

**Tuesday 13 May  
2025 4pm**



# ng2 BOARD MEETING

**Bill Rossine House**







## AGENDA

**Meeting:** Board Meeting

**Invitees** ng2 Board

**Location:** Microsoft Teams/BRH Board Room

**Date** 13 May 2025

**Time** 4:00pm

**Please submit any apologies to Jade Redmond**  
[jredmond@ng2works.com](mailto:jredmond@ng2works.com)

**Telephone: 0141 630 4252**

	<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</b>			
a.	ng2 Board Meeting on 18 February 2025	Yes		3
	i) Matters Arising			
<b>4.</b>	<b>For Approval</b>			
a.	Management Accounts to 31 March 2025	To follow	BH	-
b.	Health and Safety	Yes	DM	7
c.	Risk Register	Yes	DM	9
d.	New Policy: Neonatal Care Leave and Pay Policy	Yes	DW	15
e.	Revised Policy for Approval: ng2 Attendance and Absence Management Policy	Yes	DW	23
<b>5.</b>	<b>For Ratification</b>			
	Payments and Benefits Case #174	To Follow	BH	-
<b>6.</b>	<b>For Noting</b>			
a.	Operational Report	Yes	DM	41
b.	ng2 Staffing Report	Yes	DM	47
c.	Performance Assessment Report	Yes	DM	59
<b>7.</b>	<b>AOCB</b>			
<b>8.</b>	<b>Date of Next Meeting – Tuesday 12 August 2025</b>			



'NORTH GLASGOW HOUSING ASSOCIATION LIMITED ng2 BOARD ATTENDANCE 2024-25

	19.11.24	18.02.25					
M Thomson	A	A					0%
I Cross	A	A					0%
J Berrington	A	A					0%
G Satti	P	P					100%
J Thorburn	P	P					100%
B Hartness	P	P					100%
% Total	50%	50%					

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

TARGET ATTENDANCE - 80%

AVERAGE ATTENDANCE - 50%





## ng2 Board Minutes

**Meeting:** ng2 Board meeting      **Location:** Bill Rossine House/Teams

**Date:** Tuesday 18 February 2024      **Time:** 4:00pm

**Attendees:** John Thorburn      **JT** Chair  
Gino Satti      **GS**  
Bob Hartness      **RBH**

**Apologies:** Isabella Cross      **IC**  
Margaret Thomson      **MT**  
Jim Berrington      **JB**

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

**Minute Taker:** Jade Redmond      **JR** Administration Assistant Team Leader

	Agenda	Action	Date
1.	Apologies		
	As above.		
2.	Disclosure of Interest and Attendance		
	None.		
3.	Minutes of Board Meeting on 19 November 2024		
	Board AGREED the minutes were an accurate record of the meeting.		
	Proposed      G Satti      Seconded      B Hartness		
i)	Matters Arising		
	None.		
4.	Reports for Approval		
a.	Management Accounts		

	<p>BH presented the Management Accounts for the period to 31<sup>st</sup> December 2024 and highlighted some specific areas as previously discussed.</p> <p>The Management Accounts for the period were APPROVED by the Board.</p> <p>Proposed    G Satti        Seconded    B Hartness</p>		
<b>b.</b>	<b>Health and Safety</b>		
	<p>DM presented the health and safety report for the period covering October to December 2024. There were 2 incidents in the period. None of the incidents required to be reported to the HSE. All staff are reminded to report incidents, accidents and near misses to their supervisor or manager and the importance of the learning points that come out of such incidents.</p> <p>Members APPROVED the contents of the report.</p> <p>Proposed    G Satti        Seconded    B Hartness</p>		
<b>c.</b>	<b>Risk Register</b>		
	<p>DM presented the risk register. No changes were proposed.</p> <p>Members APPROVED the Risk Register as presented.</p> <p>Proposed    B Hartness        Seconded    G Satti</p>		
<b>d.</b>	<b>Salary Increase</b>		
	<p>Due to an increase in the Living and Minimum Wage, members were asked to approve the proposal of all ng2 staff with an increase of £0.60 per hour to match the increase in the living wage. This will also help with trying to retain trade's staff who can find higher hourly rates elsewhere.</p> <p>Members APPROVED the salary increase across ng2 from 1 April 2025.</p> <p>Proposed    G Satti        Seconded    B Hartness</p>		
<b>e.</b>	<b>Army Benevolent Fund</b>		



	<p>BH asked members to approve a donation to The Army Benevolent Fund to help support their efforts to house veterans, support mental health and assist veterans back into civilian life.</p> <p>Members APPROVED the funding of £5,000 for the Army Benevolent Fund.</p> <p>Proposed    G Satti    Seconded    B Hartness</p>		
<b>5.</b>	<b>For Ratification</b>		
	<p>Members APPROVED payments and benefit case 173.</p> <p>Proposed    G Satti    Seconded    B Hartness</p>		
<b>6.</b>	<b>For Noting</b>		
<b>a.</b>	<b>Operational Report</b>		
	Members NOTED the report providing Members with an update on the business operations for Q3.		
<b>b.</b>	<b>Ng2 Staffing Report</b>		
	Members NOTED the report covering staffing matters for Q3 2024.		
<b>c.</b>	<b>Performance Assessment Report</b>		
	Members NOTED the report covering performance assessments for Q3 2024.		
<b>7.</b>	<b>AOCB</b>		
	None.		
<b>8.</b>	<b>Date of Next Meeting</b>		
	<p>Date of next meeting was confirmed as <b>13 May 2025 at 4pm</b></p> <p><b>Meeting ended at 4:30pm</b></p>		





## Board Meeting For Approval

**To:** ng2 Board  
**From:** Senior Operations Supervisor

**SUBJECT: HEALTH AND SAFETY**

**DATE: 13 MAY 2025**

<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 January 2025 – March 2025.</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>During the reporting period ng2 have begun the process of carrying out a full audit of or all risk assessments and method statements.</p> <p>The following is an update on the progress so far:</p> <p>Applying Fire Coating To Stairwell Loft Hatches To Various Addresses – CDM (2015) Client &amp; Contractor Application Including Principal Designer Duties.</p> <p>The remaining Work Streams – CDM (2015) Provisions, as follows:</p> <p>Void Inspections.</p> <p>Void Works.</p> <p>Day to Day Responsive Works:</p> <p>Joinery.</p> <p>Painting.</p> <p>Plastering.</p> <p>Fencing.</p> <p>Window Safety Catch Safety Checks.</p>

	Damp Mould. Road Sweeper. Power Washing.									
	Thereafter Applying a Full Annual Review of NG 2 Risk Assessments, Further Applying (As Deemed Applicable) Associated Method Statements.									
	<p><b>Incidents, Accidents and Near Misses</b></p> <p>During the reporting period there were no reportable incidents.</p> <table> <tr> <th>Location / Date</th><th>Nature of Incident, Accident or Near Miss</th><th>Action</th><th>HSE Report Required</th></tr> <tr> <td>18/2/25 Springburn Shopping Centre</td><td>ng2 driver clipped a private car while reversing out of a space</td><td>Toolbox talk given on using a banksman while reversing if possible</td><td>N/A</td></tr> </table>			Location / Date	Nature of Incident, Accident or Near Miss	Action	HSE Report Required	18/2/25 Springburn Shopping Centre	ng2 driver clipped a private car while reversing out of a space	Toolbox talk given on using a banksman while reversing if possible
Location / Date	Nature of Incident, Accident or Near Miss	Action	HSE Report Required							
18/2/25 Springburn Shopping Centre	ng2 driver clipped a private car while reversing out of a space	Toolbox talk given on using a banksman while reversing if possible	N/A							

<b>3.</b>	<b>Recommendation</b>
	Due to the importance of Health and Safety measures Members are asked to approve the contents of this report.

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

To: ng2 Board  
From: Senior Operations Supervisor

**SUBJECT: RISK REGISTER REVIEW****DATE: 13 MAY 2025**

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



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



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

Reviewed March 25  
By D. McIntyre



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

**To:** Board  
**From:** Corporate Services Manager

**SUBJECT: NEW POLICY FOR APPROVAL:  
NEONATAL CARE LEAVE AND PAY**

**DATE: 13 May 2025**

<b>1.</b>	<b>Introduction</b>
	The purpose of this report is to seek approval from the Board for the introduction of a new Neonatal Care Leave and Pay Policy. This Policy has been created in line with new employment legislation, EVH Model policy and taking account of current good practice. This policy will be reviewed every three years or earlier, as required.
<b>2.</b>	<b>Policy Overview</b>
	Employees are entitled to Neonatal Care Leave (if they meet the eligibility criteria) for a baby born on or after 6 April 2025 and the baby has received medical or palliative neonatal care for at least 7 consecutive days within the first 28 days after birth.  This entitlement has been introduced through the Neonatal Care (Leave and Pay) Act 2023 and comes into effect on 6 April 2025.
<b>3.</b>	<b>Risk / Mitigation</b>
	Having a Neonatal Care Leave and Pay policy reinforces our commitment to family friendly policies and will assist with staff retention and progression. The risk of not having a Neonatal Care Leave and Pay policy could lead to a breach of employment legislation.
<b>4.</b>	<b>Recommendation</b>
	Board members are requested to APPROVE the new Neonatal Care Leave and Pay Policy.





# Neonatal Care Leave and Pay Policy

---

## Contents

1. Introduction.....	2
2. Scope of Policy .....	2
3. Legislation .....	2
4. Definition .....	2
5. Eligibility .....	2
6. Leave Entitlement .....	3
7. Types of Leave .....	3
8. Requesting Leave.....	4
9. Cancelling Leave .....	4
10. Contractual Benefits .....	4
11. Support for Employees.....	4
12. Other Related Policies and Procedures.....	4
13. UK General Data Protection Regulation 2021 .....	4
14. Review of Policy .....	5
15. Equality Impact Assessment.....	5
Appendix 1.....	6

## 1. Introduction

Employees are entitled to neonatal care leave (if they meet the eligibility criteria) for a baby born on or after 6th April 2025 and the baby has received medical or palliative neonatal care for at least 7 consecutive days within the first 28 days after birth.

Our group understands that if an employee is considering the use of this policy, they will be going through a difficult and stressful period. The organisation is committed to supporting our employees to both be able to be with their baby and look after their own wellbeing throughout this period.

## 2. Scope of Policy

This policy and procedure applies to all employees.

## 3. Legislation

This entitlement has been introduced through the Neonatal Care (Leave and Pay) Act 2023 and comes into effect on 6th April 2025.

## 4. Definition

Neonatal care means:

- medical care received in hospital
- medical care received in any other place where:
  - the baby was an inpatient in hospital and the care is received upon the baby leaving the hospital
  - the care is under the direction of a consultant
  - the care included ongoing monitoring by, and visits to the baby from, a healthcare professional arranged by the hospital where the baby was an inpatient
- palliative or end of life care

## 5. Eligibility

### Neonatal Care Leave

An employee will have the right to neonatal care leave if they meet the following criteria:

- At the date of birth they are the baby's parent, intended parent (under a surrogacy arrangement) or the partner of the baby's mother.
- At the date of birth, they are the baby's adopter or prospective adopter or the partner of the adopter or prospective adopter (including children adopted from overseas).
- Have or expect to have the responsibility for the upbringing of the child.
- Take the leave to care for the baby who has received neonatal care.

## Neonatal Care Pay

Employees with 26 weeks continuous service by the end of the relevant week, who earn above the lower earnings limit and who are entitled to neonatal care leave are also entitled to statutory neonatal care pay. The rate for statutory neonatal care pay is set by the government and reviewed annually in April.

The relevant week is deemed to be:

- For births, the week preceding the 15th week before the expected week of childbirth.
- For adoption, the week in which the adopter is notified of being matched with the baby.
- For any other cases, the week immediately before the week in which the neonatal care starts.

## **6. Leave Entitlement**

If an employee meets the eligibility criteria detailed in this policy, they have the right to one week of neonatal care leave for every week their baby is in neonatal care, up to a maximum of 12 weeks. An employee can take one week's leave for every uninterrupted week that the baby is receiving neonatal care.

Neonatal care leave must be taken within 68 weeks of the baby's birth.

Neonatal care leave and pay is additional to statutory rights for other types of family leave such as maternity, adoption, paternity and shared parental leave.

Where 2 or more babies from the same pregnancy require neonatal care, the following points apply:

- If the babies receive neonatal care at same time the leave will accrue once.
- If the babies receive neonatal care at different times the leave accrues for each baby.
- The number of weeks leave available remains at the maximum of 12 weeks.
- The 68 weeks within which the leave must be taken is based on the date of birth of the first baby.

## **7. Types of Leave**

Neonatal care leave can be taken in 2 ways:

- **Tier 1**  
This begins when the baby receives neonatal care and ends on the seventh day after the baby is discharged. Neonatal Leave in tier 1 can be taken in a continuous block or a non-continuous block of one week at a time and up to 12 weeks.
- **Tier 2**  
This begins once the tier 1 period has ended and must be taken within 68 weeks after the birth. Tier 2 leave must be taken in one continuous block. This type of leave is most likely to apply to employees who are already on maternity or adoption leave as they will exhaust their maternity or adoption leave first.

## **8. Requesting Leave**

Employees are encouraged to speak to their line manager as soon as possible if they may be taking neonatal care leave, this will help us to provide appropriate support and information regarding these entitlements.

To apply for leave employees should complete the form at appendix 1 which covers the required information to process the leave request.

We understand that it may be difficult to comply with notice periods, however, where possible we would ask that the following notice is provided:

For tier 1 leave we require 15 days' notice for each period of absence.  
For tier 2 leave we require 28 days' notice.

## **9. Cancelling Leave**

An employee can cancel leave which falls under the category of tier 2 leave. They should provide 15 days' notice for one weeks leave and 28 days notice for longer periods of leave.

## **10.Contractual Benefits**

All terms and conditions in your contract, apart from salary, continue to apply during the leave period.

## **11.Support for Employees**

We encourage employees to seek support from their line manager and agree the best way to communicate throughout periods of leave.

Employees may seek assistance from the company health plan provider Simplyhealth (telephone number 0800 975 3356).

## **12.Other Related Policies and Procedures**

- Attendance and Absence Management Policy
- Data Protection Policy
- Flexible Working Policy
- Flexi Procedure
- Stress and mental wellbeing at work
- Staff Terms and Conditions of Employment

## **13.UK General Data Protection Regulation 2021**

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



#### **14. Review of Policy**

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

#### **15. Equality Impact Assessment**

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

## Appendix 1

### Neonatal Leave Request Form

Baby's date of birth Date of adoption placement Date the baby entered the UK (for overseas adoption).	
Date(s) that neonatal care started.	
Date neonatal care ended (if appropriate).	
Date you request your neonatal care leave to start.	
How many weeks neonatal care leave are you applying for?	

<p>I request to apply for the neonatal care leave as detailed above.</p> <p>I can confirm I have read and understood the Neonatal Care Leave and Pay Policy and meet the criteria as set out within the policy.</p>	
Employee name:	
Employee sign:	
Date form submitted:	

Manager name:	
Manager sign:	
Date request received:	

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

**To:** Board  
**From:** Corporate Services Manager

**SUBJECT: REVISED POLICY FOR APPROVAL:  
ATTENDANCE AND ABSENCE  
MANAGEMENT POLICY**

**DATE: 13 May 2025**

<b>1.</b>	<b>Introduction</b>
	<p>The purpose of this report is to seek approval from the ng2 Board for the adoption of an existing policy which has been reviewed. This Policy has been reviewed in line with the policy review schedule and taking account of current good practice. This policy will be reviewed every three years or earlier, as required.</p>
<b>2.</b>	<b>Policy Overview</b>
	<p>The summary changes to this policy are:</p> <ul style="list-style-type: none"><li>• Section on Disabilities has been removed from the policy as the wording has been incorporated at various points throughout the policy. This provides clarity at the relevant sections with no need for duplication.</li><li>• Absence Reporting Procedures have been updated with sub-sections to provide better clarity.</li><li>• Attendance Management, trigger points at Stage 1 have been expanded. Stage 1 has been clarified as an informal stage.</li><li>• Trigger points for stages 2, 3 and 4 have been amended to 1 further occasion of absence, within the specified time frame, will result in the next trigger point being met.</li><li>• Attendance Management, sub-section 5.9 has been added to provide clarity of the supportive measures in place for staff members with underlying health issues.</li><li>• Other provision, section on IVF Treatment has been updated to Fertility Treatment in line with ACAS guidance.</li><li>• Other related policies has been updated to include; Health and Safety Policy, Flexible Working Policy, and Flexi Procedure.</li><li>• Equality Impact Assessment has been updated to include the specific provisions that have been put in place at sections 5.9, 6.1, 6.2 and 7.6.</li></ul>

<b>3.</b>	<b>Risk / Mitigation</b>
	It is important to review our policies in line with the policy timetable or earlier in line with regulatory or legislative guidance/changes or good practice guidelines. This will ensure that the organisation's policies are up to date and reflect current good practice.
<b>4.</b>	<b>Recommendation</b>
	Board members are requested to APPROVE the revised ng2 Attendance and Absence Management Policy.



# Attendance and Absence Management Policy

---

## Contents

1.	Introduction .....	2
2.	Principles.....	2
3.	Absence Reporting Procedures .....	3
4.	Absence Reporting Procedures .....	4
5.	Attendance Management .....	5
6.	Absence Management .....	8
7.	Long-Term Absence.....	9
8.	Sickness During Annual Leave.....	11
9.	Capability .....	11
10.	Other Provisions .....	12
11.	Good Attendance Award.....	14
12.	Other Related Policies and Procedures.....	15
13.	UK General Data Protection Regulation 2021 .....	15
14.	Policy Review.....	15
15.	Equality Impact Assessment .....	15
17.	Managing Absence Flowchart.....	16

## **1. Introduction**

ng2 Ltd is committed to managing attendance and absence at work to ensure that we are supporting employees with health concerns, providing reliable and cost effective services to customers and improving the organisation's performance.

ng2 Ltd recognises that employees may on occasion be absent from work and this policy is designed, therefore, to ensure that a consistent and fair approach in managing attendance and absence at work is adopted throughout the organisation.

## **2. Principles**

- 2.1 The organisation recognises its responsibility for the health, safety and welfare of its employees and therefore will provide employees with a safe working environment. All employees will be treated in a responsible and caring manner, and be encouraged to provide the highest standards of attendance possible.
- 2.2 The organisation will formulate standards, provide procedural guidelines and ensure line managers receive appropriate training for managing attendance and absence at work. It is the responsibility of line managers to identify and monitor the causes of absences and where possible to develop a programme of preventative measures. Employees will be afforded the opportunity to be accompanied by a trade union representative or a colleague where appropriate.
- 2.3 All employees including trainees and apprentices will be made aware of the terms of this policy and will be treated in a fair and consistent manner. All employees will be encouraged to seek help with any health issues they are experiencing, which are resulting in non-attendance at work. The organisation provides access to a Company Health Plan which includes direct access to physiotherapy, chiropractic, health screening and 24 hour access to counselling services. Employees may seek assistance from the company health plan provider Simplyhealth (Telephone Number 0800 975 3356).

### **3. Absence Reporting Procedures**

#### **3.1 Reporting absence**

Employees reporting absence are required to phone their line manager as soon as practicable - this should be within 1 hour of the normal starting time, text messages are not acceptable. If your line manager is not available then another manager should be contacted. Employees must give the reason for the absence, expected duration of the absence, expected date of return and confirm their contact details.

If it is impossible for employees to get to a phone on day one of their absence they should ensure that someone else calls on their behalf.

#### **3.2 Keeping in Touch**

The responsibility lies with the employee to keep their manager informed on a daily basis for the first three days of absence. If the absence continues beyond three days, the employee must contact their line manager on each seventh day thereafter, unless exceptional circumstances prevent the employee from doing so. Where employees fail to keep in touch as outlined above, ng2 Ltd reserves the right to initiate and maintain contact with the employee. Please note that on occasion during an employee absence, management may contact the employee with work related questions/requirements. Such contact will only be where it is essential for continuity of service delivery.

#### **3.3 Absence Certification**

An employee can self-certify where the absence lasts 7 calendar days or less. Where an absence period lasts more than 7 calendar days, medical certificate (Fit Note) issued by an appropriate healthcare professional is required. This should be forwarded to the employee's line manager as soon as possible. If the employee's absence continues, further medical certificates must be provided to cover the whole period of absence.

If an employee's doctor or healthcare professional provides a Fit Note stating that they "may be fit for work" they should inform their line manager immediately. All recommendations contained within the Fit Note will be discussed with the employee

in an attempt to facilitate a return to work. If the recommendations cannot be accommodated the reasons for this will be confirmed to the employee and they will remain on sick leave. If the absence continues a review meeting will take place.

#### 3.4 Failure to Comply

Where the employee does not follow reporting, certification, or agreed keeping-in touch arrangements we may proceed with disciplinary action in accordance with the ng2 Ltd disciplinary procedure.

#### 3.5 Return to Work

On every occasion when an employee returns to work after an absence of any kind, the line manager or another senior member of staff will meet the employee at the start of their day/shift, or as soon as practically possible on that day, to discuss the reasons for the absence, and offer help where appropriate before countersigning the return to work form (self certificate). This document should be sent to the HR Department.

### **4. Absence Reporting Procedures**

4.1 A fundamental feature of good attendance and absence management is the accurate and timely recording of all absences. This is essential in terms of the requirements of the Statutory Sick Pay arrangement. Good information also allows patterns to be identified and can be an early indication of underlying problems. The sooner these problems are identified and acted upon – the more likely a successful conclusion can be achieved for employee and employer alike. Any potential concerns would be discussed at return to work meetings.

4.2 Keeping good quality, up to date records also means that:

- Concise data is available for each employee during the year
- Problems are identified at an early stage
- Employees are treated fairly and consistently
- Trends and underlying causes can be more easily identified
- Relevant Health & Safety issues can be identified in a timely manner and addressed appropriately



- Attendance rates may be improved
- Managers are better able to explain decisions relating to poor attendance
- The Board are kept aware of attendance levels

4.3 Line managers must record the absence on the Notification of Absence Form as soon as notification is received and also notify the HR Department by email. The HR Department will update the employee's attendance record for the purposes of statistical recording.

4.4 The ng2 Ltd Board will receive quarterly reports on employee absence.

## **5. Attendance Management**

5.1 This refers to dealing with unacceptable levels of attendance, with no reference to reasons for absence or medical condition.

We will aim to assist employees in maintaining a good attendance record. This will involve maintaining good records, ensuring return to work meetings are completed and, helping investigate and address any identified underlying causes of absence.

Where this fails to secure a required improvement, we will invoke the terms of the absence management and disciplinary procedure. Unsatisfactory attendance reviews can result in disciplinary action, up to and including dismissal.

If at any stage during this process it becomes apparent that an underlying health condition is involved, medical information will be sought, and further discussion will take place prior to deciding on any appropriate action.

### **5.2 Attendance Review Triggers**

An Attendance Review Meeting will be arranged when an employee's absence record falls into the following categories of 'rolling' absence, with the following potential outcomes:

Stage	Trigger	Outcome
1	<ul style="list-style-type: none"> <li>3 occasions of absence within a 12 month period (this includes short or long-term absences)</li> <li>12 continuous days or more within a rolling 12 month period (10 working days for full time Monday-Friday staff, 8 working days for 4on/4 off staff, and pro rata for part time staff)</li> <li>Clear absence pattern identified</li> </ul>	Informal Attendance Review Meeting
2	1 further occasion of absence within a 6 month period from when the last action was taken	First Written Warning
3	1 further occasion of absence within a 6 month period from when the last action was taken	Final Written Warning
4	1 further occasion of absence within a 12 month period from when the last action was taken	Dismissal

Any period of unauthorised absence may be dealt with under ng2 Ltd's Disciplinary process.

The employee should be advised in writing of the purpose of the meeting and of their right to representation at formal meetings. At the meeting the manager should outline that the main purpose is to discuss the absences, the employee's general health and/or any underlying problems they may have. Where possible the organisation will offer assistance in the form of professional counselling

or if appropriate arrange for a second opinion through Occupational Health.

- 5.3 The Attendance Review Form should be completed, at each stage, at the meetings and then signed by both the employee and the line manager. A copy of this form will be placed in the employee's file. The line manager should confirm the outcome of the meeting in a timely manner, in writing, to the employee and detail any agreed action.

5.4 Stage 1

An informal Attendance Support Meeting will take place in the following circumstances:

- 3 occasions of absence within a 12 month period, this includes short or long-term absences
- 12 continuous days or more within a rolling 12 month period i.e 10 working days for full time Monday-Friday staff, 8 working days for 4 on/4 off staff, and pro-rata for part time staff
- Clear absence pattern identified

The employee will also be advised at this meeting of their expected level of attendance and the triggers which apply if they have further absences.

5.5 Stage 2

The first Formal Attendance Review Meeting should take place if the employee has one further occasion of absence within a six month period from when the last action was taken. The employee may be issued with a First Written Warning at this meeting and be advised of the triggers which apply if they have further absences. This meeting will be carried out by a ng2 Ltd Supervisor.

5.6 Stage 3

The second Formal Attendance Review Meeting should take place if the employee has one further occasion of absence within a six month period from when the last action was taken. The employee may be issued with a Final Written Warning at

this meeting and be advised of the triggers which apply if they have further absences. This meeting will be carried out by a ng2 Ltd Senior Supervisor.

#### 5.7 Stage 4

A third and final Formal Attendance Review Meeting should take place if the employee has one further occasion of absence within a twelve month period from when the last action was taken. This meeting will be carried out by a ng2 Ltd Director as this may result in the employee being dismissed with contractual notice.

#### 5.8 Employee's have the right to appeal any formal warning at any stage of the process, including dismissal.

Appeals at Stages 2, 3 and 4 should be intimated to the HR team in writing within 7 days of receipt of the written confirmation of the decision, clearly setting out the grounds for appeal. The HR team will then co-ordinate the appeal process.

#### 5.9 Employees with absences related to pregnancy or with underlying health issues who are protected under the Equality Act 2010, will be required to attend absence review meetings in line with the triggers above, in order to provide support. Staff members in this position will not be issued with formal warnings, however, consideration may be given to the capability process as outlined in section 9.

### **6. Absence Management**

#### 6.1 ng2 Ltd will adopt a sympathetic approach to employees with a long-term and/or underlying health condition. If an employee finds themselves in such a position they should be confident that their line manager will support them.

The following points will always be considered in relation to long-term absence:

- The nature of the illness and any contributing factors
- The likely duration and/or frequency of the absence(s)
- Any actions that can be taken by the employee
- Any reasonable adjustments that we could make
- Any possible redeployment opportunities
- The nature of the duties in relation to the employee's health conditions

- Our business needs and the impact that the absence may have upon these
- The employee's entitlement to statutory sick pay

6.2 If a medical professional makes suggestions for any reasonable adjustments, these will be discussed prior to an employee returning to work to determine if these can be accommodated, along with any suggestions the employee or we may also have made. Although we are not bound by the doctor's suggestions, we will make all possible efforts to support the employee's prompt return and good attendance. If we agree, any reasonable adjustments, we will also set timescales and reviews to assess if they are still required and suitable.

6.3 If a referral to Occupational Health is sought and agreed, we expect the employee to fully participate in the process. If an employee fails to attend an agreed appointment or cancels within 2 days then they may be required to pay the related charge for that consultation.

6.3 When managing a long-term absence, it is possible that termination of employment for the reason of ill health capability may be considered where all other options have been exhausted, and the organisation can no longer sustain the absence. We will ensure that we seek the appropriate advice if and when necessary.

6.4 Any period of absence due to sickness or injury caused by an accident in the course of employment will be managed appropriately.

If an employee's absence is the result of an accident at work resulting from their deliberate misconduct, we will investigate it under the disciplinary procedure. Where an employee disagrees, the grievance procedure is available to use.

## **7. Long-Term Absence**

7.1 Long-term absence is defined as any single period of absence amounting to 20 or more calendar days.

- 7.2 If the absence is likely to last longer than 20 calendar days, the line manager will contact the employee to arrange a meeting to be held during week four of the absence, unless it is deemed medically inappropriate. This meeting can be held in either the workplace, at the employee's home or at some other mutually agreed location. Where a meeting is required they will be given a minimum of 48 hours notice. The main purpose of this meeting is to discuss the absence, the employee's general health and/or any underlying problems they may have. Where possible, in order to facilitate a return to work, the Association will offer assistance, in the form of professional counselling etc. If the likely duration of the employee's absence is still unclear, then a referral to Occupational Health may be made.
- 7.3 The line manager will continue to monitor the effects of long-term absences on their service and recommend appropriate action to cover and protect service delivery.
- 7.4 Throughout the duration of the employee's absence it will be expected that they will keep in touch at least once per week, by phone, and advise of progress, unless it is deemed medically inappropriate. Depending on the reason for absence, contact agreements can be mutually agreed between the staff member and the manager.

Line managers, in conjunction with the HR team, will also seek to obtain medical reports as required during the absence and will arrange to discuss these with the employee when received. Where the employee disagrees with the nature of any medical reports, they will be free to seek and offer alternative medical reports. Where the prognosis is such that a prolonged absence is likely then the case may be regarded as one of capability. Full discussions with the employee will take place and they will be afforded the opportunity to express views on such a course of action.

- 7.5 Having established and maintained contact with the employee, the line manager will discuss working options to support their return. These may include a phased return, reduction in hours, limiting the range of duties undertaken for a set period

and redeployment. Where a phased return to work is agreed and, if the employee returns to work on a phased basis, we will only pay salary for the hours and days actually worked. The days and hours that are not worked will be taken either from the employee's own leave or taken as unpaid leave.

- 7.6 Where there is no foreseeable return to work date, there are no contractual benefits for which the employee may be eligible and there are no reasonable adjustments that can be made to facilitate the employees return to work, as a last resort, dismissal on the grounds of capability may at that stage be appropriate. In this situation the process outlined in section 9. Capability will apply.

Employees will be given the right of appeal against dismissal on the grounds of long-term ill health absence.

## **8. Sickness During Annual Leave**

- 8.1 If during an authorised period of annual leave you fall ill and you produce an appropriate fit note, we may count the period as sick leave and not as annual leave, providing the absence reporting procedure has otherwise been complied with. Employees must speak to their line manager on the first day of their return to work or earlier if possible and provide them with the necessary documentation.
- 8.2 If an employee is on sick leave and they wish to go on holiday, they should contact their line manager beforehand to seek authorisation, with the support of the HR team, to let them know how long they will be away and to ensure communication resumes upon their return.

## **9. Capability**

- 9.1 As part of the ongoing dialogue between the line manager and employee, Review Meetings will explore options of a phased return, or a return to alternative duties, or where possible a redeployed post. The employee will be entitled to representation at these meetings. The line manager will chair the Review Meetings. The Final Review Meeting, at which a decision regarding capability dismissal will be

concluded, will be held by a ng2 Ltd Director.

- 9.2 Termination on the grounds capability may be considered where all other options have been explored but have not been successful and termination on the grounds of capability will be the only course of action available.

In such circumstances there will always be a right of appeal against any decision to dismiss an employee on the grounds of capability. Appeals against dismissal should be made directly the Director within 7 days of receipt of written confirmation of the decision. Any appeals will be heard by the ng2 Ltd Chair.

- 9.3 If termination is a possible course of action the line manager must have discussed this option with the employee at an earlier stage and confirmed this to the employee in the letter(s) issued after the Formal Attendance Review Meeting (if the absence is categorised as short-term) or Review Meetings (if the absence is categorised as long-term). Occupational Health will be consulted prior to a capability decision being made.

- 9.4 Where an employee indicates that a return to work is possible but requires more time to complete their recovery then this option should be considered prior to a decision being made to terminate employment on the grounds of capability.

## **10 Other Provisions**

### **10.1 Contact with Infectious Diseases**

An employee, who is deemed to be incapable for work and is prevented from attending the place of employment because of contact with a notifiable infectious disease, as per HSE, will be required to advise their line manager immediately. In such circumstances, the employee shall be eligible for full pay for the duration of the infectious period, as per the organisation's internal procedure at that time. ng2 Ltd will seek guidance from Occupational Health with regards to the management of this absence.



#### 10.2 Doctor/Dental/Optical Appointments

Doctor, dental and optical appointments should be arranged outwith working hours. If it is not possible, the employee should request time off from their line manager. Arrangements could include using annual leave or unpaid leave.

Emergency, on the day, appointments will be managed sympathetically and appropriately.

#### 10.3 Hospital Appointments

ng2 Ltd understands that hospital appointments cannot always be rearranged and paid time off will be granted for an appropriate length of time for the appointment. Employees should provide medical cards or evidence of their appointments.

#### 10.4 Cosmetic Procedures

Absence due to cosmetic procedures (whether carried out in the UK or abroad) will not fall under the sick leave or pay provisions unless it is recommended by health professionals. Employees should therefore request time off and agree with their line manager how the absence will be processed, e.g. annual leave or unpaid leave.

#### 10.5 Fertility Treatment

ng2 Ltd are fully supportive of staff who go through fertility treatment and understand that this can be a demanding time and there may be a high level of appointments. As this will vary from person to person, the employee should discuss with their line manager how time off for treatment can be accommodated. As with all aspects of absence these conversations will be treated as sensitive and confidential.

#### 10.6 Stress Management

Stress can result from an illness or lead to one but it is not an illness in itself. The same relates to 'nervous debility' or any other diagnosis of that type. If an employee goes off sick with stress, the line manager will endeavour to find out the underlying cause so that appropriate action can be taken (if any) and in particular to determine whether conditions at work cause or contribute to stress and whether

something could be done to help the situation. Employees may seek assistance, including 24 hour access to counselling services, through the company health plan provider Simplyhealth (telephone number 0800 975 3356).

#### 10.7 Conduct whilst off Sick

When on sick leave employees are still bound by their contract of employment and all of ng2 Ltd's policies including the Code of Conduct. The organisation also expects that employees do not participate in activities that would be at odds with their medical condition. Any breach in respect of this will be dealt with under the disciplinary procedure. This includes conduct on social networking sites and any other publicly made remarks regarding ng2 Ltd, its customers, work colleagues, partners and anyone else who is connected with us.

#### 10.8 Reason for Absence

If any employee gives false reasons for their absence, the Association may investigate the allegation that the absence has been dishonest, under the ng2 Ltd disciplinary procedure e.g. an employee reporting sick after an annual leave request has been refused. Such matters will be dealt with through the organisation's disciplinary procedures and in serious/repeated cases this may lead to dismissal.

#### 10.9 Management of Unauthorised Absence

Unauthorised absence may be dealt with under ng2 Ltd's disciplinary procedure.

### 11. Good Attendance Award

- 11.1 ng2 Ltd will apply a fair and consistent approach in managing attendance. The organisation also recognises that positive measures should be put in place for those employees with good attendance. Employees who have had no absences at all in a 12 month period will be awarded with 2 additional days off. Account will be taken of exceptional diagnosed conditions that require time off to ensure that employees who find themselves in this position are not discriminated against.

## **12. Other Related Policies and Procedures**

- Data Protection Policy
- Dignity at Work Policy
- Code of Conduct for Staff
- Health and Safety Policy
- Recruitment Policy
- Discipline and Grievance Procedures
- Stress and Mental Wellbeing at Work
- Staff Terms and Conditions of Employment

## **13. UK General Data Protection Regulation 2021**

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

## **14. Policy Review**

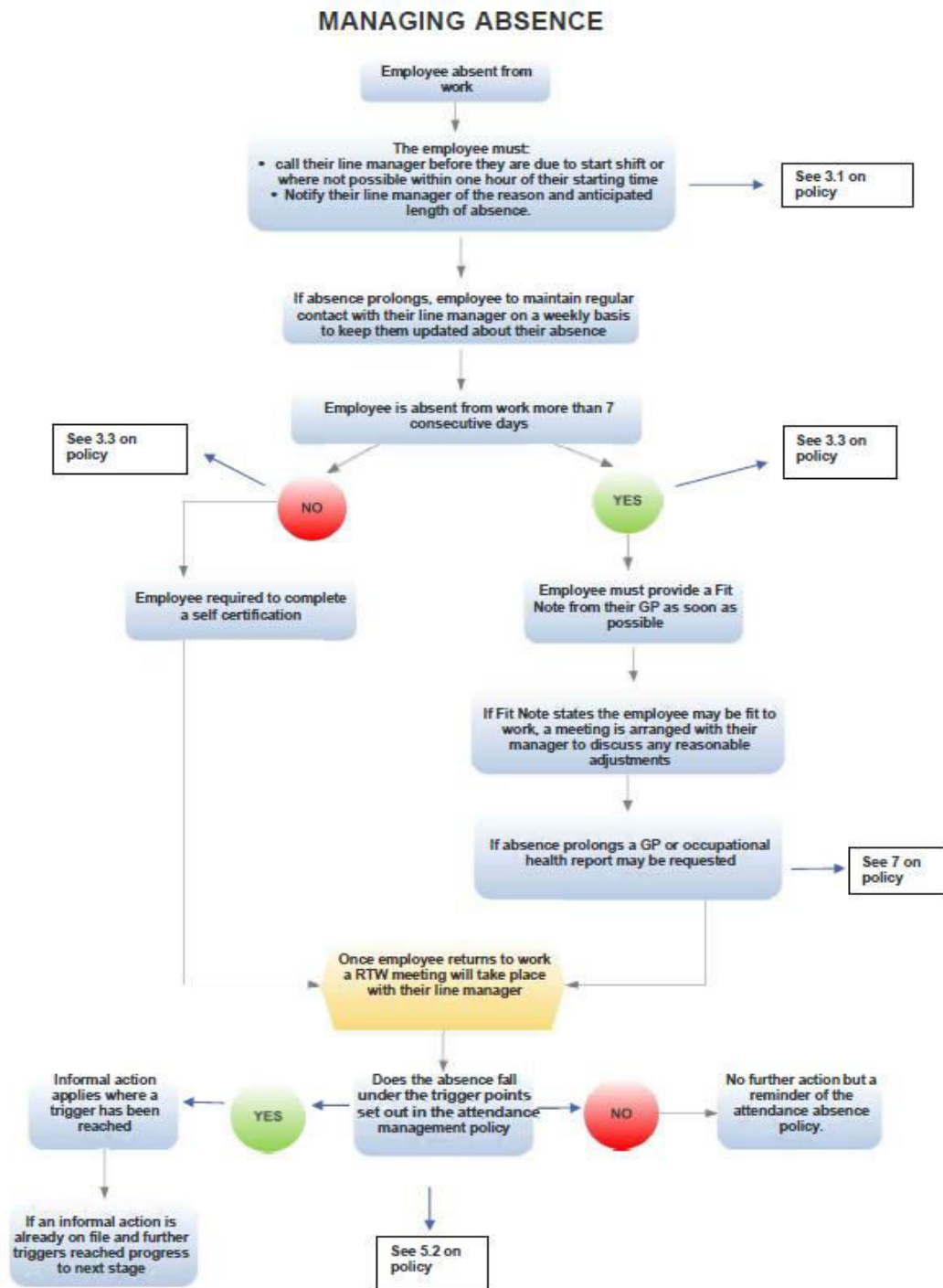
- 14.1 This Policy will be reviewed every three years or earlier in line with regulatory or legislative guidance / changes or good practice guidelines.

## **15. Equality Impact Assessment**

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

Specific provisions have been put in place at sections 5.9, 6.1, 6.2 and 7.6 which support employees with disabilities or underlying health issues.

## 17. Managing Absence Flowchart





## Board Meeting For Noting

**To:** ng2 Board  
**From:** Senior Operations Supervisor

**SUBJECT:** ng2 OPERATIONS REPORT  
JANUARY - MARCH 2025

**DATE:** 13/05/2025

<b>1.</b>	<b>Introduction</b>
	<p>This report provides an update on ng2's areas of business operations for Quarter 4 of financial year 2025-2026.</p> <p>The report will detail services delivered during the reporting period, in compliance with existing safety protocols and health and safety measures.</p>
<b>2.</b>	<b>Strategy</b>
	<p><b><u>Business Planning and Growth for 2025/26</u></b></p> <p>ng2 future growth will be aligned to ng homes stock condition survey and planned investment programme for 2025/26.</p> <p>Projects identified for 25/26 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>- Timber Fencing – Replacement</li> <li>- LED Lighting Upgrade</li> <li>- Gutter Cleaning</li> <li>- Window Safety Catch Check in MSF</li> </ul> <p>The landscape maintenance contract continues to be ng2's largest contract for 2025/26 and the focus for this contract remains quality and service delivery.</p> <p>Void remedial works continue to be a major part of our day to day works over the year with an average of 460 voids being completed and returned to ng homes per annum.</p> <p>We will continue to update the board on the development of any additional contracts and business opportunities identified during each reporting period.</p>

<b>3.</b>	<b>Void Monitoring and Management</b>
	<p>At the start of 2023 ng homes identified a need for better monitoring and turnaround times for void properties, to achieve this ng2 were given complete Admin control over all the associations void properties and sub-contractors including all major works.</p> <p>ng2 began the process by meeting each contractor and service provider involved in voids and setting out expected timescales with them, we then set up a full tracker for voids and major works which is kept live and up to date allowing us to identify problem areas that are affecting timescales and find ways to rectify them.</p> <p>During the reporting period ng2 have overseen the management of 86 void properties with an average turnaround time of <b>29 days</b> from the tenant handing keys into completion including all major works and an average turnaround time of <b>10 days</b> for void works.</p> <p>During the reporting period, the following major works were carried out in void properties:</p> <ul style="list-style-type: none"> <li>- 32 New Kitchens</li> <li>- 10 New Bathroom suites</li> <li>- 12 Rewires</li> </ul> <p>Each of the 86 voids received an Electrical Installation Condition Report and remedial works to ensure each void meets LD1 compliance.</p> <p>During the quarter we have implemented some changes to the void process to begin bringing the days to complete void works under target, This has resulted in both day to let and void works days coming below target.</p>
<b>4.</b>	<b>Garden Maintenance</b>
	<p>This contract comprises the provision of a ground maintenance service to the Association's properties for a 5-year period commencing March 2017 and involves all aspects of grounds maintenance including both hard and soft landscaping to private / communal gardens as well as open space areas.</p> <p>Garden maintenance operations commenced in April 2024 in line with the list implemented into the SLA by Ewing Somerville Partnership. A meeting was convened in the reporting period to revisit the SLA with a view to making amendments. An SLA for the Garden Maintenance contract is currently under review.</p>



	<p>New methods for collation of data for valuations (variations etc) are now also in place.</p> <p>Hedge reductions were carried out in the period.</p> <p>We will provide a further update on this in the Q1 2025 report.</p> <p><b>See Appendix 1 for photographs of garden maintenance works.</b></p>
<b>5.</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>6.</b>	<b>Environmental Hit Squad</b>
	<p>During the reporting period, ng2 have been transporting an average of 20 tons of household waste per week to the dump.</p> <p>During 23/24 we successfully implemented a team dedicated to fly tipping and back court bulk uplift, this has resulted in the hit squad being able to concentrate on environmental work and void clearances without the need for overtime, this process has continued successfully during 24/25.</p> <p>Although the backcourt team have allowed the hit squad to concentrate on other areas, we have noted that the majority of the hit squads time is now spent on void clearance due to ng2 helping cover the concierge service, we will continue to monitor this situation over the coming quarter and may need to look at a way to get more environmental work covered as this service is beginning to suffer.</p> <p>Daily checks to Heras fencing in Ashfield/Crowhill Street continued in the period and will be carried out until further notice.</p> <p><b>See Appendix 1 for photographs Hit Squad work in the period.</b></p>
<b>7.</b>	<b>Close Cleaning / ESO</b>
	<p>The Close Cleaners and Back Court teams provide daily reports to the Association which has reduced the Health &amp; Safety risks associated trip hazards and vermin caused by excess rubbish.</p> <p>The close cleaning service is running smoothly, with very few complaints.</p> <p>Back courts and bin sets are tidied and cleaned by a dedicated team of operatives however the continued reduction of refuse collections means that this continues to be challenging</p>

	<p>due to the amount of rubbish within the back courts. The Back Court teams continue to complete their usual tasks plus bulk/fly tipping collection as an additional service.</p> <p>Window cleaning continues throughout the closes, offices and retirement complexes on a six-weekly cycle, either manually or with a water fed pole.</p> <p>On-site cleaning has continued at the Keppochhill new build, in the interim, on a reactive basis while the SLA is agreed and implemented.</p> <p>We have used this as an opportunity to test out modernising the close cleaning service using new mechanical stair cleaners, backpack hoovers and mechanical scrubbers.</p> <p>Whilst a review of the concierge service is being carried out, ng2 have been asked by the association to provide cover for the following services:</p> <ul style="list-style-type: none"> <li>- Stair / landing cleaning in the multi storey flats / deck access</li> <li>- Maintaining the areas outside the multi storey flats / deck access (de-weeding, shrub beds, litter removal etc)</li> <li>- Bulk removal from the multi storey flats / deck access</li> <li>- Void clearances at the multi storey flats / deck access</li> <li>- Void cleans at the multi storey flats / deck access after void works are complete</li> <li>- North news delivery to the multi storey flats / deck access areas</li> <li>- Deploy staff to concierge to supplement other contracts</li> </ul> <p><b>See Appendix 1 for photographs of close cleaning and back court works.</b></p>
<b>8.</b>	<b>Painting / Plastering Division (Wet Trades)</b>
	<p>During Quarter 4 the painting division have been focused mainly on:</p> <ul style="list-style-type: none"> <li>- Mould / Damp Treatment</li> <li>- Painting and plastering in void properties</li> <li>- Close painting</li> <li>- Painting and plastering in Tenanted properties</li> <li>- Loft hatch painting as part of the fire risk assessment audit</li> </ul>



<b>9.</b>	<b>Joinery Division</b>
	<p>During Quarter 4 the Joinery division have been focused mainly on:</p> <ul style="list-style-type: none"> <li>- Voids</li> <li>- Fencing</li> <li>- Day to Day Joinery Works</li> <li>- Fire Risk Assessment remedial works</li> </ul>
<b>10.</b>	<b>Window Servicing Programme</b>
	<p>The 2024 Window safety catch programme has now concluded.</p> <p>The programme was a huge success with a 99% pass rate recorded on the compliance dashboard.</p> <p>The programme for this year is due to start during Q1.</p>
<b>11.</b>	<b>Vehicles</b>
	<p>Operatives are reminded, via regular toolbox talks, of their individual responsibilities for their safety and that of their colleagues and members of the public whilst using ng2 vehicles.</p> <p>A toolbox talk is regularly given to all staff focusing on the need to have a banksman when reversing ng2 work vehicles.</p> <p>We continue to hire vehicles from ACL however, this has been much reduced. Purchase of new/used vehicles is currently under consideration to prevent the need for hired vehicles.</p>
<b>12.</b>	<b>Operational Issues</b>
	<p><b><u>ng2 Overtime</u></b></p> <p>All overtime continues to be approved, in advance, by the CEO.</p> <p><b><u>Staffing</u></b></p> <p>During 2023/24 ng2 carried out a trial with Job Centre Plus to help people go from benefits into paid employment, this involved a member of ng2 staff visiting Job Centre Plus and talking to potential candidates to inform them of different job roles within the company. Each potential candidate was informed that they would be starting on a 4-week unpaid trial with no detriment to their benefits and a guaranteed interview at the end of the 4 weeks.</p> <p>The area's we focused on were Garden Maintenance, Bulk Uplift, Back Courts and Admin.</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, poor visibility on costings as well as quotations being issued with shorter expiry dates.</p>
<b>13.</b>	<b>Recommendation</b>
	Members are asked to note the content and progress highlighted within this report.



# Board Meeting For Noting

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

**SUBJECT: STAFFING REPORT (NG2)**

**DATE: 13 May 2025**

1.	<b>Introduction</b>																		
	<p>This report refers to the period of 1 January 2025 – 31 March 2025, covering staffing matters including: staff headcount, attendance and absence, learning and development, recruitment and the company health plan.</p>																		
2.	<b>Staffing Report</b>																		
	<p><b>Number of Staff</b></p> <p>As at 31 March 2025, 101 staff were employed by ng2 Ltd.</p> <p><b>Attendance and Absence</b></p> <p>During this reporting period, 87 staff had perfect attendance (86% of the workforce). As well as this, 8 staff members qualified to receive their two day 'no sickness reward'.</p> <p>The overall staff sickness absence percentage was above the 3% target and for this reporting period was 5.17%. The breakdown of the total number of working days available against days lost through sickness is detailed below:</p> <table><tr><th>Total number of work days available</th><th>Number of days lost through sickness</th><th>Sickness Absence %</th></tr><tr><td>5122</td><td>265</td><td>5.17</td></tr></table> <p>The 265 days lost is broken down into short term (a maximum of 19 days) and long term (20 days or more) as follows:</p> <table><tr><th></th><th>Short Term</th><th>Long Term</th></tr><tr><td>Days Lost</td><td>49</td><td>216</td></tr><tr><td>Number of employees</td><td>10</td><td>4</td></tr><tr><td>Percentage</td><td>0.96%</td><td>4.21%</td></tr></table>	Total number of work days available	Number of days lost through sickness	Sickness Absence %	5122	265	5.17		Short Term	Long Term	Days Lost	49	216	Number of employees	10	4	Percentage	0.96%	4.21%
Total number of work days available	Number of days lost through sickness	Sickness Absence %																	
5122	265	5.17																	
	Short Term	Long Term																	
Days Lost	49	216																	
Number of employees	10	4																	
Percentage	0.96%	4.21%																	



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

### Learning and Development (L&D)

During the period covered by this report, ng2 staff attended 8 training courses and benefitted from 201.25 hours of formal training and development as detailed in the table below. The direct cost of this training equates to £239.25.

Course Title	Number of staff attending	Number of staff hours	Direct cost of Training (£)
Asbestos Awareness	3	10.5	74.25
Damp & Mould Awareness	3	6	75
Health & Safety Mask Fitting	3	1	90
Toolbox Talks (Vehicle Use)	35	1.75	0
Manual Handling	14	42	0
Sharps and Biohazard Training	14	14	0
Working at Height	14	42	0
Working Safely	14	84	0
<b>Total</b>	<b>100</b>	<b>201.25</b>	<b>239.25</b>

### Recruitment and Leavers

During the reporting period, there were 6 recruitment campaigns. Details of the vacancies are as follows:

Job Title	Contract	Start Date	Contract End Date	Internal or External	Post Filled?
Customer Services Officer	Fixed Term	11.3.25	10.3.26	External	Yes
Estate Services Operative (x 20)	Fixed Term	24.3.25	26.9.25	External	Yes
Modern Apprentice - IT	Fixed term	31.03.25	30.03.27	External	Yes
Office Cleaner	Fixed term	31.03.25	31.07.25	External	Yes
Joiner (rolling recruitment campaign)	Fixed Term	N/A	N/A	External	Ongoing

	Painter (This is a rolling recruitment campaign)	Fixed term	TBC	TBC	External	Ongoing
	<p>During the reporting period, 5 staff left the organisation: [REDACTED].</p> <p>Due to the circumstances, two exit interviews were carried out. These leavers spoke positively about their time with ng2 but moved on for development opportunities/higher salaries.</p> <p><b>Company Health Plan – Simplyhealth</b> Simplyhealth have provided a report for 1 January 2025 to 31 March 2025.</p> <p>The attached report shows that in the reporting period, 6 staff claimed for optical and dental benefits.</p>					
<b>3.</b>	<b>Recommendation</b>					
	Members are asked to note the contents of this report.					



**Simplyhealth**

All together **healthier**



## Management Information Report

N G Homes

<sup>50</sup>  
08-Apr-2025

# Membership Summary

From: 01-Jan-2025 to 31-Mar-2025

Active on  
31-Mar-2025

81  
Active Policies

81  
Active Lives

Active on  
01-Jan-2025

80  
Active Policies

80  
Active Lives

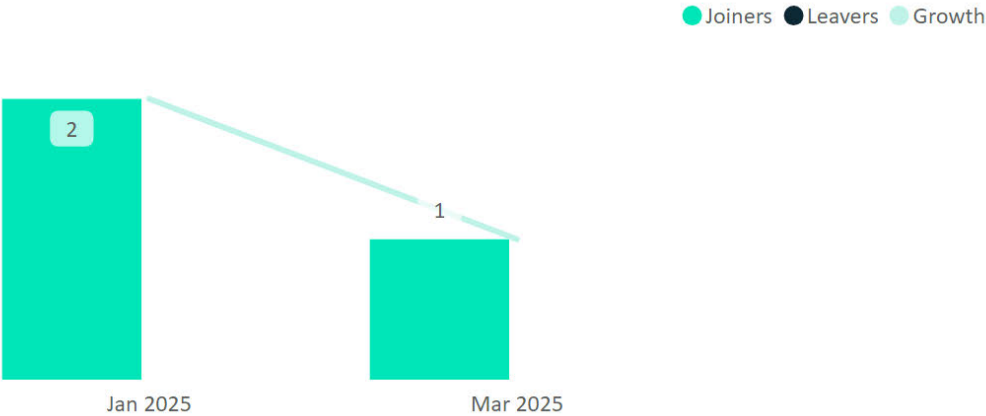
Active Policies

ProductLevel	Single	Total Policies
Level 4	81	81
Total Policies	81	81

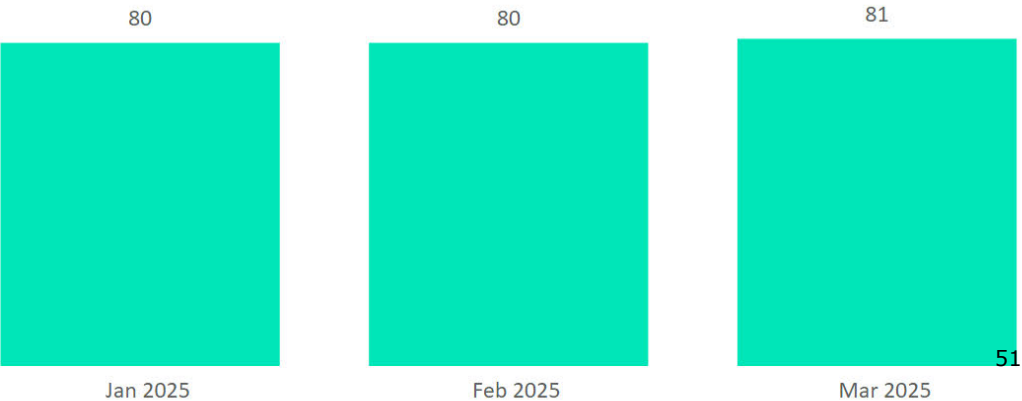
Active Lives

ProductLevel	Single	Total Lives
Level 4	81	81
Total Lives	81	81

Joiners and Leavers per Month (Policies)



Active Policies at the End of Month



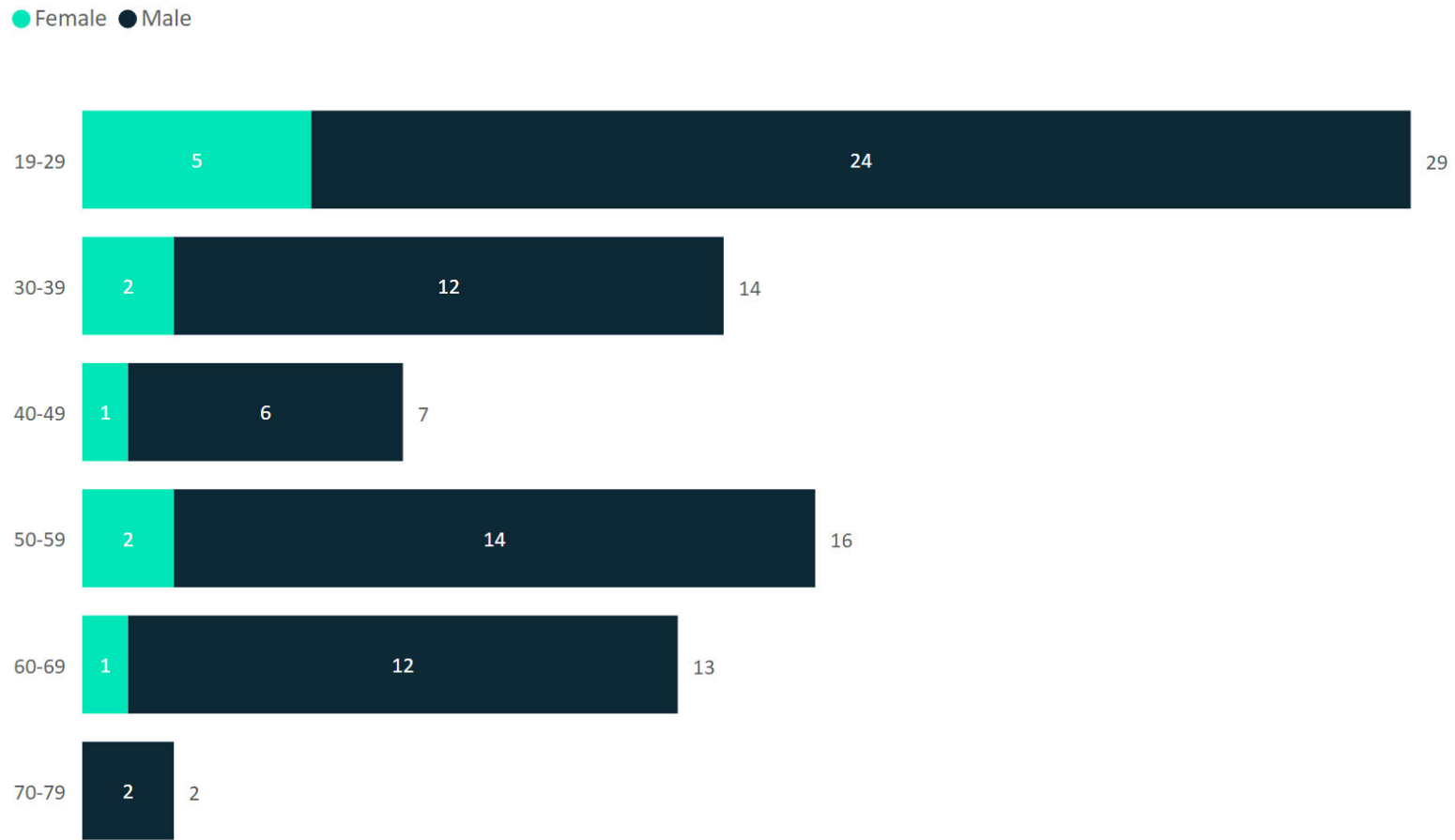
# Policy Holder - Demographics

On: 31-Mar-2025

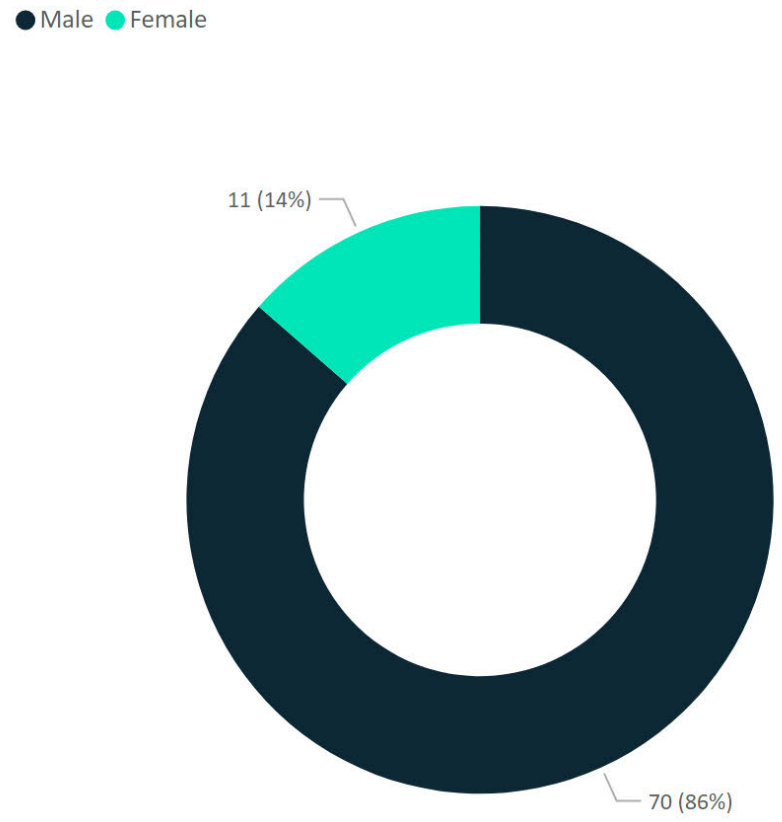
41.4

Average Age of Policy Holder

Active Policies by Age Group and Gender



Active Policies by Gender





# Active Policies by Local Authority District

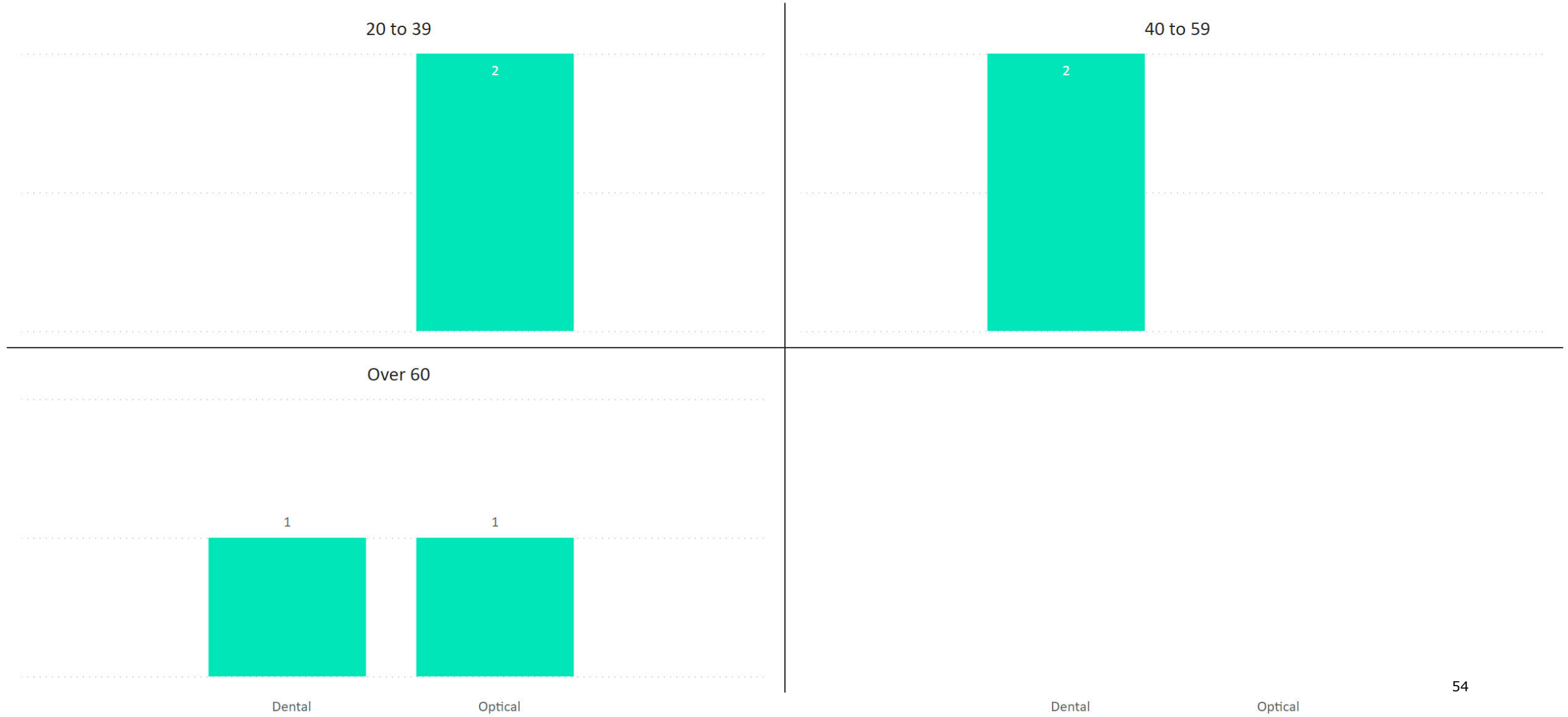
On: 31-Mar-2025



# Who Claims What?

From: 01-Jan-2025 to 31-Mar-2025

Claims Volume by Policy Holder Age Band



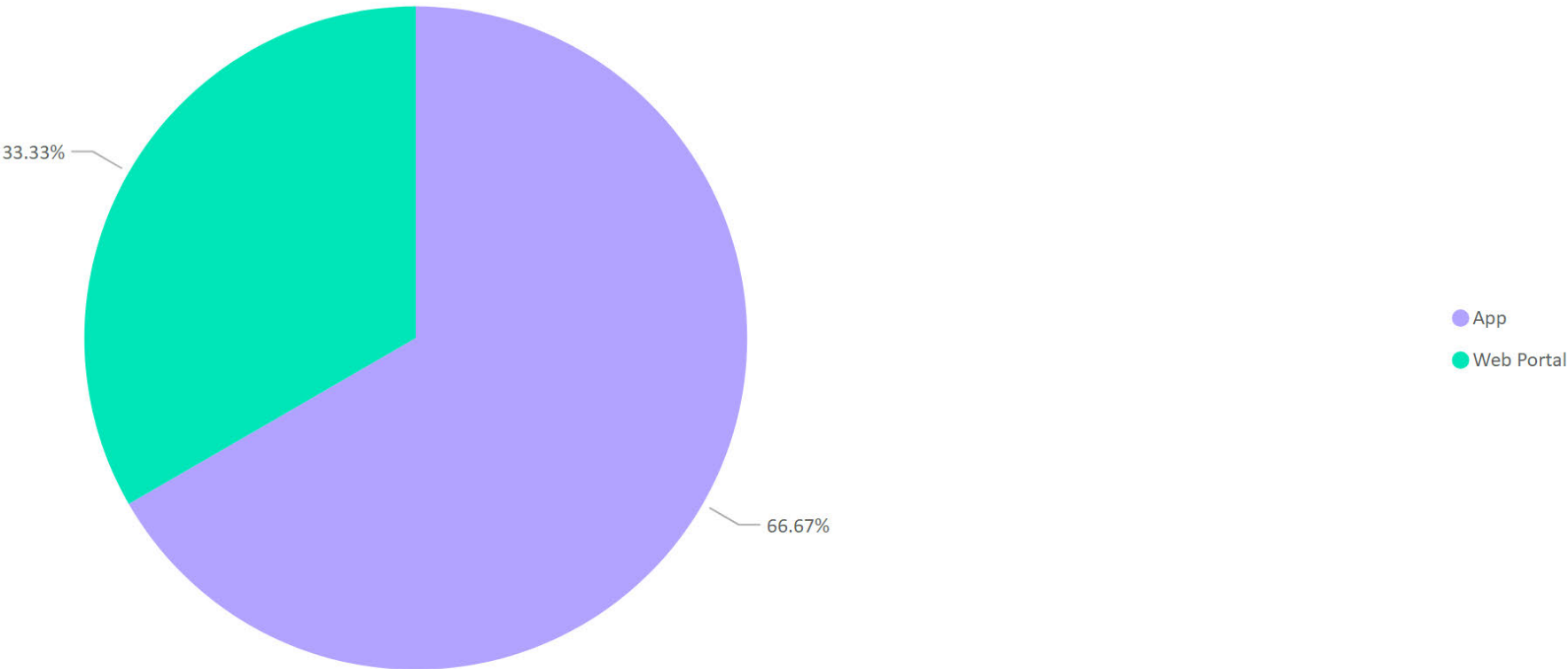
# Claims - How are they received?

From: 01-Jan-2025 to 31-Mar-2025

0.07

Average Claims per Policy

Claims Volume by Source



# Claims Data Review

Label

From: 01-Jan-2025 to 31-Mar-2025

6

Claims Volume

£515

Claims Value

From: 01-Jan-2024 to 31-Mar-2024

9

Claims Volume

£831

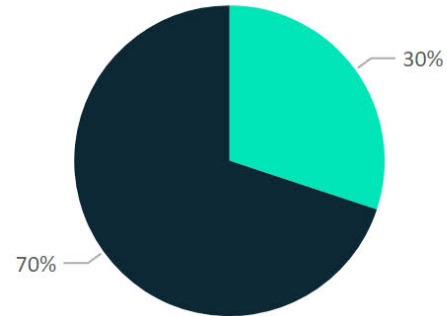
Claims Value

Benefit Type	Benefit	Claims Volume	Claims Value	Average Claims Value	% of Claims Volume	Claims Volume	Claims Value	Average Claims Value	% of Claims Volume
Dental	Dental	3	£154.88	£51.63	50.0%	7	£581.48	£83.07	77.8%
	Total	3	£154.88	£51.63	50.0%	7	£581.48	£83.07	77.8%
Optical	Eyes	3	£360.00	£120.00	50.0%	2	£250.00	£125.00	22.2%
	Total	3	£360.00	£120.00	50.0%	2	£250.00	£125.00	22.2%
Total		6	£514.88	£85.81	100.0%	9	£831.48	£92.39	100.0%

# Benefit Summary

From: 01-Jan-2025 to 31-Mar-2025

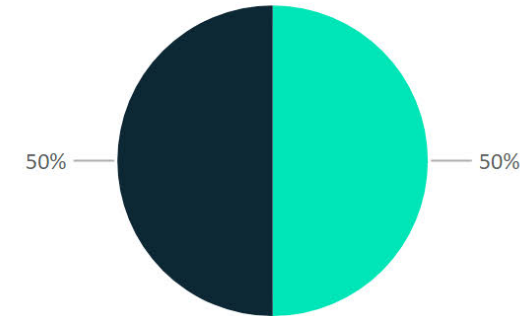
Claims Value by Benefit Type



Claims Value by Benefit (Other)

Claims Volume by Benefit Type

● Dental  
● Optical



● Dental  
● Optical

Claims Volume by Benefit (Other)



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