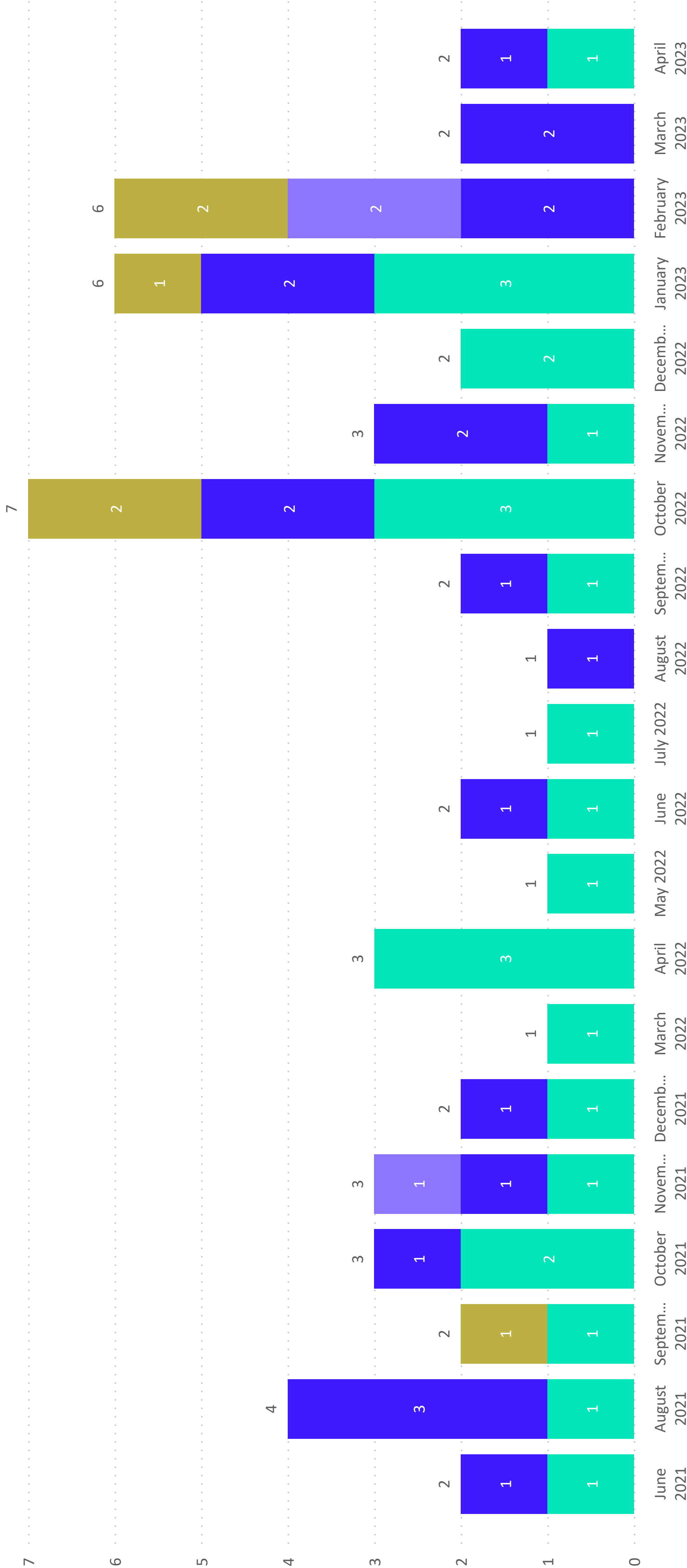


Claim Trend

Labels

Claims by Volume

Dental Optical Therapies Other





Board Meeting For Noting

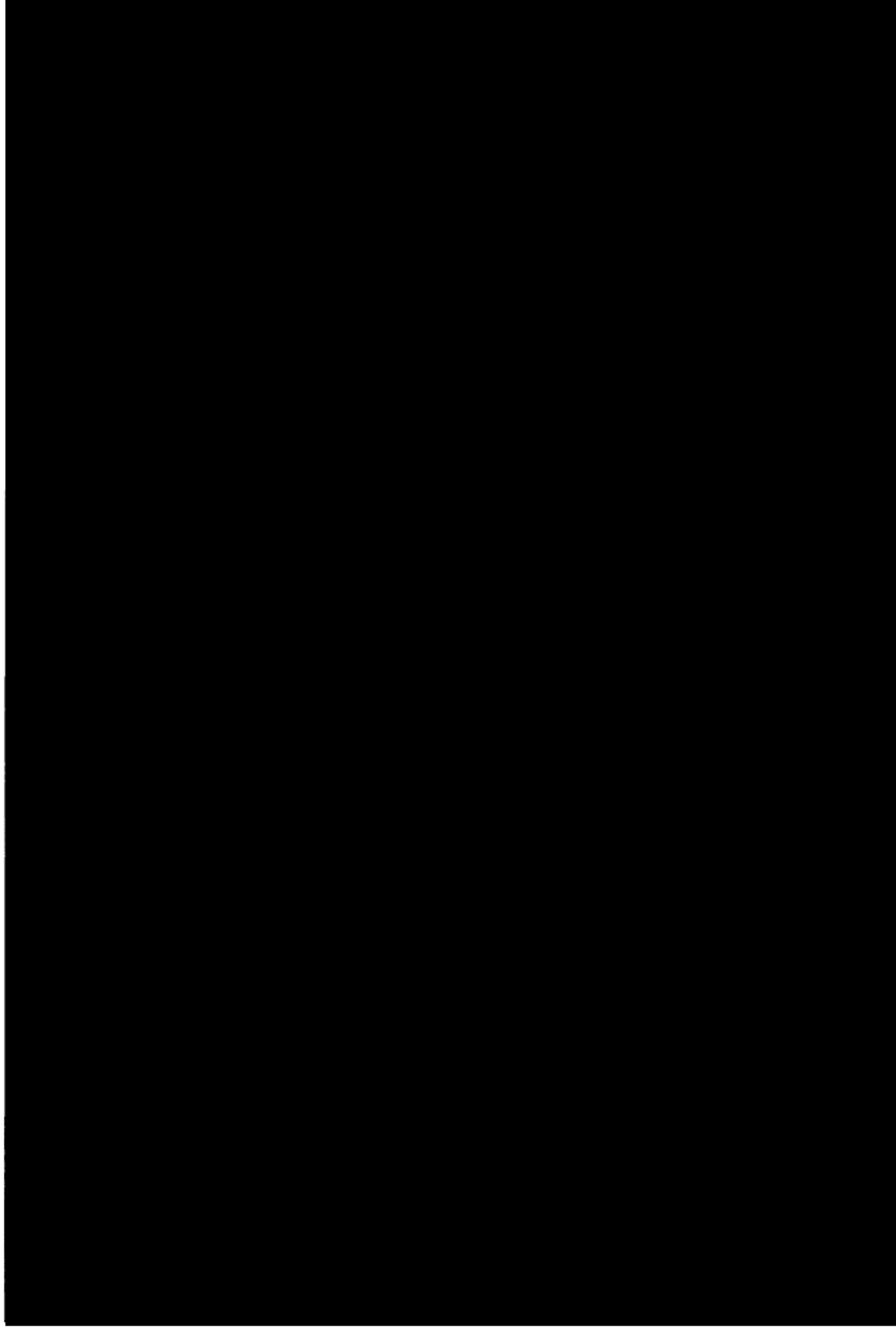
To: Board
From: Senior Operations Supervisor

SUBJECT: PERFORMANCE ASSESSMENT

DATE: 13 June 2022

1.	Introduction
	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
■	<p>[REDACTED]</p>
	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
■	<p>[REDACTED]</p>
	<p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>
4.	Recommendation
	<p>Members are asked to note the contents of this report.</p>

Performance Assessment



Overall Performance Assessment

Criteria	Performance Assessment (please tick)				
	1	2	3	4	5



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ng2 is a subsidiary of ng homes
Registered Office: 50 Reidhouse Street Glasgow G21 4LA
Company No. SC381740
Registered charity in Scotland No. SC 030635