

**Tuesday 19 November
2024 4pm**



ng2 BOARD

MEETING





AGENDA

Meeting: Board Meeting **Invitees** ng2 Board
Location: Microsoft Teams/Vulcan St
Date 19 November 2024
Time 4:00pm

Please submit any apologies to Jade Redmond
[REDACTED]

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 13 August 2024			3
	i) Matters Arising			
4.	For Approval			
a.	Management Accounts to 30 Sept 2024	Yes	BH	7
b.	Health and Safety	Yes	DM	13
c.	Risk Register	Yes	DM	15
d.	Company Health Plan - Renewal Terms for 2025	Yes	DW	21
e.	Confidential Staffing Report - Concierge	Yes	LC	23
f.	Dignity At Work Policy	Yes	DW	25
g.	Prevention of Sexual Harassment Policy	Yes	DW	35
h.	Festive Arrangements	Yes	DW	43
5.	For Ratification			
	Payments and Benefits Case #172	Yes	BH	45
6.	For Noting			
a.	Operational Report	Yes	DM	47
b.	ng2 Staffing Report	Yes	DM	53
c.	Performance Assessment Report	Yes	DM	67
7.	AOCB			

8.	Date of Next Meeting – Tuesday 18 February 2024 at 4pm			
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'NORTH GLASGOW HOUSING ASSOCIATION LIMITED ng2 BOARD ATTENDANCE 2023-24

	21.11.23	20.02.24	13.08.24						
M Thomson	P	A	A						
I Cross	P	A	A						
J Berrington	P	A	A						
G Satti	P	P	P						
J Thorburn	P	P	P						
B Hartness	P	P	P						
% Total	100%	50%	50%						

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

TARGET ATTENDANCE - 80%

AVERAGE ATTENDANCE - 67%

	<p>BH highlighted the Management Accounts for the period to 30 June 2024 was very busy and highlighted some specific areas. BH noted the increase of overheads, the main elements being the increasing of hiring more vehicles due to an increase in staff, the vehicle insurance policy and motor expenses.</p> <p>BH noted the vehicle hiring expenses will decrease due to vehicles being reallocated at the end of the garden maintenance season.</p> <p>The Management Accounts for the period were APPROVED by the Board.</p> <p>Proposed J Thornburn Seconded G Satti</p>		
b.	Health and Safety		
	<p>BH presented the health and safety report for the period covering April to June 2024. There were 3 incidents in the period. None of the incidents required to be reported to the HSE and there was no time lost through sickness or absence. All staff are reminded to report incidents, accidents and near misses to their supervisor or manager and the importance of the learning points that come out of such incidents.</p> <p>BH noted that the consultant for NG2 has begun updating the RAMS and will report in the next board meeting.</p> <p>BH mentioned NG2 continue to record all incidents and near misses.</p> <p>Members APPROVED the contents of the report.</p> <p>Proposed G Satti Seconded R Hartness</p>		
c.	Risk Register		
	<p>BH presented the risk register. No changes were proposed.</p> <p>BH noted that there was a RAMS review in progress.</p>		

	<p>GS noted the date on the risk register has to be updated to the current quarter.</p> <p>Members APPROVED the risk register presented.</p> <p>Proposed G Satti Seconded J Thornburn</p>		
d.	Business Plan		
	<p>BH discussed the Business Plan and NOTED that it was sent to the NG Homes Board and APPROVED.</p> <p>BH recommended that the board approves the NG2 Business Plan for 2024/25.</p> <p>Proposed J Thornburn Seconded G Satti</p>		
e.	Intra Group Agreement		
	<p>BH advised that a new Intra Group Agreement has been drawn up by BTO Solicitors. This will replace the current Independence Agreement that has been in place since 2021.</p> <p>The main board have approved this and now seek approval from the NG2 board.</p> <p>Approval granted</p> <p>Proposed G Satti Seconded J Thornburn</p>		
f.	Payments and Benefits Case #166		
	<p>Members APPROVED payments and benefit case 166.</p> <p>Proposed G Satti Seconded J Thornburn</p>		
6.	Reports for Noting		
a.	Operational Report		
	<p>Members NOTED the report providing Members with an update on the business operations for Q1.</p>		
b.	<p>Members NOTED the report covering staffing matters for Q1 2024.</p>		

7.	AOCB		
	Ng2 Board NOTED and APPROVED the HR Committee will be looking at concierge restructuring and understanding the potential ramifications of this.		
8.	Date of next meeting		
	Date of next meeting was confirmed as Tuesday 19 November 2024 at 4pm Meeting ended at 4:30pm		



Board Meeting For Approval

To: Board
From: Director

**SUBJECT: MANAGEMENT ACCOUNTS – PERIOD TO
30TH SEPTEMBER 2024**

DATE: 19th November 2024

1.	Introduction
	This report is detailing the financial results for the period to 30 th September 2024.
2.	Risk and other issues
	<p>The management accounts are reviewed on a regular basis by the management team, Audit Committee and Board, ensuring close monitoring of financial position of the organisation. This is a key element of budgetary control and monitoring</p> <p>There are no applicable effects on sustainability or equality and diversity issues.</p>
3.	Commentary on results for the period
	<p>The income from activities in the period to 30th September 2024 amounts to £3.47m (September 2023 - £2.22m) with £1.72m (September 2023 - £635k) of direct costs and £1.37m (September 2023 - £1.22m) of wages leading to a £388k (September 2023 - £366k) gross profit.</p> <p>Overheads totalled £321k (September 2023 - £265k). The main elements being motor expenses, management charges, uniforms, rent and vehicle depreciation. After the overheads, a £67k (September 2023 - £101k) net profit was made in the period before tax or gift aid.</p> <p>The balance sheet position continues to improve with increased reserves. Reserves now total £930k (September 2023 - £976k).</p>
4.	Recommendation
	Board members are asked to recommend approval of the management accounts of ng2 for the period to 30 th September 2024. A report of this will be put to the Board of the Association.

Year to 31/03/24	NG 2 Profit and Loss - period to	30-Sep-24			Gross Profit
£		Sales £	Materials £	Wages £	£
107,945	Cleaning	469,909	49,695	343,807	76,406
220,268	Joinery	1,756,247	1,488,391	158,426	109,429
4,227	Electrical	55,760	52,822	-	2,938
59,304	Other sales	156,363	-	143,937	12,426
57,408	Back court cleaning	97,324	-	60,672	36,653
61,766	Garden maintenance	620,896	95,032	381,001	144,863
(100,783)	Management	-	-	58,753	(58,753)
62,433	Concierge	85,520	-	58,654	26,865
68,014	Hit squad	120,467	-	89,029	31,438
3,388	Painters	111,376	31,261	74,051	6,065
543,971		3,473,863	1,717,201	1,368,331	388,330
3,184	Other income	-	-	-	-
547,155		3,473,863	1,717,201	1,368,331	388,330
	Overheads				
60,000	Management charges			30,000	
24,000	Rent and rates			12,000	
218,027	Motor expenses			126,714	
4,000	Telephone and IT support			6,320	
4,527	Printing, stationery and advertising			2,166	
13,151	Professional fees			18,740	
3,268	Container hire			1,738	
29,695	Uniforms, safety equipment and repairs			14,907	
11,282	Training			11,717	
4,000	Insurance			2,000	
148,751	Vehicle and plant depreciation			91,928	
-	Gain/Loss on sale of fixed assets			-	
264	Bank charges			140	
7,204	General expenses			3,180	
528,169					321,548
-	Loan interest				-
18,986	Net profit				66,782
31,544	Corporation tax/Gift aid				-
(12,558)					66,782

31/03/24	NG 2 Balance sheet at	30/09/2024			
£			£	£	£
479,683	Fixed assets				431,345
	Current assets				
666,410	Stock and Debtors			1,356,154	
110,743	Bank and cash			14,567	
<u>777,153</u>				<u>1,370,720</u>	
	Current Liabilities				
297,128	Trade Creditors	266,795			
-	NGHA inter Company account	508,781			
<u>96,756</u>	Other creditors	<u>96,756</u>			
<u>393,884</u>				<u>872,332</u>	
<u>383,269</u>					<u>498,389</u>
<u>862,952</u>					<u>929,734</u>
100	Share capital				100
862,852	Profit and Loss account				929,634
<u>862,952</u>					<u>929,734</u>

31/03/24	NG2 CASHFLOW	30/09/2024
£		£
	OPERATING ACTIVITIES	
(12,558)	Surplus for year	66,782
-	Interest Received	-
-	Loan Interest Paid	-
(12,558)	Operating surplus excluding int & tax	66,782
148,751	Depreciation - vehicles and plant	91,928
-	Decrease/(Increase)in Debtors	-
-	Decrease/(Increase)in stock	689,744
-	(Decrease)/Increase in Creditors	478,447
136,193	Net Cash In/(Out)flow From Operating Activities	-52,586
	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	
(148,751)	Acquisition of Other Fixed Assets	(43,590)
-	Investment in Activities	-
(148,751)	Net Cash In/(Out)flow From Investing Activities	(43,590)
(12,558)		(96,176)
	FINANCING	
-	Loans Received	-
-	Less: Loans Repaid	-
-	Issue Of Share Capital	-
-	Net cash In/(Out)flow From Financing	-
(12,558)	Increase/(Decrease) in Cash and Cash Equivalents	(96,176)
(12,558)	Movement in Cash & Bank	(96,176)
(12,558)	Increase/(Decrease) in Cash and Cash Equivalents	(96,176)



Board Meeting

For Approval

To: ng2 Board
From: David McIntyre

SUBJECT: HEALTH AND SAFETY

DATE: 19 November 2024

1.	Introduction
	<p>The purpose of this report is to provide the Board with an update on the ng2 health and safety work plan for the period covering July 2024 – September 2024.</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>During the reporting period ng2 have begun the process of carrying out a full audit of or all risk assessments and method statements.</p> <p>Half of the audit has been carried out and RAMS will reflect this. We will update you at the next board meeting.</p>

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
██████ ██████ ██████	████████████████████ ████████████████████ ██████ ██████████	██████████ ██████	██
23/██████ ██████ ██████	████████████████████ ████████████████████ ████████ ██████████	██████████ ██████████ ██████	██
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3.	Matters Arising
	There are no matters arising.
4.	Recommendation
	Due to the importance of Health and Safety measures Members are asked to approve the contents of this report.



ng2 Board

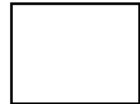
For Approval

To: ng2 Board
From: Senior Operations Supervisor

SUBJECT: RISK REGISTER REVIEW

DATE: 19 NOVEMBER 2024

1.	Introduction
	The purpose of the risk management strategy is to ensure that the Company has an appropriate and proportionate approach to dealing with risks associated with our operating environment. Risk management is one of the key areas the Scottish Housing Regulator (SHR) expects to be embedded into business plans, governance and all areas of the Associations/Subsidiaries operation.
2.	Defining Risk
	Risk can be defined as any event or action that prevents ng2 Ltd from maintaining good performance and/or meeting pre-set targets, goals and plans contained within our Business Plan and /or results in loss being incurred.
3.	Approach to Risk Management
	<p>ng2's risk management strategy is fully integrated into our planning and performance framework. It links directly with our annual Business Plan and related objectives.</p> <p>The Risk Management Strategy covers:</p> <ul style="list-style-type: none"> • how we identify risk • how we then assess these risks • how we manage and control the risks ` • and how we monitor and review risk <p>On an ongoing basis the operational risk register will be brought to each meeting. This will ensure that the operational risks remain as an item that is continually under review.</p>
4.	Risk register review
	Attached is the operational risk register for ng2.



5.	Recommendation
	The Board is invited to: <ul style="list-style-type: none">• Review the risk register and provide comments on such• Note the on-going review of risk to ensure risks are highlighted and reviewed as appropriate

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 ngh maintenance + procurement programme planning	3	4	12	Board Operational directors ng2 Management team	ng/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 ngh 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 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
5	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 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 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 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 polices 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.	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. ng2 to look at tapping into any Government aid that may be available. Try and encourage all staff to take up the vaccine.	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

Reviewed September 24
By D. McIntyre



To: ng2 Board
From: Corporate Services Manager

**SUBJECT: COMPANY HEALTH CASH PLAN –
RENEWAL TERMS FOR 2025**

DATE: 19 November 2024

1.	Introduction/Background
	This report provides members with information in relation to the renewal terms for the Company Health Plan provided through Simplyhealth which would be effective from 1 January 2025.
2.	Policy Renewal Terms
	The current cost of the Company Health Plan per employee is £17.51 per month. The Association has been provided with the renewal terms which are effective from 1 January 2025. The new cost will be £18.38 per employee per month, this is an increase of 87p which represents a 5% rise in the cost. This still represents good value and details of the benefits that can be claimed are included as an appendix to this report. The current plan is Optimise Level 4. There has been no change to the individual limits or categories. It should be noted that a full market review was carried out in 2023 with Simplyhealth maintaining to offer the best value for money.
3.	Risk & Mitigation
	The Company Health Plan has been a long-standing benefit for employees across the ng group and provides excellent benefits to assist employees in maintaining their health and wellbeing. Maintaining good health and wellbeing can increase productivity and prevent illnesses. The Company Health Plan is a positive tool for managing long term sickness absences with access to facilities such as the counselling service, physiotherapy etc which can help facilitate an earlier return to work. The risk of not having this in place is that it could lead to lower productivity and higher and longer levels of absences. In terms of recruitment and retention, having this type of benefit in place also allows us to compete with other employers to become an 'employer of choice'.
4.	Recommendation
	Members are asked to APPROVE the continuation of the Company Health Plan with Simplyhealth with effect from 1 January 2025 at the cost of £18.38 per employee per month.
	Appendix (Company Health Plan Benefits)

Amount you can claim back each year						
Covered children will share each annual benefit entitlement						
All benefits are 100% payback	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
Healthy eyes and teeth						
Sight tests, glasses and contact lenses	£60	£75	£100	£125	£175	£250
Everyday dental treatment - hygienist's fees, fillings and more	£60	£75	£100	£125	£175	£250
Dental treatment needed as a result of an accident	£200	£300	£400	£450	£500	£600
Healthy body						
Seeing a Chiropractor, Osteopath, Physiotherapist or Acupuncturist	£150	£200	£250	£275	£350	£500
Seeing a Chiropodist, Podiatrist or Reflexologist	£25	£50	£75	£75	£100	£150
Discounted gym membership*	✓	✓	✓	✓	✓	✓
Healthy mind						
Helpline service, including telephone counselling*	24 hours a day / 7 days a week					
Face to face counselling Available in the UK, Channel Islands and IOM only	Up to six sessions, per issue, per year					
Healthy checks						
Finding out what's wrong – appointments with a consultant, plus tests and scans, including, but not limited to, GP referred blood tests	£250	£300	£400	£450	£500	£600
A health assessment that includes: • BMI and body fat percentage • blood pressure reading • cholesterol or diabetes check	£50	£100	£250	£300	£350	£500
Seeing a GP, a dietitian for a consultation, or having an inoculation/vaccination	£75	£75	£75	£75	£75	£75
Prescription charges	£15	£20	£25	£30	£30	£35
Speak to a GP 24 hours a day, 7 days a week, through our app or via the telephone. Our apps are available to download via the App Store or Google Play Store.*	24 hours a day / 7 days a week					
Access to a private prescription delivery service when prescribed through our GP service. (Charges apply)*	✓	✓	✓	✓	✓	✓
Healthy extras						
Cash amount for each day or night to help towards everyday expenses if you need to stay in hospital (up to 20 days/nights)	£20	£20	£20	£20	£20	£20
Single cash amount if you have a baby or adopt a child (6 month qualifying period)	£200	£200	£200	£200	£200	£200
Worldwide cover - you'll be covered wherever you are in the world	✓	✓	✓	✓	✓	✓
Optional choices - choose to offer these benefits to your employees at an additional cost						
PMI Excess	£50	£100	£150	£200	£250	£300

*Information on how to access these services is available via our myWellbeing platform. Additional services are also available. Up to four children under the age of 24 can be covered for free. Covered children will share each annual benefit entitlement.



To: ng2 Board
From: Corporate Services Manager

**SUBJECT: REVISED POLICY FOR APPROVAL:
DIGNITY AT WORK**

DATE: 19 NOVEMBER 2024

1.	Introduction
	<p>The purpose of this report is to seek approval from the ng2 Board for the adoption of an existing policy which has been reviewed in line with our policy calendar and taking account of the new EVH Dignity at Work model policy. The policy will be reviewed every 3 years or earlier in line with regulatory or legislative guidance/changes or good practice guidelines.</p>
2.	Proposed Amendments
	<p>The proposed changes are as follows:</p> <p>Section 3. Legal Framework. Addition of the Worker Protection Act 2023.</p> <p>Section 4. Definitions.</p> <ul style="list-style-type: none">• Has been expanded to include examples of harassment and bullying.• Reference to sexual harassment has been included and this is the subject of a separate policy that is being presented for approval.• Details of Victimisation and Unacceptable behaviour have been added into this policy. <p>Section 5. Policy Principles, this section has been expanded.</p> <p>Section 7. Roles and Responsibilities. This new section has been added.</p> <p>Section 8. Procedures in Dealing with breaches of Dignity and Respect.</p> <ul style="list-style-type: none">• An additional sub-section on mediation has been added to this section, identifying a facilitated mediation process as a potential means of conflict resolution.• An additional paragraph has been added in relation to support for those affected or involved <p>Section 8. Sub-section; Complaints by or against Board Members, Agency Workers, Contractors, Consultants, and members of the public on page 6. An additional sentence has been added at the end of this sub-section to cover the process of any complaints raised against any of the above groups.</p>

	<p>Section 9. The following two policies have been added to the list of other related policies/procedures;</p> <ul style="list-style-type: none"> • Prevention of Sexual Harassment at Work • Terms and Conditions of Employment <p>In line with the change to the contents page detailed above, Section 10. has been changed to reflect the UK General Data Protection Regulation 2021 (UK GDPR).</p> <p>The review date in the footnote has also been updated.</p> <p>There are no other proposed changes to the policy.</p>
3.	Recommendation
	Members are asked to APPROVE the revised Dignity at Work Policy.



Dignity at Work Policy

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1. Introduction

The ng group is committed to providing a working environment which is free from harassment, sexual harassment, bullying, intimidation, discrimination and victimisation of any nature. Every employee, Board member, agency worker, contractor, and consultant of the ng group has a responsibility to treat all colleagues with dignity and respect, regardless of any personal characteristic. Under legislation there are certain characteristics protected in respect of harassment, the organisation will acknowledge these and will also extend this protection to all within the ng group. The terms bullying and harassment will be used throughout this policy to mean dignity at work.

2. Background

The definitions concerning some of the terminology used within the scope of dignity at work have changed over the years. Most recently the Equality Act 2010 provided a legal definition of harassment but there is still no current legal definition of bullying. However, ACAS provides a definition (see below) which is widely recognised as being best practice.

3. Legal Framework

Harassment is the only term relating to this policy that is covered under legislation in the Equality Act 2010, however there are a number of legal principles contained in the following legislation that will apply:

- Worker Protection Act 2023 – An amendment of the Equality Act 2010 aims to better protect employees from sexual harassment, prioritising prevention
- The Equality Act 2010
- Breach of contract - usually breach of the implied term that an employer will provide support to employees to ensure that they can carry out their job without harassment and disruption from colleagues
- The common law position to take care of the safety of workers.
- Public Interest Disclosure Act 1998
- Employment Rights Act 1996 – constructive and unfair dismissal
- Personal Injury protection including the duty to take care of workers arising out of the law of Tort
- Health & Safety at Work Act 1974
- Trade Union and Labour Relations (consolidation) Act 1992 dealing with specific types of intimidation
- Protection for Whistleblowers under the Public Interest Disclosure Act 1998
- Criminal Justice and Public Order Act 1994

4. Definitions

Harassment: unwanted conduct related to a protected characteristic which has the purpose or effect of violating an individual's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that individual. The ng group will extend this definition to include all people and will not be restricted to those identified as having a protected characteristic.

Harassment can occur where someone perceives another person to have a protected characteristic. Harassment can also arise by association, where someone is harassed because they are associated with someone with a protected characteristic.

Examples of harassment could include but not limited to:

- “banter”, jokes, taunts or insults that are sexist, racist, ageist, transphobic, homophobic or derogatory against any other protected characteristic
- Unwanted physical behaviour, for example, pushing or grabbing
- Excluding someone from a conversation or a social event or marginalising them from the group
- Unwelcome comments about someone’s appearance or the way they dress that is or is not related to a protected characteristic
- Revealing someone’s sexual orientation against their wishes or threatening to
- Consistently using the wrong names and pronouns following the transition of a person’s gender identity
- Displaying images that are offensive
- Excluding or making derogatory comments about someone because of a perceived protected characteristic

Sexual Harassment: conduct of a sexual nature that has the purposes or effect of violating someone’s dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment; and less favourable treatment related to sex or gender reassignment that occurs because of a rejection of, or submission to, sexual conduct.

Please refer to the ng group’s Prevention of Sexual Harassment at Work Policy for specific information related to sexual harassment.

Bullying: Offensive, intimidating, malicious or insulting behaviour, an abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient. If the bullying relates to a person’s protected characteristic, it may also constitute harassment and, therefore, will be unlawful.

Examples of bullying could include but not limited to:

- Spreading a false rumour
- Consistently giving heavier workloads to one particular individual in a team
- Unjustly cutting off or preventing someone from reasonably expressing their views in a meeting
- Regularly undermining the authority of any other employees

Victimisation: Treating someone less favourably and discriminating against them because they have pursued or intend to pursue their rights relating to alleged discrimination, complained about the behaviour of someone harassing them or given evidence in someone else’s discrimination complaint.

Unacceptable behaviour: A one-off act, if it is serious, can amount to bullying or harassment. All behaviours will be guided by and in line with our Codes of Conduct.

Examples of unacceptable behaviour could include but not limited to:

- Derogatory comments, offensive language, remarks or jokes
- Spreading malicious rumours or insulting someone
- Insulting behaviours or gestures
- Displaying offensive or suggestive literature or remarks
- Intrusion by pestering, spying or stalking
- Embarrassing, threatening, humiliating, patronising or intimidating remarks
- Physical or verbal assault, such as shouting
- Undermining a person’s self-esteem, for example by constantly making unfavourable comparisons with others or belittling their status

Harassment, bullying, victimisation or unacceptable behaviours may be physical, verbal or non-verbal conduct. It is not necessarily face to face and can be done by email, phone calls, online or on social media. These may occur at work or outside of work.

It is not the intention of the perpetrator (the person accused of bullying or harassment) that decides whether bullying or harassment has taken place; instead it depends on whether the behaviour is unacceptable by reasonable standards and is harmful or unwelcome to the person or people on the receiving end.

Protected Characteristics: The legal grounds under which discrimination claims can be made; i.e. age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race, religion or belief, sex, sexual orientation.

5. Policy Principles

This Dignity at Work Policy aims to:

- Set out standards of behaviour expected for employees, Board members, agency workers, contractors and consultants of the ng group
- Ensure that employees, Board members, agency workers, contractors and consultants are able to report any unacceptable behaviours, and that relevant action is taken to resolve it
- Promote proactive and preventative measures to support positive and respectful working relationships
- Ensure the integration of diversity into all aspects of ng group business
- Ensure that all employees, Board members, agency workers, contractors, and consultants are treated with respect and dignity from each other, and members of the public
- Set clear guidelines and standards regarding treatment of employees by third parties
- Ensure that all employees, Board members, agency workers, contractors, and consultants respect the differences within the community they serve and treat customers and members of the public accordingly
- Provide a working environment where all backgrounds, cultures, values and lifestyles are respected and treated with dignity at all times.
- Provide a process for complaints to be properly managed

6. Policy Implementation

The Director of Corporate Services is responsible for the implementation and review of this policy. The organisation will ensure that all new employees, Board members, agency workers, contractors, and consultants will be made aware of this policy and it will be included as part of the induction for new staff and Committee Members.

Copies of this policy will be available to all employees, Board members, agency workers, contractors, and consultants, and to all who request it. The spirit of this policy will be integrated into all policies and procedures within the ng group.

This policy applies to all employees, Board members, agency workers, contractors, and consultants of the ng group and therefore all mentioned parties, have a responsibility to abide by the principles outlined above and also to alert their line manager or Human Resources should any behaviours be witnessed which breach this policy.

Unacceptable behaviour and practices will not be tolerated. However, if or when a situation arises it will be dealt with immediately, as inaction is not an option. Behaviours found to be breaching this policy will be regarded as misconduct and will be dealt with appropriately and in accordance with the relevant policies and procedures including the code of conduct for staff

and the relevant disciplinary procedures. Serious cases may be regarded as gross misconduct and may result in dismissal.

7. Roles and Responsibilities

Organisational

The group is committed to providing a safe and respectful workplace and promoting a working environment based on dignity and trust, and one that is free from discrimination, harassment, bullying or victimisation. We therefore adopt a zero-tolerance approach to instances of bullying or harassment.

We are committed to taking proactive measures to prevent all forms of bullying and harassment, including sexual harassment, of our employees, Board members, agency workers, contractors and consultants.

Employees, Board members, Agency Workers Contractors and Consultants

All employees, Board members, agency workers contractors and consultants have a personal responsibility to act in line, observe and uphold this policy and follow our Code of Conduct. All employees, Board members, agency workers, contractors and consultants also have the responsibility to participate in any relevant mandatory training.

Managers

Anyone responsible for leading, managing or supervising people have additional responsibilities to ensure:

- They understand their own and the organisation responsibilities
- They are familiar with the content of the Dignity at Work Policy and communicate to the relevant people
- Role model behaviours expected and encourage a positive workplace culture
- Challenge unacceptable or questionable behaviour they become aware of
- Ensure any breaches or complaints relating to this policy are responded to quickly, sensitively, confidentially and are investigated in line with this policy.

8. Procedure in Dealing with breaches of Dignity and Respect

This procedure is complemented by our Equality and Diversity Policy, Prevention of Sexual Harassment at Work Policy and the relevant Discipline and Grievance procedures.

Staff

Where an employee feels that they have not been treated with dignity and respect at work, there are a number of ways in which this can be addressed.

a) Informal stage

Where possible, breaches of this policy should be dealt with informally in the first instance. In many cases inappropriate behaviours are unintentional and can easily be resolved once the behaviour has been highlighted. This is often the most efficient way to maintain positive working relations.

In managing the issue informally, employees should in the first instance alert their line manager to the behaviour, thereafter the employee should be encouraged and supported by the line manager to approach the individual and highlight what behaviour has been unwanted or offensive. Should the employee be uncomfortable with this then the line manager should approach the individual and have the same discussion. A note should then be put on the

personal file of the person who has displayed the inappropriate behaviour and the individual who raised the issue.

Mediation

Mediation is a process of conflict resolution between two individual employees facilitated by a suitable manager or some circumstances an independent trained mediator. The purpose of mediation is to allow the individuals concerned an opportunity to explore issues of conflict with the aim of reaching a mutually agreeable solution. It can be used at any stage in the Dignity at Work process.

If an employee elects to undertake the mediation process, this does not stop them from progressing their complaint more formally if the matter remains unresolved i.e. the unacceptable conduct is continuing.

b) Formal Stage

If the behaviour is of a more serious nature or it continues after the informal approach has been taken then the issue should be dealt with by mirroring our grievance procedures.

The employee must put their concerns in writing and give this to their line manager. The line manager should then arrange a meeting with the employee who has highlighted the concerns. At this meeting the manager should establish what the concerns are and how the employee would like things resolved. The manager should then conduct any necessary investigations. No investigation should take place prior to there being a meeting with the employee. Once the investigation has been concluded, there could be a variety of outcomes including:

- There is no evidence to uphold the complaint
- There is evidence that may involve action against a member of staff
- Action is required on an organisation-wide basis

Where action is required against a staff member this will follow the organisation's disciplinary procedures. Where action is taken regarding a member of staff other than the person who raised the complaint, the complainant will not be informed of any action taken against other individuals.

Support for those affected or involved

We understand that anyone affected by, or involved with, a complaint relating to a breach of this policy may feel anxious or upset and we will do what we can to support you. Employee counselling services can be accessed via Simplyhealth on 0800 975 3347.

Complaints raised by or against Board Members, Agency Workers, Contractors, Consultants, and members of the public

Where a Board/Committee member, agency worker, contractor, consultant and/or members of the public feel that behaviours towards them have breached the principles of this policy, they have a responsibility to inform the Chief Executive of this as soon as reasonably practical. The complaint will be investigated appropriately and dealt with in accordance with the relevant policies and procedures. Likewise, should a complaint be raised against any of the above groups the principals of this policy will be followed.

Individuals found to be in breach of the principles of this Policy

Where individuals are found to be in breach of this policy whether that be staff, Board/Committee Members, agency workers, contractors, and/or consultants this will be dealt with in accordance with the organisation's relevant code of conduct and other applicable policies. This may therefore result in termination of the individual's contract, or engagement within group.

Malicious Allegations

Any person found to be making fictitious or malicious allegations will be dealt with through ng group disciplinary procedures which may result in dismissal.

9. Other Related Policies/Procedures

- Equality and Diversity
- Racial Harassment
- Prevention of Sexual Harassment at Work
- Staff Code of Conduct
- Board members Code of Conduct
- Discipline and Grievance
- Terms and Conditions of Employment

10. UK General Data Protection Regulation 2021

The ng group will treat your personal data in line with our obligations under the UK General Data Protection Regulation 2021 (UK GDPR) and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notice.

11. Policy Review

This policy will be reviewed every three years or earlier in line with regulatory or legislative guidance / changes or good practice guidelines.

12. Equality Impact Assessment

This policy is equally applicable to all and has no detrimental impact on protected characteristic groups as specified within the Equality Act 2010.



To: ng2 Board
From: Corporate Services Manager

NEW POLICY FOR APPROVAL:
SUBJECT: PREVENTION OF SEXUAL HARASSMENT AT WORK POLICY **DATE: 19 NOVEMBER 2024**

1.	Introduction
	The purpose of this report is to seek approval from the ng2 Board for the adoption of a new policy. This Policy has been created taking account of the model guidance form EVH and in compliance with legislative requirements. This policy will be reviewed in 3 years time or earlier in line with regulatory or legislative guidance/changes or good practice guidelines.
2.	Background
	<p>The UK Government have introduced additional responsibilities on employers specifically relating to sexual harassment with the aim of creating safer, fairer and more secure working environments.</p> <p>From 26 October 2024, the Worker Protection Act 2023 (Amendment of the Equality Act 2010) came into force. This places a new mandatory duty on employers to proactively establish preventative and reasonable steps to prevent sexual harassment in the workplace.</p> <p>An employer is liable for sexual harassment carried out by employees in the workplace unless they can show that they have taken all reasonably practicable steps to prevent this from happening.</p> <p>The Prevention of Sexual Harassment at Work Policy sets out the definitions, behaviours and expectations as well as the preventative duties required to meet this new law.</p>
3.	Recommendation
	Members are asked to APPROVE the adoption of the new Prevention of Sexual Harassment at Work Policy.



Prevention of Sexual Harassment at Work Policy

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1. Introduction

The ng group is committed to providing a positive experience whilst at work for all our employees, Board members, agency workers, contractors and consultants which includes a zero-tolerance approach to sexual harassment.

The policy sets out the ng group's expectations of behaviours by employees, Board members, agency workers, contractors and consultants and provides information on how we will deal with complaints of sexual harassment.

2. Definitions

The Equality Act 2010 defines sexual harassment as 'conduct of a sexual nature that has the purpose or effect of violating someone's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment'. Sexual harassment is unlawful under the Equality Act 2010. It is also unlawful to treat someone less favourably because they have submitted a complaint of sexual harassment or have rejected such a behaviour.

Sexual harassment includes a wide range of behaviours including, but not limited to:

- Making sexual remarks about a colleague's body, clothing or appearance
- Suggestive looks, staring, or leering
- Propositions and sexual advances
- Sexual gestures
- Emailing, texting or messaging sexual content
- Unwelcome touching, hugging, massaging or kissing
- Sexual comments or offensive jokes
- Making sexual comments or jokes about someone's sexual orientation or gender reassignment
- Displaying or sharing sexually graphic images, or other sexual content
- Criminal behaviour, including sexual assault, stalking, grooming, indecent exposure and sending offensive communications

The above list is illustrative but not exhaustive and other behaviours / actions could constitute sexual harassment.

Sexual harassment can be a singular event or something that is an ongoing pattern of behaviour. Sexual harassment may be physical, verbal or non-verbal conduct. It can occur face to face or can be done by email, phone calls, online and on social media. Sexual harassment may occur at work or outside work.

Sexual conduct that has been welcomed previously can become unwanted, the person in receipt of the behaviour decides whether it is unwanted. An individual can experience sexual harassment from someone of the same or different sex.

Sexual interactions that are invited, mutual and consensual are not considered as sexual harassment.

3. Behaviour and Expectations

The ng group expects you to follow the expectations as set out within the Code of Conduct. Any sexual harassment by employees towards others in connection with work will be considered under the Disciplinary/Grievance policy and action taken under this policy can include up to and including dismissal. Sexual harassment may constitute gross misconduct and may result in dismissal.

4. Preventative Duties

The Worker Protection Act (Amendment of the Equality Act 2010) requires employers to take reasonable steps to prevent sexual harassment. The ng group has taken preventative steps to ensure a workplace free from any sexual harassment. In addition to this policy, a risk assessment will be completed to assess the risks and introduce preventative steps including:

- **Communication** - sharing the Prevention of Sexual Harassment at Work Policy through email, IT system N drive and communication.
- **Engaging with staff members and teams** – through staff check-ins, team meetings, staff surveys, exit interviews
- **Training & Development** – introducing specific training e.g. sexual harassment training for managers and staff and/or specific groups based on risk and to support managers capability in dealing with these matters
- **Dealing effectively with complaints** – Having a clear process, ensuring managers and staff awareness, and the importance of dealing with matters confidentially and sensitively
- **Third party complaints** – training managers, induction/comms for third parties
- **Reporting** – ensuring effective reporting procedures are in place, an anonymous complaints process, to include communication of these processes / procedures
- **Monitoring and evaluating policy and complaints** – learning from incidents, reviewing the policy regularly, reviewing trends on related complaints and taking action to rectify any cultural concerns

5. Reporting procedure for dealing with all sexual harassment complaints

Allegations should always be taken seriously, and action taken as quickly as possible to stop any further inappropriate behaviour identified. Where possible, breaches of this policy should be dealt with informally in the first instance. Dependant on the serious nature of some complaints together with the risk to the safety of the complainant and others, we may need to take formal action immediately.

Informal stage

In managing the issue informally employees should:

1. In the first instance alert their line manager to the behaviour
2. Thereafter the employee should be encouraged by the line manager and with their support approach the individual and highlight what behaviour has been offensive.
3. Should the employee be uncomfortable with this then the line manager should approach the individual and have the same discussion
4. A note should then be put on file of the person who has displayed the inappropriate behaviour and the individual that raised the issue.

Formal Stage

If the behaviour is of a more serious nature or it continues after the informal approach has been taken, then the issue should be dealt with by mirroring our grievance procedure.

1. The employee must put their concerns in writing and give this to their line manager
2. The line manager should then arrange a meeting with the employee who has highlighted the concerns. At this meeting the manager should establish what the concerns are, and how the employee would like matters resolved
3. The manager should then conduct any necessary investigations. No investigation should take place prior to there being a meeting with the employee
4. Once the investigation has been concluded, there could be a variety of outcomes including:
 - There is no evidence to uphold the complaint
 - There is evidence that may involve action against another employee which will be managed through the disciplinary policy.
 - Learning is identified on an organisational basis

Where action is required against another employee, agency worker or consultant this will follow the organisation's disciplinary procedures. Where action is taken regarding a member of staff other than the person who raised the complaint, the complainant will not be informed of any action taken against other individuals.

Anonymous complaint

We may receive anonymous allegations of sexual harassment through the "Whistleblowing procedure". While we recognise that it can be difficult to investigate such complaints, we will conduct as thorough an investigation as possible, given the information available. This will always include informing the accused person that a complaint has been received about them.

Third Party Sexual Harassment

The ng group will also take reasonable steps to prevent any sexual harassment by third parties, as required by the Worker Protection Act 2023. A third party can include a customer, consultant, contractor or visitor.

Employees, Board members, agency workers contractors and consultants are encouraged to report any sexual harassment, which may involve a third party.

ng group will follow the process as detailed within Section 5. 'Reporting Procedure for dealing with all sexual harassment complaints'.

When a complaint is received, we will ensure that steps are taken to protect the individual raising the complaint. ng group will take steps to remedy a complaint and action to prevent this from happening again.

Examples of action that the ng group may take, but not limited to are:

- Warning a customer about their behaviour
- Banning a customer
- Reporting any criminal acts to the police
- Sharing information with other parts of the business
- Reporting the matter to the appropriate external organisation to be dealt with through their policies/procedures e.g. reporting this to the appropriate person in the Contractor organisation where the complaint is against a member of their staff
- Banning a contractor or other third party from our premises

Support for those affected or involved

We understand that anyone affected by, or involved with, a complaint relating to sexual harassment, or a breach of this policy may feel anxious or upset and we will do what we can to support you during this period. Employee counselling services can be accessed via Simplyhealth on 0800 975 3347.

Witness to unwanted conduct of a sexual nature

Tackling sexual harassment is everybody's responsibility. You do not have to be the recipient or target of sexual harassment to raise a concern or make a complaint. If you see it happening or become aware of it, you should report it in line with '*Reporting procedure for dealing with all sexual harassment complaints*' if you feel able to do so.

Your actions can be important in helping create a culture free from sexual harassment.

6. Individuals found to be in breach of the principles of this policy

Where individuals are found to be in breach of this policy the appropriate action will be taken. Employees, Board members, and agency workers will be dealt with through our internal procedures and in accordance with our Codes of Conduct, Disciplinary Policy, Grievance Policy and other relevant policies. This may result in disciplinary action up to and

including dismissal. Contractors, consultants and other external parties will be dealt with through an appropriate process.

7. Other Related Policies/Procedures

- Equality and Diversity
- Dignity at Work
- Racial Harassment
- Staff Code of Conduct
- Board members Code of Conduct
- Discipline and Grievance
- Terms and Conditions of Employment

8. UK General Data Protection Regulation 2021

The ng group will treat your personal data in line with our obligations under the UK General Data Protection Regulation 2021 (UK GDPR) and our own Data Protection Policy. Information regarding how your data will be used and the basis for processing your data is provided in our Fair Processing Notice.

9. Policy Review

This policy will be reviewed every three years or earlier in line with changes in the workplace or good practice guidelines.

10. Equality Impact Assessment

This policy is equally applicable to all and has no detrimental impact on protected characteristic groups as specified within the Equality Act 2010.



ng2 Board Meeting

For Approval

To: Board
From: Corporate Services Manager

SUBJECT: 2024/2025 FESTIVE ARRANGEMENTS DATE: 19 November 2024

1.	Introduction
	<p>This report provides a proposal for consideration in relation to an early closure of the ng2 office during the 2024/2025 Christmas and New Year period:</p> <p>Christmas and New Year Holiday</p> <p>The ng2 office will be closed on Wednesday 25 and Thursday 26 December 2024 and again on Wednesday 1 and Thursday 2 January 2025. The proposal is to allow staff an early finish on Tuesday 24 and Tuesday 31 December 2024 by closing the office at 12.30pm on both days.</p> <p>As is normal practice, to facilitate the closure detailed above staff will use two days from their 2024 annual leave entitlement and two days from their 2025 annual leave entitlement.</p> <p>Please note: due to the 24/7 nature of our Concierge service the above early closure would exclude Concierge staff.</p> <p>In recognition of the excellent work done by all of our staff over the course of this year it is proposed, for this year only, that all staff should be awarded Friday 3 January 2025. This would replace the normal ½ day Christmas shopping that would normally be granted and would be reviewed next year.</p>
2.	Recommendation
	<p>Board members are asked to APPROVE the proposals detailed in this report.</p>



5

Register of Payments and Benefits

Case No: 172


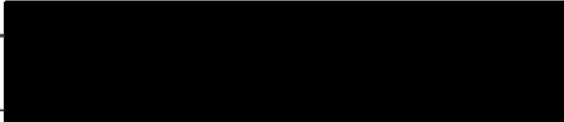
1. DESCRIPTION OF BENEFIT		
BENEFIT	√	DETAILS (e.g. tenancy address, post etc.)
Tenancy	√	
Contract of Employment	√	
Works to tenanted property		
Voluntary Severance (Supplementary Board Report to be provided re Business Case)		
Contract or Payment to a business		
Other (e.g. non-statutory disturbance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

Initial

5

Directors Signature _____ 	
Chair's Signature _____ 	
Meeting where approved	
Date of meeting	8 November 2024

4. RATIFICATION	
Date of Board meeting where ratified (if not approved at Board meeting)	19 November 2024



Board Meeting For Noting

To: ng2 Board
From: Senior Operations Supervisor

SUBJECT: ng2 OPERATIONS REPORT
JULY – SEPTEMBER 2024

DATE: 19 November 2024

1.	<p>Introduction</p> <p>This report provides an update on ng2's areas of business operations for Quarter 2 of financial year 2024-2025.</p> <p>The report will detail services delivered during the reporting period, in compliance with existing safety protocols and health and safety measures.</p>
2.	<p>Strategy</p> <p><u>Business Planning and Growth for 2024/25</u></p> <p>ng2 future growth will be aligned to ng homes stock condition survey and planned investment programme for 2024/25.</p> <p>Projects identified for 24/25 include: -</p> <ul style="list-style-type: none"> - Garden and Estate Maintenance - Common Close Door Entry Upgrade - Void Property Maintenance - Timber Fencing – Replacement - LED Lighting Upgrade - Gutter Cleaning - Window Safety Catch Check in MSF <p>The landscape maintenance contract continues to be ng2's largest contract for 2024/25 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 460 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>3.</p>	<p>Void Monitoring and Management</p>
	<p>At the start of 2023 ng homes identified a need for better monitoring and turnaround times for void properties, to achieve this ng2 were given complete Admin control over all the associations void properties and sub-contractors including all major works.</p> <p>ng2 began the process by meeting each contractor and service provider involved in voids and setting out expected timescales with them, we then set up a full tracker for voids and major works which is kept live and up to date allowing us to identify problem areas that are affecting timescales and find ways to rectify them.</p> <p>During the reporting period ng2 have overseen the management of 87 void properties with an average turnaround time of 37 days from the tenant handing keys in to completion including all major works and an average turnaround time of 13 days for void works.</p> <p>During the reporting period, the following major works were carried out in void properties:</p> <ul style="list-style-type: none"> - 37 New Kitchens - 26 New Bathroom suites - 15 Rewires <p>Each of the 87 voids received an Electrical Installation Condition Report and remedial works to ensure each void meets LD1 compliance.</p> <p>During the quarter we have implemented some changes to the void process to begin bringing the days to complete void works under target, we will provide a further report on this at the next meeting.</p>
<p>4.</p>	<p>Garden Maintenance</p>
	<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 April 2024 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. An SLA for the Garden Maintenance contract is currently under review.</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>Hedge reductions were carried out in the period.</p> <p>Although the contract has just started we have already received a number of compliments regarding grass cutting from tenants.</p> <p>We will provide a further update on this in the Q3 report.</p> <p>See Appendix 1 for photographs of garden maintenance works.</p>
5.	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>We are currently looking to recruit staff to form a new jet a new jet washing team.</p> <p>See Appendix 1 for photographs of work carried out in the period.</p>
6.	Environmental Hit Squad
	<p>During the reporting period, ng2 have been transporting an average of 20 tons of household waste per week to the dump.</p> <p>During 23/24 we successfully implemented a team dedicated to fly tipping and back court bulk uplift, this has resulted in the hit squad being able to concentrate on environmental work and void clearances without the need for overtime, this process has continued successfully during 24/25.</p> <p>Although the backcourt team have allowed the hit squad to concentrate on other areas, we have noted that the majority of the hit squads time is now spent on void clearance due to ng2 helping cover the concierge service, we will continue to monitor this situation over the coming quarter and may need to look at a way to get more environmental work covered as this service is beginning to suffer.</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>See Appendix 1 for photographs Hit Squad work in the period.</p>

7.	Close Cleaning / ESO
	<p>The Close Cleaners and Back Court teams provide daily reports to the Association which has reduced the Health & Safety risks associated 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 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.</p> <p>Window cleaning continues throughout the closes, offices and retirement complexes on a six-weekly cycle, either manually or with a water fed pole.</p> <p>On-site cleaning has continued at the Keppochhill new build, in the interim, on a reactive basis while the SLA is agreed and implemented.</p> <p>We have used this as an opportunity to test out modernising the close cleaning service using new mechanical stair cleaners, backpack hoovers and mechanical scrubbers.</p> <p>Whilst a review of the concierge service is being carried out, ng2 have been asked by the association to provide cover for the following services:</p> <ul style="list-style-type: none"> - Stair / landing cleaning in the multi storey flats / deck access - Maintaining the areas outside the multi storey flats / deck access (de-weeding, shrub beds, litter removal etc) - Bulk removal from the multi storey flats / deck access - Void clearances at the multi storey flats / deck access - Void cleans at the multi storey flats / deck access after void works are complete - North news delivery to the multi storey flats / deck access areas - Deploy staff to concierge to supplement other contracts - Staff member deployed to 70 Broadholm Street to assist tenants during lift upgrade <p>See Appendix 1 for photographs of close cleaning and back court works.</p>
8.	Painting Division
	<p>During Quarter 2 the painting division have been focused mainly on:</p> <ul style="list-style-type: none"> - Mould / Damp Treatment - Void properties

	<ul style="list-style-type: none"> - Door entry painting - Tenanted day to day works <p>During the reporting period 136 day to day jobs and 87 voids were completed.</p>
9.	Joinery Division
	<p>During Quarter 1 the Joinery division have been focused mainly on:</p> <ul style="list-style-type: none"> - Voids - Fencing - Day to Day Joinery Works <p>During the reporting period 446 day to day repairs and 87 voids were completed.</p>
10.	Multi Storey Flat Investment Project
	<p>The MSF decant programme has now concluded with a total of 592 tenants decanted and 592 flats deep cleaned.</p> <p>The programme has been a great success allowing essential work to go ahead and providing ng2 homes tenants with clean and safe temporary accommodation during the works.</p>
11.	Vehicles
	<p>Operatives are reminded, via regular toolbox talks, of their individual responsibilities for their safety and that of their colleagues and members of the public whilst using ng2 vehicles .</p> <p>A tool box talk is regularly given to all staff focusing on the need to have a banksman when reversing ng2 work vehicles.</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>
12.	Operational Issues
	<p><u>ng2 Overtime</u></p> <p>All overtime continues to be approved, in advance, by CEO.</p> <p><u>Staffing</u></p> <p>During 2023/24 ng2 carried out a trial with Job Centre Plus to help people go from benefits into paid employment, this involved a member of ng2 staff visiting Job Centre Plus and talking to potential candidates to inform them of different job roles within the company. Each</p>

	<p>potential candidate was informed that they would be starting on a 4-week unpaid trial with no detriment to their benefits and a guaranteed interview at the end of the 4 weeks. The area's we focused on were Garden Maintenance, Bulk Uplift, Back Courts and Admin.</p> <p>As at 30 September 2024, 79 staff were employed by ng2 Ltd.</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>
13.	Recommendation
	Members are asked to note the content and progress highlighted within this report.



Board Meeting For Noting

To: Board
From: HR Officer

SUBJECT: STAFFING REPORT (NG2)

DATE: 19 November 2024

1.	Introduction																		
	<p>This report refers to the period of 1 July 2024 – 30 September 2024, 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 As at 30 September 2024, 79 staff were employed by ng2 Ltd.</p> <p>Attendance and Absence During this reporting period, 74 staff had perfect attendance (77% of the workforce). As well as this, 5 staff members qualified to receive their two day 'no sickness reward'.</p> <p>The overall staff sickness absence percentage was above the 3% target and for this reporting period was 4.52%. The breakdown of the total number of working days available against days lost through sickness is detailed below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Total number of work days available</th> <th style="text-align: left;">Number of days lost through sickness</th> <th style="text-align: left;">Sickness Absence %</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">6,019</td> <td style="text-align: center;">272</td> <td style="text-align: center;">4.52</td> </tr> </tbody> </table> <p>The 272 days lost is broken down into short term (a maximum of 19 days) and long term (20 days or more) as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Short Term</th> <th style="text-align: center;">Long Term</th> </tr> </thead> <tbody> <tr> <td style="text-align: left;">Days Lost</td> <td style="text-align: center;">61</td> <td style="text-align: center;">211</td> </tr> <tr> <td style="text-align: left;">Number of employees</td> <td style="text-align: center;">■</td> <td style="text-align: center;">■</td> </tr> <tr> <td style="text-align: left;">Percentage</td> <td style="text-align: center;">1.02</td> <td style="text-align: center;">3.5</td> </tr> </tbody> </table>	Total number of work days available	Number of days lost through sickness	Sickness Absence %	6,019	272	4.52		Short Term	Long Term	Days Lost	61	211	Number of employees	■	■	Percentage	1.02	3.5
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6,019	272	4.52																	
	Short Term	Long Term																	
Days Lost	61	211																	
Number of employees	■	■																	
Percentage	1.02	3.5																	

The organisation will continue to manage staff attendance in a supportive manner in line with good practice and the organisation's policies and procedures.

Learning and Development (L&D)

During the period covered by this report, ng2 staff attended 10 training courses and benefitted from 65.35 hours of formal training and development as detailed in the table below. The direct cost of this training equates to £420.

Course Title	Number of staff attending	Number of staff hours	Direct cost of Training (£)
Cyber Security	2	2	0
Fire Safety	2	1	0
How to Manage your Compliance Dashboards	1	1.5	0
Lift Processing, Compliance	2	1.5	0
How to Manage your Electrical Compliance Dashboard	1	1	0
Passenger Lift Policy and Procedure	2	1.5	0
Power Tools Awareness	4	14	420
QA Essentials	2	28	0
Staff Strategy Review Day	2	14	0
Toolbox Talks - Rotation of Tasks	17	0.85	0
Total	35	65.35	420

Diversity Award Winner

ng group Board members and staff attended the prestigious 2024 The Herald & GenAnalytics Diversity Awards held on Friday 13 September 2024 at the Radisson Blu hotel in Glasgow.

Nominated in the Diversity and Inclusion Champion (Small to Medium Employer) category, ng2 Ltd was recognised for their work with Enable Works' clients through the All in Glasgow consortium.

The nomination highlighted innovative and inclusive training, bespoke support systems and opportunities for learning allowing those taking part in the programme to showcase their full potential and ng2's commitment to fostering an inclusive workplace.

Recruitment and Leavers

During the reporting period, there were 5 recruitment campaigns. Details of the vacancies are as follows:

Job Title	Contract	Start Date	Contract End Date	Internal or External	Post Filled?
Painter	Fixed term	N/A	N/A	External	No
Plasterer (x2)	Fixed term	19/08/24 and 16/10/24	18/02/25 and 15/04/25	External	Yes
Joiner	Fixed term	29/07/24	28/01/25	External	Yes
Administration Assistant	Fixed term	29/07/24	31/12/24	External	Yes
Estate Services Operative (x19)	Fixed term and Permanent	28/09/24	28/03/24	Internal	Yes

During the reporting period, 20 staff left the organisation: [REDACTED]

Due to the circumstances, two exit interviews were carried out. Both leavers spoke positively about their time with ng2 but moved on for development opportunities with associated university studies, in similar roles. Both leavers also provided feedback which was relayed to the relevant manager for areas to consider improving services and programmes in the future.

Company Health Plan – Simplyhealth

Simplyhealth have provided a report for 1 April 2024 to 30 June 2024. As a reminder, these reports are supplied from Simplyhealth a quarter behind.

The attached report shows that staff are claiming for a wide range of benefits and in particular the report shows that the volume of claims for therapies has now overtaken claims for dental and optical.

Within the breakdown of the 'other' category the report shows that the majority of claims are for podiatry, however the highest value of claims is for diagnostic scans.

3. Recommendation

Members are asked to note the contents of this report.



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