



## **ng2 Board Meeting**

Microsoft Teams / Vulcan Street  
9 August 2022  
4:30PM







## AGENDA

**Meeting:** Board Meeting

**Invitees** ng2 Board

**Location:** Vulcan St/Microsoft Teams

**Date** 9 August 2022

**Time** 4:30pm

**Please submit any apologies to Joanne Bradley**  
[jbradley@ng2works.com](mailto:jbradley@ng2works.com)

**Telephone: 0141 630 4273**

	<b>Agenda</b>	<b>Paper</b>	<b>Lead Officer</b>	<b>Page no</b>
<b>1.</b>	<b>Apologies</b>			
<b>2.</b>	<b>Disclosure of Interest and Attendance</b>			1
<b>3.</b>	<b>Minutes for Approval</b>	Yes		
a.	ng2 Board Meeting on 7 June 2022	Yes		3
	i) Matters Arising			
<b>4.</b>	<b>Reports for Approval</b>			
a.	Management Accounts	Yes	BH	8
b.	Business Plan Report	Yes	DM	13
<b>5.</b>	<b>Reports for Noting</b>			
a.	Operational Report	Yes	DM	27
b.	ng2 Staffing Report	Yes	OF	87
c.	Adverse Weather Report	Yes	DM	91
d.	Health and Safety Report	Yes	DM	93
<b>6.</b>	<b>AOCB</b>			
a.	Payment and Benefit Case 142 – for ratification	Yes	BH	95
b.	Payment and Benefit Case 143 – for approval	Yes	BH	97
<b>7.</b>	<b>Date of Next Meeting – Tuesday 8<sup>th</sup> November 2022</b>			





**'NORTH GLASGOW HOUSING ASSOCIATION LIMITED ng2 BOARD ATTENDANCE 2021-22**

	<b>22.09</b>	<b>11.11</b>	<b>06.12 Special</b>	<b>15.02.2 2</b>	<b>07.06</b>				
<b>M Thomson</b>	A	A	P	P	P				
<b>I Cross</b>	P	P	P	P	P				
<b>J Berrington</b>	P	P	P	P	P				
<b>G Satti</b>	P	P	P	P	P				
<b>J Thorburn</b>	P	P	P	P	P				
<b>P Nelson</b>	P	P	A*	P	A				
<b>J Devine</b>	A	A	P						
<b>B Hartness</b>	P	P	P	P	P				
<b>% Total</b>	<b>75%</b>	<b>75%</b>	<b>88%</b>	<b>100%</b>	<b>86%</b>				

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

**TARGET ATTENDANCE - 80%**

**AVERAGE ATTENDANCE - 84%**





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

**Date:** Tuesday 7 June 2022 **Time:** 4:30pm

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

**Apologies:** Paul Nelson **PN**

**In Attendance:** John Devine **JD** CEO  
 Bob Hartness **RH** DCEO – Finance  
 David McIntyre **DM** Senior Operations Supervisor

**Minute Taker:** Joanne Bradley **JPB** OS

	Agenda	Action	Date
1.	<b>Apologies</b>		
	Paul Nelson couldn't attend the meeting and sent apologies		
2.	<b>Disclosure of Interest and Attendance</b>		
	None		
3.	<b>Minutes for Approval</b>		
a.	<b>Minutes of Board Meeting on 15<sup>th</sup> February 2022</b>		
	There were no matters arising and the previous minutes were adopted as correct: <b>Proposed JT Seconded MT</b>		
b.	<b>Minutes of Business Meeting 29 March 2022</b>		
	There were no matters arising and the minutes were adopted as correct: <b>Proposed IC Seconded JT</b>		





<b>4.</b>	<b>Reports for Approval</b>		
<b>a.</b>	<b>Management Accounts to March 2022</b>		
	<p>RH highlighted that this set of accounts showed increased activity, translating to a Turnover of £3.62m however activities are still on a lower level than before due to Covid restrictions in place during the period.</p> <p>Wages are back to normal levels translating to profit of £618k compared to last year of £665k.</p> <p>Vehicles have been refreshed so depreciation has risen again.</p> <p>Ng2 is performing reasonably under the circumstances and there will be small adjustments made to the statutory accounts to bring them up to date for the whole year as the figures presented were correct as of 2 weeks ago when the reports were prepared.</p> <p><b>The Management Accounts for the period were approved by the Board.</b></p> <p><b>Proposed                      MT                      Seconded                      JT</b></p>		
<b>b.</b>	<b>Risk Register</b>		
	<p>The risk register is under review on an ongoing basis and updated as required by RH/PN/JT/DM/JB.</p> <p>The Risk register was reviewed in the period however remains unchanged from previous version.</p> <p><b>The report was approved by the Board.</b></p> <p><b>Proposed                      IC                      Seconded                      MT</b></p>	RH/PN/JT/ DM/JB	Ongoing



<b>c.</b>	<b>Health &amp; Safety Report</b>		
	<p>Health and Safety continues to be high priority for ng2 and staff are encouraged to report all incidents. There was 1 incident in the period however this was not classed as reportable. No accidents have occurred in the period and no days have been lost due to accidents at work.</p> <p><b>The report was approved by the Board.</b></p> <p><b>Proposed                      JT                      Seconded                      IC</b></p>		
<b>d.</b>	<b>Public Holidays Report</b>		
	<p>An extra day Statutory Holiday had been granted to the nation for the Queen's Jubilee celebration holiday, so in the interests of fairness approval was sought to grant an extra day of annual leave to ng2 staff as they are not automatically entitled to this holiday as statutory holidays must be taken from their annual leave entitlement.</p> <p><b>The report was approved by the Board.</b></p> <p><b>Proposed                      GS                      Seconded                      JT</b></p>		
<b>e.</b>	<b>Assessment Procedure</b>		
	<p>To retain key staff members it is proposed to introduce an assessment procedure that would allow line managers to fully assess the seasonal/temporary contract holders against permanent roles within the organisation.</p> <p>This would remove the need to gain Board approval prior to offering permanent contracts, allowing us to potentially retain key staff members.</p> <p>This process will also link into induction, learning and development and assist with performance management.</p> <p>It is important to note that this process would only be adopted when there are permanent vacancies within the staffing</p>		



	<p>structure. Should we have more temporary staff members than vacancies then an internal recruitment process would need to be carried out.</p> <p><b>The report was approved by the Board.</b></p> <p><b>Proposed                      JT                      Seconded                      IC</b></p>		
<b>5.</b>	<b>Reports for Noting</b>		
<b>a.</b>	<b>Operational Report</b>		
	<p>The landscaping contract continues to be ng2's largest contract. All cuts were completed by the extended deadline of 5/11/2021.</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.</p> <p>Carron Balcony replacements will resume as soon as weather permits.</p> <p>ng2 is providing support to the Association in MSFs with planned maintenance works involving heating and soil pipe works</p> <p>Webfleet vehicle solution has been updated and increased benefits are highlighted in Appendix 1</p> <p><b>The Board confirmed that they had read and noted the contents of the report and Appendix 1.</b></p>		
<b>b.</b>	<b>Staffing Report</b>		
	<p>Ng2's current sickness rate for the period was above the target of 3%, at 3.23%, compared to 2.62% for the previous reporting period.</p> <p>There have been 14 leavers in the period (10 of those were seasonal staff, [REDACTED]).</p> <p>[REDACTED] exit interview was carried out.</p>		





	<b>The Board noted the contents of the report.</b>		
<b>6.</b>	<b>AOCB</b>		
	<p>DW tabled a last-minute paper in relation to Covid Absences. It was proposed that it may be time to withdraw the financial support currently in place for people who required to self-isolate due to Covid as there had been no financial support in place for the business since the ending of furlough scheme. DW sought approval to put this in place, giving employees 4 weeks' notice of the impending change.</p> <p><b>The Board approved the proposal to treat future covid absences as any other absence.</b></p> <p><b>Proposed                      JT                      Seconded                      MT</b></p> <p>There being no other competent business, the Chair thanked all for their attendance and closed the meeting.</p>		
<b>7.</b>	<b>Date of next meeting</b>		
	Date of next meeting was confirmed as Tuesday 9th August 2022 at 4.30pm		





## Board Meeting

### For Approval

To: Board  
From: DCEO

**SUBJECT: MANAGEMENT ACCOUNTS – PERIOD TO  
30<sup>TH</sup> JUNE 2022**

**DATE: 9th August 2022**

<b>1.</b>	<b>Introduction</b>
	This report is detailing the financial results for the period to 30 <sup>th</sup> June 2022.
<b>2.</b>	<b>Risk and other issues</b>
	<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>
<b>3.</b>	<b>Commentary on results for the period</b>
	<p>The income from activities in the period to 30<sup>th</sup> June 2022 amounts to £814k (2021 - £845k) with £149k (2021 - £259k) of direct costs and £517k (2021 - £420k) of wages leading to a £145k (2021 - £166k) gross profit before other income. Other income amounts to £3k (2021 £31k). So, the overall gross profit comes out at £148k (2021 -£197k).</p> <p>Overheads totalled £119k (2021 - £107k). The main elements being motor expenses, management charges, uniforms, rent and vehicle depreciation. After the overheads a £29k (2021 - £90k) 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 £74k more funds being paid out of the company than paid in. This was mostly due to reduced spending on fixed assets. Reserves now total £853k (2021 - £869k)</p> <p>A gift aid payment of £20k to ng homes is proposed as this will be taken back into the year to 31 March 2022 and will eliminate the corporation tax charge for the year.</p>



4.	<b>Recommendation</b>
	Board members are asked to recommend approval of the management accounts of ng2 for the period to 30 <sup>th</sup> June 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	30-Jun-22			
£		Sales £	Materials £	Wages £	Gross Profit £
142,990	Cleaning	127,586	9,650	81,565	36,371
73,776	Joinery	148,227	92,635	39,100	16,492
66,188	Electrical	37,869	23,148	6,209	8,511
55,692	Other sales	81,260	1,059	66,896	13,306
77,664	Back court cleaning	35,796	-	21,930	13,866
104,497	Garden maintenance	211,849	14,071	161,524	36,254
(76,276)	Management	-	-	20,922	(20,922)
79,446	Concierge	79,115	-	60,104	19,010
82,915	Hit squad	62,704	-	41,448	21,256
14,958	Painters	26,560	8,568	17,456	536
621,850		810,965	149,131	517,154	144,680
47,148	Other income	3,182	-	-	3,182
668,998		814,147	149,131	517,154	147,862
	<b>Overheads</b>				
60,000	Management charges			15,000	
25,220	Rent and rates			6,000	
206,644	Motor expenses			51,625	
4,000	Telephone and IT support			1,000	
2,378	Printing, stationery, and advertising			395	
11,522	Professional fees			9,969	
3,115	Container hire			730	
25,287	Uniforms, safety equipment and repairs			3,642	
8,031	Training			2,152	
4,000	Insurance			1,000	
99,333	Vehicle and plant depreciation			25,995	
-	Gain/Loss on sale of fixed assets			-	
223	Bank charges			65	
4,455	General expenses			1,087	
454,208					118,659
-	Loan interest				-
214,790	<b>Net profit</b>				29,203
169,995	<b>Corporation tax/Gift aid</b>				-
44,795					29,203

31/03/22	NG 2 Balance sheet at	30/06/2022			
£			£	£	£
265,000	<b>Fixed assets</b>				242,429
	<b>Current assets</b>				
646,301	Stock and Debtors			656,431	
107,735	Bank and cash			181,948	
<u>754,036</u>				<u>838,379</u>	
	<b>Current Liabilities</b>				
143,036	Trade Creditors	76,905			
-	NGHA inter Company account	98,619			
51,675	Other creditors	<u>51,756</u>			
<u>194,711</u>				<u>227,280</u>	
<u>559,326</u>					<u>611,099</u>
<u>824,325</u>					<u>853,528</u>
100	Share capital				100
824,225	Profit and Loss account				853,428
<u>824,325</u>					<u>853,528</u>



31/03/22	NG2	30/06/2022
	CASHFLOW	
£	OPERATING ACTIVITIES	£
44,795	Surplus for year	29,203
-	Interest Received	-
-	Loan Interest Paid	-
44,795	Operating surplus excluding int & tax	29,203
99,333	Depreciation - vehicles and plant	25,995
53,890	Decrease/(Increase)in Debtors	(10,130)
75,015	(Decrease)/Increase in Creditors	32,570
273,034	Net Cash In/(Out)flow From Operating Activities	77,638
	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	(3,424)
-	Investment in Activities	-
(225,540)	Net Cash In/(Out)flow From Investing Activities	(3,424)
47,493		74,214
	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	74,214
47,493	Movement in Cash & Bank	74,214
47,493	Increase/(Decrease) in Cash and Cash Equivalents	74,214



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

**To:** Board  
**From:** DCEO

**SUBJECT: NG2 BUSINESS PLAN 2022/23****DATE 9th August 2022**

<b>1.</b>	<b>Introduction</b>
	<p><b>NG2 Limited (NG2)</b> 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>
<b>2.</b>	<b>Risk</b>
	<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>
<b>3.</b>	<b>Underlying principles</b>
	<p>The principles listed below have been used in drawing up the business plan.</p> <ul style="list-style-type: none"><li>• Ensuring adequate resources to deliver services</li><li>• Sustaining good financial performance</li><li>• Ensuring best practice is followed and that proper risk management is in place</li></ul> <p>In order to achieve the above the company must ensure that:</p> <ul style="list-style-type: none"><li>• <b>Repairs and services</b> – carried out effectively and economically.</li><li>• <b>Efficiency / value for money</b> - best use is made of resources.</li><li>• <b>Board</b> - exercise proper control over the activities and ensure that decisions are taken in best interests of the company and its parent.</li></ul> <p>The Board is asked to consider the enclosed 2022 – 23 Business Plan for ng2.</p>

**Summary Information**

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

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

The financial projections have been prepared for the year to 31 March 2023. Turnover is projected to remain steady with £3.41m in 2021/22 to £3.5m in 2022/23.

Areas such as void works and day to day repairs will contribute to the works expected to increase. The garden and common areas maintenance programme has expanded significantly across the last three years and further growth is expected with the additional gardens being taken on. This is balanced out by the reduced level of smoke detectors with the installation in the Association stock now complete.

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

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

**4. Recommendation**

That the Board approves the submission of the business plan of Ng2 for 2022/23 to the NG Homes Board for approval as per the terms of the independence agreement.



# Business Plan

2022 - 2023





## BUSINESS PLAN

Business snapshot	3
Introduction	3
Structure	5
The Market	6
Priorities and Growth	8
Financial Projections	8
Risks and Critical Success Factors	9
Appendix 1	10

## BUSINESS SNAPSHOT

### Snapshot info:

- » 2022 Turnover - £3.41m, Projected 2023 Turnover £3.5m
- » Employees: 85 Staff
- » Net profit at 31.03.22 before tax £115k
- » Projected net profit 2023 before tax £104k
- » 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)

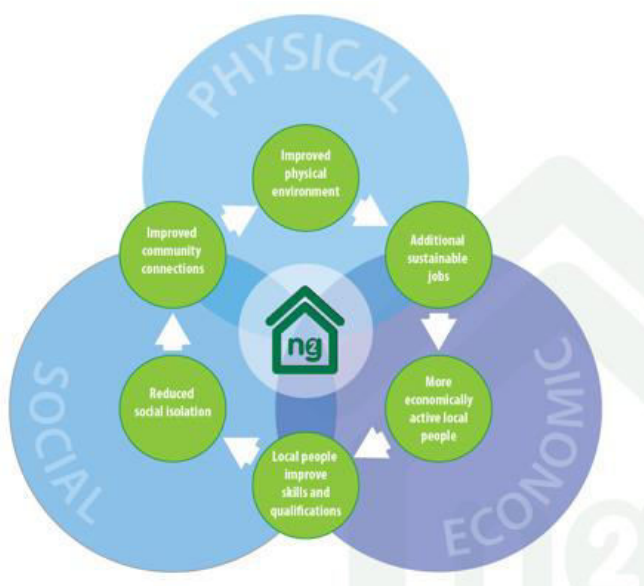
ng homes remain ng2's main client with ng2 undertaking a number of facilities management services for ng homes related to their housing stock.

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 undergone a series of changes in recent years. In Glasgow 100% of all social housing is owned by Housing Associations.

Some key characteristics:

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

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

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

---

## PRIORITIES AND GROWTH

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

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

### **For 2022/23**

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 increased planned activities as growth areas.

For 2022 -23 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.

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 2023. Turnover is projected to hold steady moving from £3.58m in 2021/22 to £3.5m in 2022/23. Planned maintenance and other projects are back to normal levels and work previously put to external contractors is being brought in house. The supply of smoke detectors to the Association has reduced with almost all properties now having them installed.

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 23

<b>Budget Year to 31/03/22</b>	<b>NG 2 Profit and Loss - period to</b>	<b>31-Mar-23</b>			
		<b>Sales £</b>	<b>Materials &amp; contractors £</b>	<b>Wages £</b>	<b>Gross Profit £</b>
188,399	Cleaning Services	671,933	79,250	397,625	195,058
	Maintenance and repair services				
34,831	- Joinery	675,250	420,000	203,672	51,578
25,000	- Electrical	456,125	399,750	30,600	25,775
2,592	- Painters	92,250	20,500	68,756	2,994
(65,000)	Management costs	-	-	66,300	(66,300)
62,920	Concierge services	307,500	-	241,822	65,678
214,291	Environmental activities	1,033,811	123,000	687,791	223,020
52,735	Other activities	264,097	-	209,019	55,078
515,767		3,500,965	1,042,500	1,905,585	552,880
50,000	Other income	-	-	-	-
565,767		3,500,965	1,042,500	1,905,585	552,880
	<b>Overheads</b>				
60,000	Management charges			65,000	
26,000	Rent and rates			26,650	
190,000	Motor expenses			194,750	
4,000	Telephone and IT support			4,100	
4,000	Printing, stationery, and advertising			4,100	
15,000	Professional fees			15,375	
2,600	Container hire			2,665	
25,000	Uniforms, safety equipment and repairs			25,625	
15,000	Training			15,375	
4,000	Insurance			4,100	
100,927	Vehicle and plant depreciation			86,927	
-	Loan interest			-	
400	Bank charges			410	
4,000	General expenses			4,100	
450,927					449,177
114,840	<b>Net profit</b>				103,703
20,394	<b>Corporation tax/gift aid</b>				15,894
94,446					87,809

---

2022	NG 2 Balance sheet at	31-Mar-23			
£			£	£	£
257,865	<b>Fixed assets</b>				255,938
	<b>Current assets</b>				
740,191	Debtors and stock			750,191	
16,616	Bank			101,852	
<u>756,807</u>				<u>852,043</u>	
	<b>Current Liabilities</b>				
72,548	Trade Creditors		82,548		
<u>68,147</u>	Other creditors		<u>63,647</u>		
<u>140,695</u>				<u>146,195</u>	
<u>616,112</u>					<u>705,848</u>
<u>873,977</u>					<u>961,786</u>
100	Share capital				100
873,877	Profit and Loss account				961,686
<u>873,977</u>					<u>961,786</u>

<b>2022</b>	<b>NG2</b>	<b>31-Mar-23</b>
<b>£</b>	<b>CASHFLOW</b>	<b>£</b>
	<b>OPERATING ACTIVITIES</b>	
94,446	Surplus for year	87,809
-	Interest Received	-
-	Loan Interest Paid	-
94,446	Operating surplus excluding int & tax	87,809
100,927	depreciation - vehicles and plant	86,927
(40,000)	Decrease/(Increase)in Debtors	(10,000)
21,000	(Decrease)/Increase in Creditors	5,500
176,373	Net Cash In/(Out)flow From Operating Activities	170,236
	<b>RETURNS ON INVESTMENTS AND</b>	
	<b>SERVICING OF FINANCE</b>	
-	Interest Received	-
-	Less: Interest Paid	-
-	Net Cash In/(Out)flow from Returns on Investments	-
-	and Servicing of Finance	-
-	Tax Paid Less Grants Received	-
	<b>INVESTING ACTIVITIES</b>	
(220,000)	Acquisition of Other Fixed Assets	(85,000)
-	Investment in Activities	-
(220,000)	Net Cash In/(Out)flow From Investing Activities	(85,000)
(43,626)		85,236
	<b>FINANCING</b>	
-	Loans Received	-
-	Less: Loans Repaid	-
-	Issue of Share Capital	-
-	Net cash In/(Out)flow From Financing	-
(43,626)	Increase/(Decrease) in Cash and Cash Equivalents	85,236
(43,626)	Movement in Cash & Bank	85,236
(43,626)	Increase/(Decrease) in Cash and Cash Equivalents	85,236



## Board Meeting For Noting

To: ng2 Board  
From: Senior Operations Supervisor

SUBJECT: ng2 OPERATIONS REPORT  
APRIL – JUNE 2022

DATE: 9 August 2022

1.	<b>Introduction</b>
	<p>This report provides an update on ng2's areas of business operations for Quarter 1 of financial year 2022-2023.</p> <p>This report will provide details of services delivered during the reporting period, in compliance with existing safety protocols and health and safety measures, in addition to those implemented specifically in response to the Covid-19 pandemic.</p> <p>The health and wellbeing of our employees remains our highest priority and so ng2 Limited is constantly monitoring the development of the situation around the Covid-19 pandemic and is following applicable Government guidance to contain the spread.</p>
2.	<b>Strategy</b>
	<p><b><u>Business Planning and Growth for 2022/23</u></b></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"><li>- Garden and Estate Maintenance</li><li>- Common Close Door Entry Upgrade</li><li>- Void Property Maintenance</li><li>- Metal Fencing – Painting</li><li>- Timber Fencing – Replacement</li><li>- LED Lighting Upgrade</li></ul> <p>The landscape maintenance contract continues to be ng2's largest contract for 2022/23 and the focus for this contract remains quality and service delivery.</p> <p>Void remedial works continue to be a major part of our day to day works over the year with an average of 464 voids being completed and returned to ng homes per annum.</p>

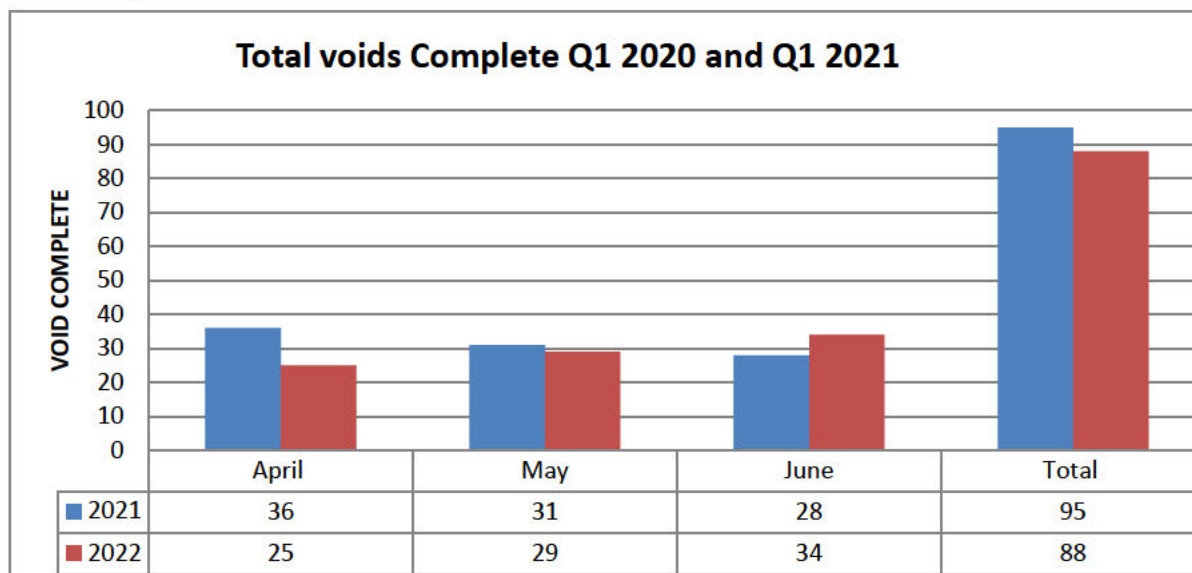


	<p>We will continue to update the board on the development of any additional contracts and business opportunities identified during each reporting period.</p> <p><b><u>Vanguard Update</u></b></p> <p>This has remained on hold due to the pandemic and its knock-on effects. A further update will be provided in 2022.</p>
<b>3.</b>	<b>Covid-19 Response</b>
	<p>ng2 Limited constantly monitors the development of the Covid-19 situation and will implement any measures necessary to comply with current guidelines or Group policy.</p> <p>The requirement for social distancing and mask wearing restrictions are no longer compulsory however ng2 will continue to follow the guidelines put in place by ng Homes as the health and wellbeing of our employees remains our highest priority.</p> <p><b><u>Signing in Safely</u></b></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><b><u>Office Safety</u></b></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><b>One Way System</b> – A one-way system has been set up at the exterior of the office to cut down on traffic to and from the office and to help staff and visitors always maintain social distancing.</p> <p><b>Vehicle Safety</b> – Where possible, a two-person limit remains in effect for all ng2 vehicles. Where more than one operative must be in a vehicle, face coverings must be worn. Staff clean and sanitise their own vehicles at the end of each working day.</p> <p><b>Regular Meeting</b> – Regular meetings are taking place with staff to remind them of their individual responsibilities in addition to the organisation's duty of care as an employer.</p> <p><b>Covid-19 -Outbreak</b> –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>

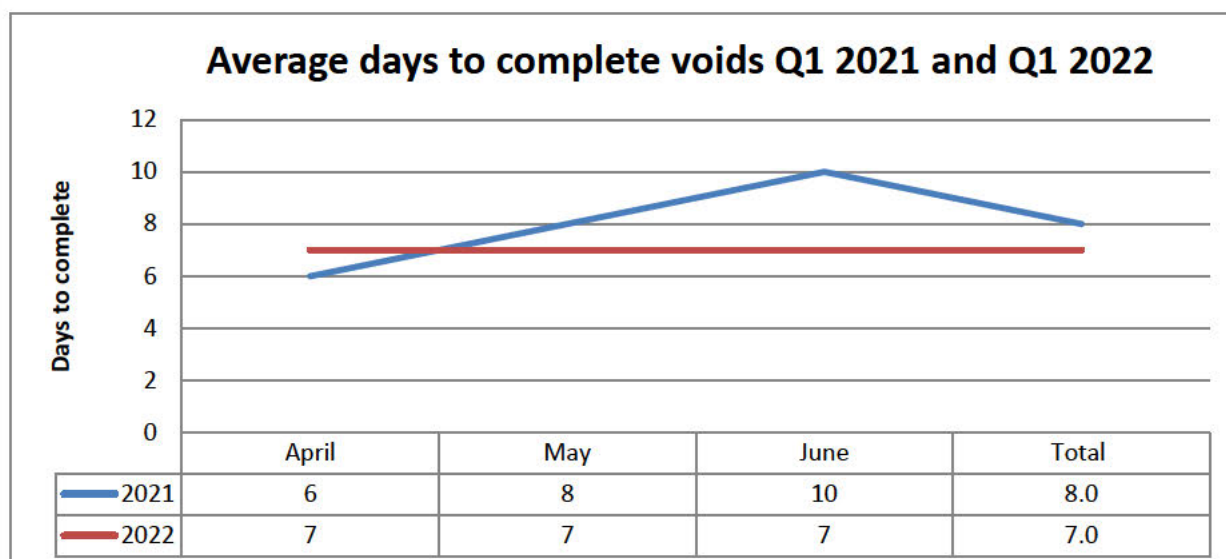
	<p><b>Guidance for Staff</b> – A flowchart has been produced to provide staff with guidance on what their responsibilities are as an employee if they test positive for Coronavirus. The flowchart is included in Appendix 1.</p>
--	---

#### 4. Void Monitoring and Management

The Chart below shows the total number of voids completed during Q1 2021 and Q1 2022. The number of voids completed during Q1 2021 was 95 with the comparative figure for 2022 being 88.



The chart below shows the average days to complete voids received in Q1 2021 and the comparative figure for the same period of 2022.



ng2 continue to thoroughly clean and sanitise each void before returning key to ng homes. ng2 continue to attend weekly performance and monitoring meetings in which we provide an accurate breakdown of void information. This assists ng homes Neighbourhood Managers to identify any areas of concern and allows discussions to take place to rectify any queries quickly and effectively for the benefit of both parties. Before ng2 tradesmen enter a void, the property is cleared of any of the previous tenant's belongings



<b>5.</b>	<b>Garden Maintenance</b>
	<p>This contract comprises the provision of a grounds 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>The new list was provided to ng2 by ng Homes and this list has been audited, approved and implemented into the SLA by Ewing Somerville Partnership. Garden maintenance operations commenced in March 2022.</p> <p>A new collation process for cutting timesheets has been put in place. The "sheets" are now completed and submitted electronically via connected devices from site to a dedicated garden maintenance email account as well as being added to the property file so that they can be accessed direct by Housing Association staff. Access to a report to monitor and review outstanding/completed and failed properties is pending from the IT department.</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>Compliment received from owner in Kemp/Angus Street: -</p> <p><i>"I wanted to let you know that the hedges were cut yesterday, and the guys done a marvellous job it has made a big difference. Can you please pass on a big thank you to them".</i></p> <p>We will provide a further update on this in the Q2 report for 2022.</p> <p><b>See Appendix 1 for photographs of garden maintenance works.</b></p>
<b>6.</b>	<b>Jet Washing</b>
	<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><b>See Appendix 1 for photographs of work carried out in the period.</b></p>

<b>7.</b>	<b>Environmental Hit Squad</b>
	<p>Glasgow City Council (GCC) has now reinstated its bulk waste collection service however this is now a chargeable service, where previously 1-2 free uplifts per annum were allowed for each household. In Q1 of 2021-2022 an average of 17 tons of bulk per week was dumped, compared to 17 tons per week during the same reporting period of this year.</p> <p>The Hit Squad remains under pressure due to continued fly-tipping within the area. This has increased their workload significantly, impacting on delivery of the standard service and dictating the need for overtime in the period in order to cope with the increased workload. It is estimated that uplifting fly tipping currently accounts for around 25% of the Hit Squad's duties. Monitoring measures have put 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><b>See Appendix 1 for photographs Hit Squad work in the period.</b></p>
<b>8.</b>	<b>Close Cleaning</b>
	<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 &amp; Safety risks associated with Covid, trip hazards and vermin caused by excess rubbish.</p> <p>The close cleaning service is running smoothly, with very few complaints.</p> <p>Back courts and bin sets are tidied and cleaned by a dedicated team of operatives however the reduction of refuse collections, i.e., each bin now emptied on a 3-week cycle, has meant that this also more labour intensive due to the amount of rubbish within the back courts. The Back Court teams have been dealing with their usual tasks plus bulk collection without affecting the quality of the service.</p> <p>One operative is carrying out window cleaning throughout the closes, offices and retirement complexes on a six-weekly cycle, either manually or with a water fed pole.</p>



	<p><b><u>Keppochill New Build</u></b></p> <p>A meeting was convened at the Keppochill new-build site to discuss, scope and cost a new Service Level Agreement for regular on-site cleaning. Costs relating to manpower and required machinery have been collated and will be presented to the board in future papers.</p> <p>On-site cleaning has commenced in the interim on a reactive basis until the SLA is agreed and implemented</p> <p><b>See Appendix 1 for photographs of close cleaning and back court works.</b></p>
<b>9.</b>	<b>Painting Division</b>
	<p>During Quarter 1 the painting division have continued to work in void properties and to carry out reactive painting works within individual properties and closes. A number of quotes have been issued to Factoring Investment for close painting upgrades within owned closes</p> <p>The Carron Balcony replacement project is now complete.</p> <p>Quotes for decoration of flats for decantation purposes have been issued and accepted and the works commenced in the period.</p> <p>A further progress report will be provided to the Board at the next meeting</p> <p><b>See Appendix 1 for photographs of painting works.</b></p>
<b>10.</b>	<b>Electrical Division</b>
	<p>During Quarter 1 the electrician's focus has continued to be reactive lighting repairs and he has also sourced alternative materials to provide new lighting upgrade quotes, where requested, to Factoring Investment.</p> <p>We also continue to program fobs for Videx systems on a reactive basis.</p> <p><b>See Appendix 1 for photographs of electrical works.</b></p>
<b>11.</b>	<b>Joinery Division</b>
	<p>During Quarter 1 the joiners have continued to work through voids.</p> <p>We are no longer using agency joiners as we have completed recruitment and now have a team of 6 joiners; the highest number employed since the business was established.</p> <p>219 joinery jobs were received in in the reporting period, compared to 144 in Q4, an increase of 52%.</p> <p>See section 4 for a detailed breakdown of voids completed during the Quarter.</p>



	See Appendix 1 for additional photographs of joinery work and full breakdown of key performance indicators.
<b>12.</b>	<b>Carron Balcony Replacement</b>
	<p>ng2 were appointed as the principal contractor for balcony renewal project of the tenanted properties at Carron Place and works commenced on 11<sup>th</sup> October as per the programme of works.</p> <p>The works are now complete and handover of the site to ng homes is imminent.</p> <p><b>See Appendix 1 for photographs of works.</b></p>
<b>13.</b>	<b>Multi Storey Flat Investment Project (Heating)</b>
	<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 is running very smoothly thanks to the input of ng2 joiners and Estate Services Operatives who are forcing access to properties where required and undertaking clearances in MSF properties to facilitate the Heat Pump and Soil Pipe works current in progress."</i></p> <p>Investment Team, ng homes.</p> <p>A further update will be provided at the next board meeting</p>
<b>14.</b>	<b>LD1 /LD2 Forced Access</b>
	<p>ng2 are providing support to 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>
<b>15.</b>	<b>Fencing Programme</b>
	<p>A number of timber fences have been identified as being in need of replacement and the Investment Team is working with ng2 on a programme of works for fencing as per the quotes provided.</p> <p>Fencing works commenced in the period on an interim list of 13 properties.</p> <p>A further update will be provided at the next board meeting.</p>
<b>16.</b>	<b>Multi Storey Flat Investment Project (Soil Pipe Renewal)</b>
	<p>We are currently in the planning stage of ng homes' MSF Soil Pipe Renewal project and decoration of decant flats is underway. These are essential works involving 4 Estate</p>

	<p>Service Operatives and 1 Supervisor. Recruitment is underway for these posts and the Board are advised that these are internal vacancies only, as discussed by DM/PN.</p> <p>A further update will be provided at the next board meeting.</p>
<b>17.</b>	<b>Vehicles</b>
	<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"> <li>- Social distancing must be adhered to where possible</li> <li>- Masks must always be worn when more than one person is in any ng2 vehicle</li> <li>- All vehicles are stocked with sanitising materials and are fully sanitised at the beginning and end of each day</li> </ul> <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 now that all 7 vehicles purchased have been received.</p> <p><b><u>Webfleet – Vtec Fleet IQ</u></b></p> <p>Vehicle trackers remain in place within all vehicles and there have been no reportable incidents within the reporting period. Vtec Fleet IQ has now been updated in line with the proposal.</p> <p><b>See Appendix 1 for Vtec reports.</b></p> <p>A further update will be provided at the next board meeting</p>

<b>18.</b>	<b>Client / Tenant Communication</b>
	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.
<b>19.</b>	<b>Operational Issues</b>
	<p><b><u>ng2 Overtime</u></b></p> <p>During this Quarter the operatives have continued to work overtime however vacancies for plumber, joiners and painters have been advertised. All overtime continues to be approved, in advance, by CEO.</p> <p><b><u>Materials supply</u></b></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 which is passed on to the Association.</p>
<b>20.</b>	<b>ng2 in the Community</b>
	<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><b>See Appendix 1 for photographs</b></p>
<b>21.</b>	<b>Recommendation</b>
	Members are asked to note the content and progress highlighted within this report.





# Appendix 1

## Operational Report



**COVID-19  
RESPONSE**

## **Contents**

COVID19 RESPONSE .....	3
Office Safety.....	3
Office Cleaning.....	5
Guidance for Staff .....	6
HIT SQUAD .....	7
Voids .....	8
Hit Squad Service.....	10
Bulk Uplift Service / Fly Tipping.....	11
GARDEN MAINTENANCE.....	12
Back Court Tidy Up.....	12
Garden Maintenance .....	13
Snow Clearance / Gritting .....	13
Heras Fencing Checks .....	14
CLOSE CLEANING .....	15
Window Cleaning.....	17
TRADES .....	18
Joinery.....	18
Painting .....	19
Electrical .....	21
CARRON ESTATE BALCONY REPLACEMENT .....	22
MULTI STOREY FLAT INVESTMENT PROJECT .....	24
VEHICLES .....	25
Webfleet Fleet IQ Renewal.....	26
KEY PERFORMANCE INDICATORS.....	41
Voids .....	41
Breakdown of voids by type .....	41
Breakdown of Target Failure/Success by type .....	41
Performance Against Target by Category .....	42
Day to Day Repairs.....	45
Breakdown of Day-to-Day Repairs by type.....	45
Breakdown of Day-to-Day Repairs by priority .....	45
Day to Day Repairs Performance Against Target by Category .....	46
GOVERNANCE/RISK/PROCUREMENT .....	50



# COVID19 RESPONSE

## Office Safety

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

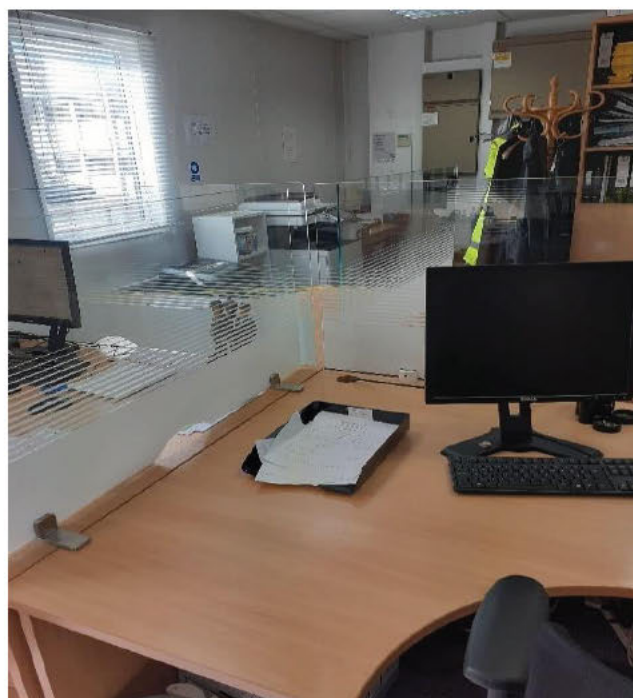


The one-way system has made the required social distancing measures achievable.

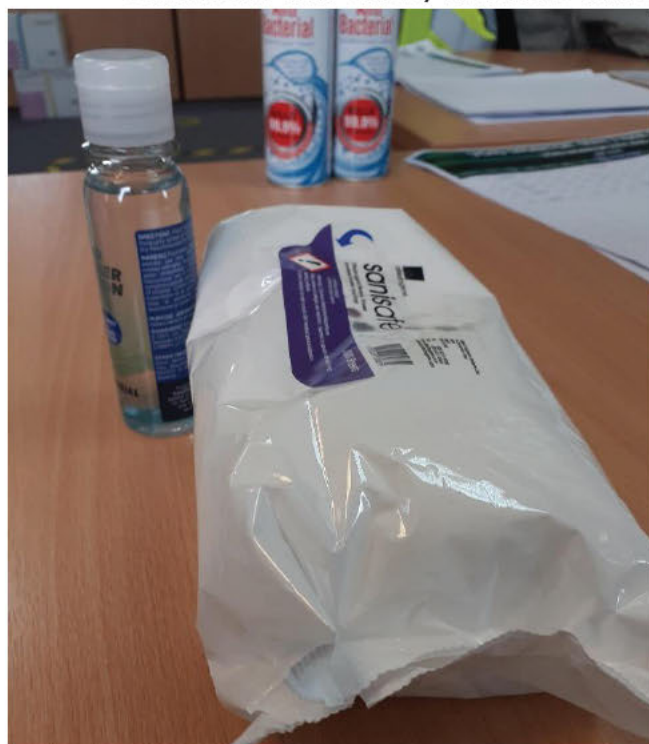


Visual reminders for staff, and safety information for visitors remain in prominent positions within the office.





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



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

## Office Cleaning

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

NG2 - 350 DARNICK STREET, GLASGOW G21 4AA

NG HOMES OFFICES

### NG2 OFFICE

#### AREA OF TOUCH POINTS TO BE CLEANED

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



FIRST FLOOR PLAN -NG2

50 REIDHOUSE ST, GLASGOW G21 4LS

NG HOMES OFFICES

### NED DONALDSON HOUSE - OPTION 1

### NG2 OFFICE

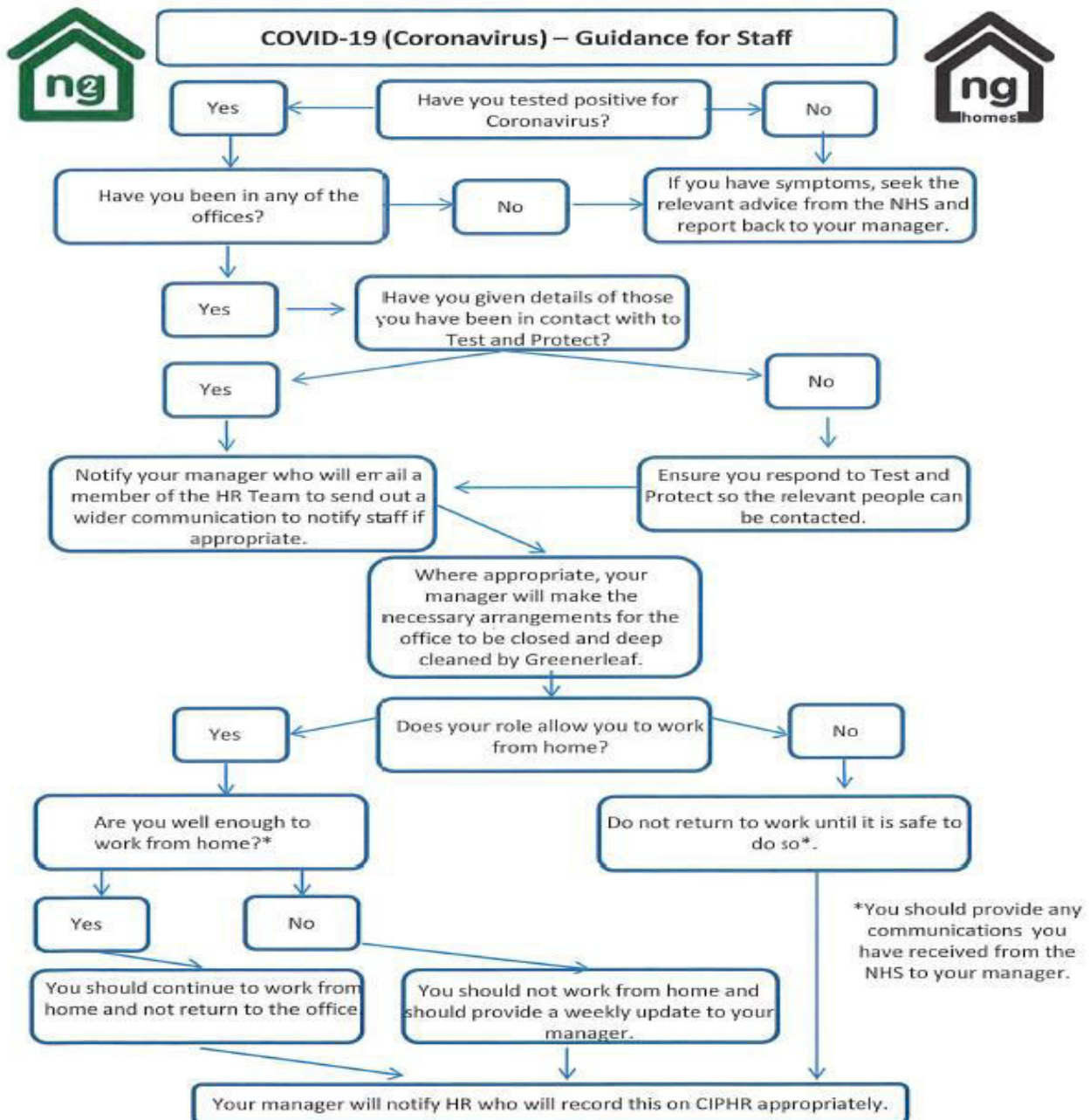
#### AREA OF TOUCH POINTS TO BE CLEANED

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



## 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.



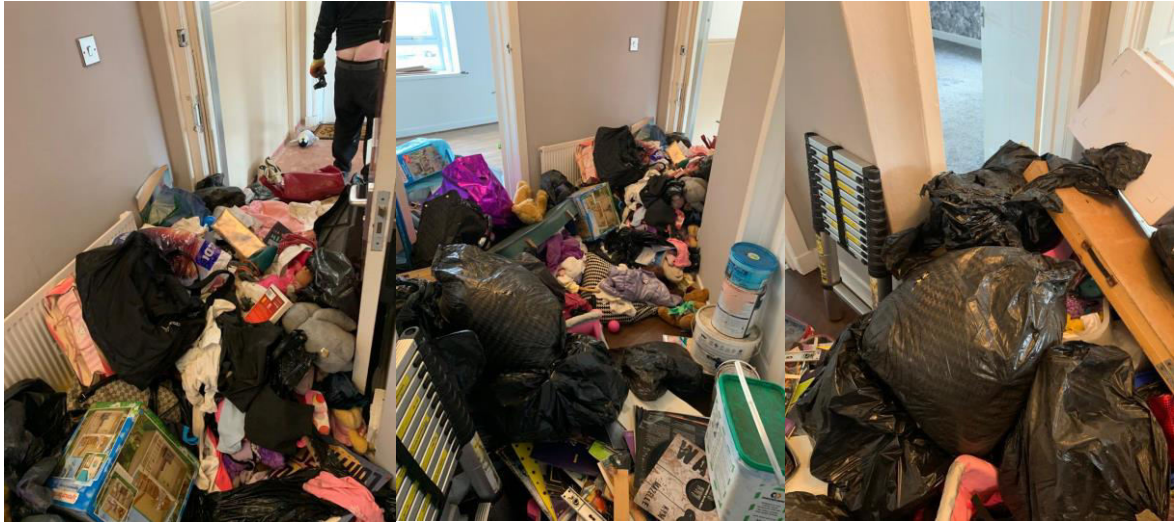
Void properties are fully cleared and disinfected in advance of tradesmen entering properties to commence works. A second clean is completed upon close of works and before post inspection stage to ensure infection control during the handback stage.



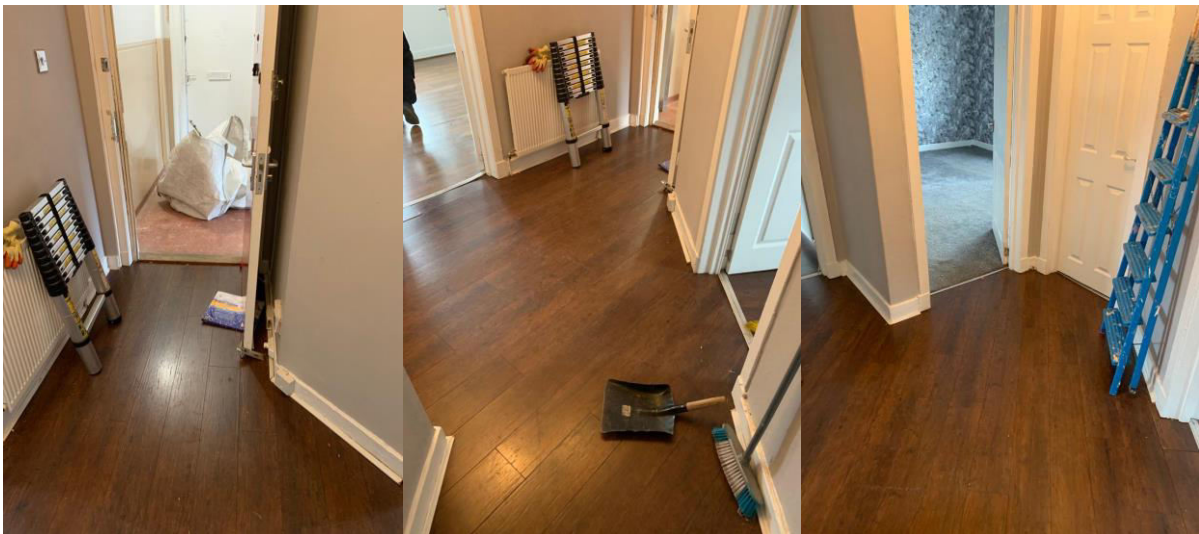
## Voids

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



After

Loft Space Before



Loft Space 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.

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

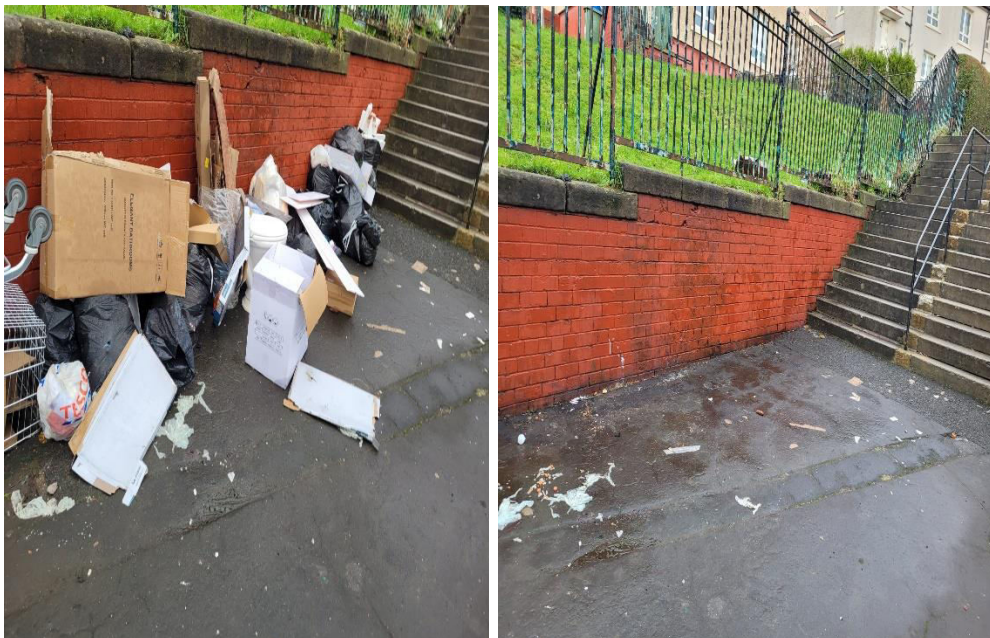


## Bulk Uplift Service / Fly Tipping

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)





## **GARDEN MAINTENANCE**

The contracted maintenance will commence in April 2021.

### **Back Court Tidy Up**



Before and after back court tidy up



## Garden Maintenance

### Snow Clearance / Gritting



Operatives get rock salt from grit bins to grit vulnerable areas in advance of expected cold weather snaps





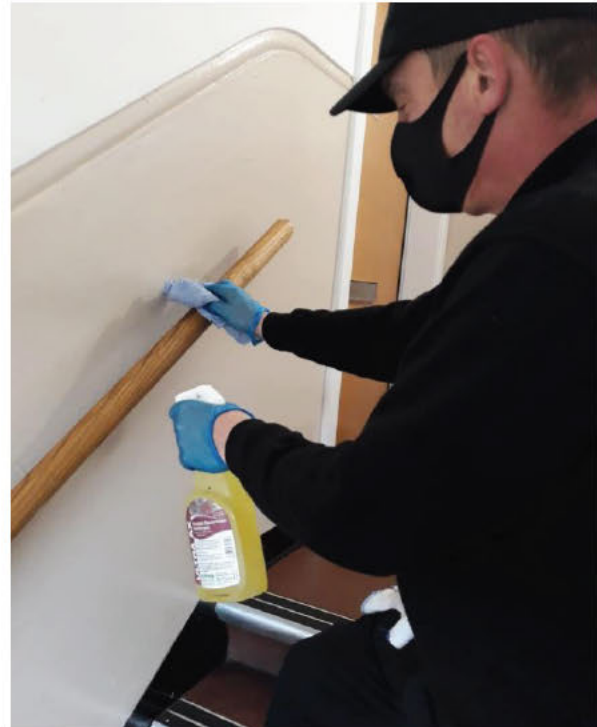
## Heras Fencing Checks



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



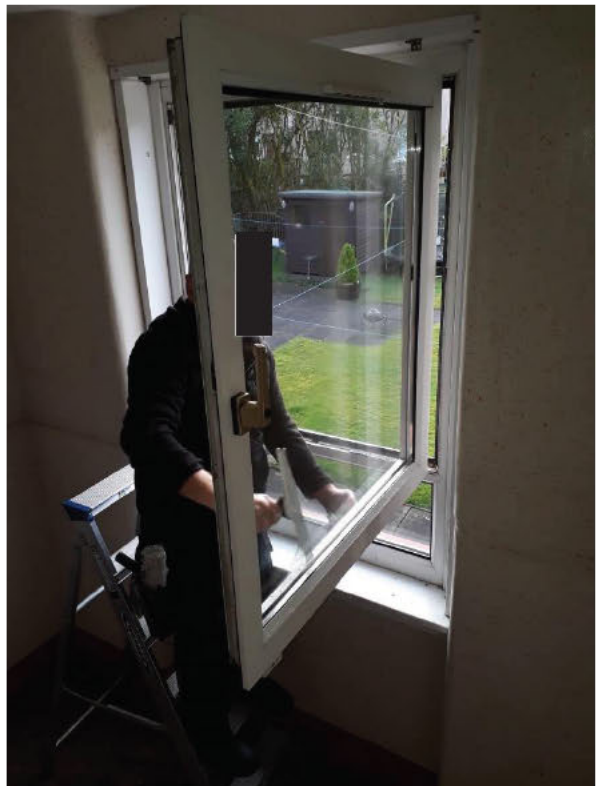
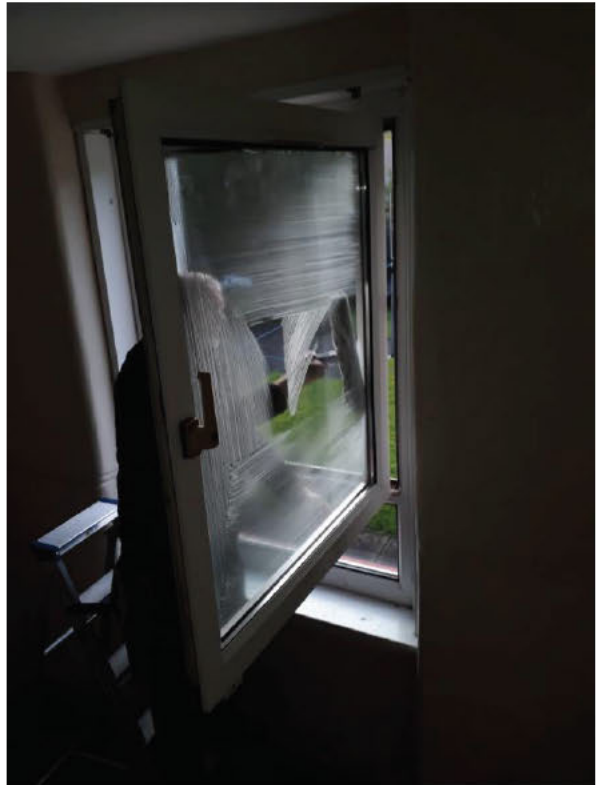
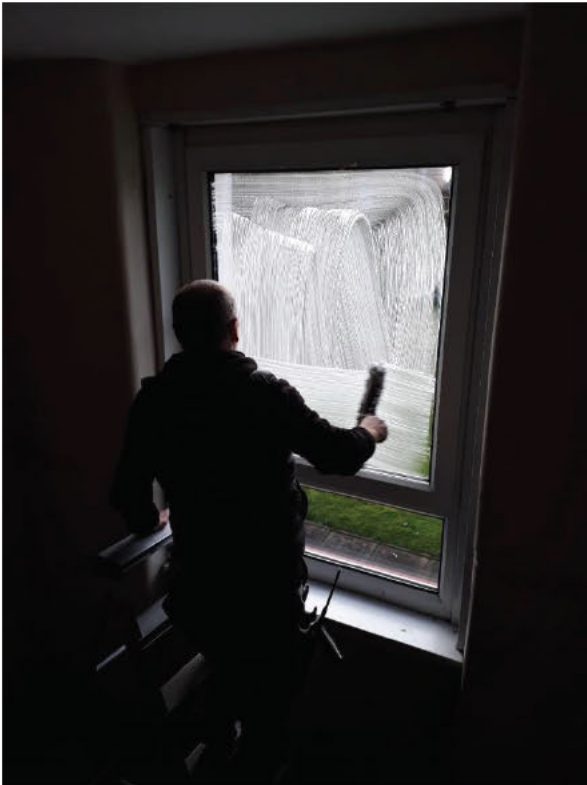


Before, during and after close cleaning



## Window Cleaning

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





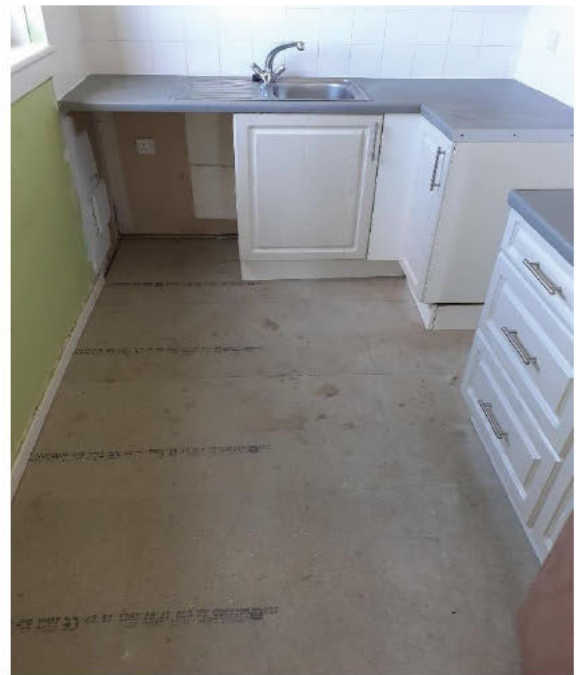
## TRADES

### Joinery

Collapsed fence made safe and replaced



Kitchen refaced and rotten floor replaced



## Painting

Painters have mainly been carrying out reactive works.

Before and after damp and mould treatment

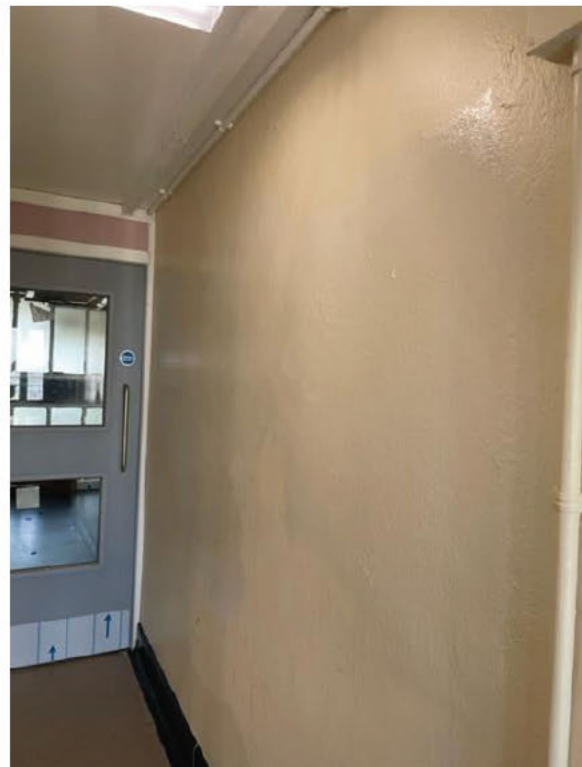


Before and after ceiling repair in a close





Before and after graffiti removal in close

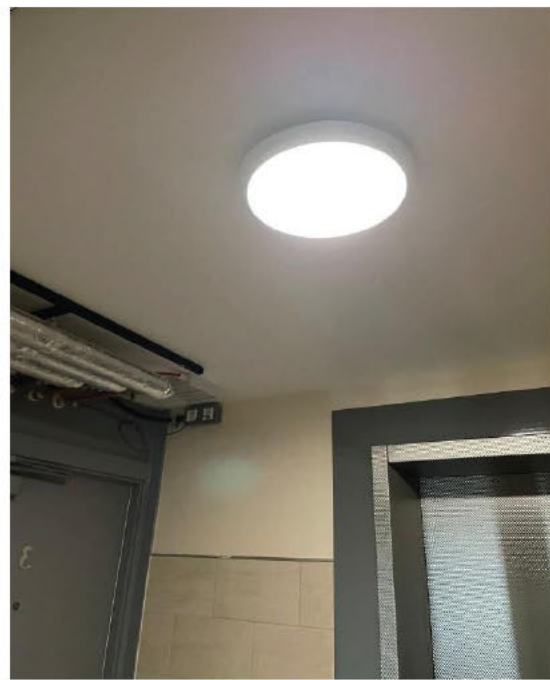




## Electrical



Before and after lighting repairs within the multi-storey flats



## CARRON ESTATE BALCONY REPLACEMENT



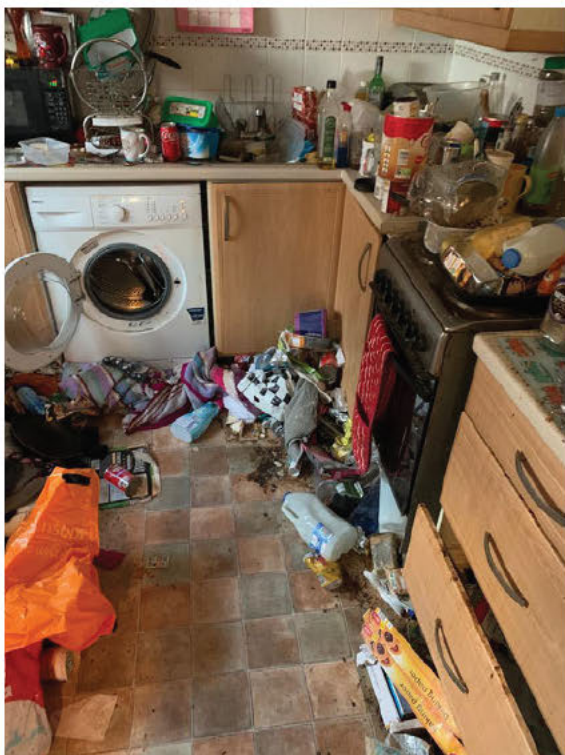




## MULTI STOREY FLAT INVESTMENT PROJECT



Before and after clearance in MSF property after forced access to carry out investment works





## VEHICLES

The beavertail vehicle has now been received and ng2 livery has been applied



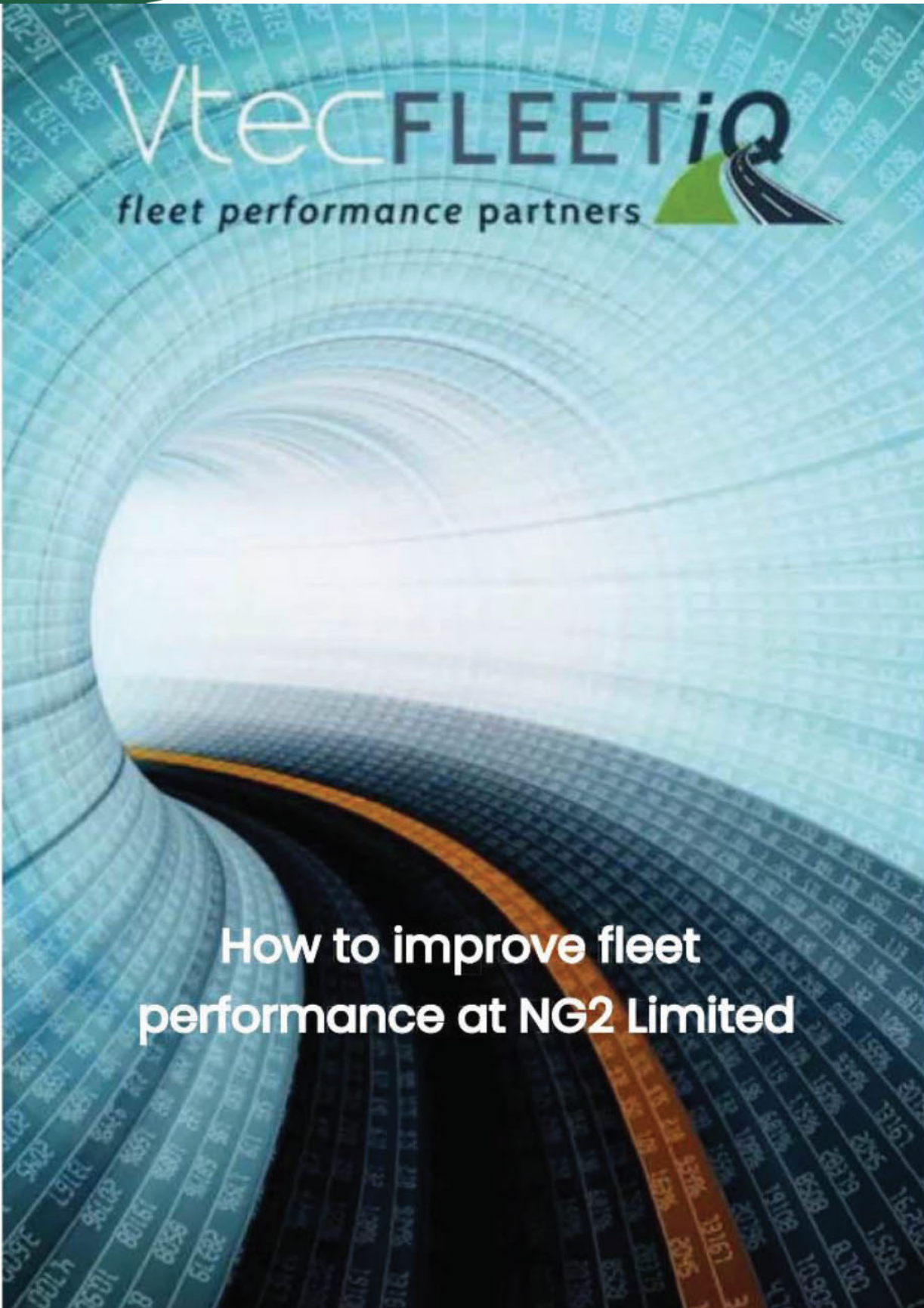


## Webfleet Fleet IQ Renewal



Vtec FLEETiQ

fleet performance partners



## How to improve fleet performance at NG2 Limited



NG2 Limited  
252 Saracen Street  
Glasgow  
G22 5LF

Webfleet Solutions proposal - NG2 Limited

Dear David,

Vtec Solutions was pleased to submit a proposed solution, that was developed together with you, based upon your requirements during our meeting of 16th March 2022.

Together we have analysed your requirements and trust we are submitting a proposal that meets your specific needs from a telematics and camera solution.

I look forward to hearing back from you in due course.

Regards,



## Summary

- NG2 have been a client of Vtec Solutions since 2013.
- After beginning with basic telematics the requirements of NG2 have grown over the past nine years.
- Fuel devices showing idle time, wasted fuel, MPG's and fuel used have been added to the telematics.
- A further addition was an integrated camera solution which has been in place for the past three years.
- The camera solution has proved to be invaluable in proving the validity of insurance claims and the fault of the accident.
- Following discussion it was deemed the proposed equipment (telematics unit, fuel device, driver ID module and 4G integrated camera) would fulfill the requirements of NG2.
- The current solution costs £45.59 per vehicle per month which includes telematics, cameras and FLEETiQ consultancy.
- FLEETiQ consultancy no longer appears to be required as NG2 have a good handle on vehicle operations now.
- The new proposed costs are £47.23 per vehicle per month for telematics and the Mantis 2 camera solution.
- It was also agreed that the Vtec Account Manager would report quarterly on Key Performance Indicators such as Speeding, Driving Events, Idle Time, Fuel Consumption etc.

## Background

- NG2 is a social enterprise company set up by NG Homes in 2010
- Vtec Solutions have been the telematics supplier to NG2 since 2013.
- Vtec Solutions are the largest Channel Partner of Webfleet Solutions in the UK and Ireland.

# MANTIS™ 2

Setting the standard in vehicle CCTV



Our recommended solution for LCV with the ability to add up to 2 cameras.

- 2 Channel DVR
- Live view via MANTIS Live
- Frame Rate 1080p x 30FPS
- 1080p system on all Channels (excluding driver cam)
- 4G Multi-network M2M as standard with no preferred carrier
- 1GB sim aggregated
- G-Sensor 6 Axis
- Self Healing SD Card
- Video Loss Alarm
- Memory Failure Alarm
- Audio Support
- Cloud Storage via Evidence Centre
- Face blurring & GDPR compliance
- 64GB or 128GB Memory
- Forward facing camera with the option to add driver or rear cameras.



## Why MANTIS - We believe in connected cameras

It's no secret how complicated the day to day running of a fleet can be. Any incidents that required investigation take **time and focus** away from fleet owners.

Vehicle incidents can have a **spiralling effect on costs** if they are not managed quickly and to the **best possible outcome** for your company. To achieve this you need fast and reliable access to the **Evidence**.

### How Non-Connected Systems Can Let You Down

- SD systems may need to be **manually reset or formatted** which is extremely **time consuming** and could result in **loss of footage**.
- Recording failure or camera obstruction not discovered until it's **too late**. Unless you manually check each camera regularly there is no way of knowing if its recording. This is typically the **No.1 headache** for fleet owners. If a camera misses an incident all its **value is lost** resulting in non-fault claims ending up as 50/50 or own-fault due to **lack of evidence**. This can have a massive impact on the total cost of an incident to your business.
- Accessing the footage can be **slow** particularly with incidents when the police are involved, or the vehicle has been damaged. If the vehicle is taken away or impounded sending someone to retrieve the footage can be difficult.
- Delays in accessing the evidence to determine the cause of the incident can incur **unnecessary or excessive costs** e.g. legal fees, loss of earnings through vehicle downtime, insurance pay-outs & increased premiums.

### How Does MANTIS Overcome These Issues?

MANTIS has developed three core solutions to deliver a **highly reliable** and **effective** vehicle camera system.





# Evidence Centre - The most unrestricted access to your evidence footage

## Market Leading Connectivity

True multi-network M2M 4G data sims with the ability to use all major networks and auto-roam onto the strongest providing the most stable coverage possible.

## Flexible Data Allowance

1GB aggregated package allows data to be shared amongst the fleet so you never run out when you need it or get charged overage fees.

## Fault Notifications

Don't wait until vital footage is lost before you know a camera was not recording. Be notified to any recording loss or memory failure and resolve with our monitoring team.

## Instant review & remote download

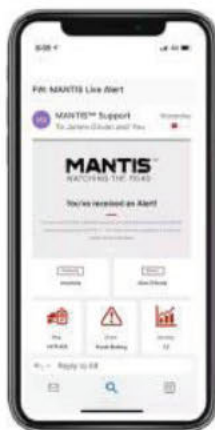
Playback any of the footage stored on the memory to quickly investigating an incident and download on demand. No restriction on video clip length or number of downloads.

## Automatics Uploads

If MANTIS senses a serious event such as hard braking or cornering, footage is automatically uploaded to Evidence Centre with 90 days cloud storage. No need to look through hours of footage to find what you need to act quickly.

## Monitoring Team

Our dedicated team are on hand to assist you in downloading footage and will review your account for faults to keep you notified to any recording loss.



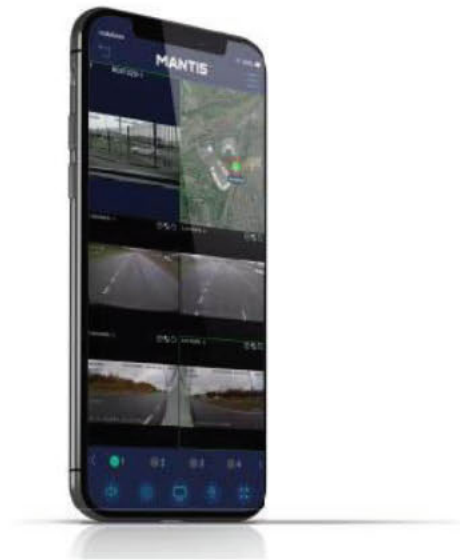
# MANTIS Live - Instantly see video from any camera on your fleet

## Live View

Keeping you updated on your fleet in real time, giving users the ability to view the fleet location and access cameras no matter where a vehicle is operating. Fleet owners have the ability to make faster decisions, at the simple click of a button.

## MANTIS Live App

Look after your fleet even when out of the office with our app for IOS & Android.





## Webfleet Solutions Integration - View cameras live and access Evidence Centre in one platform


- Combining powerful telematics data with video evidence to get the full picture of what happened.
- Receive email alerts about severe driving events with direct link to footage allowing you to respond quickly even when out of the office.
- Review near misses and spot trends to identify higher risk drivers and utilise evidence video as a training tool to improve driving behaviour.


**MANTIS** 07:00 PM


Powered by  
MANTIS Live





 Vehicle  
1908


 Driver  
[Redacted]


 Event Date and Time  
01/05/2020 15:25:26 00:00

 Location  
121 Bailey Drive, Liverpool L20 6EY, GB

 Event Type  
Braking

 Severity  
1.1

 Video Status  
Online

 HDD Status  
OK

Evidence Centre

[Latest Evidence Video](#)

[Evidence Centre](#)

[MANTIS Live](#)



### Latest Evidence Video

This is the last driving event recorded in Webfleet above pre-defined Severity



### Evidence Centre

This is a list of all 20 second Videos matched to each Webfleet Driving Event over a pre-defined severity



### MANTIS live

This is the Live Stream Video viewed from Directly within Webfleet



### Driving Events

Webfleet Harsh Braking & Cornering Events



### Video Loss Alarm

This is activated when a camera is either faulty or missing



### HDD Status Alarm

This is activated should a hard drive become corrupt or missing

## FLEETiQ Account Management

As part of your Account Management at Vtec Solutions you will have the following resources available to you during the course of your telematics contract:

### Account Manager



### Ongoing Account Management

- Month 1 WEBFLEET training and Account Set up.
- Month 2 Account Review
- Month 3 Account Review
- Ongoing Quarterly Account Review

### De-installations and Re-installations

Please click here to book an engineer - <https://www.vtecsolutions.co.uk/support/de-re-install/>

### Service Issues

Please click here to create an electronic ticket - <https://www.vtecsolutions.co.uk/support/service-request/>

### Contact Service

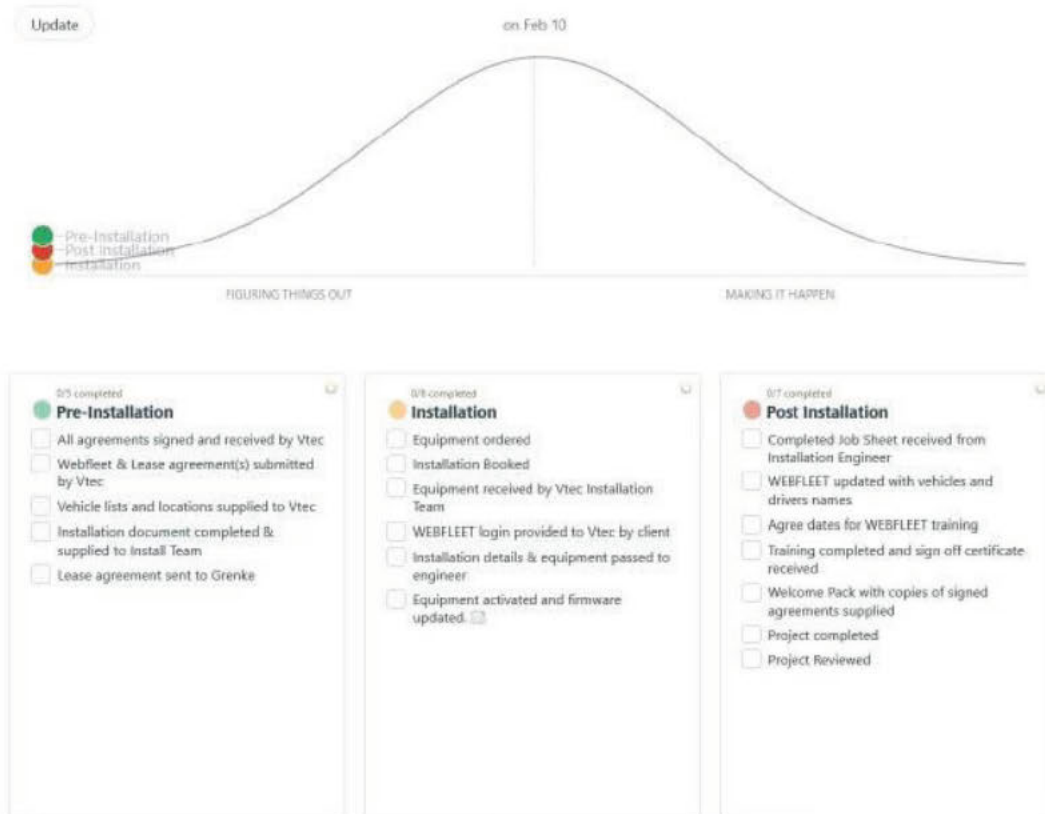
Tel: 01236 541080

Email: [service@vtecsolutions.co.uk](mailto:service@vtecsolutions.co.uk)



## Onboarding

Below is the process for your Onboarding of your telematics solution:



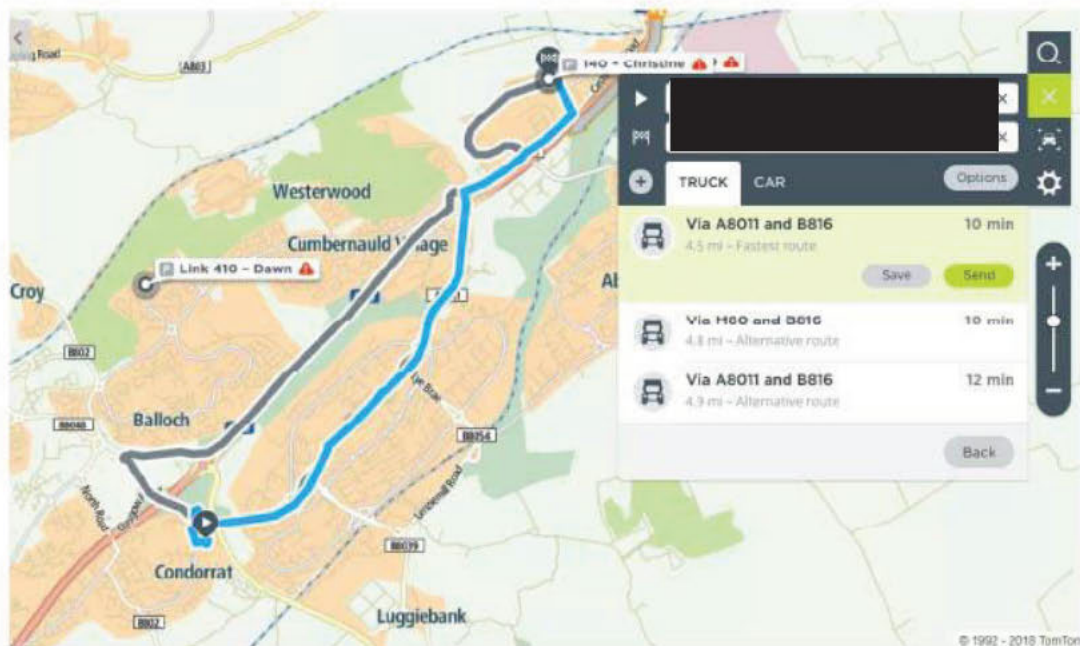


## Route Planning

WEBFLEET allows routes to be planned in two ways:

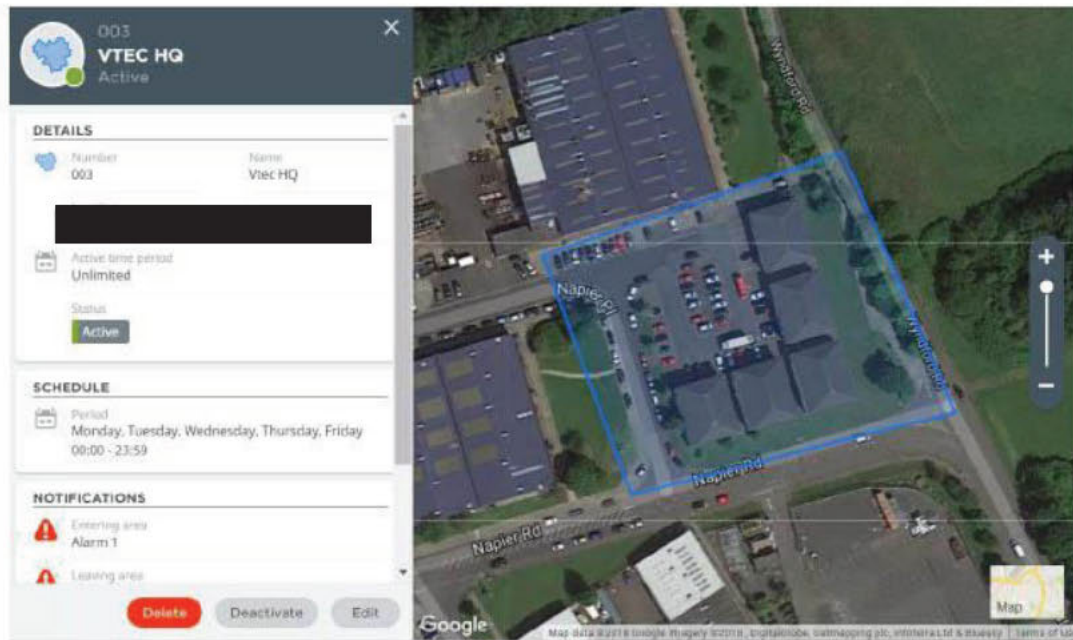
- A to B routing - select all of your destinations and create on large route.
- Forced Routing - select a route a vehicle must follow i.e. Heavy Haulage limitations, Gritting etc.

These can then be viewed for costing purposes or sent to WEBFLEET as a route for the vehicle to follow. Each route provides a time and distance on WEBFLEET.



## Areas & Notifications

- Set Areas in WEBFLEET and be notified of any/all vehicles that enter this location.
- Select who should be notified and WEBFLEET will send an email notification.



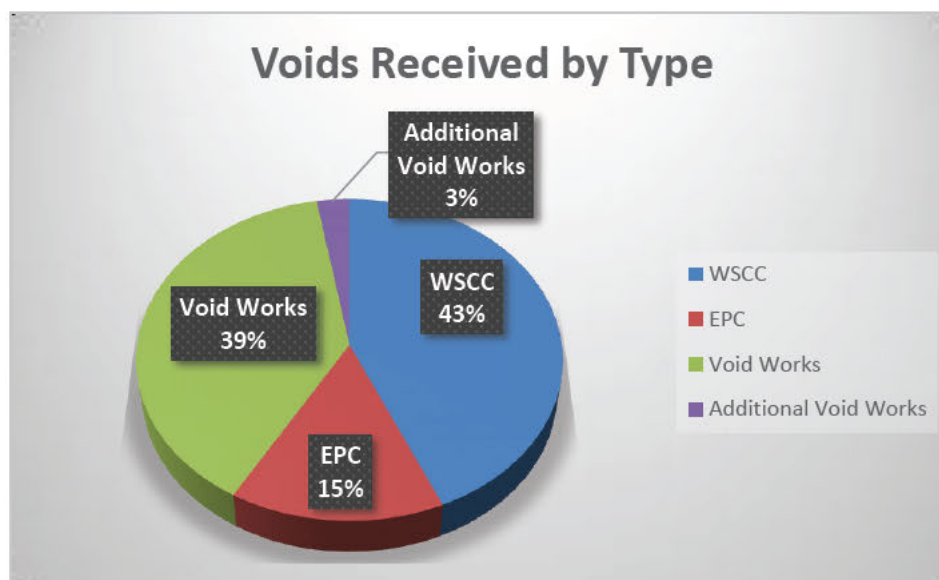


## KEY PERFORMANCE INDICATORS

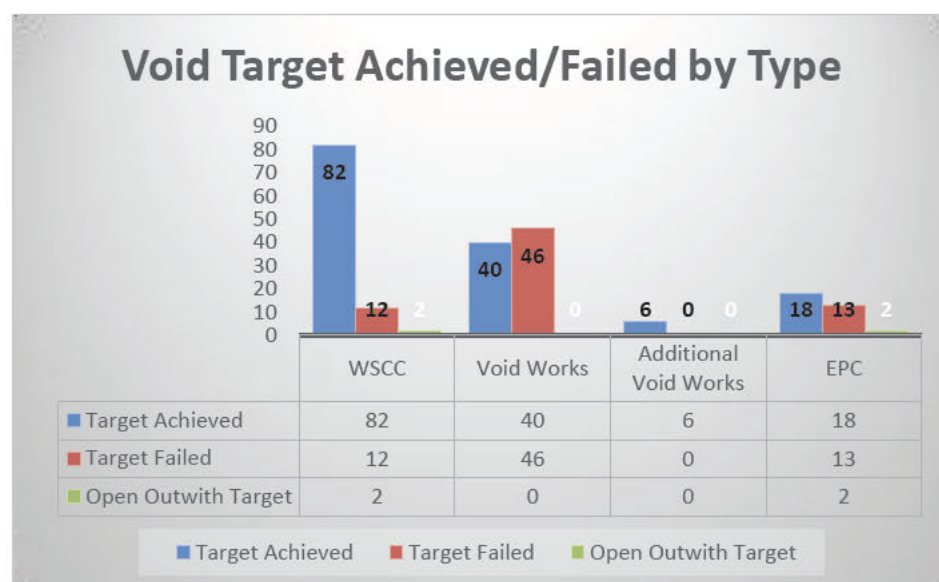
KPIs have been impacted by the implementation of labour-intensive safety measures

### Voids

Breakdown of voids by type



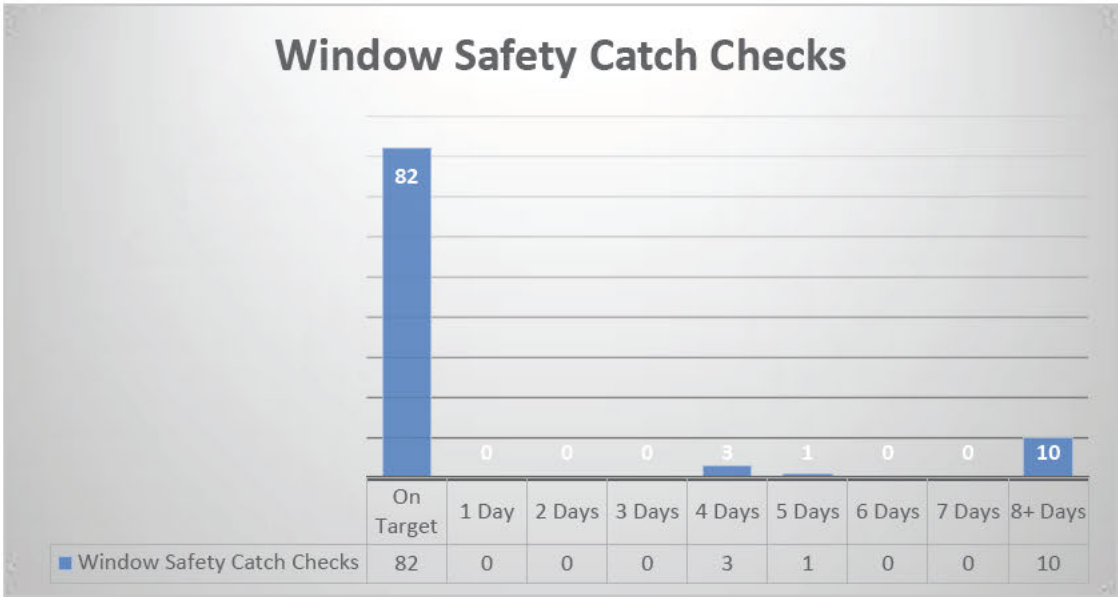
Breakdown of Target Failure/Success by type



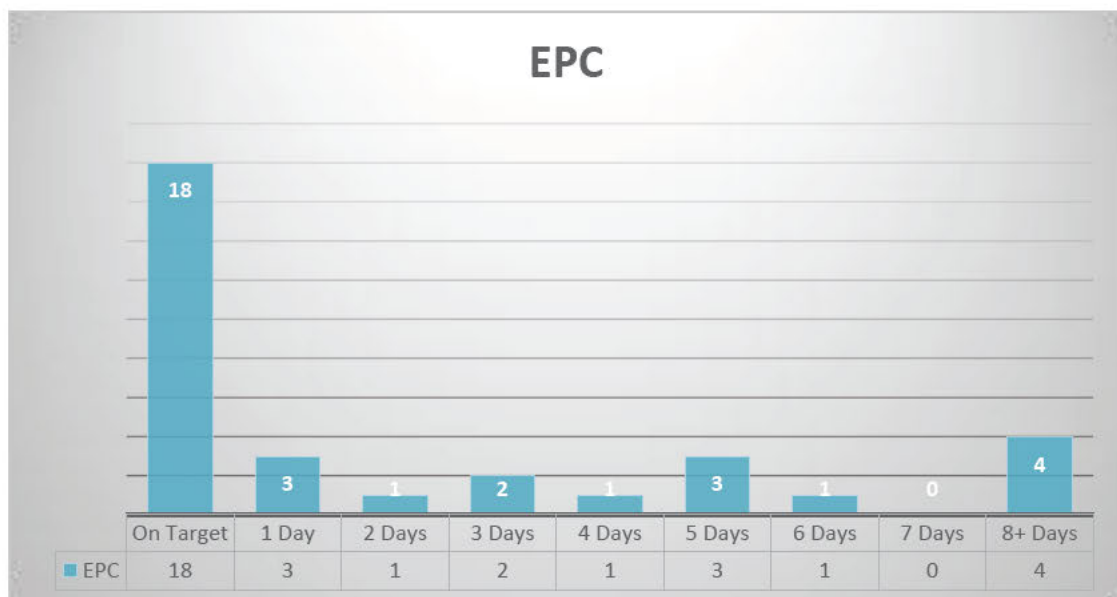
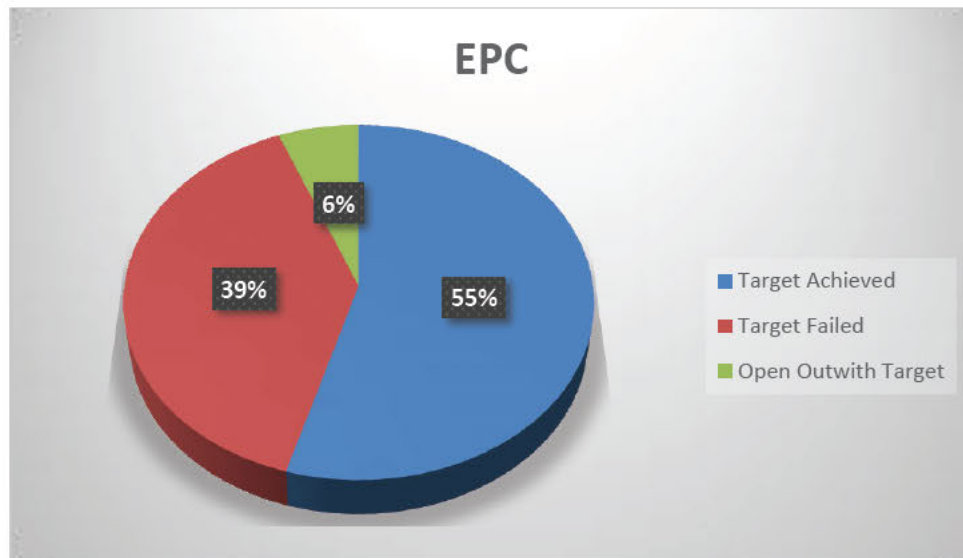
Performance Against Target by Category

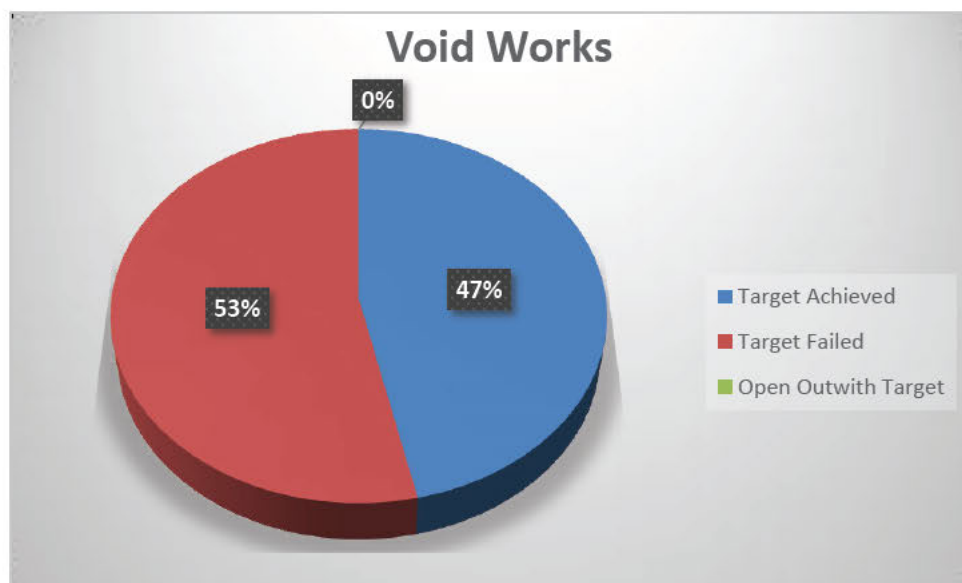


14 window safety catch checks ran over target due to failure of the initial safety check and requirement for remedial works. There have been ongoing issues with materials supply for glazing repairs

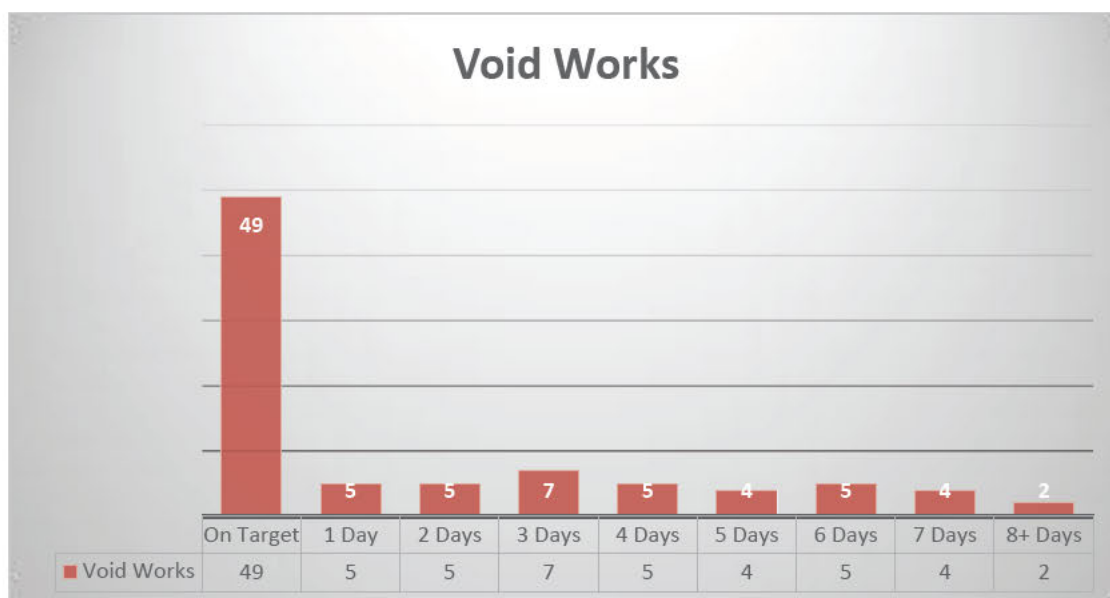


15 energy performance certificates were issued past target





10 void properties were carried forward from Q3, which in conjunction with the new, labour-intensive safety measures, has directly impacted the achievability of the 6-day target.

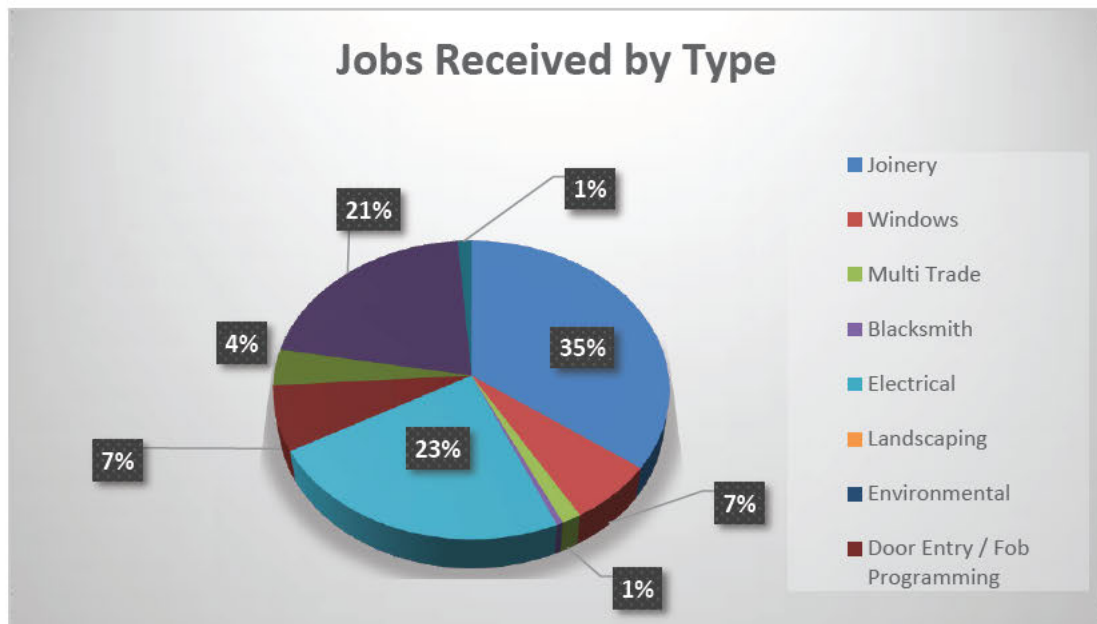


The majority of voids which were returned outwith the 6-day target, were returned within 7 days of the target date despite the challenges.

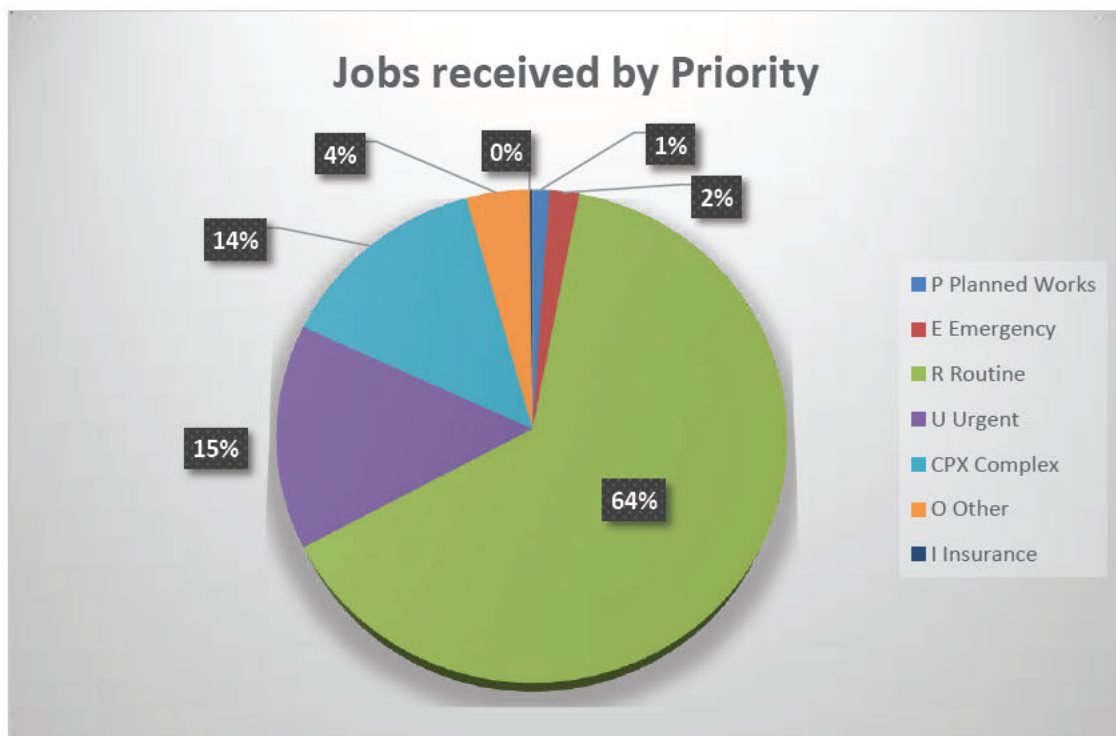


## Day to Day Repairs

Breakdown of Day-to-Day Repairs by type

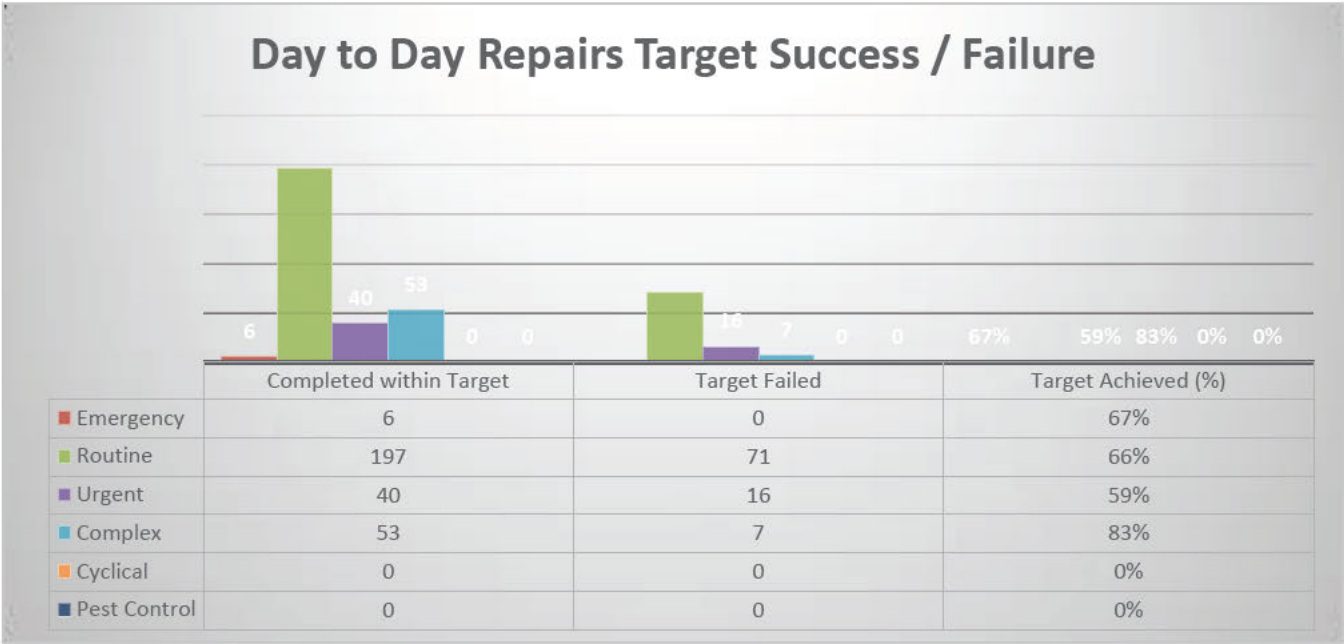


Breakdown of Day-to-Day Repairs by priority

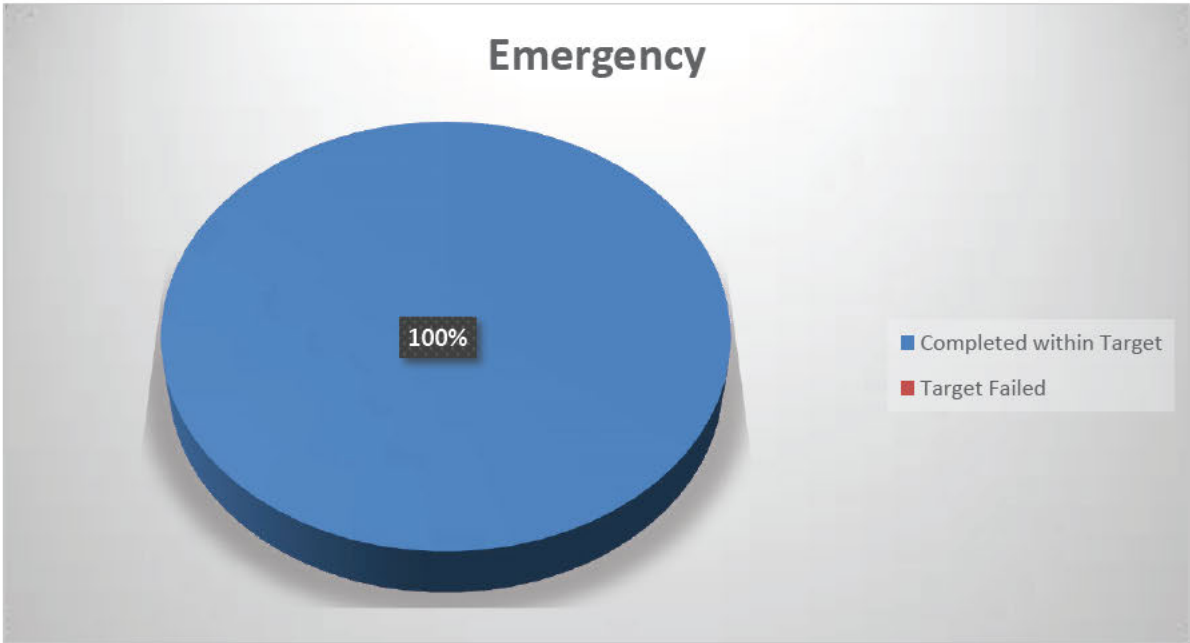


Day to Day Repairs Performance Against Target by Category

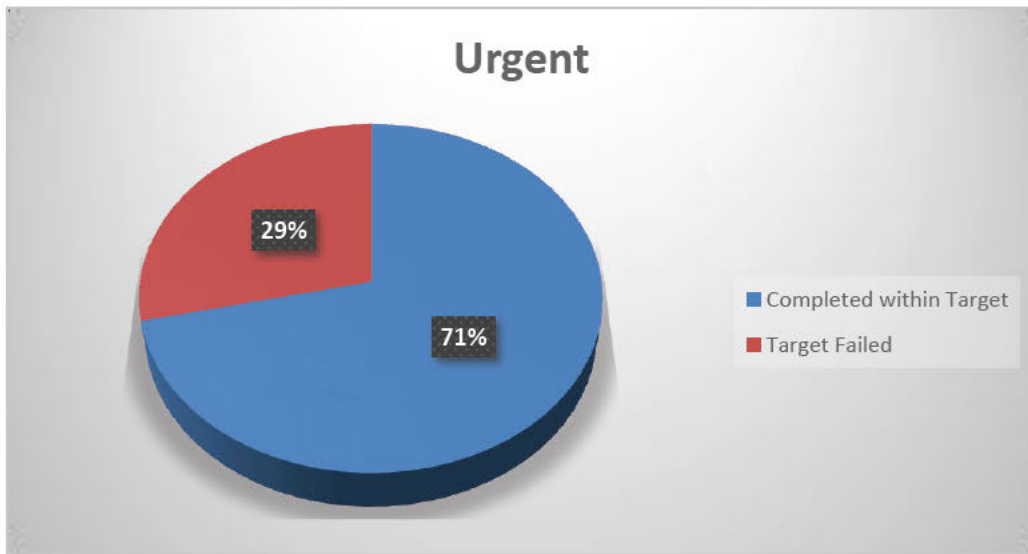
Day to day repairs have achieved an average of 76% success rate against targets.



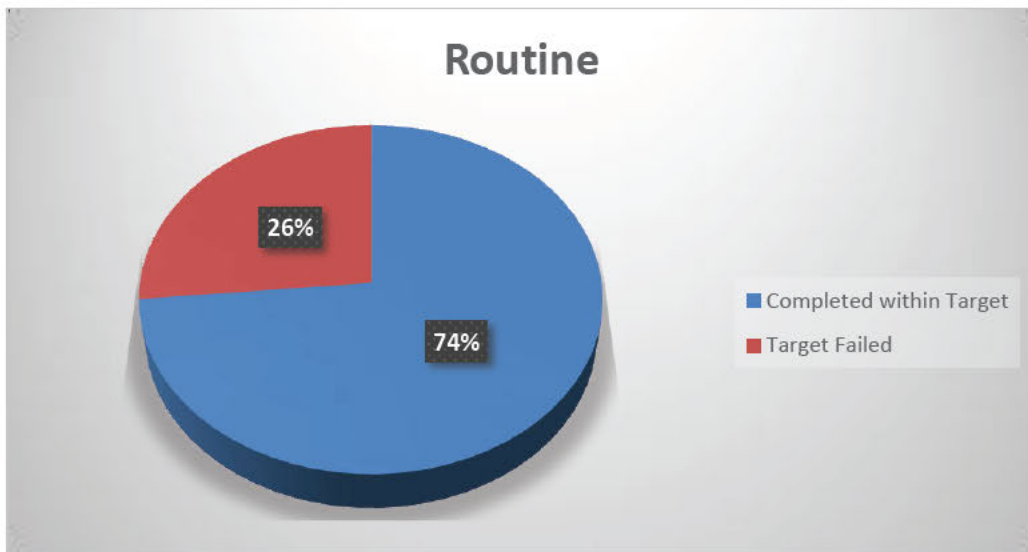
Emergency repairs are required to be complete within 4 hours



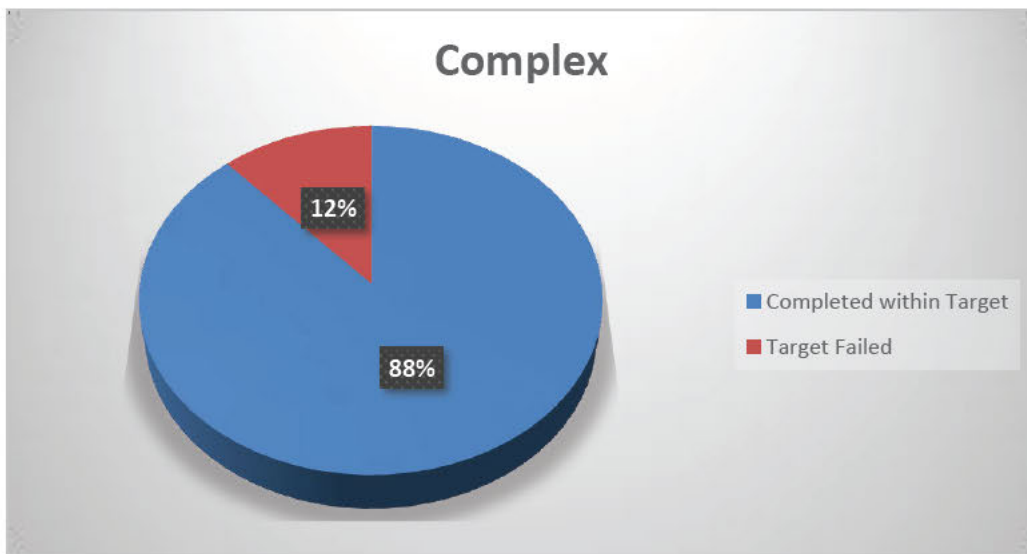
Urgent job lines have a 3 day target



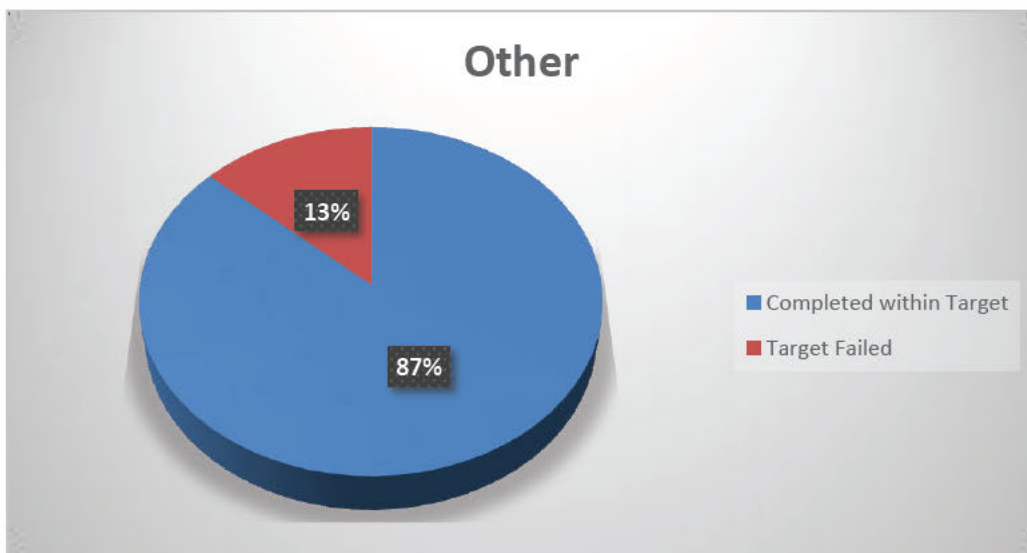
Routine work orders have a 5 day target



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

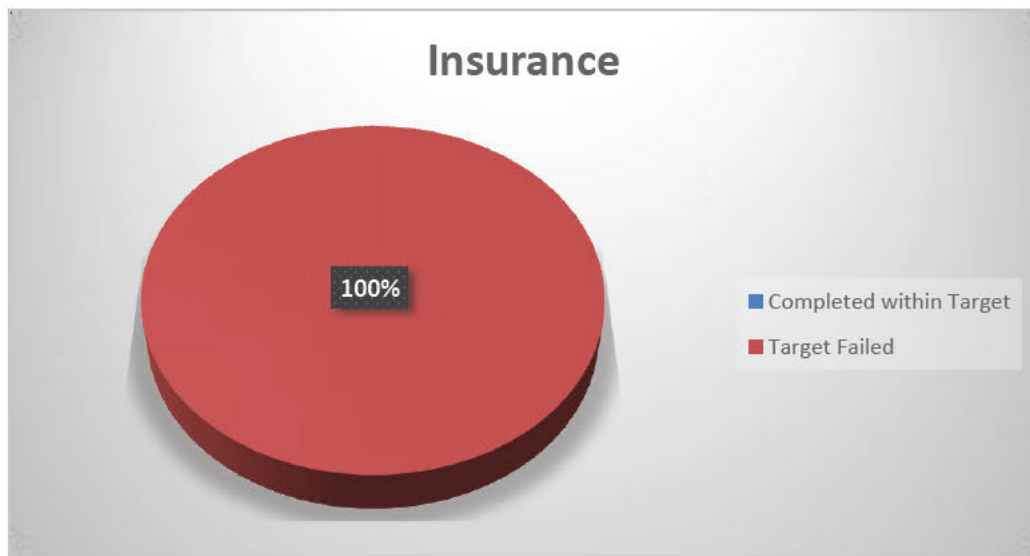


"Other" repairs generally include jobs for materials supply and other miscellaneous work

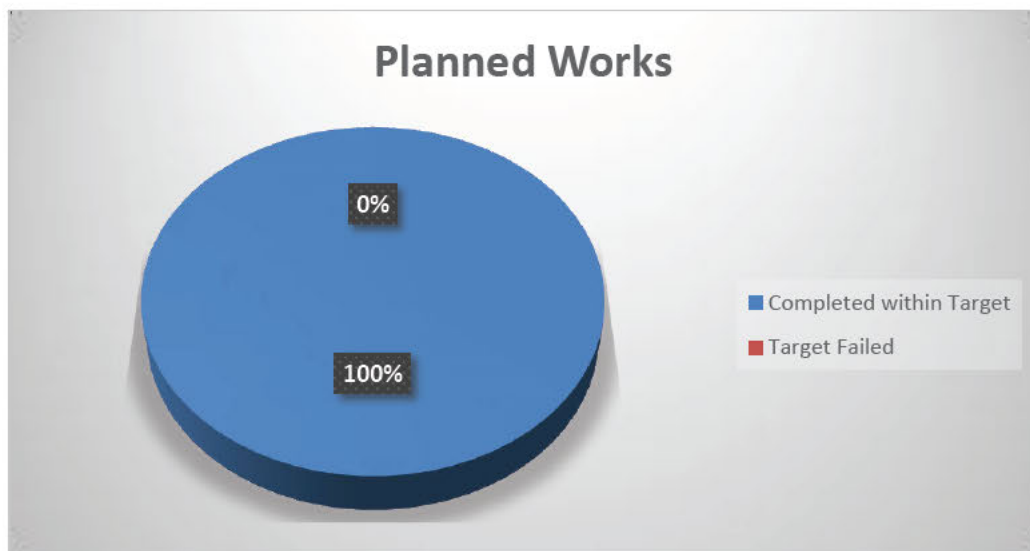




Insurance works include jobs where fire or other damage has occurred.



Planned works include door entry upgrades



## GOVERNANCE/RISK/PROCUREMENT

### Details of the completed review of ng2 Risk Assessments in conjunction with Assured Management Group

Assured Management Group Ltd had previously applied a full compilation of a suite of specific Risk Assessments (RAs) across "in house" Grounds Maintenance & Window Cleaning Services plus All Trades Handy Man Services.

This in Total equated to 104 No Individual RAs.

The initial RAs had a "Review Date" set at 1 Year from Issue, with COVID 19 the review has slipped somewhat & subsequently "newly or added risk/s" have been identified - this along with a "continued development" determines that a "Full Review" is now necessary.

Assured Management Group Ltd list the following, as the agreed Scope of the Review & Update Scope, further this also provides an Anticipated Costing for the works.

Task No.	Task Description.	Total No.					Completed
1	Apply a Full Review of Full Suite of Risk Assessments, thereafter: Applying Edit Update to reflect a "Continued Improvement" based on both industry & topical changes & also taking into account gathered information (Accident Register / Near Misses).	104					25/02/2022
2	Meeting at NG 2 Office to Discuss & Agree full Scope of Task (Additionally, discuss Risk Management of Window Cleaning using Reach Poles, particularly on Public Footpaths & Roads.	Sum					31/01/2022
3	Apply a "Control" Audit on same, with Edit as necessary.	104					01/02/2022
4	Print & Folder Up; Risk Assessments, by: Combined, Grounds Maintenance & Window Cleaning & General Handy Man Services.	104					28/02/2022
5	Meeting at NG 2 Office to Hand Over of Folders & Memory Stick / Disc holding 104 No. RA's (Apply a Training Brief on Same).	Sum					02/03/2022

This review has now been completed and Operatives have received all necessary training in relation to amended Risk Assessments.



## Board Meeting For Noting

**To:** Board  
**From:** HR Officer

**SUBJECT: STAFFING REPORT (NG2)**

**DATE: 9 August 2022**

### 1. Introduction

This report refers to the period of 1 April 2022 – 30 June 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 30 June 2022, 79 staff were employed by ng2 Ltd.

#### Attendance and Absence

During this reporting period, 78 staff had perfect attendance (86% of the workforce). As well as this, 15 staff members qualified to receive their two day 'no sickness reward'.

The overall staff sickness absence percentage was just over the 3% target and for this reporting period was 3.01%. 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 %
4,974	149.5	3.01

The 149.5 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
<b>Days Lost</b>	61.5	88
<b>Number of employees</b>	■	■
<b>Percentage</b>	1.23	1.78

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 Self Isolation (COVID-19)**

During the reporting period, 9 members of staff required time off to self isolate due to testing positive for COVID-19. The total number of days lost due to self isolation was 47.5 days with the average absence length being 5 days.

#### **Learning and Development (L&D)**

During the period covered by this report a total of 8 ng2 staff benefitted from 34.5 hours of formal training and development as detailed in the table below. The direct cost of this training equates to £230.68.

<b>Course Title</b>	<b>Number of staff attending</b>	<b>Number of staff hours</b>	<b>Direct cost of Training (£)</b>
Basic/Intermediate Microsoft	2	14	194.68
Cyber Security	3	3	0
Fire Marshall and Fire Warden	1	3.5	36
Void and Technical Inspection	2	14	0
<b>Total</b>	<b>8</b>	<b>34.5</b>	<b>230.68</b>



### Recruitment and Leavers

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

Job Title	Contract	Start Date	Contract End Date	Internal or External
Estate Services Operative (x8)	Fixed term	Various	30/09/22	External
Joiner (x2)	Fixed term	16/05/22 and 30/05/22	15/11/22 and 29/11/22	External
Trades Foreperson	Fixed term	09/05/22	05/08/22	Internal
Painter	Fixed term	31/05/22	30/11/22	External
Customer Services Officer	Permanent	N/A	N/A	External

During the reporting period, 17 staff left the organisation. [REDACTED]

[REDACTED] Where possible, exit interviews are conducted to gain feedback. Due to circumstances, three exit interviews were conducted.

The exit interviews were extremely useful in providing constructive feedback which can be taken on board for future improvements. The CEO has been monitoring the content of exit interviews closely for the Group and is keen to work with teams to make positive changes to culture to in turn encourage retention and development.

### Company Health Plan – Simplyhealth

Simplyhealth have changed the way in which they report on claims and as a result, the Board will be provided at the next meeting with information on Simplyhealth claims made by staff.

## 2. Recommendation

Members are asked to note the contents of this report.





## ng2 Board For Noting

To: ng2 Board  
From: Senior Operations Supervisor

**SUBJECT: ADVERSE WEATHER REVIEW**

**DATE: 9 AUGUST 2022**

<b>1.</b>	<b>Introduction</b>
	<p>The purpose of this adverse weather review paper is to look at the risk involved with the ever-increasing temperature's we are all facing due to global warming. The review paper is to let the board know what happened on a certain date (19 July 22) and to ensure that the Company has an appropriate and proportionate approach to dealing with risks associated with our operating environment.</p>
<b>2.</b>	<b>Adverse Weather July 2022</b>
	<p>On 19 July 2022 there was a record-breaking heatwave across the UK, with temperatures in Scotland reaching in excess of 31 degrees and the Met Office issuing an amber weather warning for extreme heat in Eastern, Southern and Central Scotland.</p> <p>A decision was made by the CEO for the offices to close at 3.30pm on 19 July 2022, taking into consideration that peak temperatures were scheduled from late afternoon onwards; the impact these circumstances may have on staff's health and safety; and the impact this may have on public transport services for staff commuting.</p> <p>Appropriate and available measures were put in place throughout the working day prior to the early closure in terms of ensuring facilities for cold water were available. Extra breaks, provide sun cream and skip hats.</p> <p>As a follow up from this incident, the CEO, HR Officer and Senior Officers in our subsidiary met on 20 July 2022 to discuss the Adverse Weather Group Policy and the following considerations were made in terms of guidance for supporting the safety of our staff:</p> <ul style="list-style-type: none"><li>- Determine a Group threshold for extreme weather</li><li>- Internal memos for staff, in advance if possible, and retrospectively after the</li></ul>

	<p>adverse weather incident</p> <ul style="list-style-type: none"> <li>- Enhancing the current protective clothing and PPE available (inclusive of sun cream and hats)</li> <li>- Enhancing hydration (inclusive of access to cold drinking water, a means of cooling down and additional rest breaks)</li> </ul> <p>With staff's health, safety and wellbeing being at the forefront of the decisions made in relation to extreme heat, it was agreed that procedures would be in place which consider the physical working environment (office), individual staff member (including any health conditions) as well as any company vehicles driven as part of job role.</p>
<b>3.</b>	<b>Recommendation</b>
	Members are asked to note this report.





# Board Meeting For Noting

**To:** ng2 Board  
**From:** David McIntyre

**SUBJECT: HEALTH AND SAFETY**

**DATE: 9 August 2022**

<b>1.</b>	<b>Introduction</b>
	<p>The purpose of this report is to provide the Board with an update on the ng2 health and safety work plan for the period covering April 2022 - July 2022 also our response to the Covid-19 Pandemic.</p> <p><b>Health &amp; Safety</b></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>
<b>2.</b>	<b>Actions Taken</b>
	<p>In Line with the Government guidelines on social distancing due to the Covid-19 pandemic, the following measures have been implemented across all areas of ng2 to ensure staff could safely return to work:</p> <ul style="list-style-type: none"><li>- Members of staff returning to work after being furloughed receive a return-to-work induction to inform them of any new measures implemented during their absence.</li><li>- All office cleaners have been fully appraised, via induction, of the new cleaning regime which focuses on commonly touched areas.</li><li>- All staff have received fobs for clocking in/out therefore eliminating the need to use the fingerprint contact point.</li><li>- The office receives an electrostatic spray every Saturday Morning.</li><li>- All ng2 vehicles are fully sanitised at the end of each day.</li><li>- Contactless hand sanitising stations have been installed in all ng2 offices.</li><li>- Desks which would not allow for a 2-metre distance between staff have either been</li></ul>

moved or taped off.

- Glass screens have been installed between all desks.
- Non walking zones have been set up and clearly marked throughout the offices to ensure there is always a 2-meter distance between staff.
- A new procedure has been put in place for anyone visiting any of the offices, to ensure the safety of all ng staff. Masks must be worn by anyone visiting and by staff when they are moving around the common areas of the offices. Masks and hand sanitiser are available to anyone visiting the offices
- A one-way system has been set up outside the offices with 2-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 without 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.

<b>Location / Date</b>	<b>Nature of Incident, Accident or Near Miss</b>	<b>Action</b>	<b>HSE Report Required</b>
21/6/22	██████████ ██████████ ██████████ ██████████ ██████ ██████████ ██████	████████████████████ ████████████████████ ████████████████████ ██████████	No
11/7/22	██████████████████ ██████████ ██████████ ██████	████████████████████ ██████████████████	No

#### **3. Recommendation**

Members are asked to note the contents of this report.



# Register of Payments and Benefits

Case No: 142

1. DESCRIPTION OF BENEFIT		
BENEFIT		DETAILS (e.g. tenancy address, post etc.)
Tenancy	✓	
Contract of Employment		
Works to tenanted property	✓	Estate Services Operative
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		(ng2 employee)
A Business		
Other		

3. APPROVAL
Provide brief summary of reason for approval:
<p>offered the post of Estate Services Operative. This job was advertised externally. Total of 15 applications received and all 15 were interviewed. 7 candidates were successful. had no part in the interview process.</p>

Initial

Directors Signature \_\_\_\_\_

Chair's Signature \_\_\_\_\_

Meeting where approved

Date of meeting

30/6/2022,

#### 4. RATIFICATION

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

9 August 2022





# Register of Payments and Benefits

Case No: 143

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

2. DETAILS OF BENEFICIARY		
NAME:		
ADDRESS: (where relevant)		
RELATIONSHIP		DETAILS
Board Member		
Sub-Committee Member		
Connection to Board member		
Connection to Sub-Committee member		
Employee	✓	[REDACTED] ng2 employee.
Connection to employee		
A Business		
Other		

3. APPROVAL
<b>Provide brief summary of reason for approval:</b>
[REDACTED] which was advertised externally. The post has a fixed term contract for 6 months. [REDACTED]
[REDACTED] met the criteria for interview. [REDACTED]
[REDACTED] subject to satisfactory pre-start paperwork and references.

Initial

<p>_____ was not part of the recruitment process and will have no line management responsibilities for _____</p>	
<p>Directors Signature _____</p>	
<p>Chair's Signature _____</p>	
Meeting where approved	NG2 Board, Vulcan Street
Date of meeting	9/8/22

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





## **After clearance of back court area**



ng2 Limited  
350 Darnick Street  
Glasgow  
G21 4AA  
Tel: 0141 630 4252  
[www.ng2works.com](http://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