



ng2 Board Meeting

Microsoft Teams / Vulcan St
14th February 2023
4PM



AGENDA

Meeting: Board Meeting **Invitees** ng2 Board
Location: Vulcan St/Microsoft Teams
Date 14 February 2023
Time 4:00pm

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

Telephone: 0141 630 4273

	Agenda	Paper	Lead Officer	Page no
1.	Apologies			
2.	Disclosure of Interest and Attendance			1
3.	Minutes			
a.	ng2 Board Meeting on 6th December 2022	Yes		3
	i) Matters Arising			
4.	Reports for Approval			
a.	Management Accounts	Yes	BH	9
b.	Business Plan	Yes	BH	13
c.	Additional Public Holiday	Yes	BH	27
d.	Health and Safety	Yes	DM	29
e.	Risk Register	Yes	DM	33
f.	Financial Regulations update	Yes	BH	37
5.	For Ratification			
a.	Payments and Benefits Case 148	Yes	BH	53
6.	Reports for Noting			
a.	Operational Report	Yes	DM	55
b.	ng2 Staffing Report	Yes	OF	99
7.	AOCB			
8.	Date of Next Meeting – Tuesday 13th June 2023 at 4pm			



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

Date: Tuesday 6th December 2022 **Time:** 4:00pm

Attendees: Isabella Cross **IC**
Margaret Thomson **MT**
Gino Satti **GS**

Apologies: Paul Nelson **PN** Chair
Jim Berrington **JB**
John Thorburn **JT**

In Attendance: Bob Hartness **RH** DCEO
David McIntyre **DM** Senior Operations Supervisor
Diane Waugh **DW** Corporate Services Manager

Minute Taker: Joanne Bradley **JPB** OS

	Agenda	Action	Date
1.	Apologies		
	JT, PN and JB sent their apologies. It was agreed that a quorate had been achieved and that the meeting would go ahead with RH running the meeting and GS acting as Chair.		
2.	Disclosure of Interest and Attendance		
	None		
3.	Election of office bearers		
	Standing orders and independence agreements are currently under review. An election will be held once these have been finalised and approved. Current designations for Board will stand until an election takes place.		



4.	Minutes for Approval		
a.	Minutes of Board Meeting on 9th August 2022		
	There were no matters arising and the previous minutes were adopted as correct: Proposed GS Seconded IC		
b.	Minutes of Urgent Decision Meeting on 9 November 2022		
	There were no matters arising and the minutes were adopted as correct. Proposed JB Seconded JT		
5.	Reports for Approval		
a.	Management Accounts to 30th September 2022		
	<p>RH highlighted that this set of accounts was “more normal” as far as activity levels are concerned. Turnover is down slightly on the comparative period with no smoke detector programme in the period (which essentially only translated to materials passing through ng2’s accounting system and not works being undertaken by ng2).</p> <p>Wages are back up to normal levels and the garden maintenance team wages are higher following recruitment of full landscaping team and the high turnover of those seasonal operatives. There are also less concierge staff than we have normally. “Other” income represents the final claim for furlough funds.</p> <p>£299k gross profit was achieved in the period, overheads are higher due to increased staff, uniform/PPE, and training requirements along with consistently rising material and fuel costs. A net profit of £35k was reported for the period. The cash position continues to be good with a healthy balance sheet. A £20k gift aid payment was made which had eliminated the last of the corporation tax liability for FY21-22.</p> <p>Hired vehicles are at a higher level than we would like whoever this will go down now that all the purchased vehicles have been</p>		



	<p>received. 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>Reserves are adequate and a gift aid review will be done later in the year.</p> <p>The Management Accounts for the period were approved by the Board.</p> <p>Proposed MT Seconded IC</p>		
b.	Salary Increase		
	<p>Ng2 is a Living Wage Employer but will uplift wages in January in line with the salary year and not the fiscal year. The increase proposed is substantial compared to previous years but is in line with the current cost of living crisis and in the interests of staff retention. The proposed increase is £1/hour for all staff. This will equate to 10% increase for the lowest paid staff and through to about 5% for the highest paid staff. About 50% of ng2 staff are currently paid the living wage. Hopefully the level of increase will help to ease financial pressures faced by the staff.</p> <p>The report was approved by the Board.</p> <p>Proposed GS Seconded IC</p>		
c.	Company Health Plan		
	<p>Simply Health benefits will remain the same however the cost has increased slightly. It is viewed as a good investment as prevention is better than cure.</p> <p>The report was approved by the Board.</p> <p>Proposed MT Seconded IC</p>		



d.	Festive Arrangements		
	<p>Approval was sought to close the ng2 office at 12.30pm on 23/12/22 and 31/12/22 as has happened in previous years and also a half day "Christmas Shopping" was proposed for staff in recognition of ng2 efforts through the year, and in line with previous years' arrangements.</p> <p>It was confirmed that this would not apply to Concierge as they operate 24/7, and that there would be no detrimental effect on service as this would carefully managed.</p> <p>The report was approved by the Board.</p> <p>Proposed MT Seconded GS</p>		
5.	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. 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>The Environmental Hit Squad continue to face increased workload due to fly tipping. This situation will continue 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 delivery of normal service.</p> <p>ng2 is providing support to the Association in MSFs with planned maintenance works involving heating and soil pipe works. Internal recruitment has been completed with ESOs and Supervisor being put in place to undertake MSF Decant/Clear project</p> <p>An analysis of bulk uplift is to be presented to the Association in</p>		



	<p>order to help evaluate the cost levels across the estate.</p> <p>The Board confirmed that they had read and noted the contents of the report and Appendix 1.</p>		
b.	Staffing Report		
	<p>Ng2's current sickness rate for the period was above the target of 3%, at 3.24. 78% of staff had perfect attendance.</p> <p>Training has continued throughout the period.</p> <p>The Board noted the contents of the report.</p>		
c.	Performance Assessment		
	<p>Staff retention is of the utmost importance to ng2 and is currently a consideration in view of the ageing workforce and the expectation of increased retirements.</p> <p>A further update will be provided at the next meeting.</p> <p>The Board noted the contents of the report.</p>		
d.	Health & Safety Report		
	<p>Health and Safety continues to be high priority for ng2, and staff are encouraged to report all incidents, including near misses. There were 3 incidents in the period however these weren't classed as reportable. No accidents have occurred in the period and no days have been lost due to accidents at work.</p> <p>HSE contacted ng2 following concerns raised by an employee. Requested information was provided and the case was closed with no case to answer. They also conducted a covid check at the start of the pandemic and we passed with flying colours. Staff remain protected at all times while in ng2 employ.</p> <p>The report was approved by the Board.</p>		



	Proposed	GS	Seconded	MT		
7.	Confidential Report					
	All staff except RH left the meeting, A confidential staffing report was presented to the Board and discussed. After consideration the paper was approved.					
	Approved	MT	Seconded	IC		
8.	AOCB					
	There being no other competent business, the Chair thanked all for their attendance and closed the meeting.					
9.	Date of next meeting					
	Date of next meeting was confirmed as Tuesday 14th February 2023 at 4pm.					



Board Meeting

For Approval

To: Board
From: Director

**SUBJECT: MANAGEMENT ACCOUNTS – PERIOD TO
31ST DECEMBER 2022**

DATE: 14th February 2023

1.	Introduction
	This report is detailing the financial results for the period to 31 st December 2022.
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 December 2022 amounts to £2.36m (2021 - £2.84m) with £414k (2021 - £998k) of direct costs and £1.49m (2021 - £1.33m) of wages leading to a £458k (2021 - £516k) gross profit before other income. Other income amounts to £3k (2021 £47k). So, the overall gross profit comes out at £461k (2021 -£563k).</p> <p>Overheads totalled £399k (2021 - £354k). The main elements being motor expenses, management charges, uniforms, rent and vehicle depreciation. After the overheads a £62k (2021 - £209k) 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 £9k more funds being paid into the company than paid out. This was mostly due to reduced spending on fixed assets. New vehicles were purchased at the start of the fourth quarter. Reserves now total £866k (2021 - £808k)</p>
4.	Recommendation
	Board members are asked to recommend approval of the management accounts of ng2 for the period to 31 st December 2022. 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-Dec-22				
£		Sales £	Materials £	Wages £	Gross Profit £
142,990	Cleaning	386,504	35,745	269,536	81,223
73,776	Joinery	445,851	241,068	128,716	76,066
66,188	Electrical	75,943	16,473	23,075	36,395
55,692	Other sales	266,320	4,915	195,641	65,764
77,664	Back court cleaning	109,939	-	73,373	36,566
104,497	Garden maintenance	567,774	88,023	387,538	92,213
(76,276)	Management	-	-	61,127	(61,127)
79,446	Concierge	203,457	-	151,324	52,132
82,915	Hit squad	192,378	80	128,549	63,748
14,958	Painters	109,655	27,849	66,882	14,924
621,850		2,357,820	414,154	1,485,761	457,905
47,148	Other income	3,182	-	-	3,182
668,998		2,361,002	414,154	1,485,761	461,087
	Overheads				
60,000	Management charges			45,000	
25,220	Rent and rates			18,636	
206,644	Motor expenses			211,040	
4,000	Telephone and IT support			3,000	
2,378	Printing, stationery, and advertising			2,803	
11,522	Professional fees			12,015	
3,115	Container hire			2,422	
25,287	Uniforms, safety equipment and repairs			19,876	
8,031	Training			10,156	
4,000	Insurance			3,000	
99,333	Vehicle and plant depreciation			84,723	
-	Gain/Loss on sale of fixed assets			(15,819)	
223	Bank charges			192	
4,455	General expenses			2,414	
454,208					399,459
-	Loan interest				-
214,790	Net profit				61,628
169,995	Corporation tax/Gift aid				20,000
44,795					41,628

31/03/22	NG 2 Balance sheet at	31/12/2022			
£		£	£	£	
265,000	Fixed assets			228,187	
	Current assets				
646,301	Stock and Debtors		781,853		
107,735	Bank and cash		116,514		
<u>754,036</u>			<u>898,367</u>		
	Current Liabilities				
143,036	Trade Creditors	68,135			
-	NGHA inter Company account	140,710			
51,675	Other creditors	<u>51,756</u>			
<u>194,711</u>			<u>260,601</u>		
<u>559,326</u>				<u>637,766</u>	
<u>824,325</u>				<u>865,953</u>	
100	Share capital			100	
824,225	Profit and Loss account			865,853	
<u>824,325</u>				<u>865,953</u>	

31/03/22	NG2	31/12/2022
£	CASHFLOW	£
	OPERATING ACTIVITIES	
44,795	Surplus for period	41,628
-	Interest Received	-
-	Loan Interest Paid	-
44,795	Operating surplus excluding int & tax	41,628
99,333	Depreciation - vehicles and plant	84,723
53,890	Decrease/(Increase)in Debtors	(135,552)
75,015	(Decrease)/Increase in Creditors	65,890
273,034	Net Cash In/(Out)flow From Operating Activities	56,690
	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	(47,910)
-	Investment in Activities	-
(225,540)	Net Cash In/(Out)flow From Investing Activities	(47,910)
47,493		8,780
	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	8,780
47,493	Movement in Cash & Bank	8,780
47,493	Increase/(Decrease) in Cash and Cash Equivalents	8,780

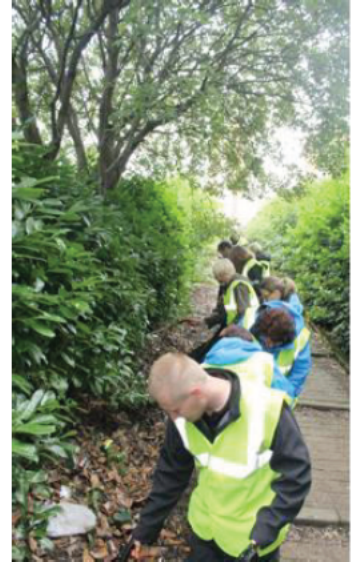
**Board Meeting****For Approval**

To: Board
From: Director

SUBJECT: NG2 BUSINESS PLAN 2023/24**DATE: 14th February 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 the Association business plan.</p>
2.	Risk
	<p>The Business plan is a necessary part of the governance structure of the company and the group. The business plan sets out the strategic objectives, actions and initiatives agreed by the Board for the year ahead. It is a required document that must be submitted to the parent company under the independence agreement and submitted to the Regulator as part of the information requested under the Regulation Plan. Not to prepare the plan and failure to submit would be a failure in controls and a breach of agreements.</p> <p>The risk is mitigated by the proper preparation of the business plan and consideration of such against required standards. Review of such at subsidiary and parent level and submission to the Regulator within agreed timescales.</p>
3.	Underlying principles
	<p>The principles listed below have been used in drawing up the business plan.</p> <ul style="list-style-type: none">• Ensuring adequate resources to deliver services• Sustaining good financial performance• Ensuring best practice is followed and that proper risk management is in place <p>In order to achieve the above the company must ensure that:</p> <ul style="list-style-type: none">• Repairs and services – carried out effectively and economically.• Efficiency / value for money - best use is made of resources.• Board - exercise proper control over the activities and ensure that decisions are taken in best interests of the company and its parent. <p>The Board is asked to consider the enclosed 2023 – 24 Business Plan for ng2.</p>

	<p>Summary Information</p> <p>ng2 makes a significant contribution to the Association's regeneration efforts:</p> <ul style="list-style-type: none"> • Physical regeneration in terms of improvement to homes with repair, maintenance and capital works; and • Economic regeneration by providing local sustainable jobs <p>The financial projections have been prepared for the year to 31 March 2024. Turnover is projected to remain steady with £3.5m in 2022/23 to £3.52m in 2023/24.</p> <p>Areas such as void works, day to day repairs and bulk will contribute to the works expected to increase. The garden and common areas maintenance programme has expanded across the last three years and further growth is not expected. This is balanced out by reduced level of electrical works with only one electrician and reduced door entry works and less smoke detector installations.</p> <p>The level of activities will help maintain the profitability of ng2. This will help support the continual upgrade of the vehicle fleet and other plant in use within the company. The investment in vehicles and plant will be a constant feature across any budget period.</p> <p>The balance sheet position continues to improve with an increased level of reserves. The cash flow position remains in a positive position with the drop in the investment programme after the substantial spend on new vehicles in previous years.</p>
4.	Recommendation
	<p>That the Board approves the submission of the business plan of Ng2 for 2023/24 to the NG Homes Board for approval as per the terms of the independence agreement.</p>



Business Plan

2023 - 2024



BUSINESS PLAN

Business snapshot	3
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Structure	5
The Market	6
Priorities and Growth	8
Financial Projections	8
Risks and Critical Success Factors	9
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BUSINESS SNAPSHOT

Snapshot info:

- » Projected 2024 Turnover £3.52m
- » Employees: 80 Staff on average
- » Projected net profit 20243 before tax £84k
- » Single shareholder is North Glasgow Housing Association

INTRODUCTION

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

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

Drivers for setting up ng2:

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

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

ng2 has gained a reputation for quality of delivery and can evidence significant social impact in North Glasgow, as well as having a financial track record and trading history. ng2 thus has a solid foundation as a business, an embedded position in the local community as a driver of regeneration and the support of the parent company ng homes. These circumstances provide the foundation for ng2 to launch into a further period of development, consolidating all of our learning and expertise to date.

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

ng2 Aims



-
- To improve the quality of life of the people of North Glasgow, by providing facilities and resources for improved employment, educational, volunteering opportunities and training in skills related to and assisting in the provision of employment and employment readiness, and in social interaction
 - To improve the physical environment in ways which contribute to a cleaner, safer, healthier, and more secure locality
 - To promote educational, training & volunteering opportunities which lead to sustainable employment for local people
 - To build strong and sustainable partnerships with relevant agencies in pursuit of these aims

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

STRUCTURE

ng2 is a 100% owned subsidiary of ng homes which operates independently and autonomously of its parent, as governed by an Independence Agreement. ng2 both receives support services from ng homes and delivers services to ng homes. Support services received by ng2 include HR, governance, and finance. These services are managed through a Service Level Agreement. Ultimate responsibility for all companies within the group lies with ng homes Chief Executive. ng2 is 100% owned by North Glasgow Housing Association (ng homes) a not-for-profit community-based Registered Social Landlord (RSL) operating in the G21 and G22 postcode areas. The Association is controlled by a voluntary Board of local residents and is regulated by the Scottish Housing Regulator. The Association is a registered charity (SC030635).

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

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

To help achieve this, ng homes aim:

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

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

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

Core operational areas

Trades			Non-Trades		
Electrical	Painting	Joinery	Cleaning	Environmental	Other
- Door entry - Stair lighting - Voids	- Residential - Commercial - Voids	- Residential - Commercial - Voids	Close cleaning Jet washing Concierge	- Hit Squad - Garden Maintenance - Grass cutting & gardening	Admin

THE MARKET

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

The Social Housing Sector

The social housing sector in which ng2 operates has 100% of all social housing is owned by Housing Associations.

Some key characteristics:

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

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

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

PRIORITIES AND GROWTH

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

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

For 2023/24

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

Opportunities for business

Analysis of ng2's last business plan period highlighted door entry and bulk as growth areas.

For 2023 -24 focus will include:

- Increasing levels of void work and taking back in house work given to outside contractors.
- Being more proactive in general repairs works and reducing level of work given to day-to-day contractor.

Drivers for growth

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

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

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

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

FINANCIAL PROJECTIONS

The financial projections have been prepared for the year to 31 March 2024. Turnover is projected to hold steady moving from £3.58m in 2021/22 to £3.52m in 2023/24. Planned maintenance and other projects are back to normal levels and work previously put to external contractors is being brought in house.

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

The balance sheet position continues to improve with an increased level of reserves. The cash flow position is in a positive position with the investment in new vehicles and plant being lower than in the previous year.

RISKS AND CRITICAL SUCCESS FACTORS

Risks

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

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

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

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

Critical success factors

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

APPENDIX 1 – BUDGET PROJECTIONS YEAR TO MAR 24

Year to 31/03/23	NG 2 Profit and Loss - period to	31-Mar-24			
		Sales £	Materials & contractors £	Wages £	Gross Profit £
189,399	Cleaning Services	698,155	82,343	421,015	194,797
	Maintenance and repair services				
64,831	- Joinery	752,900	457,300	214,182	81,418
60,000	- Electrical	280,425	199,250	37,800	43,375
17,592	- Painters	92,250	20,500	68,756	2,994
(80,000)	Management costs	-	-	86,400	(86,400)
62,920	Concierge services	319,500		256,047	63,453
214,291	Environmental activities	1,074,154	127,800	728,249	218,105
52,735	Other activities	274,403		221,314	53,089
580,767		3,516,687	893,318	2,037,808	585,562
-	Other income	-	-	-	-
580,767		3,516,687	893,318	2,037,808	585,562
	Overheads				
65,000	Management charges			65,000	
26,000	Rent and rates			27,690	
190,000	Motor expenses			202,350	
4,000	Telephone and IT support			4,260	
4,000	Printing, stationery, and advertising			4,260	
15,000	Professional fees			15,975	
2,600	Container hire			2,769	
25,000	Uniforms, safety equipment and repairs			26,625	
15,000	Training			15,975	
4,000	Insurance			4,260	
126,944	Vehicle and plant depreciation			112,944	
-	Loan interest			-	
400	Bank charges			426	
4,000	General expenses			4,260	
481,944					486,794
103,823	Net profit				98,767
29,394	Corporation tax/gift aid				14,894
74,429					83,873

2023	NG 2	31-Mar-24			
£	Balance sheet at		£	£	£
334,055	Fixed assets				306,111
	Current assets				
686,301	Debtors and stock			696,301	
33,749	Bank			131,066	
<u>720,050</u>				<u>8527,368</u>	
	Current Liabilities				
103,676	Trade Creditors	113,676			
<u>51,675</u>	Other creditors	<u>37,175</u>			
<u>155,351</u>				<u>150,851</u>	
<u>564,699</u>					<u>676,517</u>
<u>898,755</u>					<u>982,628</u>
100	Share capital				100
898,655	Profit and Loss account				982,528
<u>898,755</u>					<u>982,628</u>

2023	NG2	31-Mar-24
£	CASHFLOW	£
	OPERATING ACTIVITIES	
74,429	Surplus for year	83,873
-	Interest Received	-
-	Loan Interest Paid	-
74,429	Operating surplus excluding int & tax	83,873
126,944	Depreciation - vehicles and plant	112,944
(40,000)	Decrease/(Increase)in Debtors	(10,000)
30,000	(Decrease)/Increase in Creditors	(4,500)
191,373	Net Cash In/(Out)flow From Operating Activities	182,318
	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	-
-	Tax Paid Less Grants Received	-
	INVESTING ACTIVITIES	
(196,000)	Acquisition of Other Fixed Assets	(85,000)
-	Investment in Activities	-
(196,000)	Net Cash In/(Out)flow From Investing Activities	(85,000)
(4,627)		97,318
	FINANCING	
-	Loans Received	-
-	Less: Loans Repaid	-
-	Issue of Share Capital	-
-	Net cash In/(Out)flow From Financing	-
(4,627)	Increase/(Decrease) in Cash and Cash Equivalents	97,318
(4,627)	Movement in Cash & Bank	97,318
(4,627)	Increase/(Decrease) in Cash and Cash Equivalents	97,318

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

To: ng2 Board
From: Director

SUBJECT: ADDITIONAL PUBLIC HOLIDAY**DATE: 14 FEBRUARY 2023**

1.	Introduction
	The coronation of King Charles III will take place on 6 May 2023 and Monday 8 May 2023 has been designated as an additional public holiday. This paper is outlining how we should deal with this and what the contract terms are.
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. We have to comply with legislation and general regulations.
3.	Coronation of King Charles III
	<p>As a result of the King's Coronation to the throne an additional public holiday has been granted for this year only.</p> <p>The ng2 Ltd contract of employment states that there will be a minimum of 28 days holiday per annum (inclusive of public holidays and bank holidays) with pay between 1 January and 31 December. Due to wording of the ng2 contract of employment staff members are entitled to this additional public holiday.</p> <p>In keeping with the spirit of the celebration in honour of his majesty, the proposal is to close the ng2 Ltd office on Monday 8 May 2023. Closure of the office is in line with the Association and the majority of the country.</p> <p>In relation to precedence, it should be noted that an additional public holiday was awarded for Queen Elizabeth's Jubilee in June 2022 and subsequently for her majesty's funeral on 19 September 2022.</p>

4.	Recommendation
	The Board are asked to APPROVE the closure of the ng2 Ltd office on 8 May 2023.



Board Meeting

For Approval

To: ng2 Board
From: David McIntyre

SUBJECT: HEALTH AND SAFETY

DATE: 14 February 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 October 2022 - December 2022.</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
3/10/22	Close line wire hit operative in the eye	Toolbox talk on awareness in the workplace and reminded if any staff need eye protection then it is their responsibility to replenish van stock of PPE. No days lost.	N/A
6/12/22	Operative noticed a close fire and called the fire services and informed all tenants.	No days lost. New PPE given	N/A
8/12/22	Using a blower and something went in employee's eye, eye protection was in operation.	First aid administered, eye wash. No days lost	N/A

3.	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 - 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)				
1	Lack of clear plan and objectives with parent company sign-up	Short-termism and inability to forward plan the business with confidence	Adverse impact on ngh maintenance + procurement programme planning	3	4	12	Board Operational directors Ng2 Management team	ng2/ng2 jointly agreed annual development programme put in place setting out specific proposed works areas/ contracts to be undertaken by ng2, + rationale for same, + contingency plans with 6 monthly review	Regular operational performance Progress meetings with client Reports to ng2 Board.	2 x 2 = 4
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 - 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)				
7	Seasonality	Staff downtime costs incurred, or use of temporary labour with potential negative impact on service quality	Reduced quality with detrimental impact on tenants/ stock maintenance/ ngh reputation	2	4	8	Operational directors Management team Staff	Develop workforce plan and plan/train workforce so that staff can work flexibly across range of tasks/seasons	Workforce planning Flexibility in staff group Training programme	2 x 2 = 4
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 operationsl 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.	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

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

To: Board
From: Director

SUBJECT: FINANCIAL REGULATIONS UPDATE**DATE: 14 February 2023**

1.	Introduction
	Report relates to the update of the financial regulations of the company.
2.	Risk Management
	To conduct its business effectively the company needs to ensure that it has sound financial management systems in place and that they are strictly adhered to. Part of this process is the establishment of regulations which set out the financial policies of the company.
3.	Financial regulations update
	<p>The attached document is the underlying financial regulations of the company, but it will operate as indicated above in conjunction with the other policies and procedures that will be in operation within the company. Some minor changes have been done to reflect changes since the last time the regulations were approved. These included:</p> <ul style="list-style-type: none">- Removing reference to CEO and replacing it with Director- Correction of the grammar following current best practice.
4.	Recommendation
	Board Members are asked to approve the updated financial regulations of the company.

NG 2

FINANCIAL REGULATIONS

Contents

Foreword

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Chapter 2 [Financial control](#)

Chapter 3 [Income and banking](#)

Chapter 4 [Expenditure](#)

Chapter 5 [Salaries and wages](#)

Chapter 6 [Assets](#)

Chapter 7 [Other](#)

Foreword

To conduct its business effectively the company needs to ensure that it has sound financial management systems in place and that they are strictly adhered to. Part of this process is the establishment of regulations which set out the financial policies of the company.

1. Status of Financial Regulations

- 1.1. The financial regulations of NG 2 form part of its overall system of financial and management control. The articles of the company and the overall policy framework outline how the company will be controlled and run.
- 1.2 This document sets out the company's financial regulations. It translates the company's broad policies relating to financial control into practical guidance.
- 1.3 Compliance with the financial regulations is compulsory for all staff connected with the company. It is the responsibility of heads of departments and the directors to ensure that their staff are made aware of the existence and content of the financial regulations and that an adequate number of copies are available for reference within their department.
- 1.4 The Finance Director is responsible for maintaining a continuous review of the financial regulations and advising the Board of any additions or changes as necessary.

2. Financial Control – Board of Directors

- 2.1 The Board of Directors has ultimate responsibility for the company's finances. Its financial responsibilities are:
 - a. to ensure the solvency of the company
 - b. to safeguard the Company's assets
 - c. to ensure the effective and efficient use of resources
 - d. to ensure that financial control systems are in place and are working effectively
 - e. to approve the Company's strategic plan
 - f. to approve annual estimates of income and expenditure and to approve the annual financial statements

Audit Requirements

- 2.2 The Finance Director is responsible for drawing up a timetable for final accounts purposes and will advise staff and the external auditors accordingly. The Company shall prepare all accounting work, together with a fully referenced audit file, in a format agreed in advance with the auditors, in order that the audit can be

conducted as efficiently and effectively as possible. This also ensures the complete independence of the external audit.

- 2.3 The accounts and audit findings letter should be reviewed by the Board. A formal response to the audit findings letter will be issued to the auditor by the Board. The Company will, wherever possible, act upon the issues raised and recommendations made, in order to become more efficient in its financial arrangements and systems of financial control.
- 2.4 External auditors shall have authority to:
- a. access company premises at reasonable times
 - b. access all assets, records, documents, and correspondence relating to any financial and other transactions of the Company.
 - c. require and receive such explanations as are necessary concerning any matter under examination
 - d. require any employee of the Company to account for cash or any other company property under his/her control
- 2.5 Whenever any matter arises which involves, or is thought to involve, irregularities or fraud concerning cash, or other property of the Company or there is any other suspected irregularity in the exercise of the activities of the Company, the head of department concerned shall notify the Finance Director or a Director of the Company. He/she will take steps as necessary by way of investigation and report the matter to the Board in the first instance and if necessary, externally where required. The Company should also ensure that a procedure for whistle blowing is in place and operating effectively.

External Audit

- 2.6 The appointment of external auditors will take place annually after consideration by the Board of the auditor's performance. The primary role of external audit is to report on the Company's financial statements and to conduct such examination of the statements and underlying records and control systems as are necessary to reach their opinion on the statements and to report on the appropriate use of funds. Their duties will be in accordance with advice set out in the code of audit practice and the Auditing Practices Board's auditing standards.

- 2.7 On appointment, the content of the external auditor's engagement letter should be clearly discussed and agreed with the Finance Director in order that there is a clear understanding of the external auditor's responsibilities. This engagement letter should be reviewed every three years to ensure that it is still appropriate.

Other Auditors

- 2.8 The Company may, from time to time, be subject to audit or investigation by external bodies such as HMRC who have statutory rights of access.

The main responsibility of internal audit is to provide the Board, the Directors and Management Team with assurances on the adequacy of the internal control system. The internal audit service has direct access to the Board, CEO, and chairperson of the Audit Sub-Committee of the parent.

The internal auditor will comply with the Auditing Practices Board's auditing guideline *Guidance for Internal Auditors*

Responsibilities

- 2.9 The Board Directors are responsible for the operational management of the Company's affairs. They shall determine the strategic objectives and promote the achievement of such objectives through the effective deployment of The Company's resources.

The Finance Director

- 2.10 Day to day financial administration is the responsibility of the Finance Director. The Finance Director is responsible for:
- a. financial and business planning
 - b. preparing annual capital and revenue budgets
 - c. preparing management accounts and information, monitoring and control of income and expenditure against budgets and all financial operations
 - d. preparing the Company's annual accounts and other financial statements and accounts which the Company is required to submit to other authorities

- e. preparing appraisals for major investment decisions
- f. ensuring that the Company maintains satisfactory financial systems
- g. providing professional advice to the Board on all matters relating to financial policies and procedures including treasury management.

Budgeting

Resource Allocation

- 2.11 Resources are allocated regularly, and at least annually, on the recommendation of the Board.

Budget Preparation

- 2.12 The day-to-day administration and the control of the budget will be delegated to the Directors and operational managers. The Finance Director is responsible for ensuring a revenue budget is prepared annually for consideration by the Board. The budget should also include cash flow forecasts for the year and a projected year end balance sheet. The Finance Director must ensure that detailed budgets are prepared in order to support the resource allocation process and that this is communicated to staff as soon as possible following their approval by the Board.
- 2.13. During the year, the Finance Director is responsible for submitting revised budgets to the Board for consideration and approval as required.

Accounting Policies

Basis of Accounting

- 2.14 The financial statements are prepared on the historical cost basis of accounting and in accordance with applicable accounting standards.

Fixed assets

The Company's assets are written off evenly over their expected useful lives on a straight line basis as follows:

Office premises	-	over 25 years
Vehicles & equipment	-	over 3 – 5 years
Computer hardware	-	over 3 years

Accounting Returns

- 2.15 The Finance Director is responsible for dispatching financial returns and other periodic financial reports to Companies House, HMRC and any other body as required.

Accounting Records

- 2.16 The Finance Director is responsible for the retention of financial documents. These should be kept in a form acceptable to the relevant authorities.
- 2.17 The Company is required by law to retain prime documents. These include:
- a. accounts raised (six years)
 - b. copies of receipts and invoices (six years)
 - c. payroll records (six years)
 - d. VAT records (six years).
- 2.18 For auditing and other purposes, the Company should retain other financial documents for six years.

3. Income & Banking

General

- 3.1 The Finance Director is responsible for ensuring that appropriate procedures are in operation to enable the Company to receive all the income to which it is entitled. All receipt forms, invoices, or other official documents in use must have the approval of the Finance Director.
- 3.2. The Finance Director is responsible for the prompt collection, security and banking of all income received.
- 3.3 The Finance Director is responsible for ensuring that all grants are received and appropriately recorded in the Company's accounts.

- 3.4 The Finance Director is responsible for ensuring that all claims for funds are made by the due date.

Appointment of Bankers

- 3.5 The Board is responsible for the appointment of the Company's bankers on the recommendation of the Finance Director.

Banking Arrangements

- 3.6 The Finance Director is responsible, on behalf of the Board, for liaising with the Company's bankers in relation to the Company's bank accounts and the issue of cheques.
- 3.7 A bank account cannot be opened or closed without approval from the Board. All bank accounts for the Company shall be in the name of NG 2 Ltd.
- 3.8 The Finance Director is responsible for ensuring that all bank accounts are subject to regular reconciliations and independent reviews and that large or unusual items are investigated as appropriate.

The Collection of General Debts

- 3.9 The Finance Director should ensure that:
- a. sales ledger invoices are raised promptly in respect of income due to the Company
 - b. debtors are raised on official invoices which are numbered sequentially
 - c. swift and effective action is taken to collect overdue debts in accordance with the Company's formal procedures.
- 3.10 The Board is responsible for implementing credit arrangements and indicating a period in which different types of invoices must be paid. Any subsequent changes must be submitted to Board for approval.

4. Expenditure

- 4.1 The Finance Director is responsible for making payment to suppliers of goods and services to the Company.

Authorities

- 4.2 All purchases must be authorised by at least a Manager. No account for expenditure shall be payable until the Manager concerned is satisfied that the:
- a. the account is due and payable
 - b. goods and services have been carried out in accordance with the instructions given.
 - c. charges are in accordance with schedule of rates, estimates or sums reasonably chargeable
 - d. accounts have not already been paid in whole or in part
 - e. where appropriate, the invoice has been matched to the work order number
 - f. the additions and extensions on the invoice have been checked
 - g. the invoice details (quantity, price and discounts are correct)
 - h. VAT issues have been complied with where they apply.
- 4.3 Any changes to the authorities to sign must be notified to the Finance Director immediately.
- 4.4 The Directors have the authority to authorize non budgeted expenditure:
- a. goods and services up to a maximum of £20,000

Any work carried out under the above will be incorporated into the annual budget and reported to the Board.

Petty Cash

- 4.5 Petty cash levels in the office should be kept at a manageable level. Therefore petty cash should normally be maintained at a level under £1,000.
- 4.6 Claims for reimbursement will normally be through the staff payroll unless it causes the individual financial hardship. The appropriate method of payments will be at the discretion of managers.

Payment of Invoices

- 4.7 The procedures for making all payments shall be in a form specified

by the Finance Director.

- 4.8 Suppliers shall be instructed to send all invoices for payment to the Finance Department. Payments will only be made by the Finance Director against invoices which have been certified for payment by the appropriate manager.
- 4.9. Payment runs to pay the purchase ledger invoices is done twice a month. However, an extra payment run for utility and other immediate bills may be required at any time during the month.

Cheque signing policy

- 4.10 Manual cheques for Company cashbook expenditure should be drawn as and when required. All cheques are to be signed by two authorised cheque signatories.

5 Salaries and Wages

General

- 5.1 The Finance Director is responsible for all payments of salaries and wages to all staff including payments for overtime or services rendered.
- 5.2 All the staff of the Company will be appointed on terms approved by the Board. All letters of appointment must be copied to the Finance Department.
- 5.3 In particular these include:
- a. appointments, resignations, dismissals, secondments and transfers
 - b. absences from duty for sickness or other reason, apart from approved leave
 - c. changes in remuneration
 - d. information necessary to maintain records of income tax and national insurance, etc.
- 5.4 The Finance Director is responsible for ensuring that all casual and part-time employees will be included on the payroll.

5.5 The Finance Director shall be responsible for keeping all records relating to payroll including those of a statutory nature.

5.6 All payments must be made in accordance with the Company's detailed payroll financial procedures and comply with HMRC regulations.

Payment of salaries

5.7 Salaries are normally paid on the 28th of the month unless this date falls on a weekend day in which case the salaries will be paid on the last Friday before the 28th. The Director has the authority to pay the salaries early at holiday periods such as Christmas. All salaries are paid through the banking system by BACS transfer.

Travel, subsistence, and other payments

5.8

a. Allowances for additional payments are in accordance with agreed rates set by the Board.

b. Overtime and additional expenses must be approved by Directors/Managers.

6. Assets

Land, Buildings, Fixed Plant & Machinery

6.1 The purchase, lease or rent of land or buildings or fixed plant can only be undertaken as part of an approved programme.

6.2 The Finance Director is responsible for maintaining the Company's register of land, buildings, fixed plant and machinery.

Asset Disposal

6.3 Disposal of equipment and furniture must be in accordance with procedures agreed by the Board.

6.4 Disposal of land and buildings must only take place with the authorisation of the Board.

7. Other

Risk Management

7.1 The Board is responsible for developing a Risk Management Strategy, to identify the risks facing the Company and types of

protection required to cover these risks. The strategy should cover important potential liabilities and be sufficient to meet any potential risk to all assets. This will be considered and approved by the Board.

Insurance

- 7.2 The Finance Director is responsible for effecting insurance cover as determined by the Board. He/she is therefore responsible for obtaining quotes and maintaining the necessary records. He/she will also deal with the Company's insurers and advisers about specific insurance problems. The insurance cover should provide good value for money against potential risks. It is essential to identify every type of risk prudent to be covered by insurance. Insurance tendering procedures should be carried out at least every five years.
- 7.3 Officers must ensure that any agreements negotiated within their departments with external bodies cover any legal liabilities to which the Company may be exposed. The Finance Director's advice should be sought to ensure that this is the case. Officers must give prompt notification to the Finance Director of any potential new risks and additional property and equipment which may require insurance and any alterations affecting existing risks.
- 7.4 The Finance Director will keep a register of all insurances effected by the Company and the property and risks covered.
- 7.5 All staff using their own vehicles on behalf of The Company shall maintain appropriate insurance cover for business use.

Taxation

- 7.6 The Finance Director is responsible for advising heads of departments on taxation issues in the light of guidance issued by the appropriate bodies and the relevant legislation as it applies to the Company
- 7.7 The Finance Director is responsible for maintaining the Company's tax records, making all tax payments, receiving tax credits, and submitting tax returns by their due date as appropriate.

Security

- 7.8 Managers are responsible for always maintaining proper security for all buildings, stock, furniture, cash, etc under his or her control.

He/she shall consult the Director in any case where security is thought to be defective or where it is considered that special security arrangements may be needed.

- 7.9 Officers will be responsible for maintaining proper security and privacy of information. Access to areas where data is stored will be restricted to authorised persons. Information relating to individuals held on computer will be subject to the provisions of the Data Protection Act.

Hospitality

- 7.10 The limits concerning acceptable expenditure for entertaining guests from outside bodies are set out in the Group's Gifts Donations and Hospitality Policy.
- 7.11 Members of the Board and members of staff should refuse all material hospitality and gifts offered by an individual or company that does or could provide services to the Company where they are offered as an inducement to secure favour.



Item

Register of Payments and Benefits

Case No: 148

1. DESCRIPTION OF BENEFIT

BENEFIT	✓	DETAILS (e.g. tenancy address, post etc.)
Tenancy		
Contract of Employment	✓	TO COVER a. fixed TERM CONTRACT. MATERNITY
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 <i>N/A</i> _____	
Meeting where approved	—
Date of meeting	10/1/23

4. RATIFICATION

Date of Board meeting where ratified (if not approved at Board meeting)	14/2/23
--	---------



Board Meeting For Noting

To: ng2 Board
From: Senior Operations Supervisor

SUBJECT: ng2 OPERATIONS REPORT
OCTOBER – DECEMBER 2022

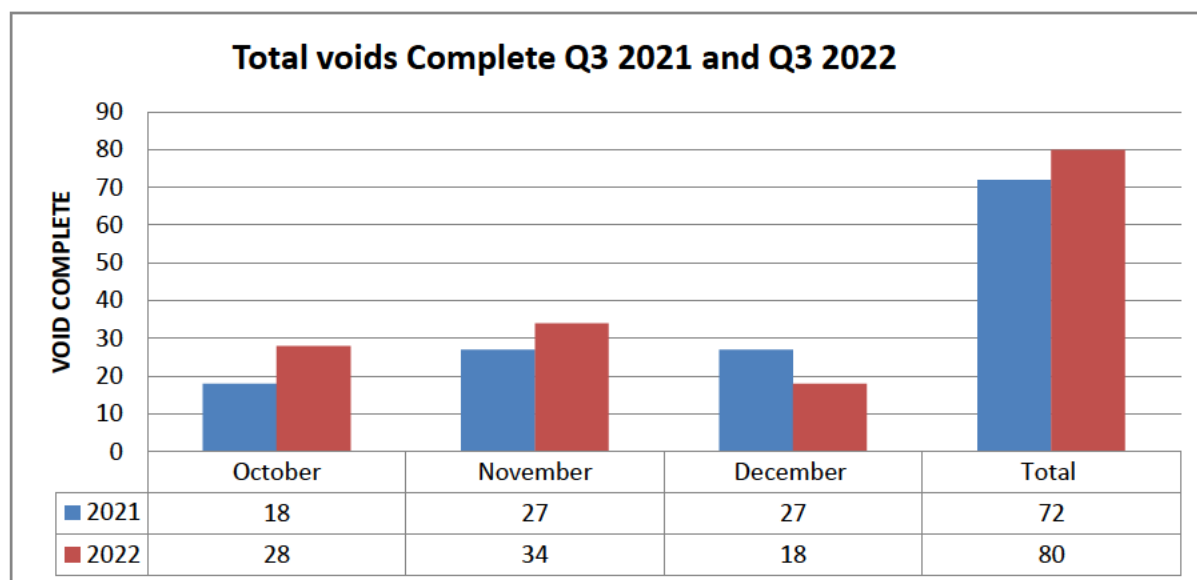
DATE: 14 February 2023

1.	Introduction
	<p>This report provides an update on ng2's areas of business operations for Quarter 3 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</p>

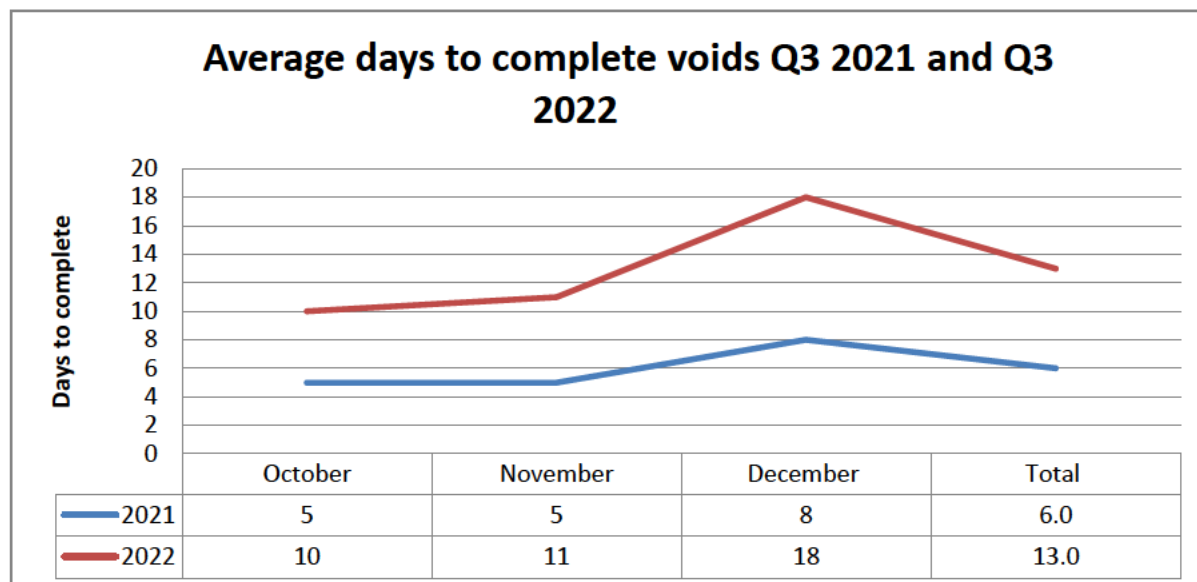
	<p>business opportunities identified during each reporting period.</p> <p><u>Vanguard Update</u></p> <p>This remains on hold.</p>
3.	Covid-19 Response
	<p>ng2 constantly monitors the development of the Covid-19 situation and implements any measures necessary to comply with current guidelines or Group 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 shows the total number of voids completed during Q3 2021 and Q3 2022. The number of voids completed during Q3 2021 was 72 with the comparative figure for 2022 being 80.



The chart below shows the average days to complete voids received in Q2 2021 and the comparative figure for the same period of 2022.



ng2 continue to thoroughly clean and sanitise each void before returning key to ngha.

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.

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 2022 in line with the new 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 and will be made available 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.</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 were completed in the period, however it was necessary to extend this work into November due to weather and staffing issues.</p> <p>Winter work commenced in the period with hedge reductions, shrub pruning and gritting of vulnerable areas throughout the estate</p> <p>We will provide a further update on this in the Q4 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. This commenced during December with a total of 18 voids cleared and 15 cleaned within MSF blocks. 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>A close cleaner discovered a fire whilst working in a close and immediately called the emergency services. He then woke the tenants of the affected flat from their sleep to</p>

	<p>evacuate from their flat and escort them to the safety of a neighbour's flat. He also notified the other residents of the situation and advised them to stay indoors, as instructed by the Fire Service, until the blaze was under control. [REDACTED] level head and quick thinking prevented a much more serious situation resulting in injury, death and extensive damage to the building.</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 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 3 the painting division have been mainly working within void 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>During Quarter 2 the electrician's focus has continued to be reactive lighting repairs.</p> <p>We also continue to program fobs for Videx systems on a reactive basis.</p> <p>See Appendix 1 for photographs of electrical works.</p>
11.	Joinery Division
	<p>During Quarter 3 the joiners have continued to work through voids.</p> <p>144 joinery jobs were received in in the reporting period, compared to 219 in Q2, 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-</p>

	<p>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.</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 has been 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 (Bathroom Project)
	<p>ng homes' MSF Bathroom project is underway and decoration of decant flats was completed in the period. Our operatives are decanting tenants into temporary flats while bathroom 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.</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>The winter edition of North News was delivered by ng2 staff in the period, including within the MSFs which are normally done by Concierge staff.</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**

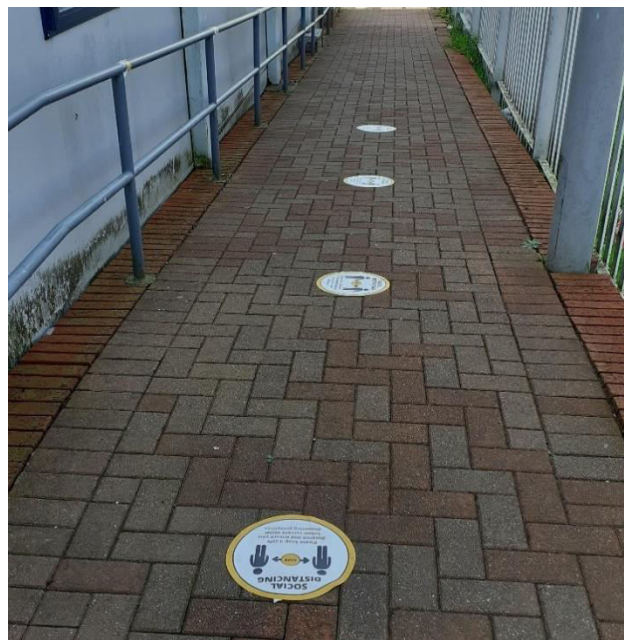
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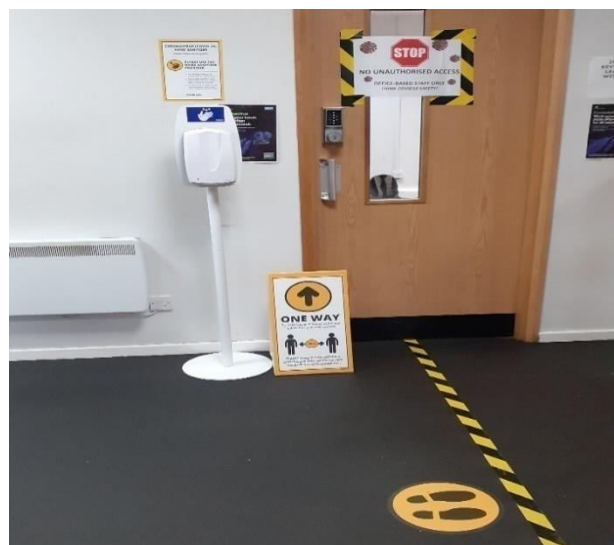
COVID19 RESPONSE

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



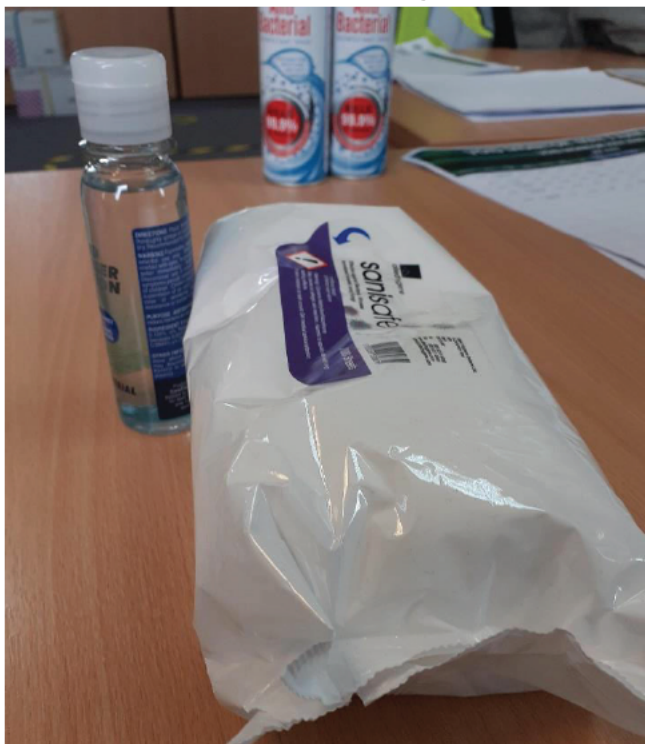
The one-way system has made the required social distancing measures achievable.



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 |



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 |

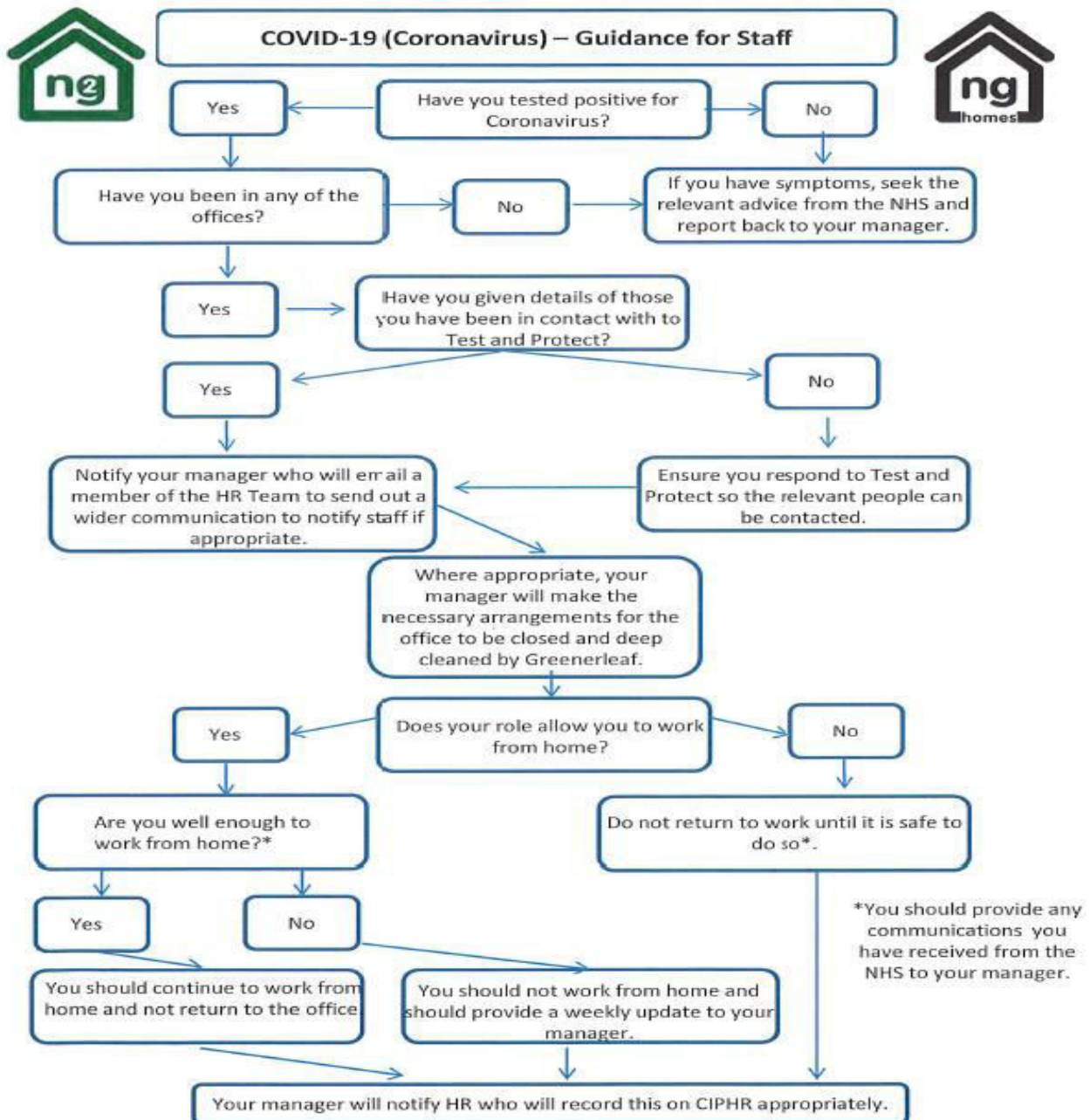


FLOOR

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.

Voids

All void properties require to be cleared of furniture and personal belongings by the Environmental Hit Squad before Covid19 cleaning can commence.

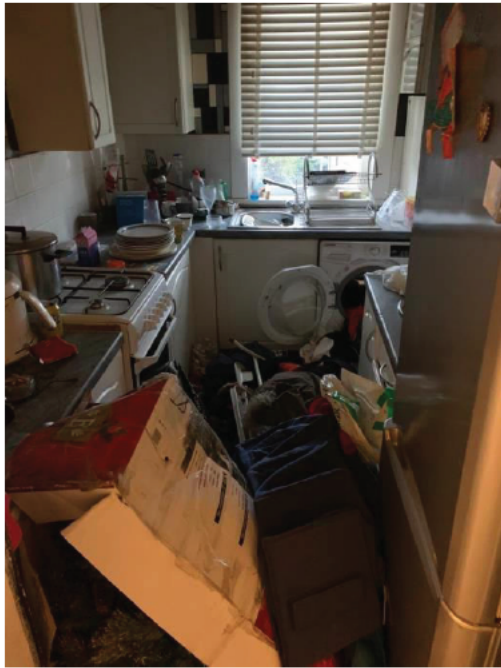
Voids continue to undergo Covid19-cleans in advance of any works commencing to maintain the safety of our tradesmen.



Before and after clearance in one room



Before (Some other rooms within the same void property)



After



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 April 2022.

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



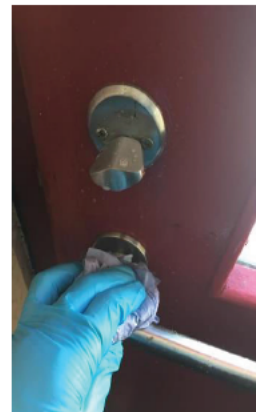
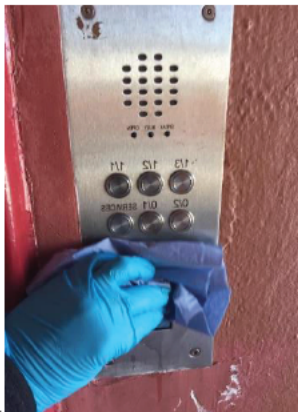
Operatives perform weekly checks on Heras Fencing hired by the Association, at St Monance Street, rectifying minor positioning issues and reporting damage.

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

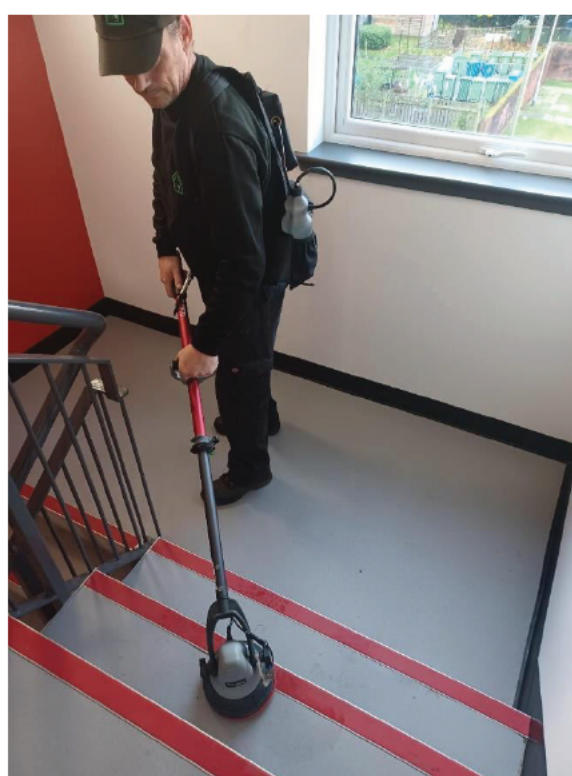
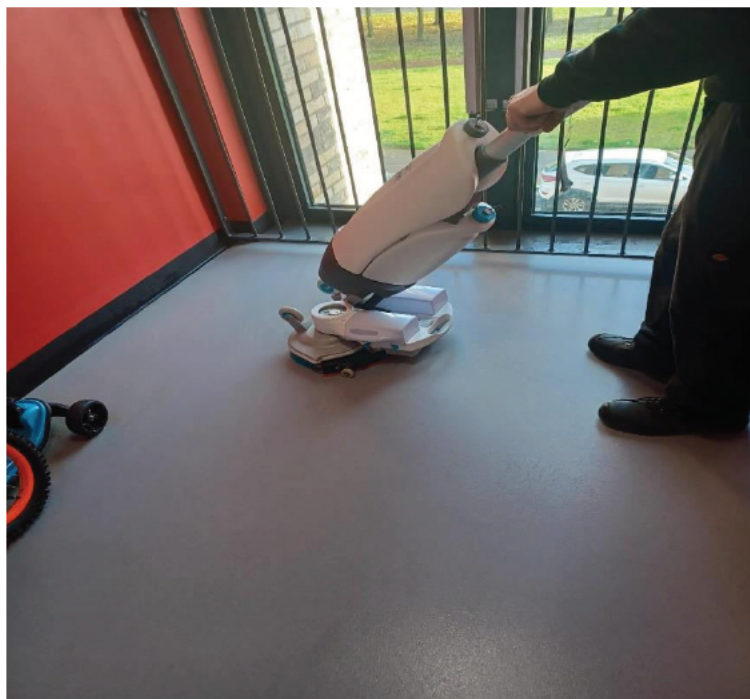


Operatives thoroughly clean handrails with virucidal disinfectant



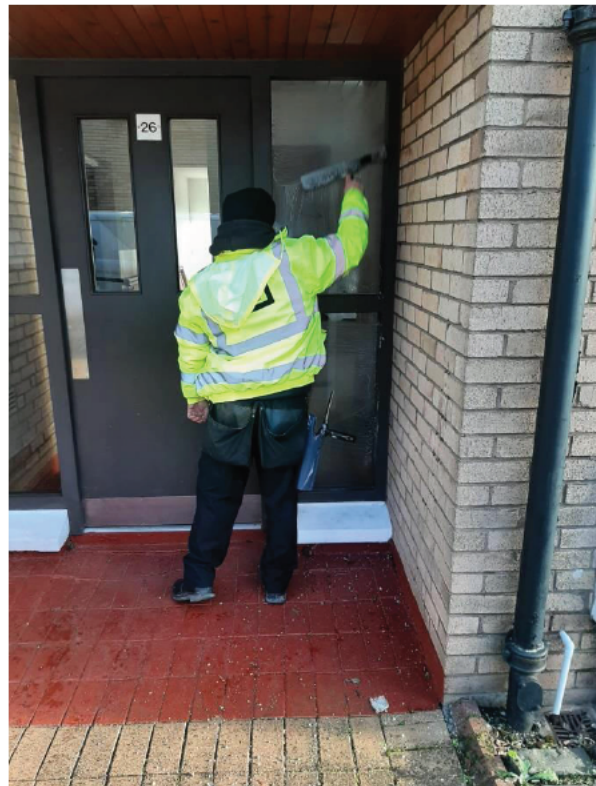
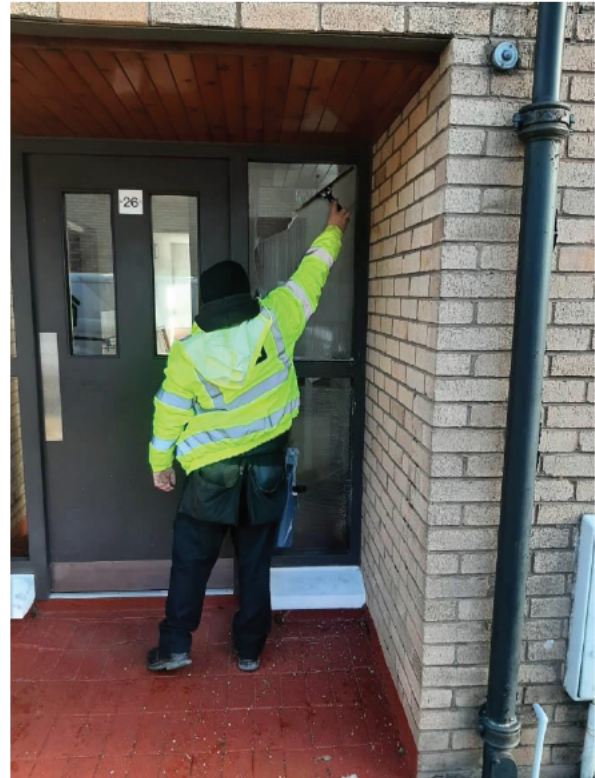
Common touch points are disinfected in every close

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



TRADES

Joinery



A damaged and rotten floor is replaced in a kitchen in a void property

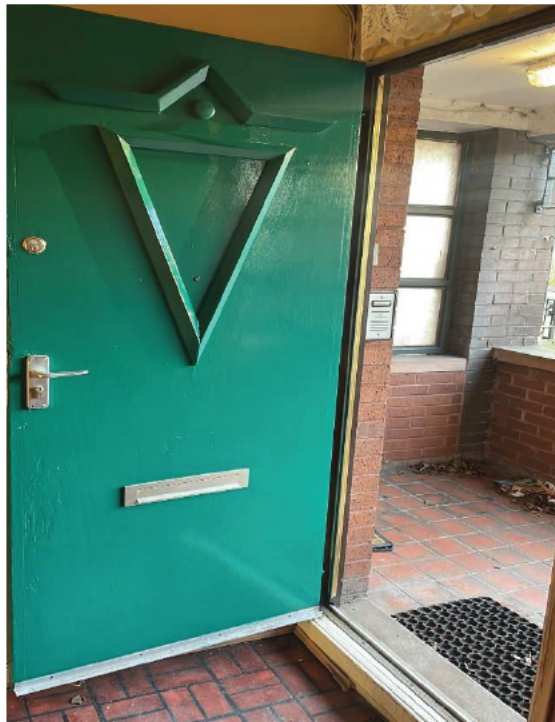


Painting

Painters have mainly been carrying out reactive works.



The external door of a void is repainted to restore the uniform colour where possible



Electrical



Before and after lighting repairs within the multi-storey flats

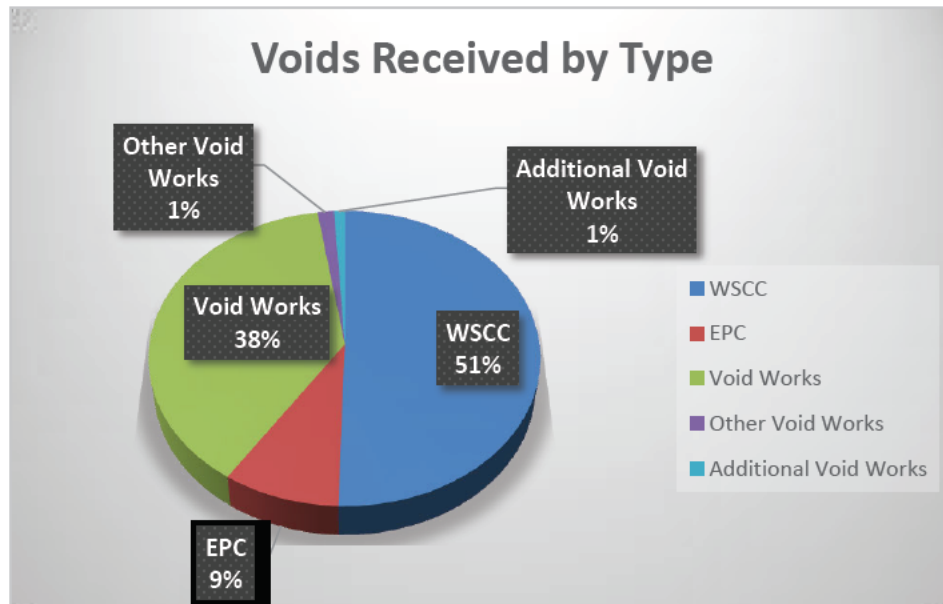


KEY PERFORMANCE INDICATORS

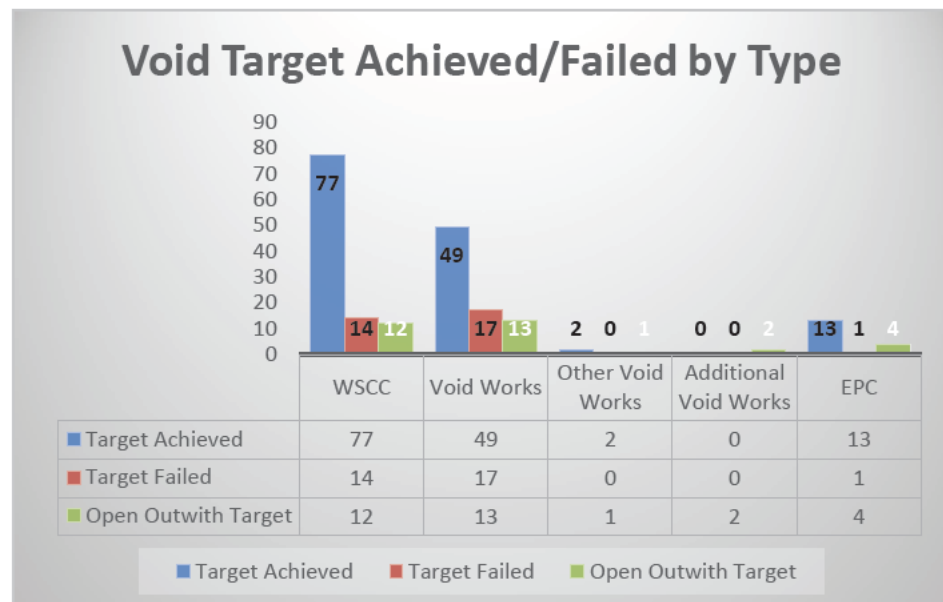
KPIs have been impacted by the implementation of labour-intensive safety measures

Voids

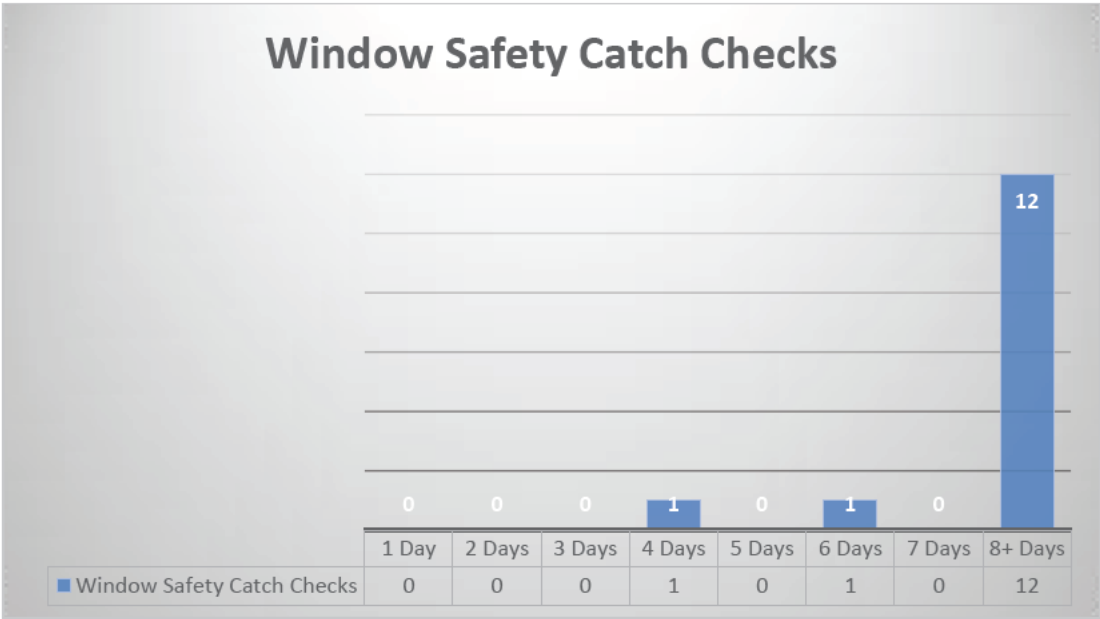
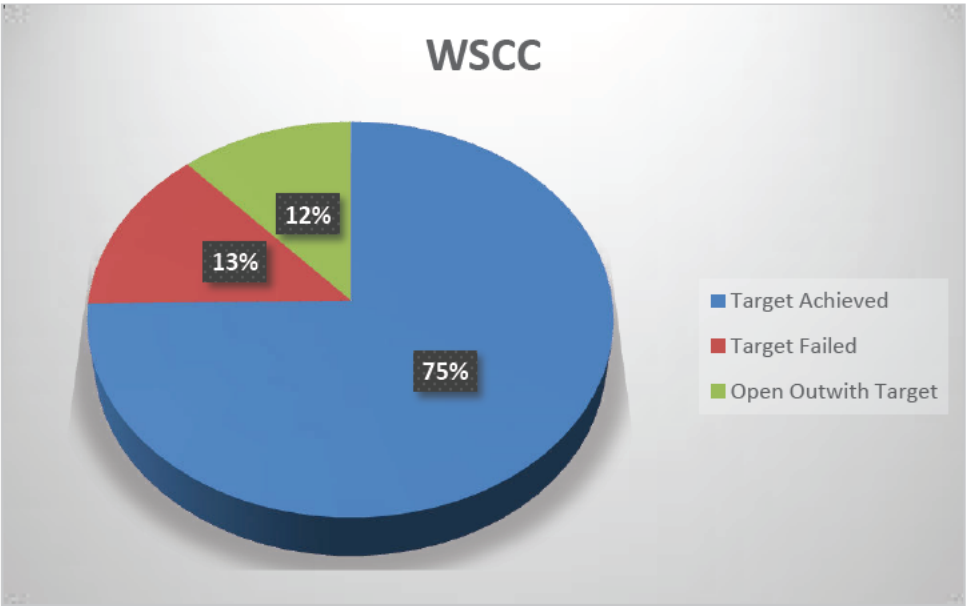
Breakdown of voids by type



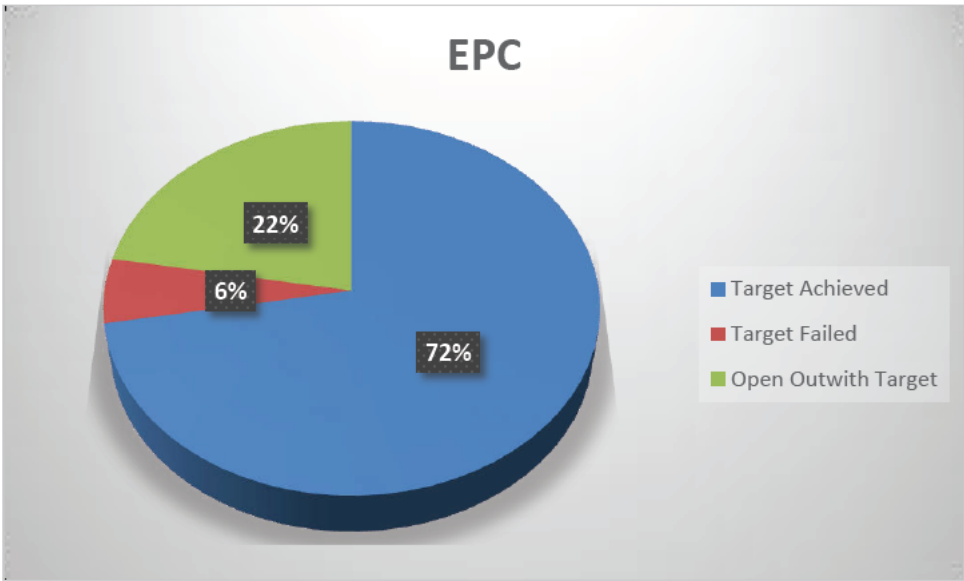
Breakdown of Target Failure/Success by type

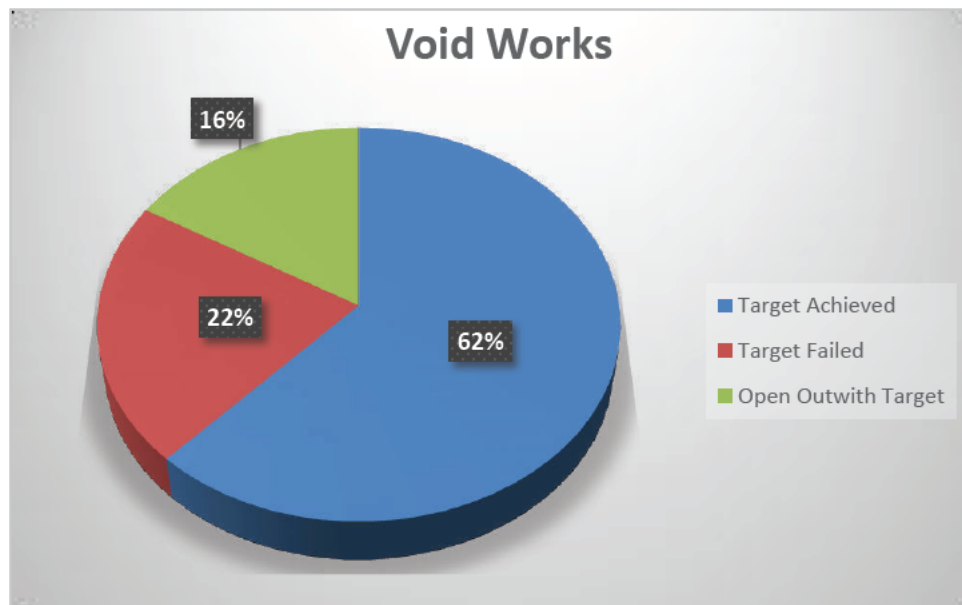


Performance Against Target by Category

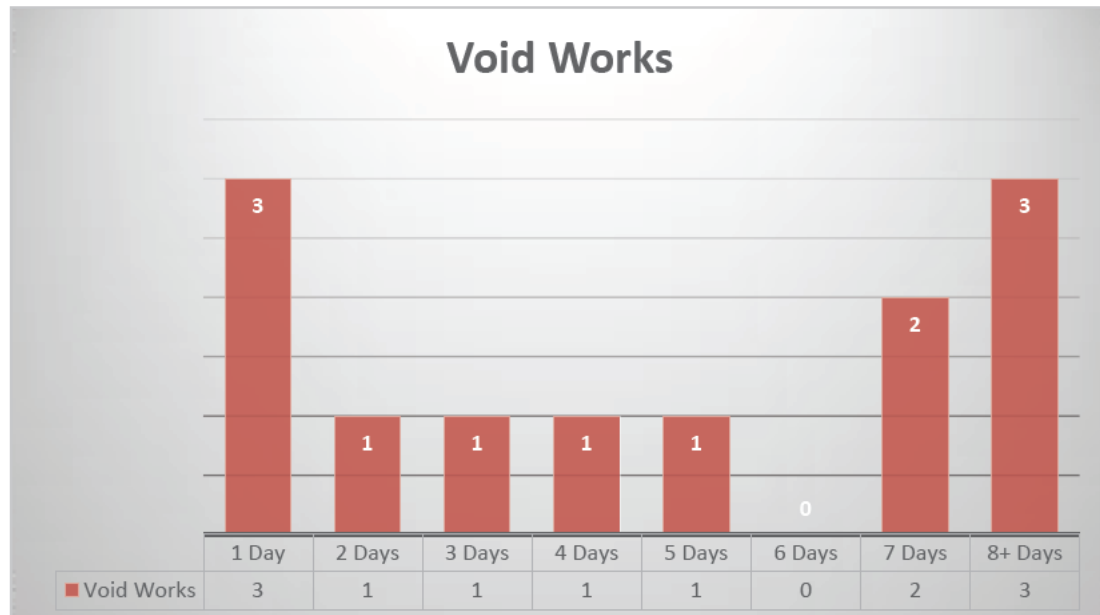


Energy Performance Certificates





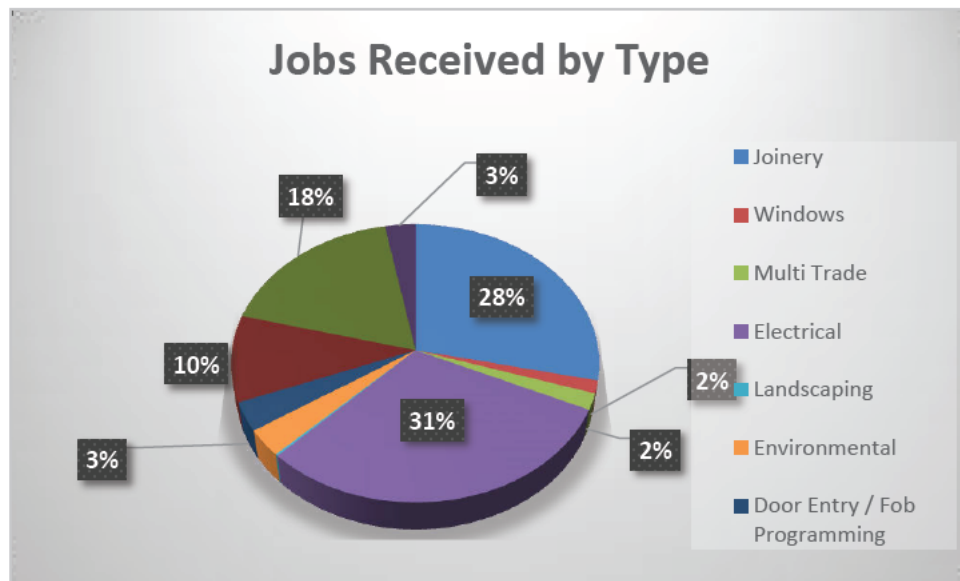
12 void properties were carried forward from Q1, which in conjunction with the new, labour-intensive safety measures, has directly impacted the achievability of the 6-day target.



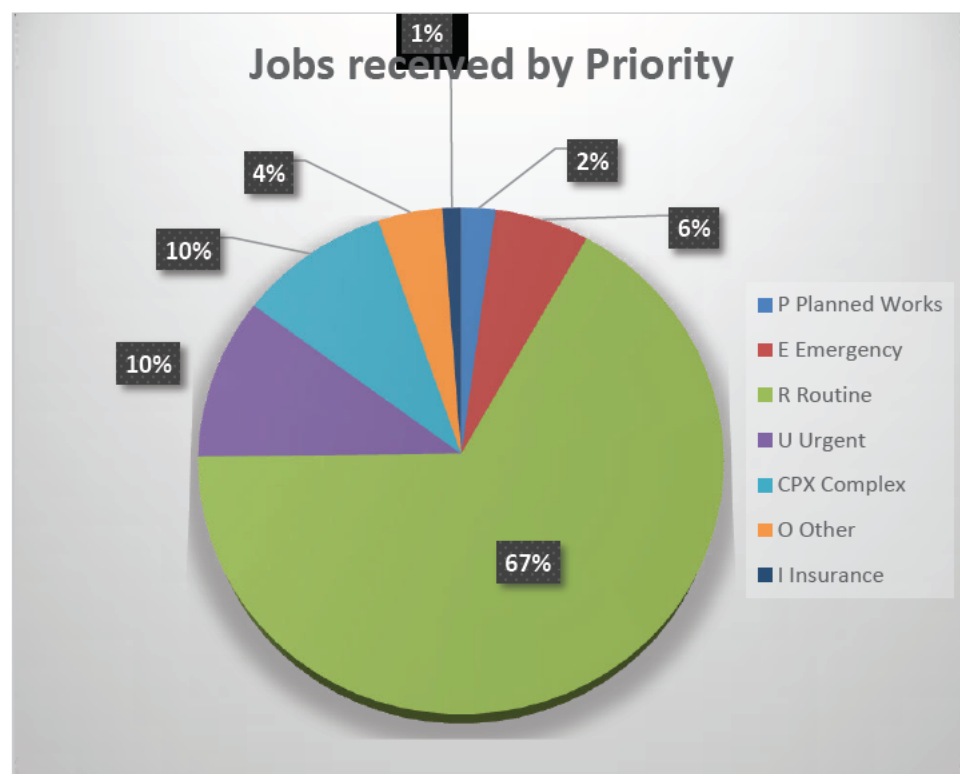
The majority of voids which were returned outwith the 6-day target, (16%) were returned within 7 days of the target date despite the challenges.

Day to Day Repairs

Breakdown of Day-to-Day Repairs by type

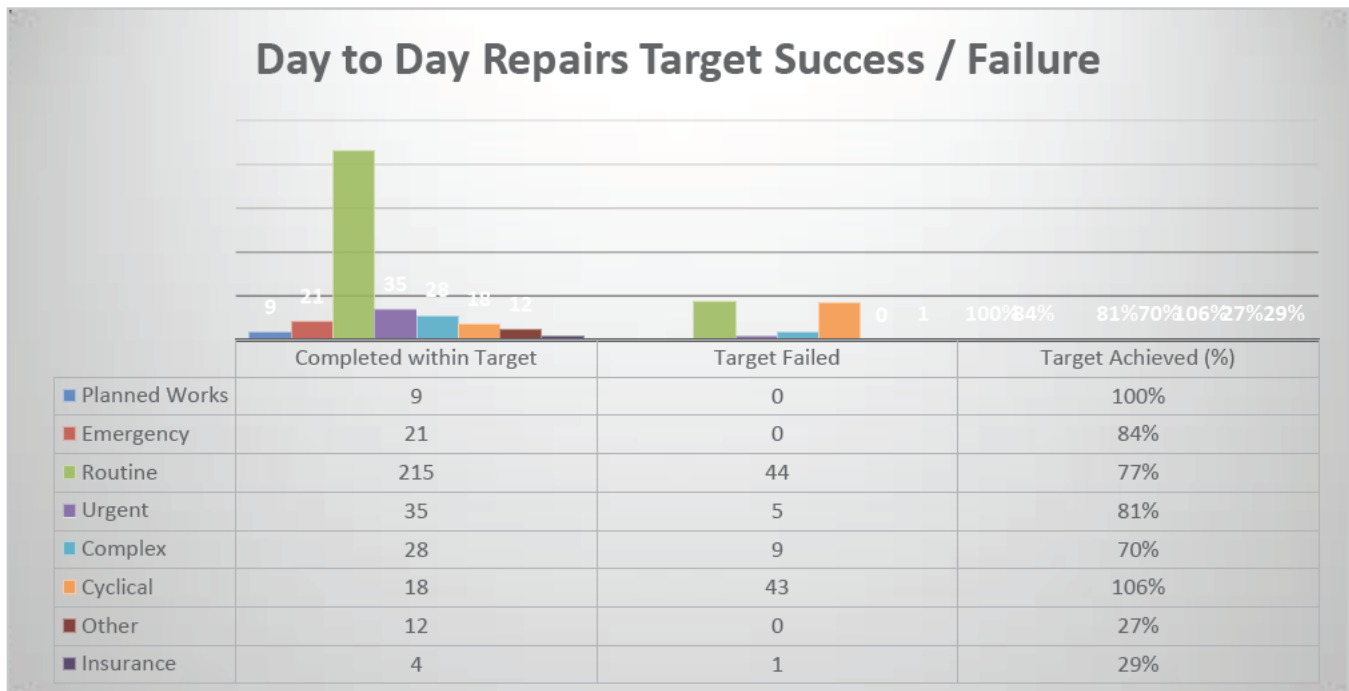


Breakdown of Day-to-Day Repairs by priority

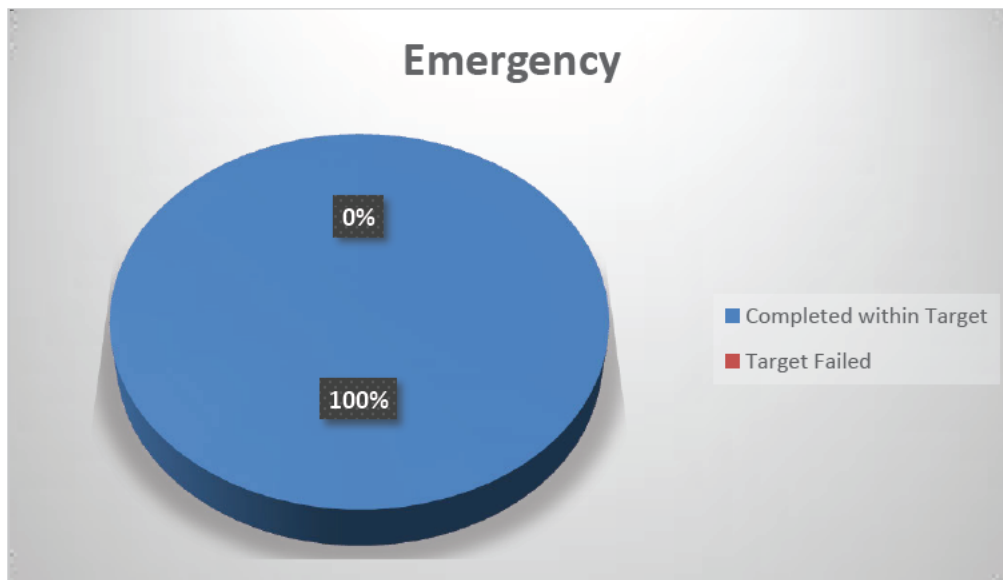


Day to Day Repairs Performance Against Target by Category

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

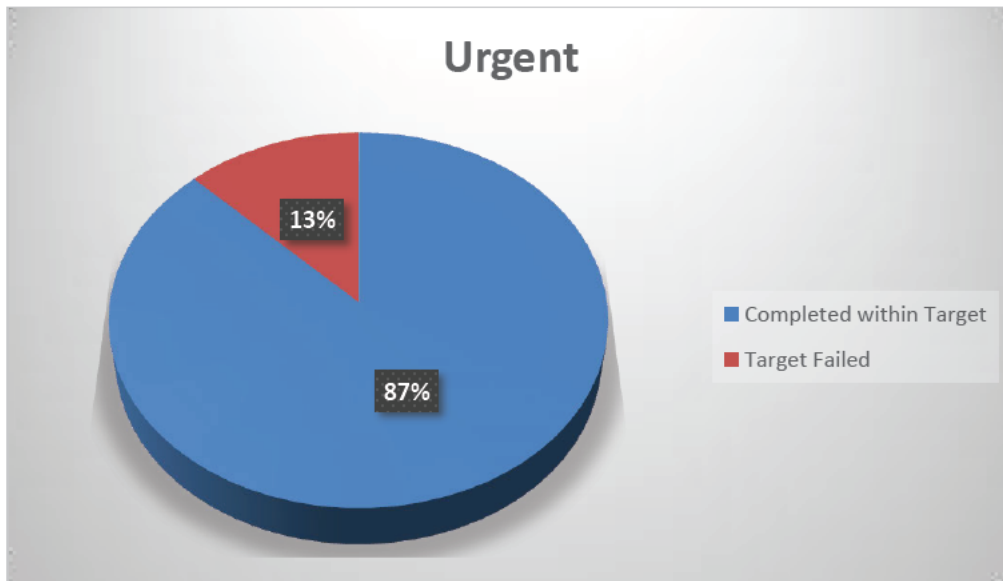


Emergency repairs are required to be **complete** within 4 hours

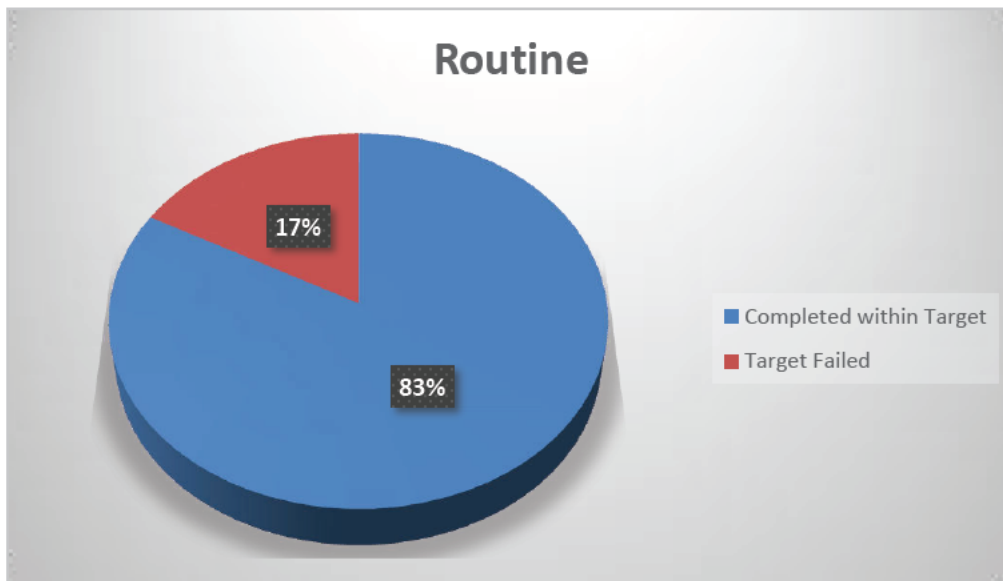


If materials are required this can affect achievement of this target.

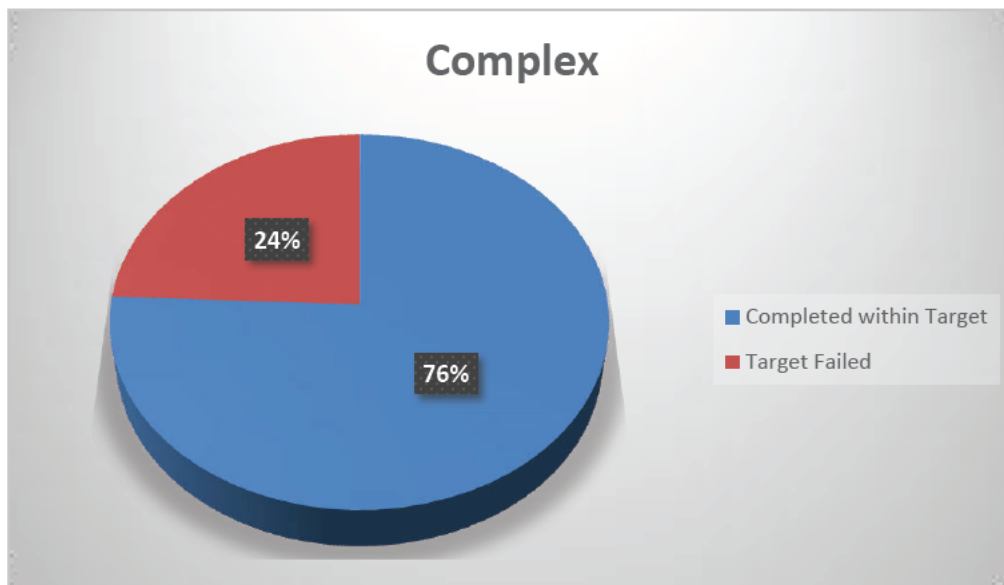
Urgent job lines have a 3 day target



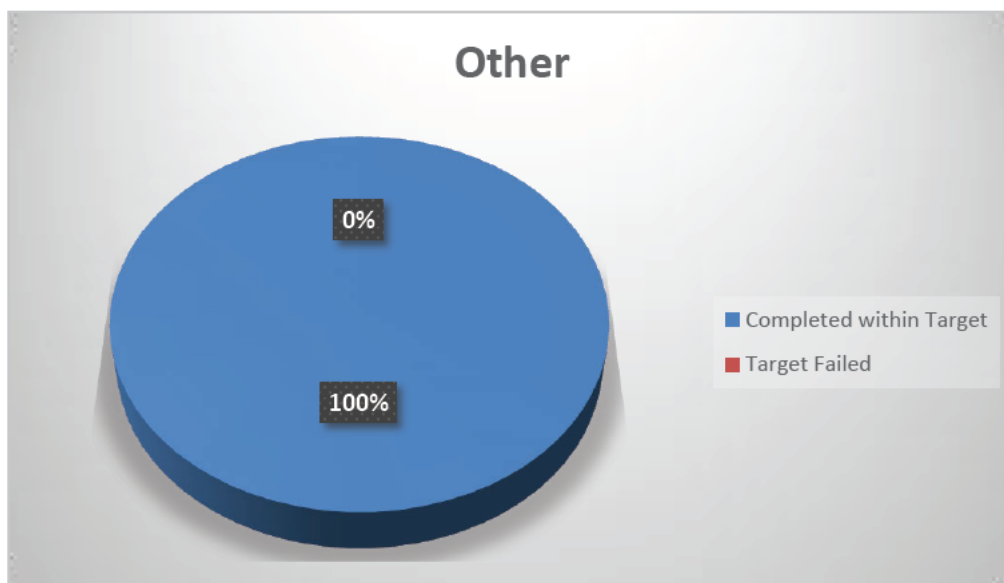
Routine work orders have a 5 day target



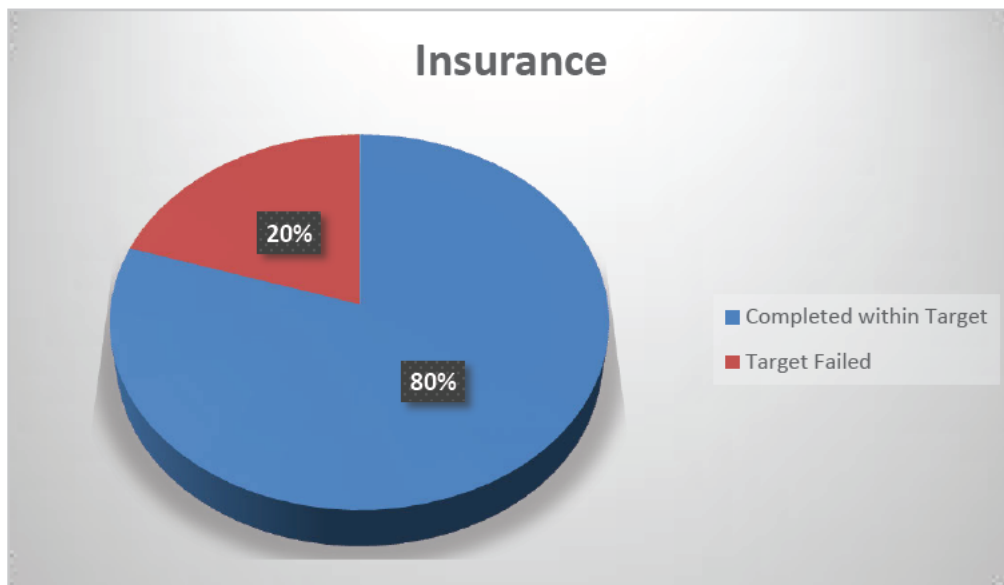
Complex repairs carry a longer target period of 6-8 weeks



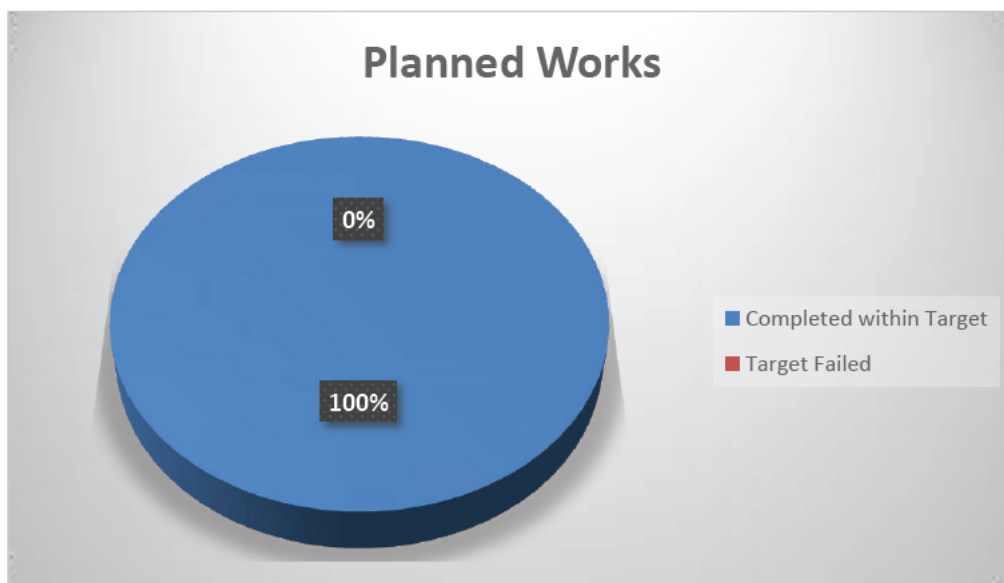
"Other" repairs generally include jobs for materials supply and other miscellaneous work



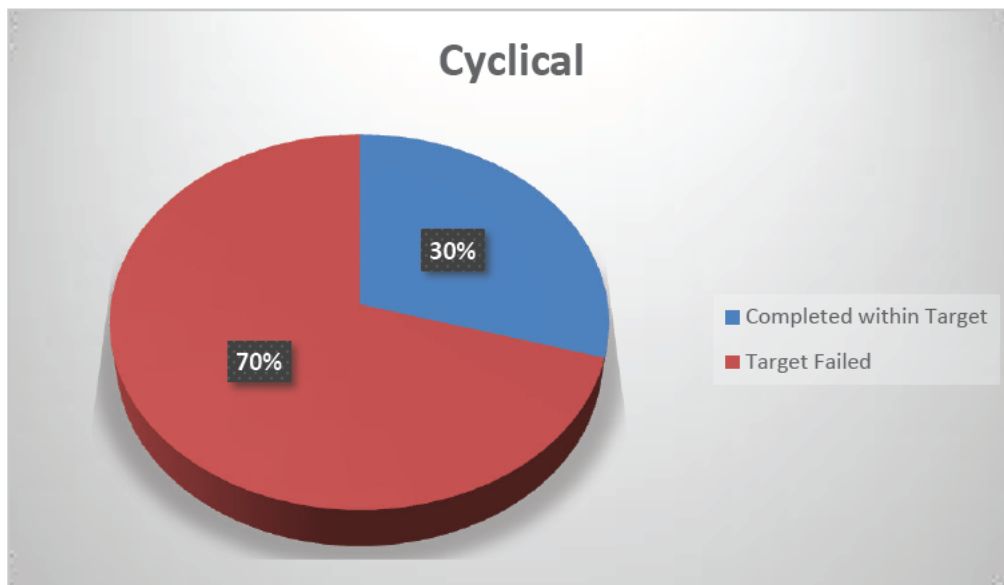
Insurance works include jobs where fire or other damage has occurred.



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: 14 FEBRURAY 2023

1. Introduction

This report refers to the period of 1 October 2022 – 31 December 2022, covering staffing matters including: staff headcount, attendance and absence, learning and development, recruitment and the company health plan.

2. Staffing Report

Number of Staff

As at 31 December 2022, 68 staff were employed by ng2 Ltd.

Attendance and Absence

During this reporting period, 51 staff had perfect attendance (75% of the workforce). As well as this, 12 staff members qualified to receive their two day 'no sickness reward'.

The overall staff sickness absence percentage was below the 3% target and for this reporting period was 2.20%. The breakdown of the total number of working days available against days lost through sickness is detailed below:

Total number of work days available	Number of days lost through sickness	Sickness Absence %
4,250	93.63	2.20

The 93.63 days lost is broken down into short term (a maximum of 19 days) and long term (20 days or more) as follows:

	Short Term	Long Term
Days Lost	73.63	■
Number of employees	16	■
Percentage	1.73	■

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 last quarter's report, 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.

Twelve days sickness absence were recorded over the reporting period due to two staff members testing positive for COVID-19.

Learning and Development (L&D)

During the period covered by this report a total of 31 ng2 staff benefitted from 167 hours of formal training and development as detailed in the table below. The direct cost of this training equates to £2,935.98.

Course Title	Number of staff attending	Number of staff hours	Direct cost of Training (£)
Brush cutter/Trimmer Training	6	84	1,170
Cyber Security	4	4	0
First Aid Training	2	7	216
PASMA Towers for Users	3	21	450
Pressure Washer Training	14	49	1,099.98
Recruitment and Selection	2	2	0
Total	31	167	2,935.98

Recruitment and Leavers

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

Job Title	Contract	Start Date	Contract End Date	Internal or External	Post Filled?
Joiner	Fixed term	17/10/22	16/04/23	External	Yes
Joiner	Fixed term	N/A	N/A	External	No
Concierge	Fixed term	N/A	N/A	External	No
Retirement Housing Officer	Fixed term (maternity)	N/A	N/A	External	No
Joiner	Fixed term	N/A	N/A	External	No
Trades Foreperson	Fixed term (maternity)	16/01/23	14/07/23	Internal	Yes

Recruitment, particularly of trades related roles has been difficult to fill. The organisation will continue to review methods for recruiting and attracting staff.

During the reporting period, 9 staff left the organisation. This is made up of 4 resignations and 5 end of contracts. One of these resignations was due to the member of staff taking up a permanent post with ng homes. Due to circumstances and not receiving the required notice we have been unable schedule exit interviews with these leavers.

	<p>Company Health Plan – Simplyhealth</p> <p>Simplyhealth have provided a report for the period 1 July to 31 October 2022. As a reminder, these reports are supplied from Simplyhealth a quarter behind.</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>
2.	Recommendation
	Members are asked to note the contents of this report.



Simplyhealth
All together **healthier**



Membership Summary

This Year
(01-Jul-2022)

84
Active Policies

84
Active Lives

Last Year
(01-Jul-2021)

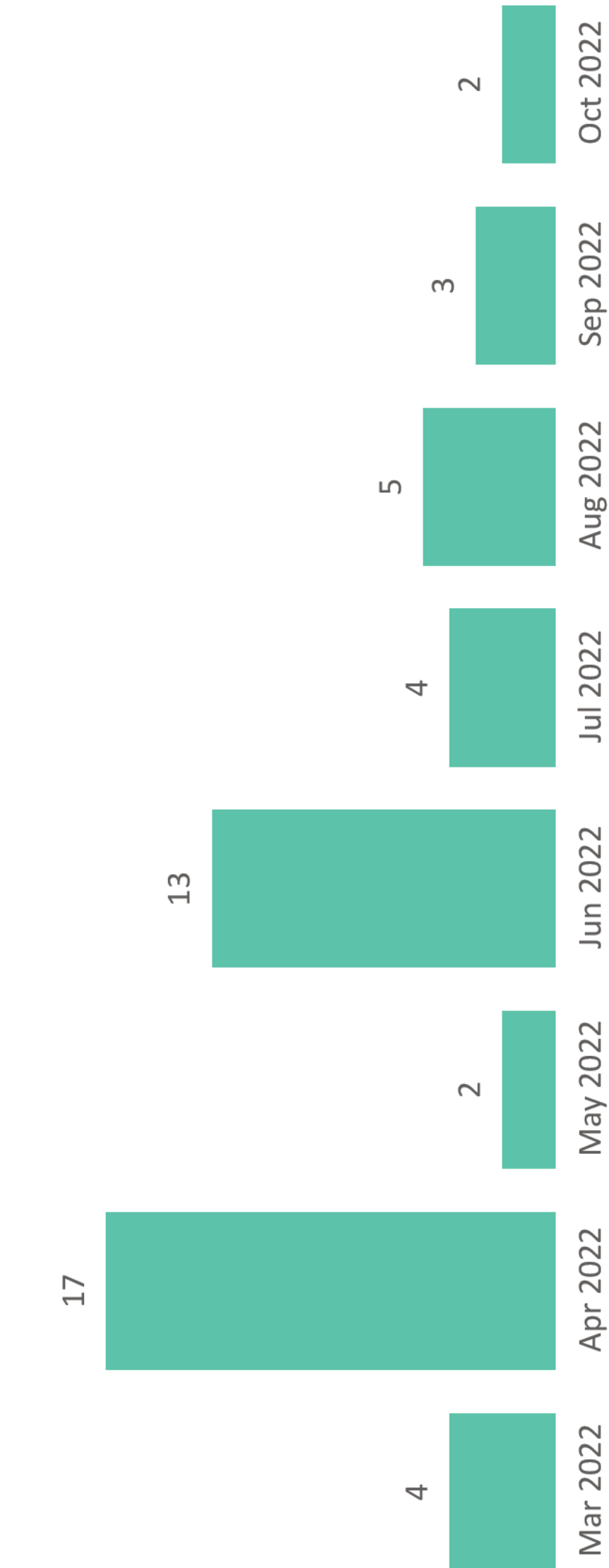
66
Active Policies Last Year

66
Active Lives Last Year

Active Policies

ProductLevel	Single	Total Policies
Level 4	84	84
Total Policies	84	84

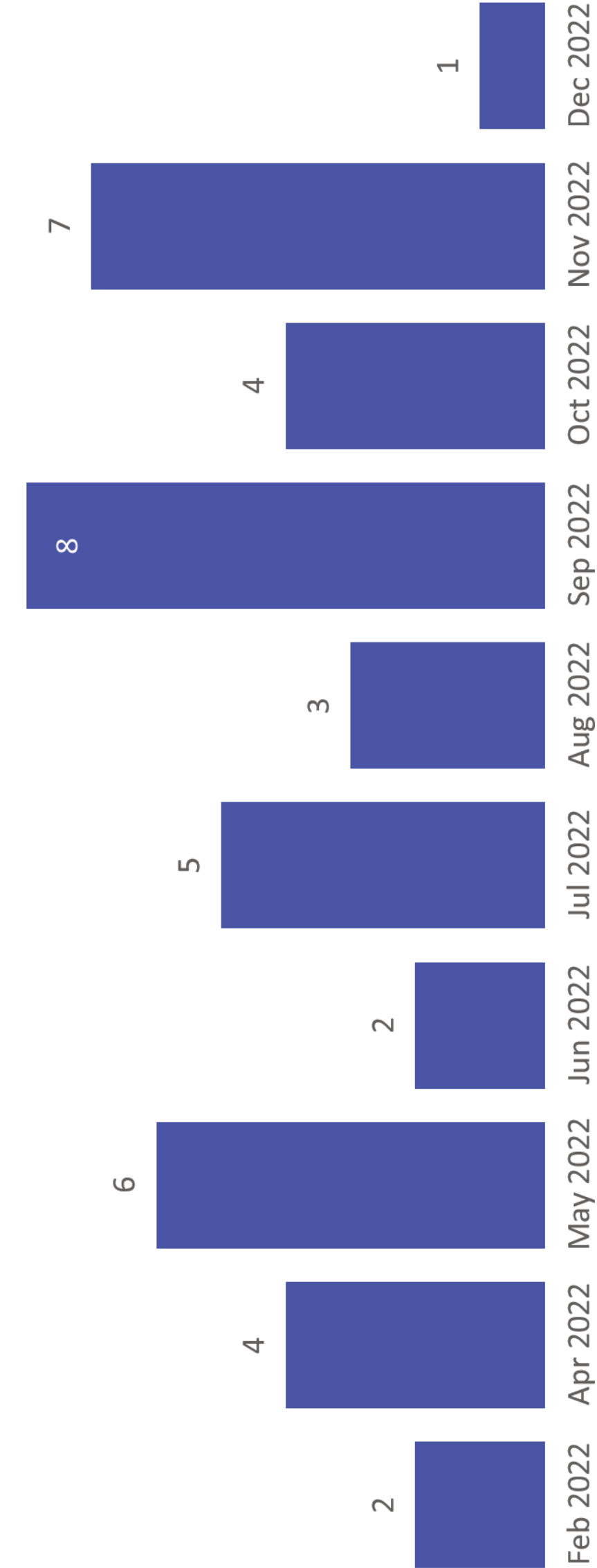
Joiners by Month (Policies)



Active Lives

ProductLevel	Single	Total Lives
Level 4	84	84
Total Lives	84	84

Leavers by Month (Policies)



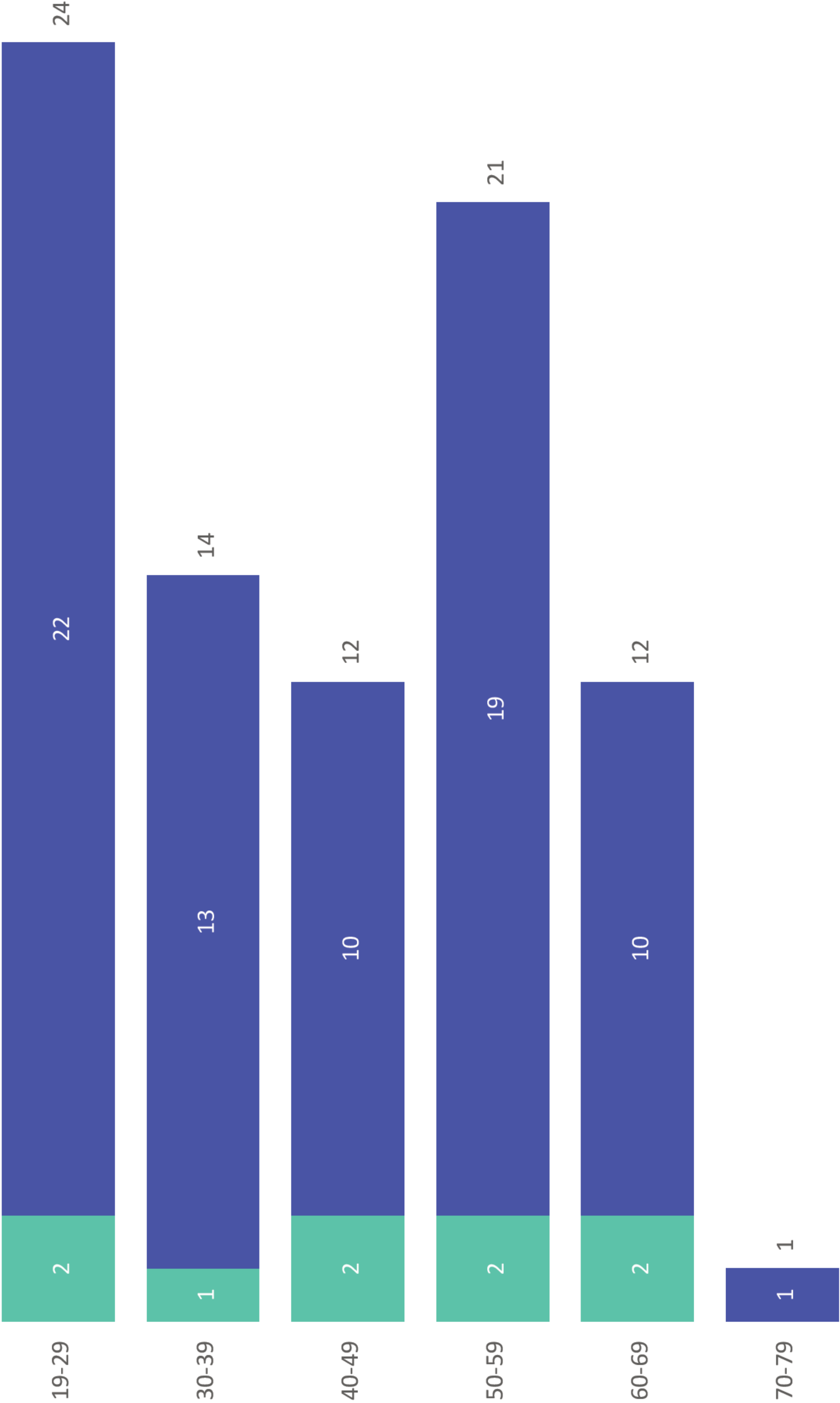
Policy Holder Demographics

42.9

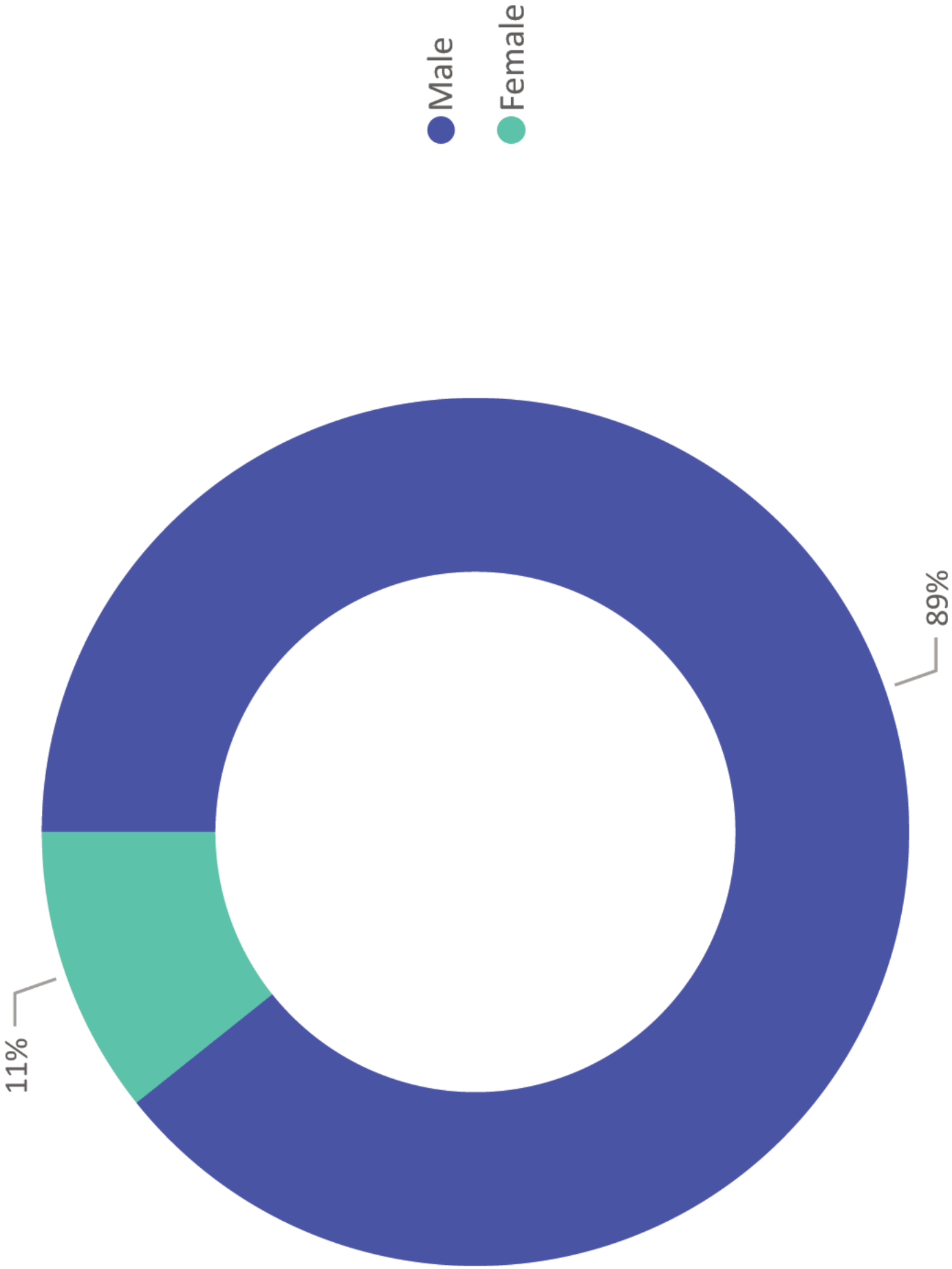
Average Age of Policy Holder

Active Policies by Age Group

Female Male



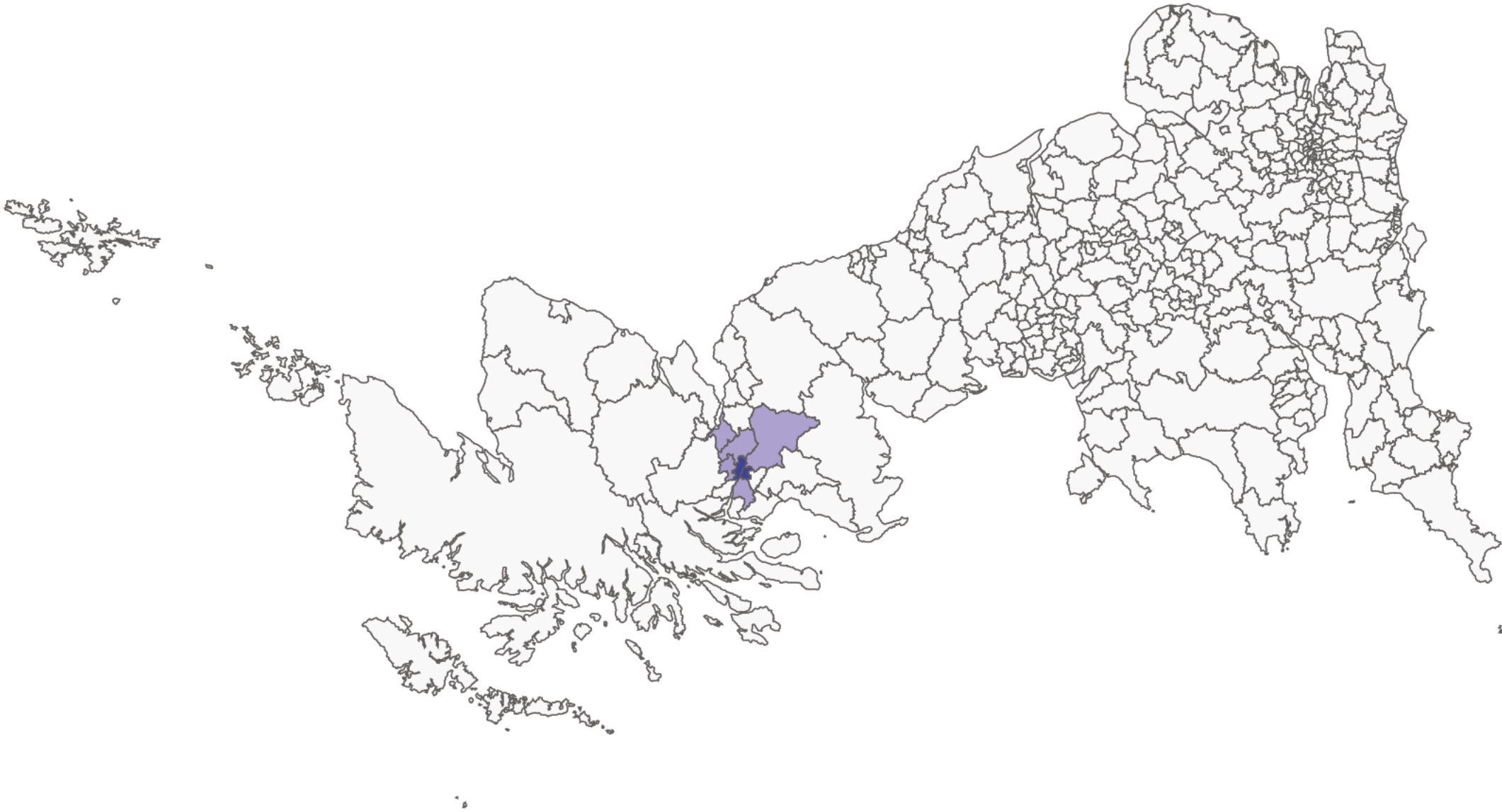
Active Policies by Gender



Policy Holder Heat Map

Active Policies by Local Authority District

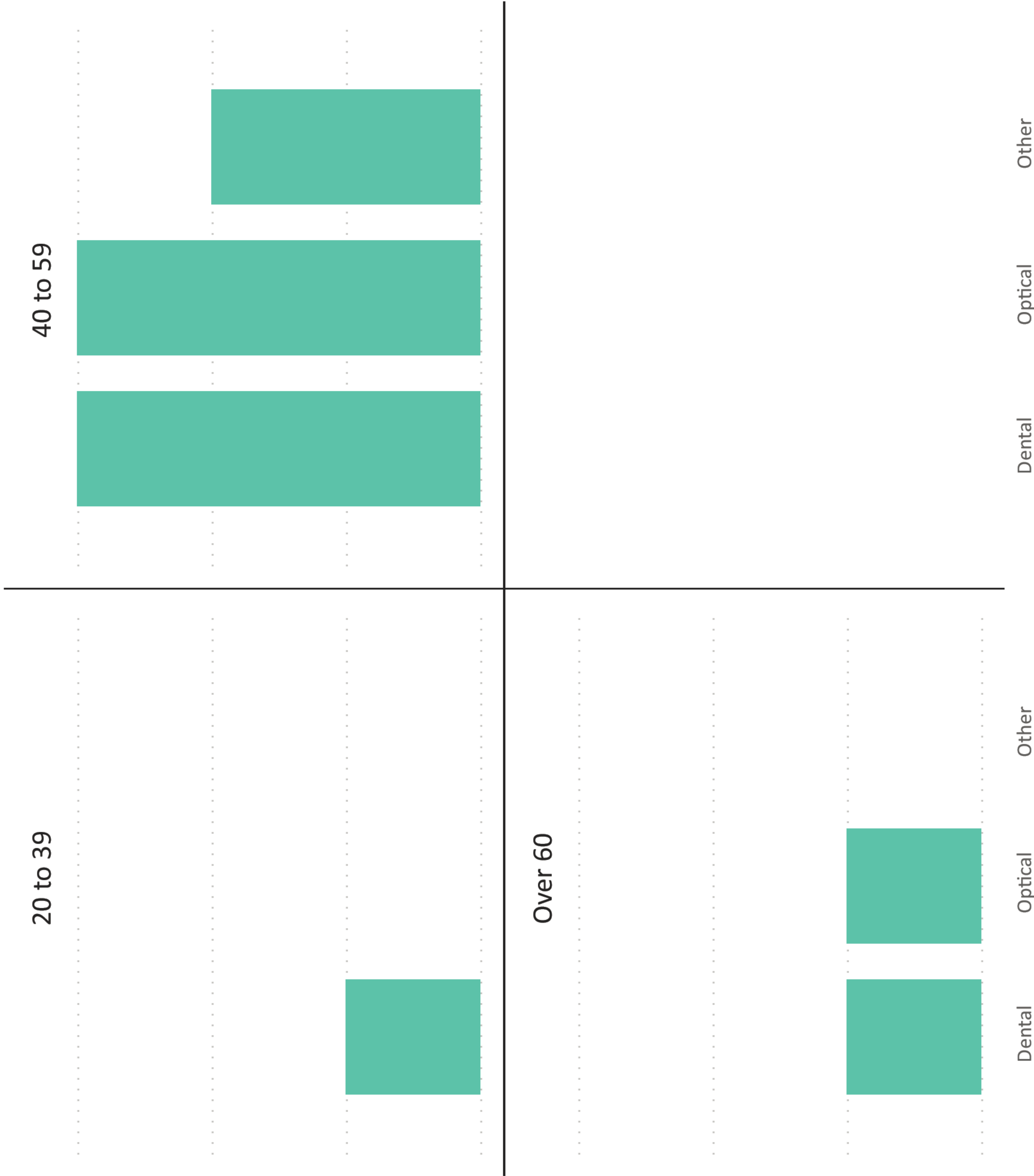
Local Authority District	Active Policies	Active Lives
Glasgow City	73	73
East Dunbartonshire	4	4
	2	2
Renfrewshire	2	2
Falkirk	1	1
North Lanarkshire	1	1
South Lanarkshire	1	1
Total	84	84



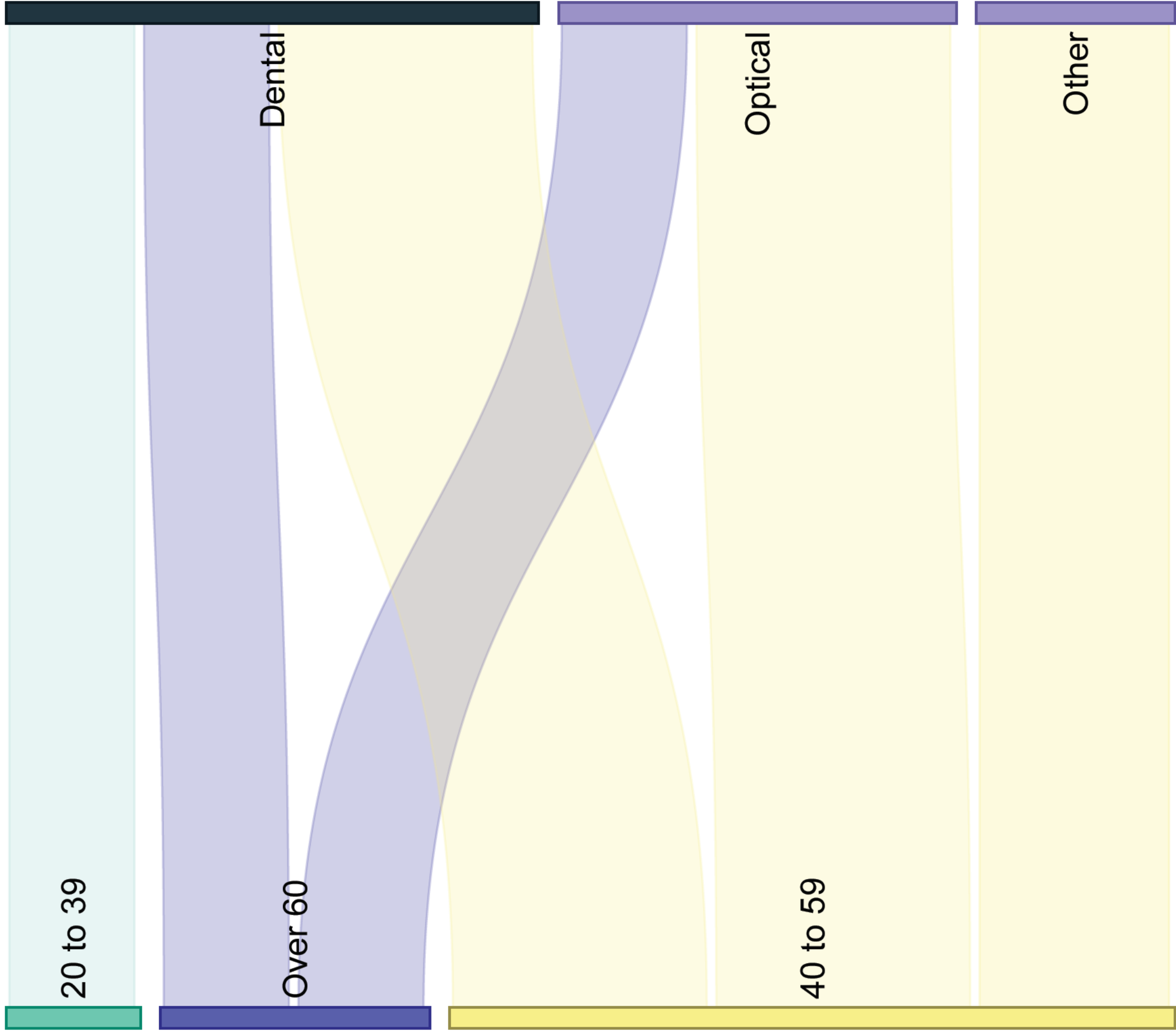
Who Claims What?

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

Claims Volume by Benefit and Patient Age Band



Claims Volume by Patient Age Band and Benefit

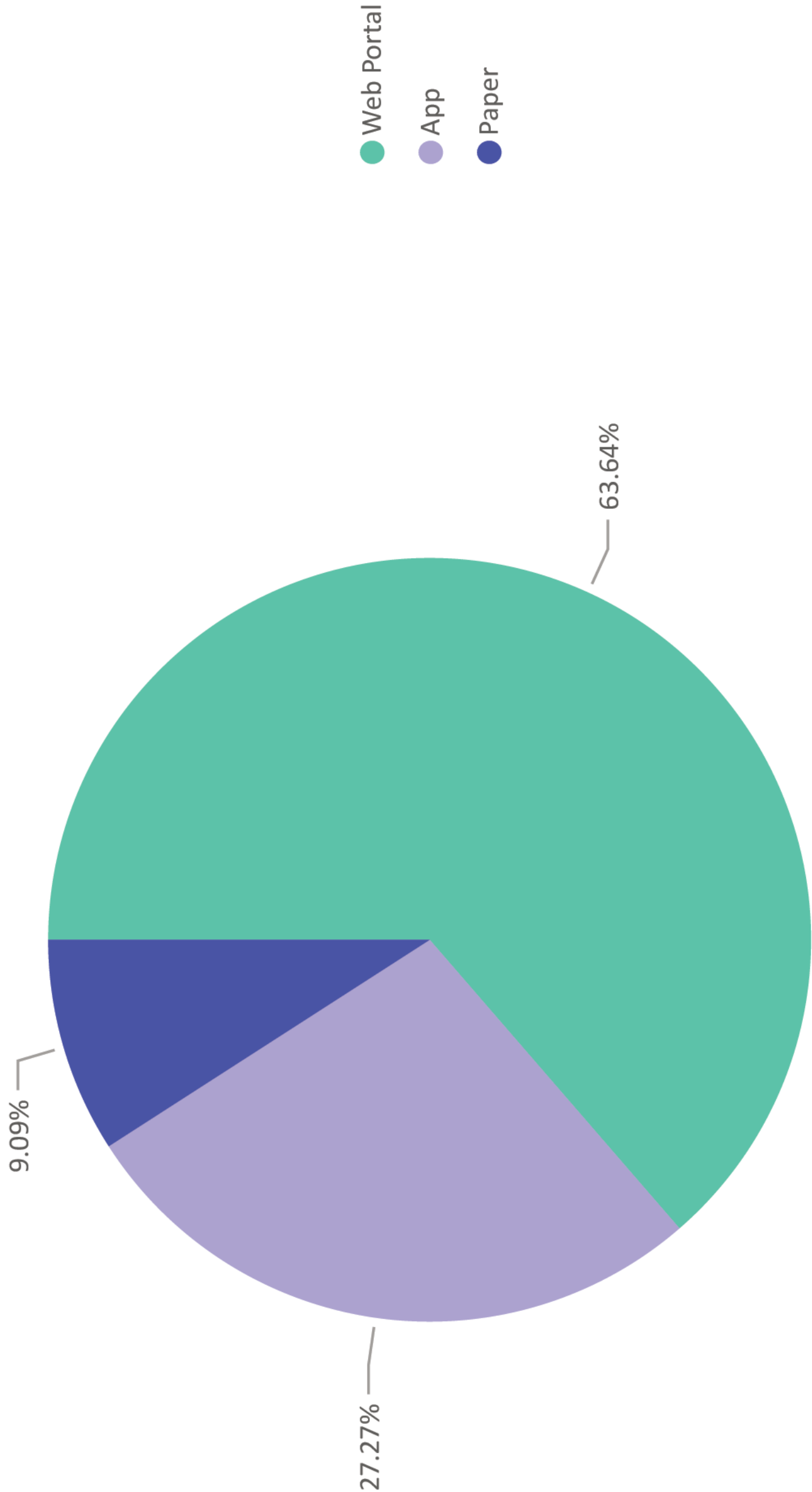


Claims - How are they received?

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



Claims by Source





Simplyhealth

Claims Data Review

Label

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

11

Claims Volume

£1,154

Claims Value

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

9

Claims Volume

£644

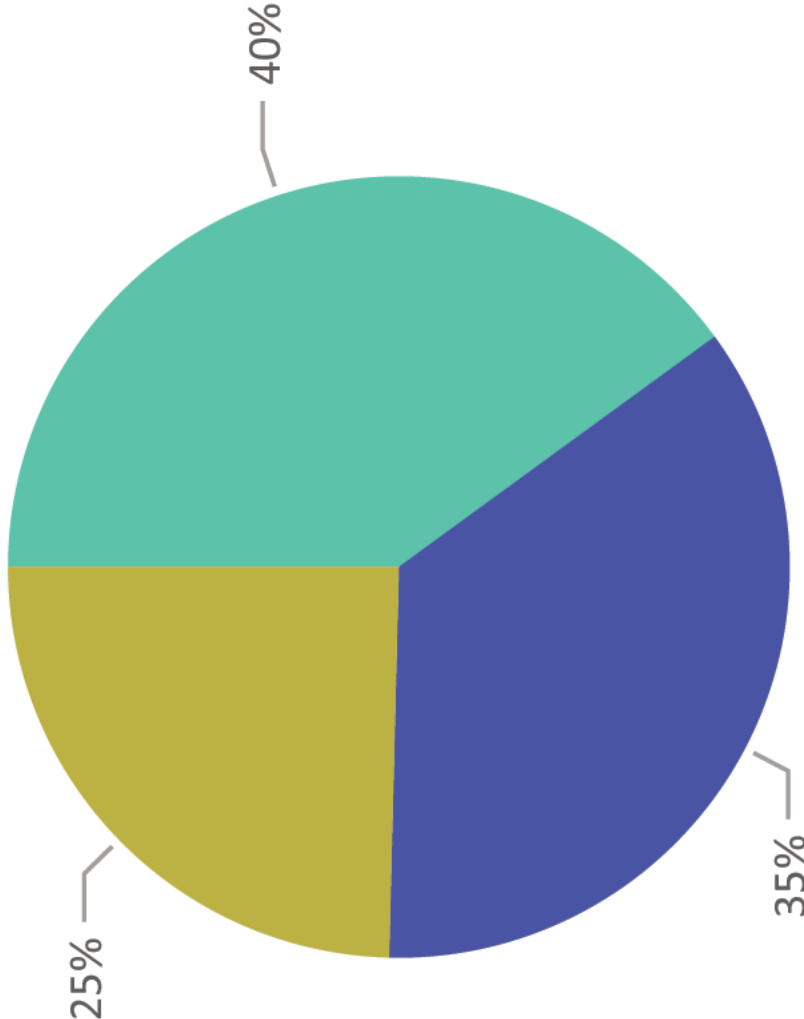
Claims Value

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	5	£461.44	92.29	45.5%	4	£111.60	£27.90	44.4%
	Total	5	£461.44	92.29	45.5%	4	£111.60	£27.90	44.4%
	Eyes	4	£409.00	102.25	36.4%	4	£457.00	£114.25	44.4%
<input type="checkbox"/> Optical	Total	4	£409.00	102.25	36.4%	4	£457.00	£114.25	44.4%
<input type="checkbox"/> Other	Podiatry/Chiropody	1	£45.00	45.00	9.1%	1	£75.00	£75.00	11.1%
	Health Assessment	1	£239.00	239.00	9.1%				
	Total	2	£284.00	142.00	18.2%	1	£75.00	£75.00	11.1%
Total		11	£1,154.44	104.95	100.0%	9	£643.60	£71.51	100.0%

Benefit Summary

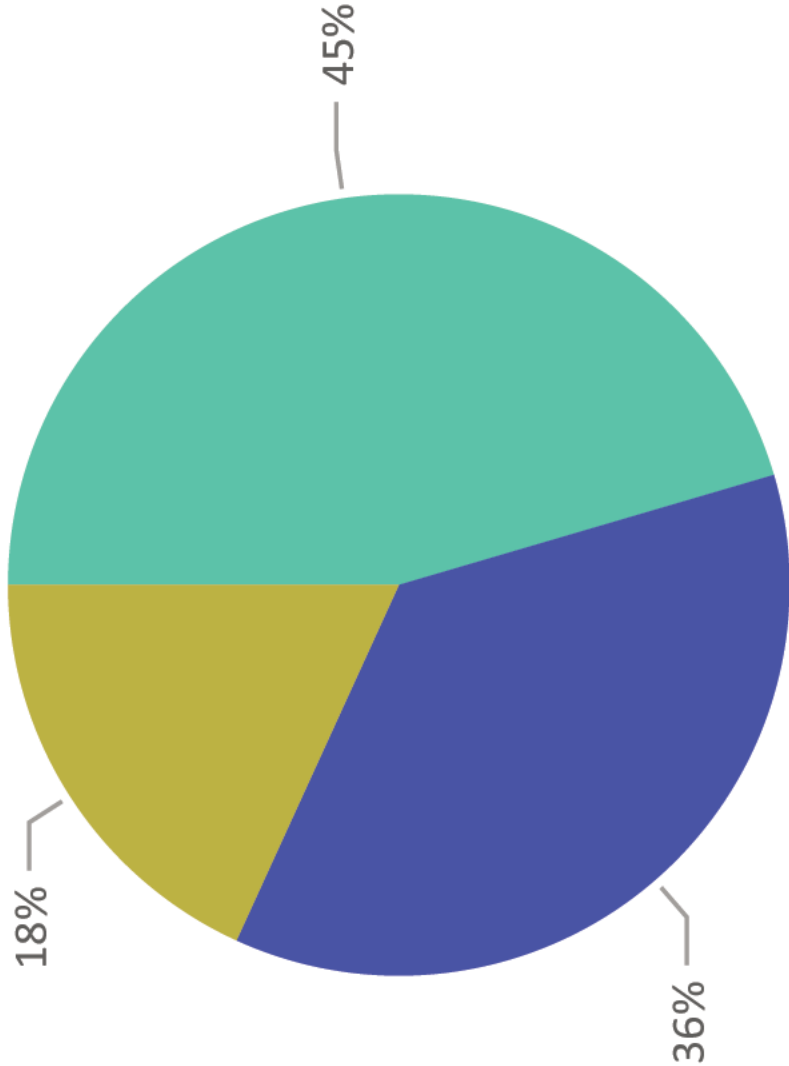
This Year: 01-Jul-2022 to 31-Oct-2022

Claims by Value



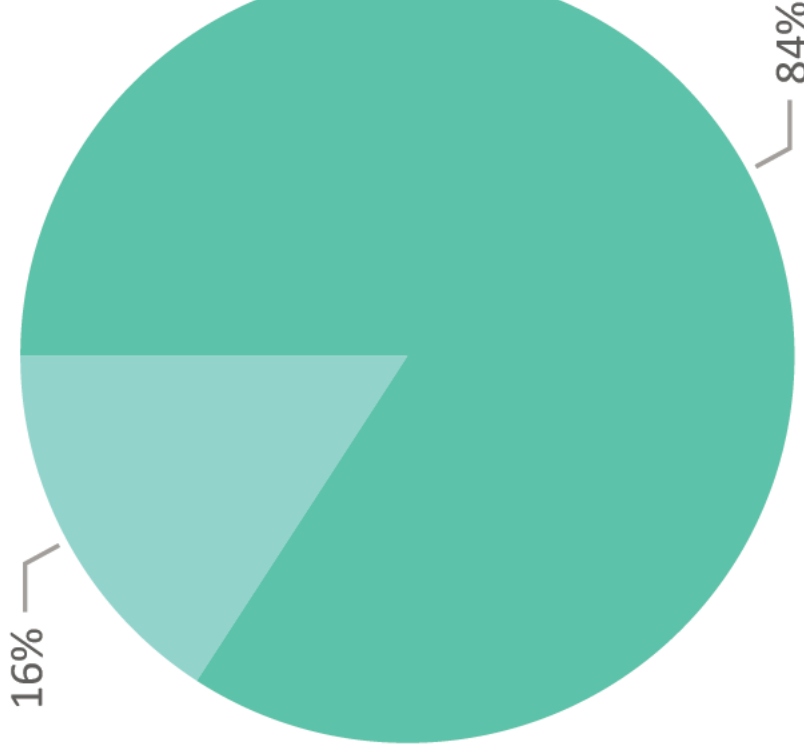
- Dental
- Optical
- Other

Claims by Volume



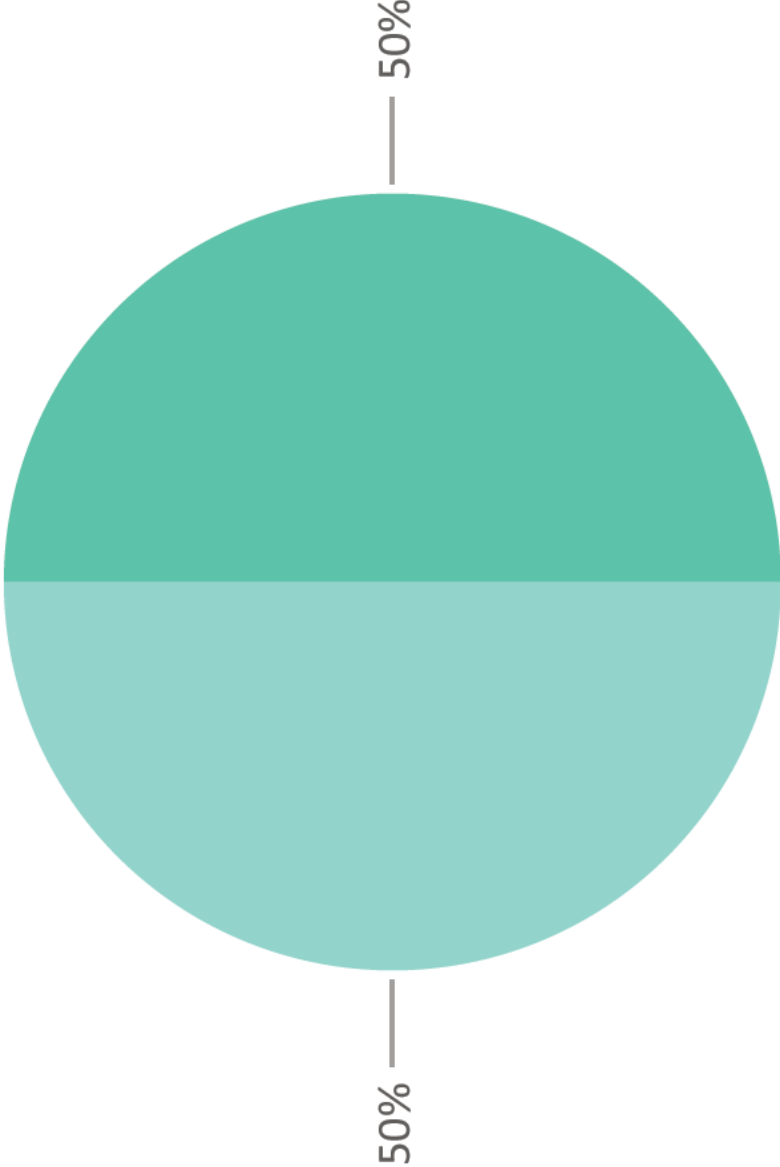
- Dental
- Optical
- Other

Claims by Value (Other)



- Health Assessment
- Podiatry/Chiroprody

Claims by Volume (Other)



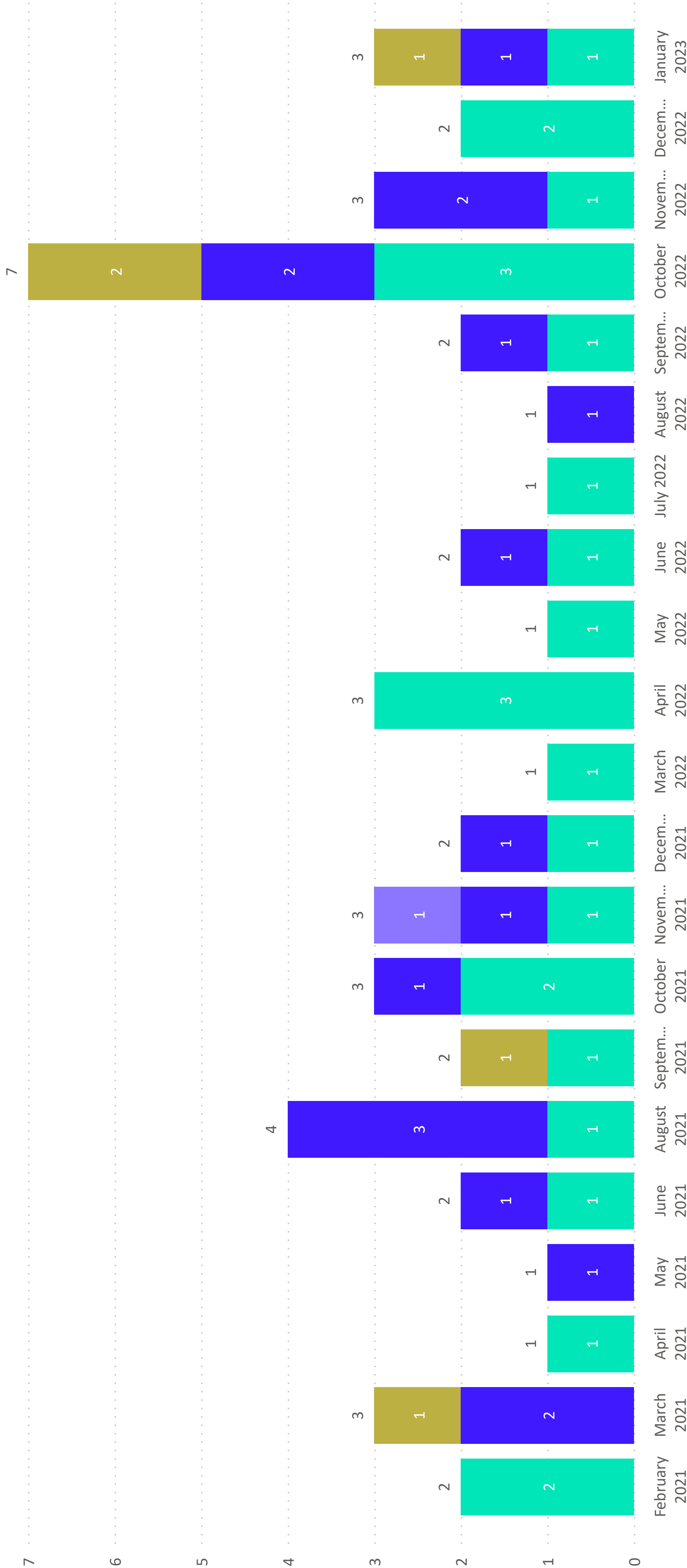
- Health Assessment
- Podiatry/Chiroprody

Claim Trend

Labels

Claims by Volume

Dental Optical Therapies Other





After clearance of back court area



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www.ng2works.com

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