



ng2 Board Meeting

Vulcan Street
6 December 2022
4pm



AGENDA

Meeting: Board Meeting **Invitees** ng2 Board

Location: Vulcan St/Microsoft Teams

Date 6 December 2022

Time 4:00pm

Please submit any apologies to Joanne Bradley

Telephone: 0141 630 4273

| | Agenda | Paper | Lead Officer | Page no |
|-----------|---|----------------|---------------------|----------------|
| 1. | Apologies | | | |
| 2. | Disclosure of Interest and Attendance | | | 1 |
| 3. | Election of Chair | | | |
| 4. | Minutes | Yes | | |
| a. | ng2 Board Meeting on 9 August 2022 | Yes | | 3 |
| | i) Matters Arising | | | |
| b. | Urgent Decision Meeting on 7 November 2022 – For Ratification | Yes | | 9 |
| 5. | Reports for Approval | | | |
| a. | Management Accounts | Yes | BH | 11 |
| b. | Salary Increase - Confidential | Yes | DM | 15 |
| c. | Company Health Plan | Yes | DW | 17 |
| d. | Festive Arrangements | Yes | DW | 27 |
| 6. | Reports for Noting | | | |
| a. | Operational Report | Yes | DM | 29 |
| b. | ng2 Staffing Report | Yes | OF | 73 |
| c. | Performance Assessment | Yes | DM | 77 |
| d. | Health and Safety Report | Yes | DM | 93 |
| 7. | Confidential Report – to be discussed with Director | Separate Cover | BH | |
| 8. | AOCB | | | |
| 9. | Date of Next Meeting – Tuesday 14 th February 2023 | | | |

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

| | 22.09 | 11.11 | 06.12 Special | 15.02. 22 | 07.06 | 09.08 | | | |
|--------------|-------|-------|------------------|--------------|-------|-------|--|--|--|
| M Thomson | A | A | P | P | P | P | | | |
| I Cross | P | P | P | P | P | P | | | |
| J Berrington | P | P | P | P | P | P | | | |
| G Satti | P | P | P | P | P | P | | | |
| J Thorburn | P | P | P | P | P | P | | | |
| P Nelson | P | P | A* | P | A | P | | | |
| J Devine | A | A | P | | | | | | |
| B Hartness | P | P | P | P | P | P | | | |
| % Total | 75% | 75% | 88% | 100% | 86% | 100% | | | |

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

TARGET ATTENDANCE - 80%

AVERAGE ATTENDANCE - 87%

**Meeting:** ng2 Board meeting**Location:** Microsoft Teams**Date:** Tuesday 9 August 2022**Time:** 4:30pm

Attendees: Paul Nelson
Jim Berrington
Isabella Cross
John Thorburn
Margaret Thomson
Gino Satti

PN Chair
JB Vice Chair
IC
JT
MT
GS

Apologies: n/a

In Attendance: John Devine
Bob Hartness
David McIntyre
Diane Waugh

JD CEO
RH DCEO – Finance
DM Senior Operations Supervisor
DW Corporate Services Manager

Minute Taker: Joanne Bradley**JPB** OS

| | Agenda | Action | Date |
|----|--|--------|------|
| 1. | Apologies | | |
| | None | | |
| 2. | Disclosure of Interest and Attendance | | |
| | None | | |
| 3. | Minutes for Approval | | |
| a. | Minutes of Board Meeting on 7 June 2022 | | |
| | There were no matters arising and the previous minutes were adopted as correct: Proposed JB Seconded JT | | |



| | | | |
|-----------|--|--|--|
| 4. | Reports for Approval | | |
| a. | Management Accounts to June 2022 | | |
| | <p>RH highlighted that this set of accounts showed the “most normal period” in some time due to the pandemic and its knock-on effect on ng2 activities. Turnover is slightly down as there has been no smoke detector programme in the period (which essentially only translates to materials passing through ng2’s accounting system rather than works being undertaken by ng2). A higher quantity of “normal” work has been noted in the period.</p> <p>Wages are back to normal levels and the garden maintenance team wages are higher than last year as a full landscaping team has been put in place after recruitment.</p> <p>Ng2 is performing reasonably under the circumstances however £45k gross profit was achieved in the period, which is lower than previous years however, this may pick up as the year progresses. Overheads are higher due to increased staff, uniform/PPE and training requirements. A net profit of £29k was reported for the period and the cash position continues to be good with a healthy balance sheet.</p> <p>The Management Accounts for the period were approved by the Board.</p> <p>Proposed JT Seconded GS</p> <p>Approval was sought from the Board to make an additional £20k gift aid payment to the association in view of the healthy financial position of the organisation.</p> <p>The Board approved an additional gift aid donation of £20k to be made to the Association by ng2.</p> <p>Proposed GS Seconded JB</p> | | |



| | | | |
|-----------|--|--|--|
| b. | Business Plan Report | | |
| | <p>All subcontractors and the Association require a business plan, per the regulator, in addition to an independence agreement. A “quiet” year is expected and so the projected turnover has been lowered slightly to fit with standard operations.</p> <p>The current Super Capex scheme (capital expenditure allowance of 130%) has also been considered in the current plan along with £200k fleet expenditure.</p> <p>The report was approved by the Board.</p> <p>Proposed JB Seconded JT</p> | | |
| 5. | Reports for Noting | | |
| a. | Operational Report | | |
| | <p>The landscaping contract continues to be ng2’s largest contract. Recruitment and retention issues continue to make delivery of this contract challenging and so overtime is currently being work in order to keep up.</p> <p>The Environmental Hit Squad continue to face increased workload due to fly tipping. This situation will continue to be monitored and a further update will be given at the next meeting. It has been necessary to do this work as overtime due to sheer volume, in order to prevent failures in delivery of normal service.</p> <p>JB asked the Board to note that the ESOs had done a great job of clearing his area of fly tipping.</p> <p>ng2 is providing support to the Association in MSFs with planned maintenance works involving heating and soil pipe works. Internal recruitment has commenced of ESOs and Supervisor to undertake MSF Decant/Clear project</p> <p>GS commented that it may be necessary to produce an analysis</p> | | |



| | | | |
|-----------|---|--|--|
| | <p>of bulk uplift to be presented to the Association in order to re-evaluate rent levels across the estate.</p> <p>The Board confirmed that they had read and noted the contents of the report and Appendix 1.</p> | | |
| b. | Staffing Report | | |
| | <p>Ng2's current sickness rate for the period was above the target of 3%, at 3.01%, compared to 3.23% for the previous reporting period.</p> <p>There have been 17 leavers in the period [REDACTED] [REDACTED] Exit interviews continue to provide invaluable feedback and the CEO is closely monitoring the content of these interviews.</p> <p>The Board noted the contents of the report.</p> | | |
| c. | Adverse Weather Report | | |
| | <p>In view of climate change and recent extreme weather conditions is has been necessary to amend the policy to take these matters into consideration and put procedures in place for future occurrences.</p> <p>The Board noted the contents of the report.</p> | | |



| | | | |
|-----------|---|--|--|
| 7. | AOCB | | |
| a. | <p>Payment and Benefit Case 142 (For Ratification)</p> <p>The employment of a relative of a current ng2 employee was considered by the Board. The Board agreed that due process had been followed in the recruitment process and that the engagement of this person did not create any conflicts of interest and therefore approved the offer of employment to the specified person. The Chair ratified the document after the Board's approval was granted.</p> | | |
| b. | <p>Payment and Benefit Case 143 (For Approval)</p> <p>The employment of a relative of a current ng2 employee was considered by the Board. The Board agreed that due process had been followed in the recruitment process and that the engagement of this person did not create any conflicts of interest and therefore approved the offer of employment to the specified person.</p> <p>DW tabled a last-minute paper for Attendance and Absence Management. The policy has been made more robust and concise now that we have entered the phase where we must learn to "live with Covid". As per agreement at previous meeting, Covid absences are now treated like any other absence.</p> <p>The Board approved the report.</p> <p>Proposed JT Seconded GS</p> <p>There being no other competent business, the Chair thanked all for their attendance and closed the meeting.</p> | | |
| 8. | Date of next meeting | | |
| | Date of next meeting was confirmed as Tuesday 8th November 2022 at 4.30pm | | |



Urgent Meeting Minutes

Meeting: Urgent Decision Meeting **Location:** Ned Donaldson House

Date: 7 November 2022 **Time:** 9.30am

Attendees: Paul Nelson, Chair
Bob Hartness, Deputy CEO
Diane Waugh, Corporate Services Manager

Minute Taker: Diane Waugh

| | Agenda | Action | Date |
|----|---|--|--|
| 1. | Introduction | | |
| | Diane explained that as the ng2 Board meeting was not taking place until 6 December 2022 that she had a few matters that required approval prior to 6 December 2022. | | |
| 2. | 2022/2023 Festive Arrangements | | |
| | As per the attached paper, Diane explained the proposal to allow ng2 staff an early finish on Friday 23 and Friday 30 December 2022 by closing the office at 12.30pm on both days. Chair approved, take to next Board meeting for ratification. It was also proposed that ng2 staff should be award a ½ day Christmas shopping holiday, to be taken over the course of late November/December. Chair confirmed no detrimental impact to service. Approved and take to next Board meeting for ratification. | To be ratified at next Board meeting To be ratified at next Board meeting | 6/12/22 6/12/22 |

| | | | |
|-----------|--|---|----------------|
| 3. | Company Health Cash Plan – Renewal Terms for 2023 | | |
| | <p>As per the attached paper, Diane explained the background to Simplyhealth and the proposal to increase the cost from £13.60 per employee, per month to £14.01 per employee per month. This is a total increase of 41p which represent a 3% rise in the cost.</p> <p>Chair approved, take to next Board meeting for ratification.</p> <p>It is proposed that a full market review will be undertaken next year to ensure value for money.</p> <p>Chair would welcome the full market review.</p> | To be ratified at next Board meeting | 6/12/22 |
| 4. | Potential Pay Award | | |
| | <p>A general discussion took place around the potential pay award for 2023.</p> <p>Meeting concluded at 10.15am</p> | | |



Board Meeting

For Approval

To: Board
From: DCEO

**SUBJECT: MANAGEMENT ACCOUNTS – PERIOD TO
30TH SEPTEMBER 2022**

DATE: 6 December 2022

| | |
|-----------|---|
| 1. | Introduction |
| | This report is detailing the financial results for the period to 30 th September 2022. |
| 2. | Risk and other issues |
| | <p>The management accounts are reviewed on a regular basis by the management team, Audit Committee and Board, ensuring close monitoring of financial position of the organisation. This is a key element of budgetary control and monitoring</p> <p>There are no applicable effects on sustainability or equality and diversity issues.</p> |
| 3. | Commentary on results for the period |
| | <p>The income from activities in the period to 30th September 2022 amounts to £1.62m (2021 - £2.02m) with £318k (2021 - £784k) of direct costs and £1.01m (2021 - £902k) of wages leading to a £296k (2021 - £338k) gross profit before other income. Other income amounts to £3k (2021 £47k). So, the overall gross profit comes out at £299k (2021 -£385k).</p> <p>Overheads totalled £264k (2021 - £222k). The main elements being motor expenses, management charges, uniforms, rent and vehicle depreciation. After the overheads a £35k (2021 - £164k) 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 £21k more funds being paid into the company than paid out. This was mostly due to reduced spending on fixed assets. Reserves now total £839k (2021 - £943k)</p> |
| 4. | Recommendation |
| | Board members are asked to recommend approval of the management accounts of ng2 for the period to 30 th September 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-Sep-22 | | | |
|---------------------|--|------------|----------------|------------|----------------------|
| £ | | Sales £ | Materials £ | Wages £ | Gross Profit £ |
| 142,990 | Cleaning | 258,553 | 21,937 | 176,510 | 60,106 |
| 73,776 | Joinery | 309,307 | 191,103 | 79,787 | 38,416 |
| 66,188 | Electrical | 55,051 | 37,005 | 14,729 | 3,316 |
| 55,692 | Other sales | 144,778 | 1,161 | 117,729 | 25,888 |
| 77,664 | Back court cleaning | 71,592 | - | 47,934 | 23,658 |
| 104,497 | Garden maintenance | 431,488 | 43,392 | 297,727 | 90,369 |
| -76,276 | Management | - | - | 40,921 | (40,921) |
| 79,446 | Concierge | 144,576 | - | 108,705 | 35,871 |
| 82,915 | Hit squad | 127,337 | - | 84,887 | 42,450 |
| 14,958 | Painters | 83,447 | 23,867 | 42,855 | 16,726 |
| 621,850 | | 1,626,129 | 318,465 | 1,011,785 | 295,879 |
| 47,148 | Other income | 3,182 | - | - | 3,182 |
| 668,998 | | 1,629,311 | 318,465 | 1,011,785 | 299,061 |
| | Overheads | | | | |
| 60,000 | Management charges | | | 30,000 | |
| 25,220 | Rent and rates | | | 12,636 | |
| 206,644 | Motor expenses | | | 140,916 | |
| 4,000 | Telephone and IT support | | | 2,000 | |
| 2,378 | Printing, stationery and advertising | | | 2,642 | |
| 11,522 | Professional fees | | | 11,799 | |
| 3,115 | Container hire | | | 1,656 | |
| 25,287 | Uniforms, safety equipment and repairs | | | 13,357 | |
| 8,031 | Training | | | 5,186 | |
| 4,000 | Insurance | | | 2,000 | |
| 99,333 | Vehicle and plant depreciation | | | 55,889 | |
| - | Gain/Loss on sale of fixed assets | | | (15,819) | |
| 223 | Bank charges | | | 128 | |
| 4,455 | General expenses | | | 2,150 | |
| 454,208 | | | | | 264,538 |
| - | Loan interest | | | | - |
| 214,790 | Net profit | | | | 34,523 |
| 169,995 | Corporation tax/Gift aid | | | | 20,000 |
| 44,795 | | | | | 14,523 |

| 31/03/22 | NG 2 Balance sheet at | 30/09/2022 | | | |
|----------------|----------------------------|---------------|---|----------------|----------------|
| £ | | | £ | £ | £ |
| 265,000 | Fixed assets | | | | 245,400 |
| | Current assets | | | | |
| 646,301 | Stock and Debtors | | | 656,272 | |
| 107,735 | Bank and cash | | | 128,284 | |
| <u>754,036</u> | | | | <u>784,556</u> | |
| | Current Liabilities | | | | |
| 143,036 | Trade Creditors | 56,189 | | | |
| - | NGHA inter Company account | 77,162 | | | |
| 51,675 | Other creditors | <u>57,756</u> | | | |
| <u>194,711</u> | | | | <u>191,107</u> | |
| <u>559,326</u> | | | | | <u>593,448</u> |
| <u>824,325</u> | | | | | <u>838,848</u> |
| 100 | Share capital | | | | 100 |
| 824,225 | Profit and Loss account | | | | 838,748 |
| <u>824,325</u> | | | | | <u>838,848</u> |

| 31/03/22 | NG2 | 30/09/2022 |
|-----------|---|------------|
| £ | CASHFLOW | £ |
| | OPERATING ACTIVITIES | ACTUAL |
| 44,795 | Surplus for year | 14,523 |
| - | Interest Received | - |
| - | Loan Interest Paid | - |
| 44,795 | Operating surplus excluding int & tax | 14,523 |
| 99,333 | Depreciation - vehicles and plant | 55,889 |
| 53,890 | Decrease/(Increase)in Debtors | (9,970) |
| 75,015 | (Decrease)/Increase in Creditors | (3,603) |
| 273,034 | Net Cash In/(Out)flow From Operating Activities | 56,838 |
| | 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 | (36,289) |
| - | Investment in Activities | - |
| (225,540) | Net Cash In/(Out)flow From Investing Activities | (36,289) |
| 47,493 | | 20,549 |
| 47,493 | Increase/(Decrease) in Cash and Cash Equivalents | 20,549 |
| 47,493 | Movement in Cash & Bank | 20,549 |
| 47,493 | Increase/(Decrease) in Cash and Cash Equivalents | 20,549 |



Board Meeting For Approval

To: Board
From: Deputy CEO

SUBJECT: SALARY INCREASE

DATE: 6 December 2022

| | |
|-----------|---|
| 1. | Introduction |
| | This report is proposing changes to staff remuneration for 2023. |
| 2. | Risk and other issues |
| | <p>The salary levels are an important feature of the costs of running the company. The monitoring of such is a key element of budgetary control within the company. The appropriate level of remuneration and benefits helps to attract and retain key staff.</p> <p>Remuneration is reviewed on a regular basis by the management team and Board, ensuring the financial viability of the organisation is maintained and staff are properly incentivised. Staff are paid at the same rate for the position regardless of gender thus maintaining equality. There are no applicable effects on sustainability or diversity issues.</p> |
| 3. | Salary Increase |
| | <p>Over 50% of our staff will benefit from an automatic increase in their salary due to the increase in the Glasgow Living Wage. It is expected that the Glasgow Living Wage will mirror the Real Living Wage and will therefore increase from £9.90 to £10.90 per hour, effective from 1 April 2023. The National Minimum Wage will increase from £9.50 to £10.42 at the same time.</p> <p>To allow ng2 to maintain differentials across the organisation it is proposed that all salaries are increased by £1 per hour from 1 January 2023. This is equivalent to an increase of just over 10.1% for those on the Glasgow living wage. For others on higher hourly levels the percentage is less and reduces to about 5% for those on the top of the pay scale. The increase will help with trying to retain trades staff who can find higher hourly rates elsewhere.</p> |
| 4. | Recommendation |
| | Board members are asked to APPROVE the salary increase across ng2 Ltd from 1 January 2023. |

**ng2 Board**
For Approval

To: ng 2 Board
From: Corporate Services Manager

SUBJECT: COMPANY HEALTH CASH PLAN –
RENEWAL TERMS FOR 2023

DATE: 6 December 2022

| | |
|-----------|---|
| 1. | Introduction/Background |
| | This report provides members with information in relation to the renewal terms for the Company Health Plan provided through Simplyhealth which would be effective from 1 January 2023. |
| 2. | Policy Renewal Terms |
| | The current cost of the Company Health Plan per employee is £13.60 per month, through negotiations we have managed to maintain this same rate for three years since 1 January 2019. The Association has now been provided with the renewal terms which are effective from 1 January 2023. The new cost will be £14.01 per employee per month, which is an increase of 41p which represents a 3% rise in the cost. This still represents good value and details of the benefits that can be claimed are included as an appendix to this report. The current plan is Optimise Level 4. There has been no change to the individual limits or categories. |
| 3. | Risk & Mitigation |
| | The Company Health Plan has been a long-standing benefit for employees across the ng group and provides excellent benefits to assist employees in maintaining their health and wellbeing. Maintaining good health and wellbeing can increase productivity and prevent illnesses. The Company Health Plan is a positive tool for managing long term sickness absences with access to facilities such as the counselling service, physiotherapy etc which can help facilitate an earlier return to work. The risk of not having this in place is that it could lead to lower productivity and higher and longer levels of absences. In terms of recruitment and retention, having this type of benefit in place also allows up to compete with other employers to become an 'employer of choice'. |
| 4. | Recommendation |
| | Members are asked to APPROVE the continuation of the Company Health Plan with Simplyhealth with effect from 1 January 2023 at the cost of £14.01 per employee per month. |
| | |
| | Appendix (Company Health Plan Benefits) |

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

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

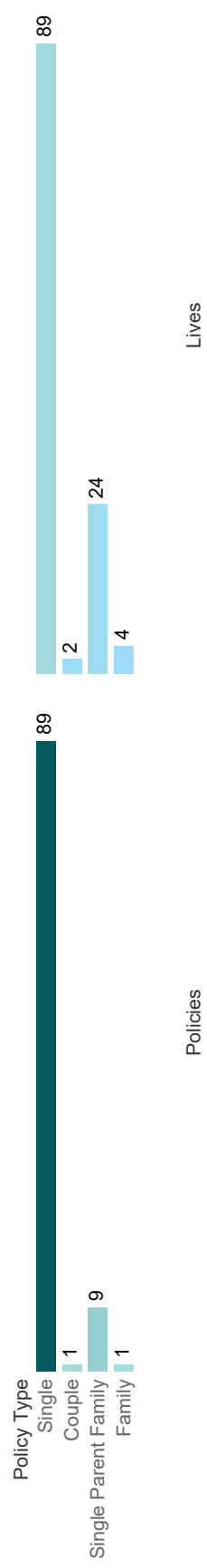


Management Information pack

Membership Summary

Scheme Name
A95149792/N G Homes/OPHPFL/Lv4/MC

Policy Summary by Level and Type



Total Summary Figures

Total Policies Covered Current Year: 100
Total Policies Covered Previous Year: 102
Total Lives Covered Current Year: 119
Total Lives Covered Previous Year: 121

Monthly Joiners

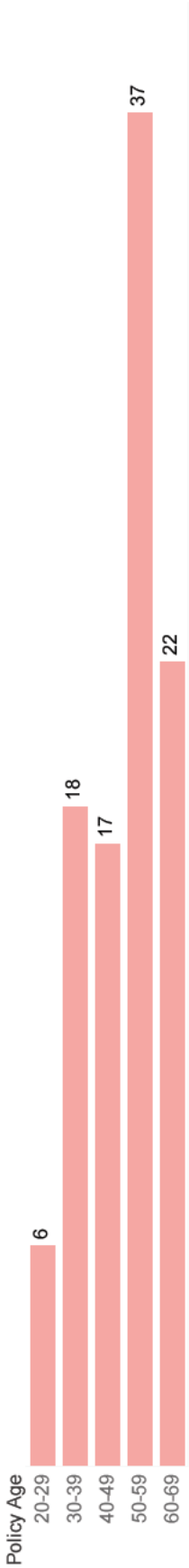
| 2021 | December | 1 |
|------|-----------|---|
| 2022 | January | 1 |
| | February | 0 |
| | March | 1 |
| | April | 0 |
| | May | 1 |
| | June | 0 |
| | July | 1 |
| | August | 1 |
| | September | 1 |

Monthly Leavers

| 2021 | December | 1 |
|------|-----------|---|
| 2022 | January | 1 |
| | February | 1 |
| | March | 0 |
| | April | 1 |
| | May | 1 |
| | June | 1 |
| | July | 2 |
| | August | 0 |
| | September | 1 |

Policy Demographics

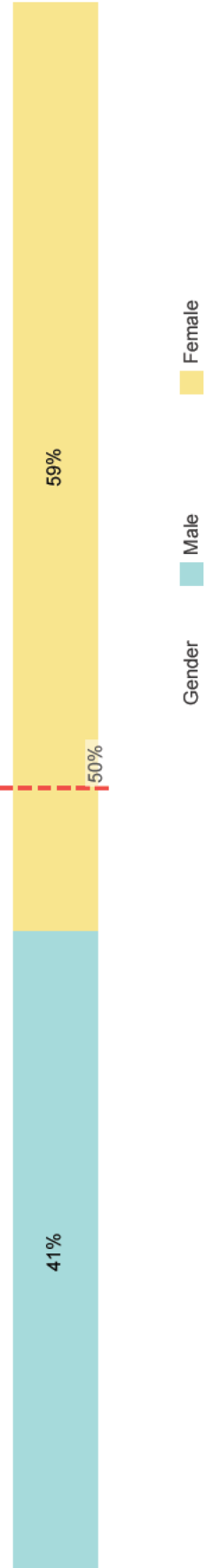
Age Groups



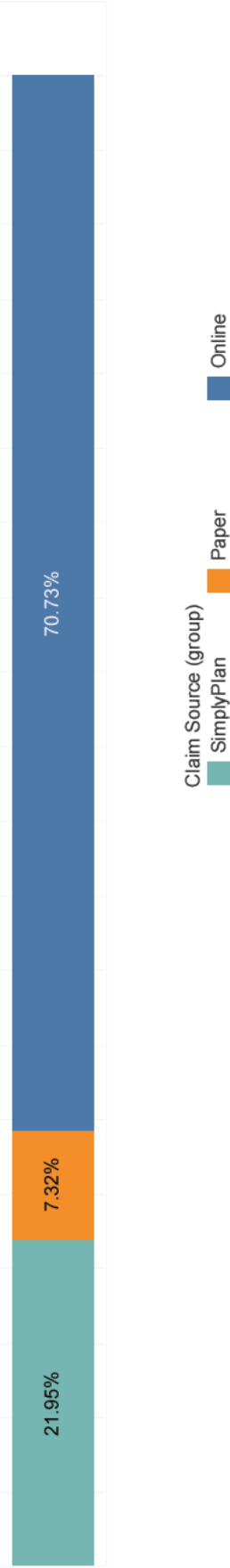
Average Age

The average age of a policy holder is 50 years

Gender Split

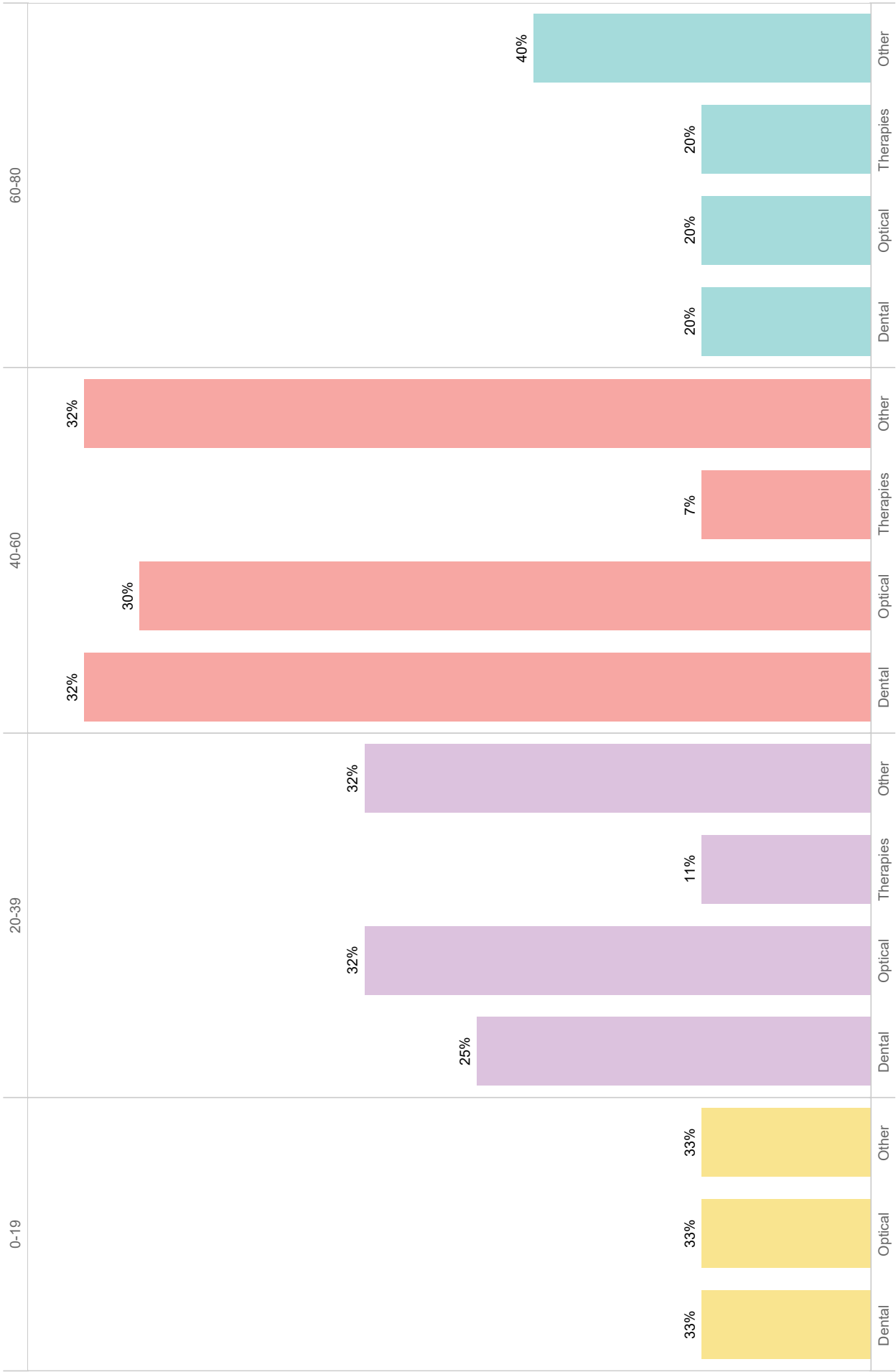


Claim Source



The average amount of claims per policy is 1.62

Who Claims What Data



Claim Data Review - Current Year

Date Range
01/04/2022 to 01/07/2022

Current Year

| Benefit Type | Benefit | % of Total Claim Volume | Average Claim Amount | Claim Count | Claim Value |
|--------------------|--------------------|-------------------------|----------------------|-------------|-------------|
| Dental | Dental | 28.57% | £35.56 | 12 | £426.70 |
| Inpatient | Inpatient | 2.38% | £200.00 | 1 | £200.00 |
| Optical | Eyes | 33.33% | £121.71 | 14 | £1,704.00 |
| Podiatry/Chiropody | Podiatry/Chiropody | 23.81% | £25.75 | 10 | £257.50 |
| Therapies | Chiropractic | 9.52% | £54.00 | 4 | £216.00 |
| | Physiotherapy | 2.38% | £50.00 | 1 | £50.00 |
| Grand Total | | 100.00% | £67.96 | 42 | £2,854.20 |

Claim Data Review - Previous Year

Date Range
01/04/2021 to 01/07/2021

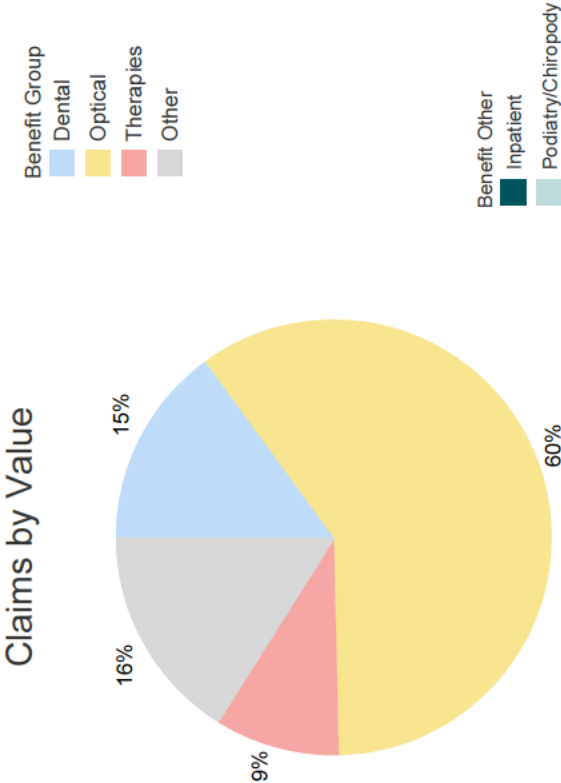
Previous Year

| Benefit Type | Benefit | % of Total Claim Volume | Average Claim Amount | Claim Count | Claim Value |
|--------------------|--------------------|-------------------------|----------------------|-------------|-------------|
| Dental | Dental | 32.26% | £57.06 | 20 | £1,141.24 |
| Diagnostic Scans | Diagnostic Scans | 1.61% | £345.00 | 1 | £345.00 |
| Diagnostics | Diagnostics | 4.84% | £216.67 | 3 | £650.00 |
| New Child Payment | New Child Payment | 1.61% | £200.00 | 1 | £200.00 |
| Optical | Eyes | 25.81% | £95.61 | 16 | £1,529.70 |
| Podiatry/Chiropody | Podiatry/Chiropody | 14.52% | £34.22 | 9 | £308.00 |
| Therapies | Chiropractic | 14.52% | £37.22 | 9 | £335.00 |
| | Osteopathy | 3.23% | £40.00 | 2 | £80.00 |
| | Physiotherapy | 1.61% | £45.00 | 1 | £45.00 |
| Grand Total | | 100.00% | £74.74 | 62 | £4,633.94 |

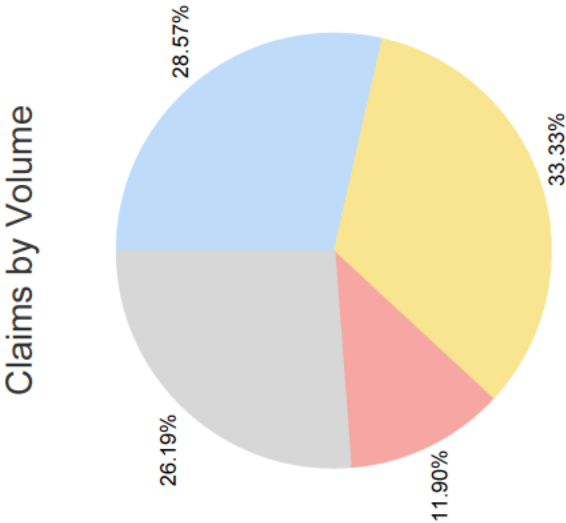
Health Plan - Claims Data Review

Date Range
01/04/2022 to 01/07/2022

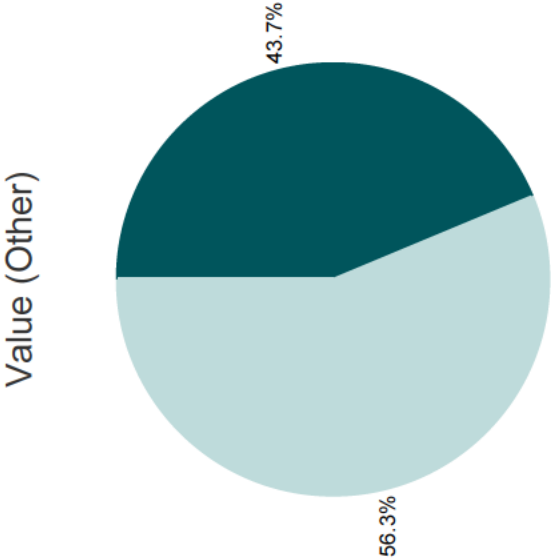
Claims by Value



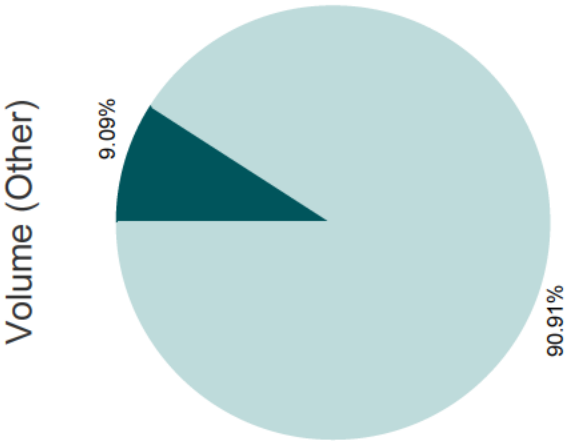
Claims by Volume



Value (Other)

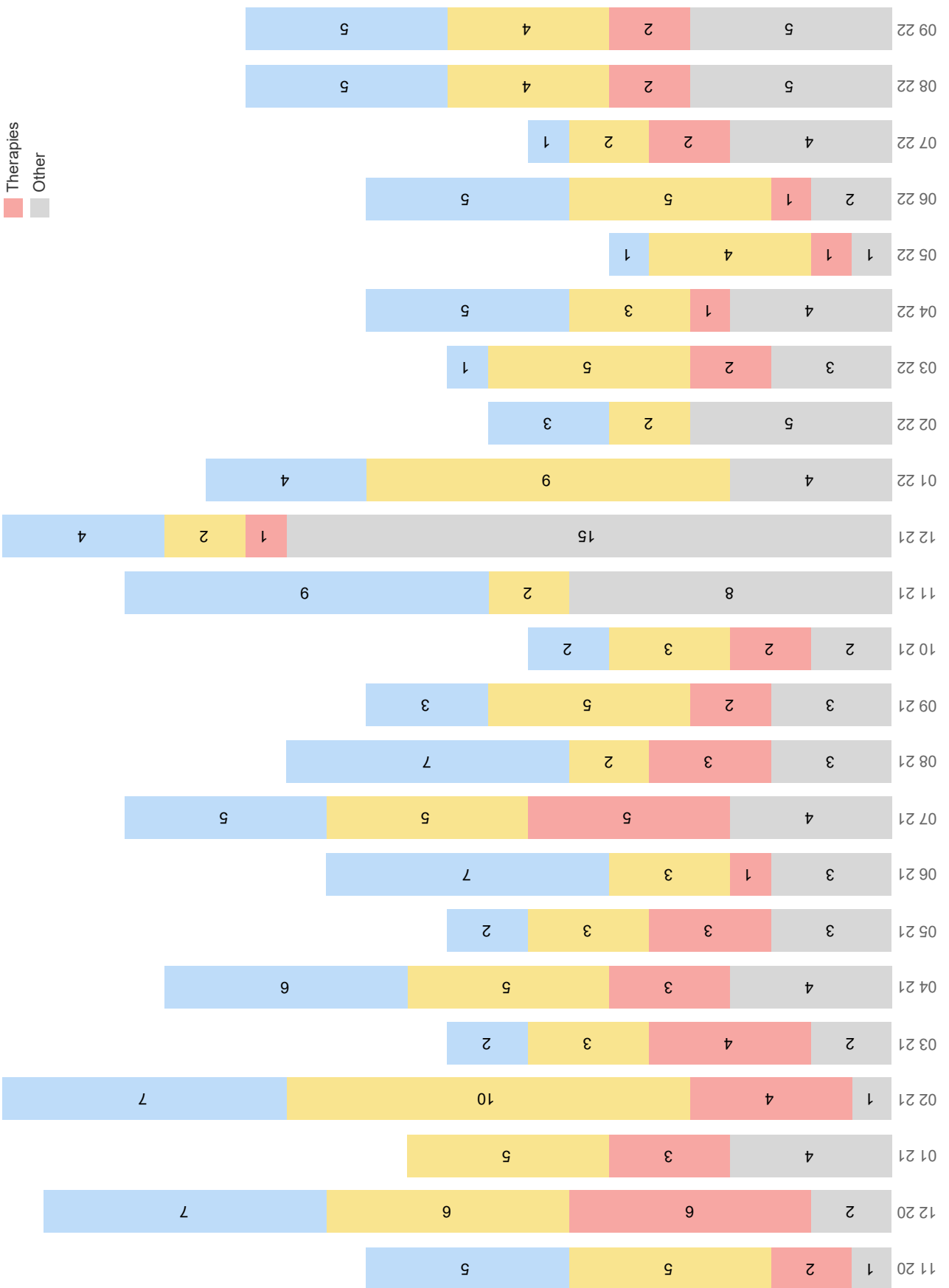


Volume (Other)



Claim Trend

Benefit Group
 Dental
 Optical
 Therapies
 Other





ng2 Board Meeting

For Approval

To: Board
From: Corporate Services Manager

SUBJECT: 2022/2023 FESTIVE ARRANGEMENTS

DATE: 6 December 2022

| | |
|-----------|---|
| 1. | Introduction |
| | <p>This report provides a proposal for consideration in relation to an early closure of the ng2 office during the 2022/2023 Christmas and New Year period:</p> <p>Christmas and New Year Holiday</p> <p>The ng2 office will be closed on Monday 26 and Tuesday 27 December 2022 and again on Monday 2 and Tuesday 3 January 2022. The proposal is allow staff an early finish on Friday 23 and Friday 30 December 2022 by closing the office at 12.30pm on both days.</p> <p>As is normal practice, to facilitate the closure detailed above staff will use two days from their 2022 annual leave entitlement and two days from their 2023 annual leave entitlement.</p> <p>Please note: due to the 24/7 nature of our Concierge service the above early closure would exclude Concierge staff.</p> <p>Staff Recognition</p> <p>In recognition of the excellent work done by all of our staff over the course of this year it is proposed that all staff should be awarded a ½ day Christmas shopping holiday. This ½ day holiday is to be taken over the course of late November/December with the date to be agreed between the staff member and their line manager to ensure that there is no detrimental impact on service provision.</p> |
| 2. | Recommendation |
| | <p>Board members are asked to APPROVE the proposals detailed in this report.</p> |



Board Meeting For Noting

To: ng2 Board
From: Senior Operations Supervisor

**SUBJECT: ng2 OPERATIONS REPORT
JULY – SEPTEMBER 2022**

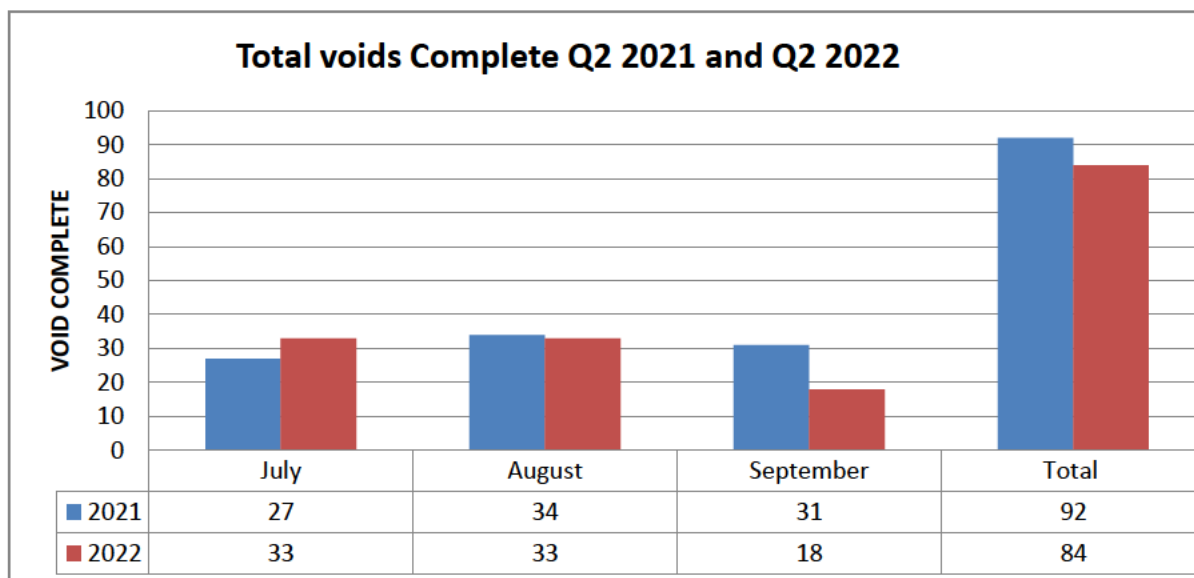
DATE: 6 December 2022

| | |
|-----------|---|
| 1. | Introduction |
| | <p>This report provides an update on ng2's areas of business operations for Quarter 2 of financial year 2022-2023.</p> <p>This report will detail services delivered during the reporting period, in compliance with existing safety protocols and health and safety measures, in addition to Covid-19 pandemic response.</p> <p>The health and wellbeing of our employees remains our highest priority. We constantly monitor the development of the situation around Covid-19 and follow applicable Government guidance to contain the spread.</p> |
| 2. | Strategy |
| | <p><u>Business Planning and Growth for 2022/23</u></p> <p>ng2 future growth will be aligned to ng homes' stock condition survey and planned investment programme for 2022/23.</p> <p>Projects identified for 22/23 include: -</p> <ul style="list-style-type: none">- Garden and Estate Maintenance- Common Close Door Entry Upgrade- Void Property Maintenance- Metal Fencing – Painting- Timber Fencing – Replacement- LED Lighting Upgrade <p>The landscape maintenance contract continues to be ng2's largest contract for 2022/23 and the focus for this contract remains quality and service delivery.</p> <p>Void remedial works continue to be a major part of our day to day works over the year with an average of 464 voids being completed and returned to ng homes per annum.</p> <p>We will continue to update the board on the development of any additional contracts and</p> |

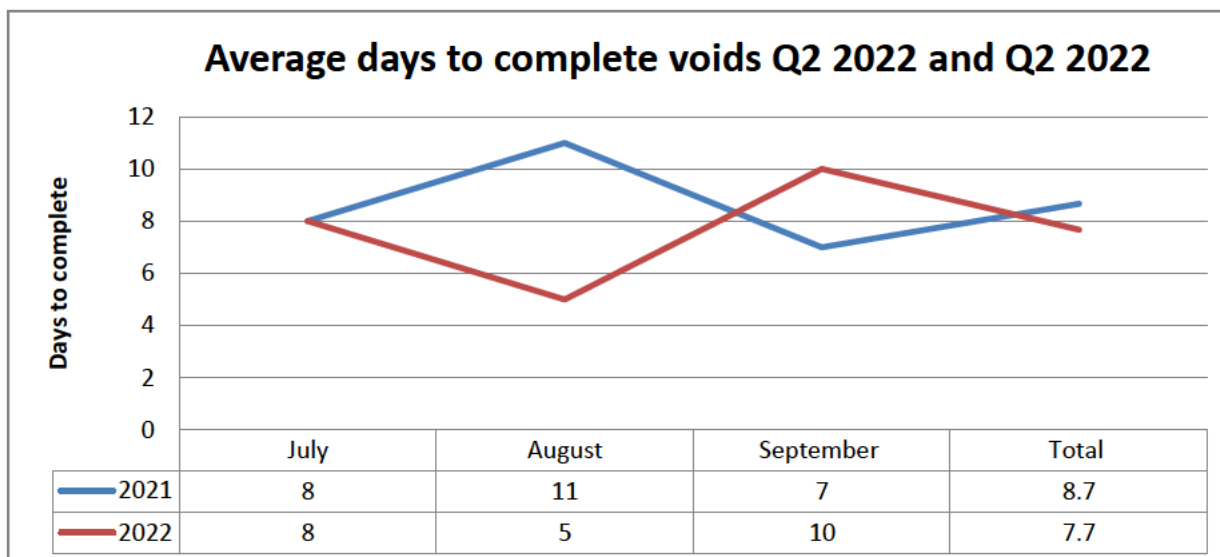
| | |
|-----------|--|
| | <p>business opportunities identified during each reporting period.</p> <p><u>Vanguard Update</u></p> <p>This remains on hold.</p> |
| 3. | Covid-19 Response |
| | <p>ng2 constantly monitors the development of the Covid-19 situation and implements any measures necessary to comply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

4. Void Monitoring and Management

The Chart below shows the total number of voids completed during Q2 2021 and Q2 2022. The number of voids completed during Q2 2021 was 92 with the comparative figure for 2022 being 84.



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



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

| | |
|-----------|---|
| 5. | Garden Maintenance |
| | <p>This contract comprises the provision of a ground maintenance service to the Association's properties for a 5-year period commencing March 2017 and involves all aspects of grounds maintenance including both hard and soft landscaping to private / communal gardens as well as open space areas.</p> <p>Garden maintenance operations commenced in March 2022 in line with the new list implemented into the SLA by Ewing Somerville Partnership. A meeting was convened in the reporting period to revisit the SLA with a view to making amendments. A draft SLA is currently underway and will be made available before the commencement of the contract in March 2023.</p> <p>The new collation process for cutting timesheets remains in place and "sheets" are now available to view directly within the property file by Housing Association staff. A report to monitor and review outstanding/completed and failed properties is still under development to improve reporting functionality</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>Compliments received: -</p> <p><i>" Thank you so much, I've just come home and the back court is spotless. Please pass on my thanks to the hit squad. "</i> (Owner in Killearn Street)</p> <p>Tenant called in from Carron Street <i>"to thank the guys who cleaned back court area ; they did a great job!"</i></p> <p><i>"the grass cutting team have been doing a great job in the area".</i> (Tenant in Kippen Street)</p> <p>We will provide a further update on this in the Q3 report for 2022.</p> <p>See Appendix 1 for photographs of garden maintenance works.</p> |
| 6. | Jet Washing |
| | <p>We continue to offer jet washing, as a reactive service only, and this greatly improves the areas where jet washing takes place.</p> <p>See Appendix 1 for photographs of work carried out in the period.</p> |

| | |
|-----------|--|
| 7. | Environmental Hit Squad |
| | <p>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 Q2 of 2021-2022 an average of 18 tons of bulk per week was dumped, compared to 16 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. Bulk uplifts and fly tipping are being done on a reactive basis via overtime to prevent impact on service delivery. Monitoring measures remain in place and a further update will be provided at the next meeting.</p> <p>Every void property continues to undergo electrostatic spraying in advance of commencement of works, as well as before all post inspections and the return of properties to the Association for letting purposes. This process is labour intensive and has translated to a 2-day delay in commencing works at each void as well as a slight delay in properties being post inspected.</p> <p>Daily checks to Heras fencing in Ashfield/Crowhill Street continued in the period and will be carried out until further notice.</p> <p>See Appendix 1 for photographs Hit Squad work in the period.</p> |
| 8. | Close Cleaning |
| | <p>Operatives continue to focus on sanitising main touch points within the common areas such as door handles, controlled entry face plates and banister / grab handles.</p> <p>In the absence of daily visits by Housing Officers, the Close Cleaners and Back Court teams provide daily reports to the Association which has reduced the Health & Safety risks associated with Covid, trip hazards and vermin caused by excess rubbish.</p> <p>The close cleaning service is running smoothly, with very few complaints.</p> <p>Back courts and bin sets are tidied and cleaned by a dedicated team of operatives however the continued reduction of refuse collections means that this continues to be challenging due to the amount of rubbish within the back courts. The Back Court teams continue to complete their usual tasks plus bulk/fly tipping collection as an additional service via overtime to prevent negative impact on the service delivery and quality.</p> <p>6-weekly window cleaning cycle continues throughout the closes, offices and retirement complexes on a six-weekly cycle, either manually or with a water fed pole.</p> |

| | |
|------------|---|
| | <p><u>Keppochill New Build</u></p> <p>On-site cleaning has continued, in the interim, on a reactive basis while the SLA is agreed and implemented.</p> <p>See Appendix 1 for photographs of close cleaning and back court works.</p> |
| 9. | Painting Division |
| | <p>During Quarter 2 the painting division have been carrying out decoration works within flats to be used as decantation properties for the heating works within the Multi Storey Flats. A number of quotes have been issued to Factoring Investment for close painting upgrades within owned closes</p> <p>A further progress report will be provided to the Board at the next meeting</p> <p>See Appendix 1 for photographs of painting works.</p> |
| 10. | Electrical Division |
| | <p>During Quarter 2 the electrician's focus has continued to be reactive lighting repairs.</p> <p>We also continue to program fobs for Videx systems on a reactive basis.</p> <p>See Appendix 1 for photographs of electrical works.</p> |
| 11. | Joinery Division |
| | <p>During Quarter 2 the joiners have continued to work through voids.</p> <p>237 joinery jobs were received in in the reporting period, compared to 219 in Q1, an increase of 8.5%.</p> <p>See section 4 for a detailed breakdown of voids completed during the Quarter.</p> <p>See Appendix 1 for additional photographs of joinery work and full breakdown of key performance indicators.</p> |
| 12. | Carron Balcony Replacement |
| | <p>The works are now complete and handover of the site to ng homes was completed in the reporting period.</p> <p>See Appendix 1 for photographs of works.</p> |
| 13. | Multi Storey Flat Investment Project (Heating) |
| | <p>ng2 continue to provide support to ng homes at the MSF heating project, forcing access and changing locks in addition to property clearances and moving furniture where required.</p> <p><i>"This project 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</i></p> |

| | |
|------------|--|
| | <p><i>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> |
| 14. | LD1 /LD2 Forced Access |
| | <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> |
| 15. | Fencing Programme |
| | <p>Fencing works commenced in Q2 on an interim list of 13 properties. Inclement weather and workload capacity has resulted in these works being delayed.</p> <p>A further update will be provided at the next board meeting.</p> |
| 16. | Multi Storey Flat Investment Project (Bathroom Project) |
| | <p>ng homes' MSF Bathroom project is underway and decoration of decant flats was completed in the period. Our operatives are decanting tenants into temporary flats while bathroom works are ongoing, returning their property to their own property when the work is complete. The decant flats are then cleaned in preparation for next tenants.</p> <p>These are essential works involving 4 Estate Service Operatives and 1 Supervisor. Internal recruitment of these posts was completed, and the works commenced in September 2022.</p> <p>A further update will be provided at the next board meeting.</p> |
| 17. | Vehicles |
| | <p>To ensure compliance with Government Covid-19 guidelines, the following measures remain in place for anyone using a ng2 vehicle:</p> <ul style="list-style-type: none"> - Social distancing must be adhered to where possible - Masks must always be worn when more than one person is in any ng2 vehicle - All vehicles are stocked with sanitising materials and are fully sanitised at the beginning and end of each day <p>Operatives are reminded, via regular toolbox talks, of their individual responsibilities for their safety and that of their colleagues, our Client (ng homes) and their residents.</p> <p>We continue to hire vehicles from ACL however, this has been much reduced.</p> <p>A further update will be provided at the next board meeting</p> |

| | |
|------------|---|
| 18. | Client / Tenant Communication |
| | 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. |
| 19. | Operational Issues |
| | <p><u>ng2 Overtime</u></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><u>Materials supply</u></p> <p>We continue to experience some delays in materials supply due to transport and customs-related issues. Whilst we can source materials, delivery is often much later than originally expected. We are working hard to ensure continuous supply of parts required to complete repairs. Prices of materials have risen across the trades, with some suppliers now issuing monthly price lists, meaning an increase in repairs costs, poor visibility on costings as well as quotations being issued with shorter expiry dates.</p> |
| 20. | ng2 in the Community |
| | <p>ng2 continue to provide support in aiding ng homes' regeneration projects in the local community by delivering food and furniture.</p> <p>Abandoned furniture in good condition is taken from void properties to our regeneration unit to be cleaned, checked for safety purposes, and donated to local people in need.</p> <p>See Appendix 1 for photographs</p> |
| 21. | Recommendation |
| | Members are asked to note the content and progress highlighted within this report. |



Appendix 1

Operational Report



**COVID-19
RESPONSE**

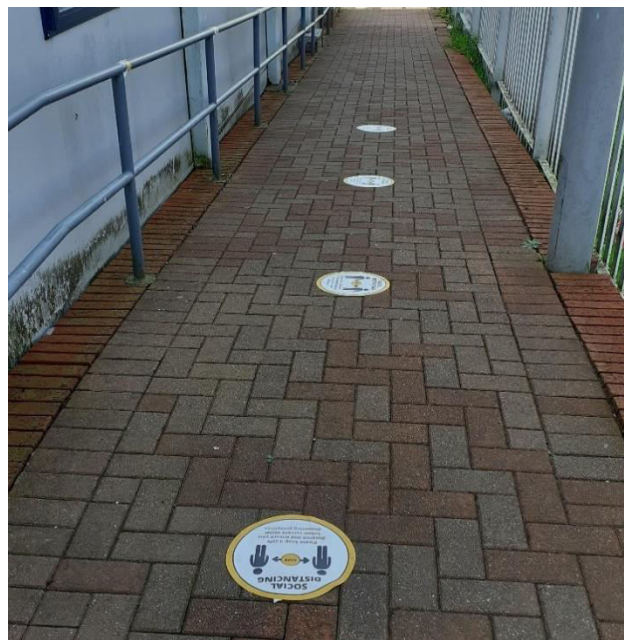
Contents

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

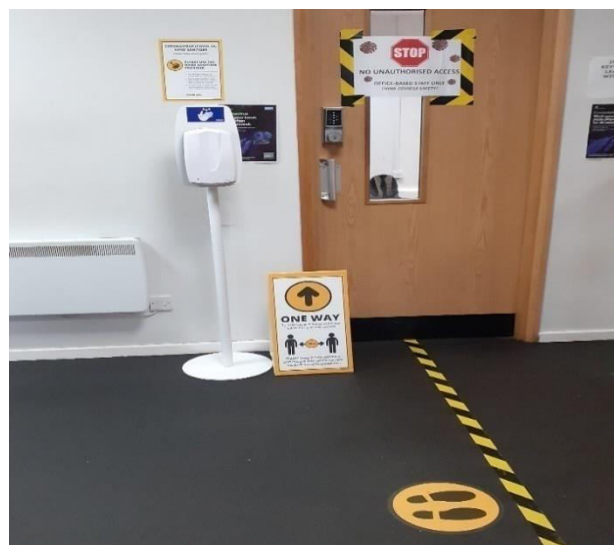
COVID19 RESPONSE

Office Safety

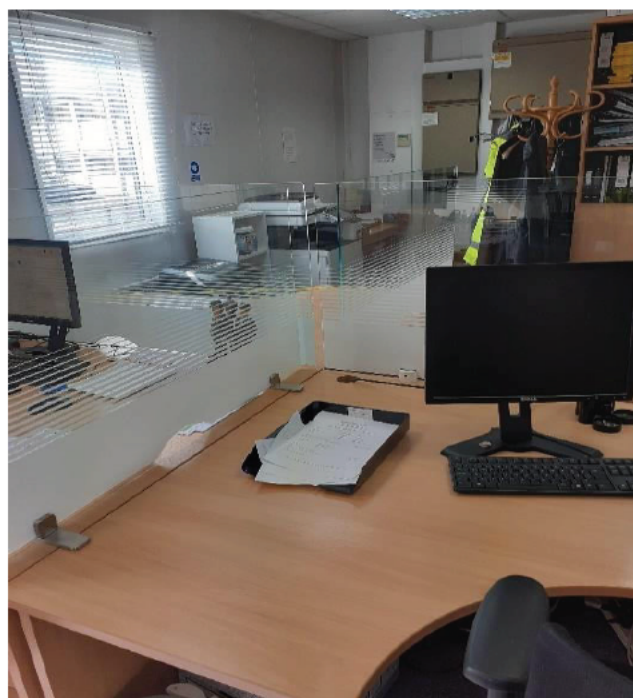
Social Distancing and other Covid19 safety measures remain in place within, and around, the office to ensure the continued safety of our workforce



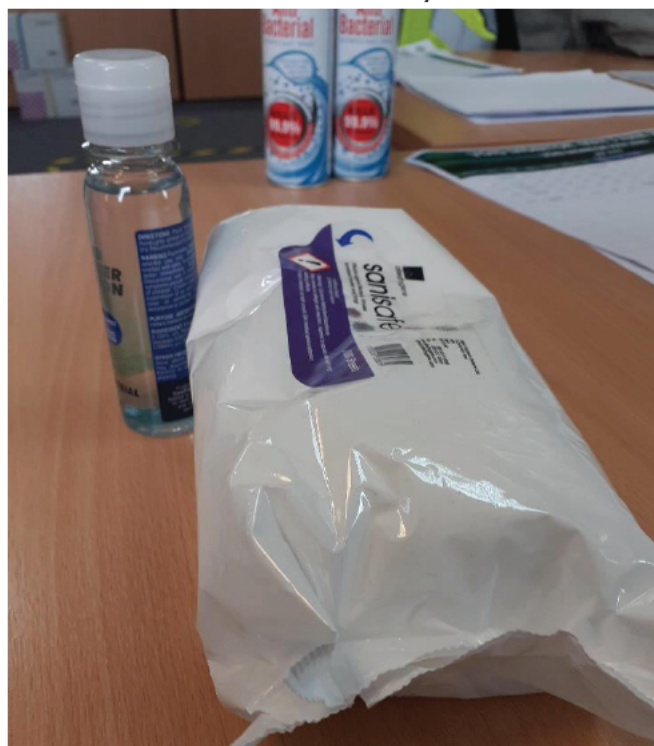
The one-way system has made the required social distancing measures achievable.



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



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



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

Office Cleaning

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

NG2 - 350 DARNICK STREET, GLASGOW G21 4AA

NG HOMES OFFICES

NG2 OFFICE

AREA OF TOUCH POINTS TO BE CLEANED

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



FIRST FLOOR PLAN -NG2

50 REIDHOUSE ST, GLASGOW G21 4LS

NG HOMES OFFICES

NED DONALDSON HOUSE - OPTION 1

NG2 OFFICE

AREA OF TOUCH POINTS TO BE CLEANED

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

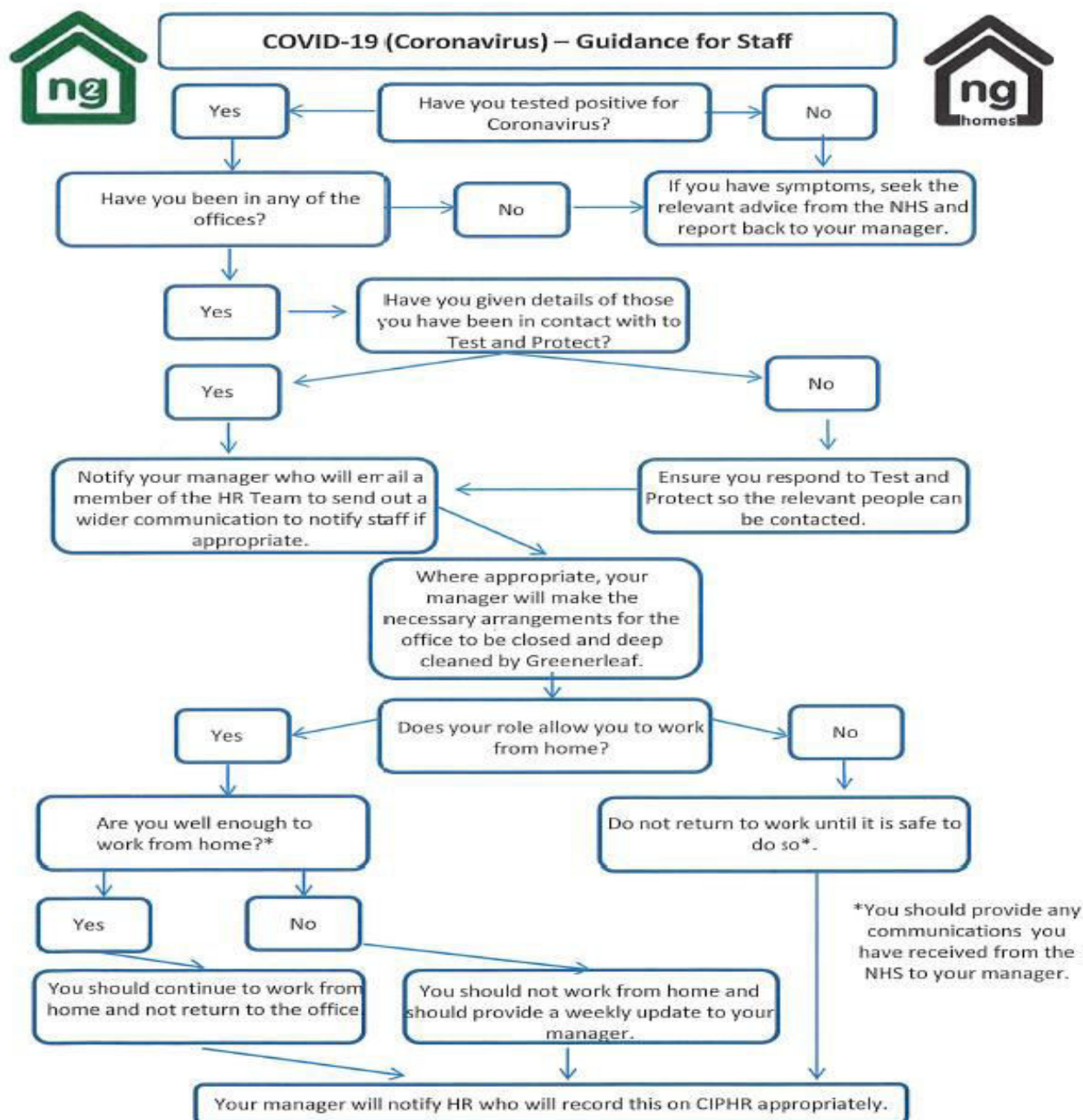


GROUND
FLOOR

3
MAIN ENTRANCE

Guidance for Staff

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



HIT SQUAD

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



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

Voids

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

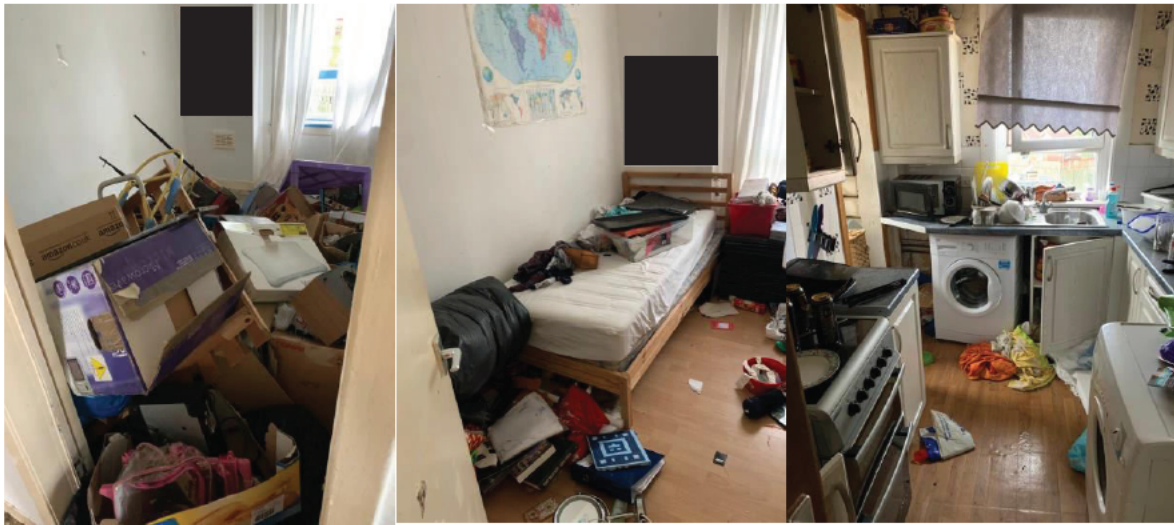
Voids continue to undergo Covid19-cleans in advance of any works commencing to maintain the safety of our tradesmen.



Before and after clearance



Before



After



After

Before



After



Hit Squad Service

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



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

Removal of offensive graffiti throughout close



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.

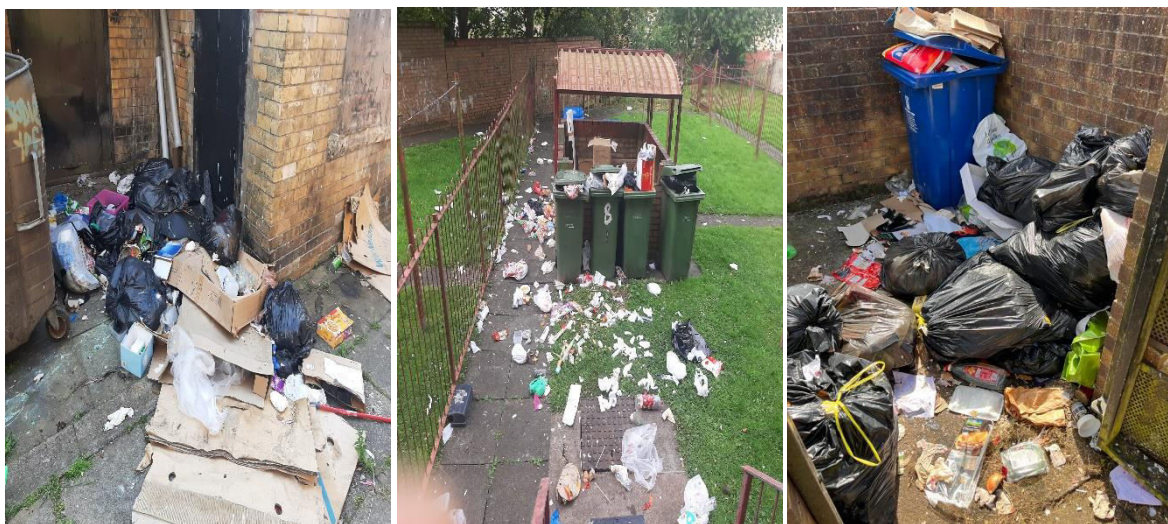
Fly tipping (before and after)



GARDEN MAINTENANCE

The contracted maintenance commenced in April 2022.

Back Court Tidy Up

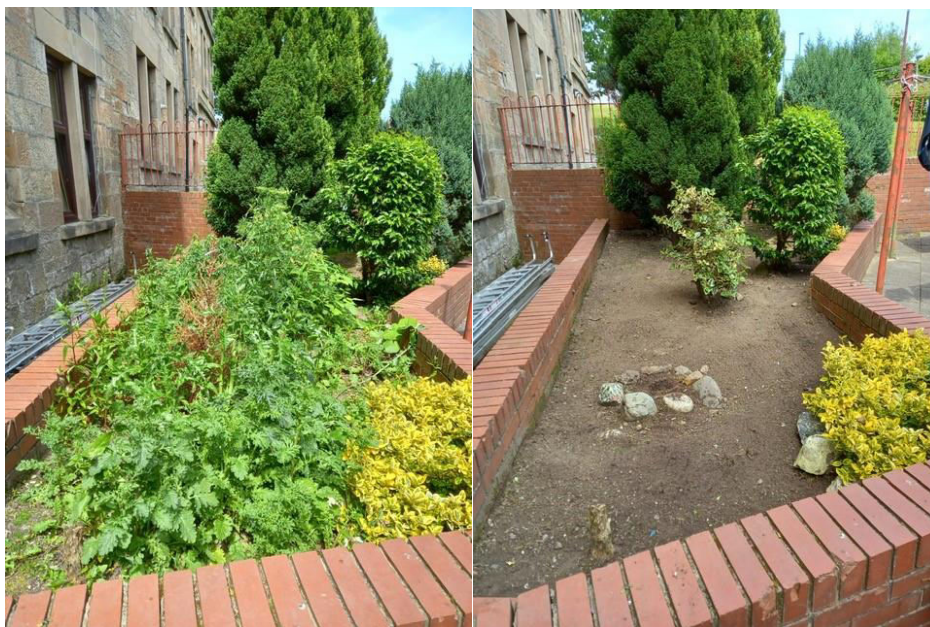


Before and after back court tidy up



Garden Maintenance

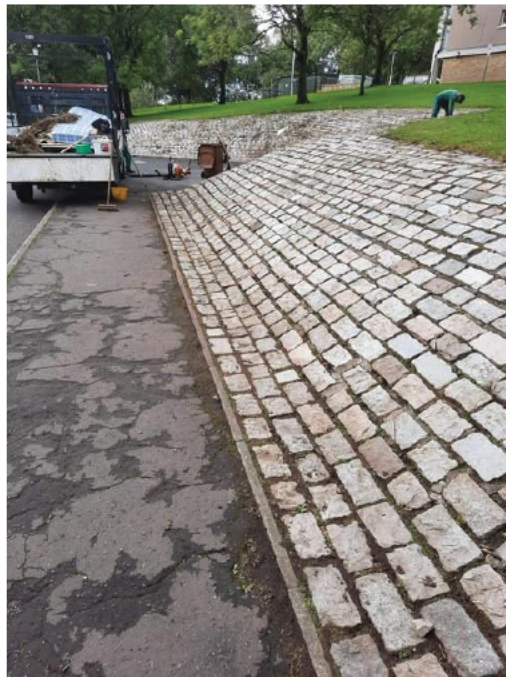
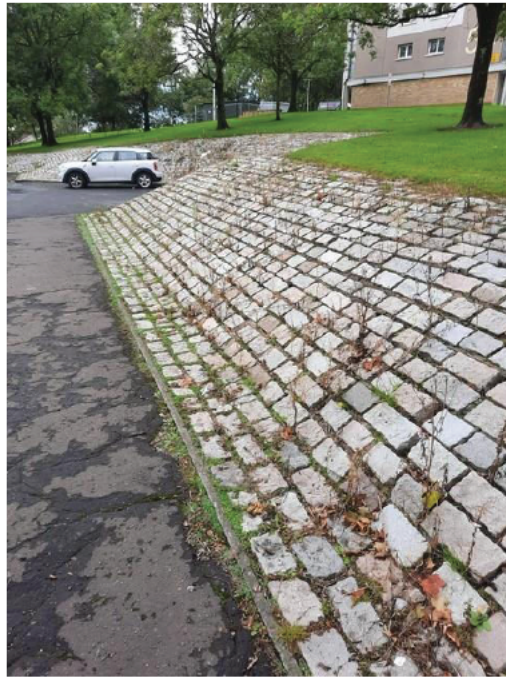
Litter Pick / Deweeding / Shrub Beds



Operatives maintain the garden areas including spraying weeds, shrub-bed maintenance and litter picking



Open spaces are deweeded to maintain the area



Grass Cutting



Open Spaces



Heras Fencing Checks



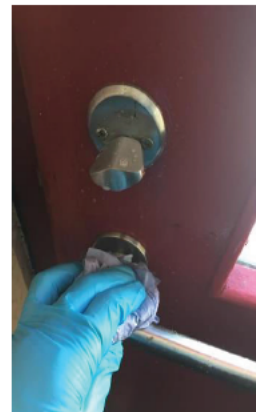
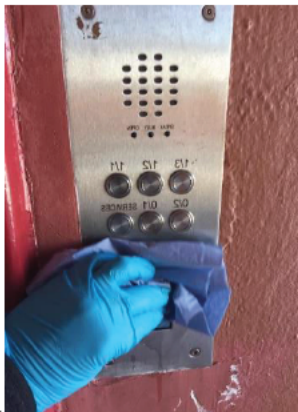
Operatives perform weekly checks on Heras Fencing hired by the Association, at St Monance Street, rectifying minor positioning issues and reporting damage.

CLOSE CLEANING

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

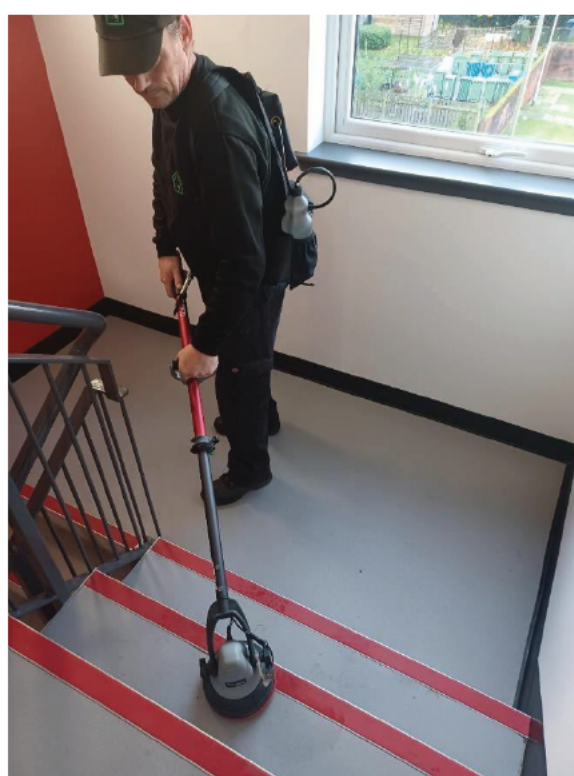
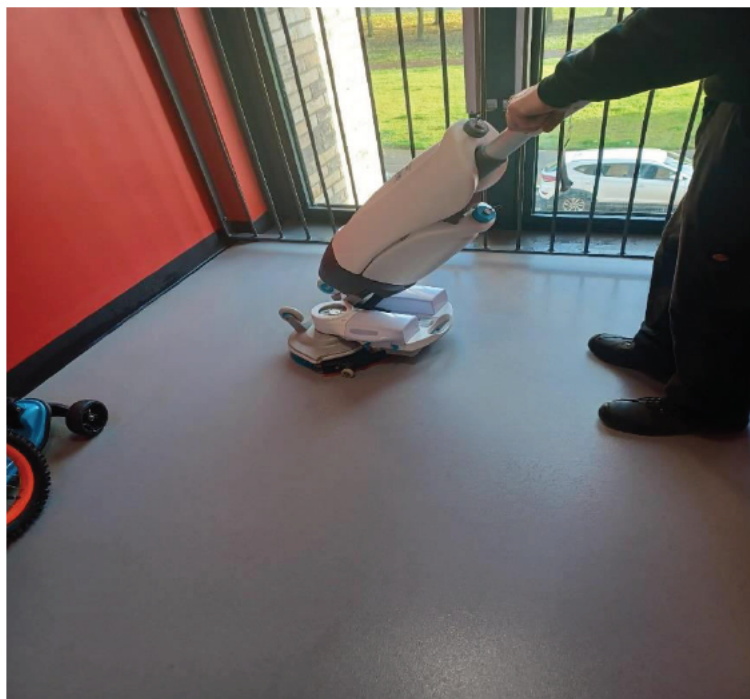


Operatives thoroughly clean handrails with virucidal disinfectant



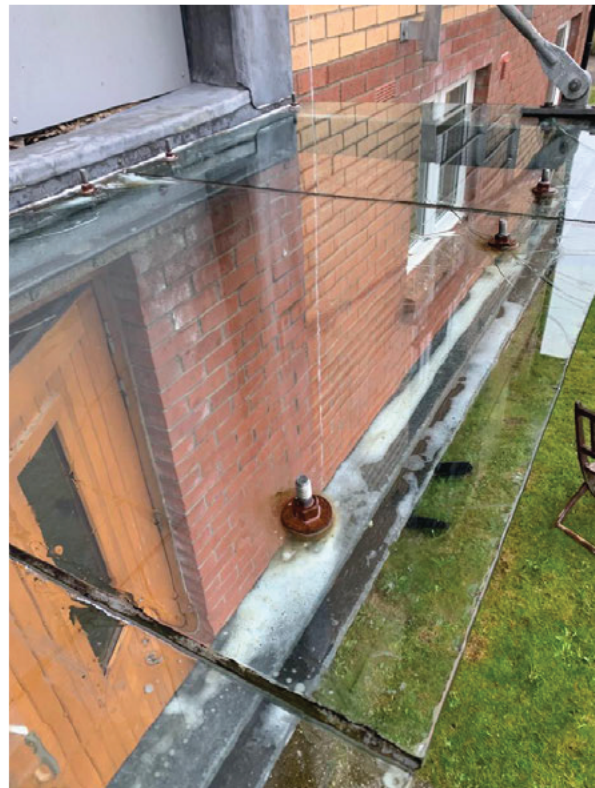
Common touch points are disinfected in every close

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



Window Cleaning

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



TRADES

Joinery



Dividing fence replaced



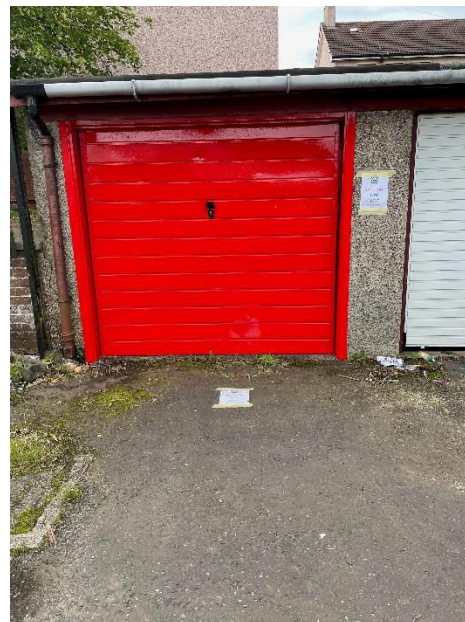
Painting

Painters have mainly been carrying out reactive works.

Before and after front door painted at a void property



Before and after facing and door repair/decoration



Electrical



Before and after lighting repairs within the multi-storey flats



CARRON ESTATE BALCONY REPLACEMENT

The works have been completed and site handed back to ng homes

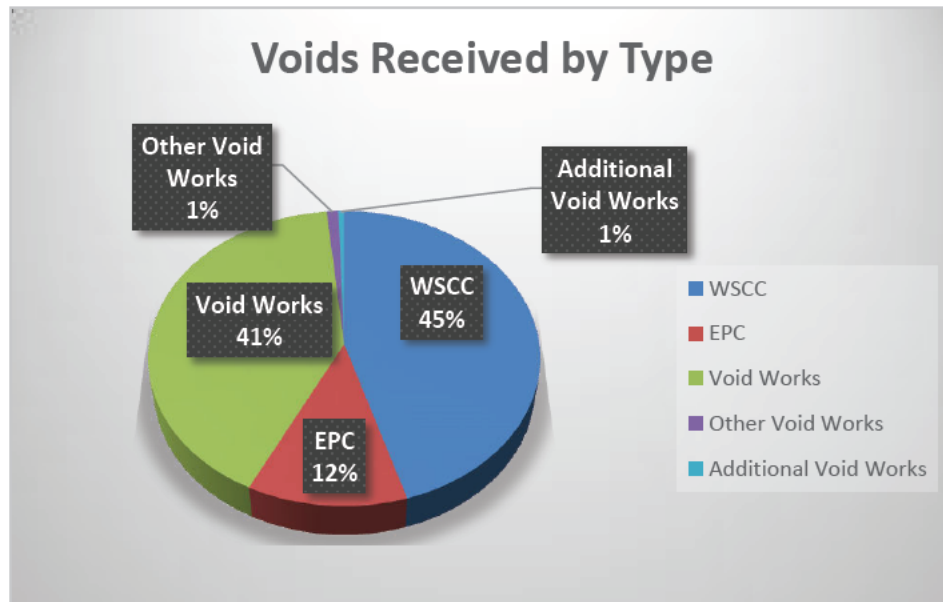


KEY PERFORMANCE INDICATORS

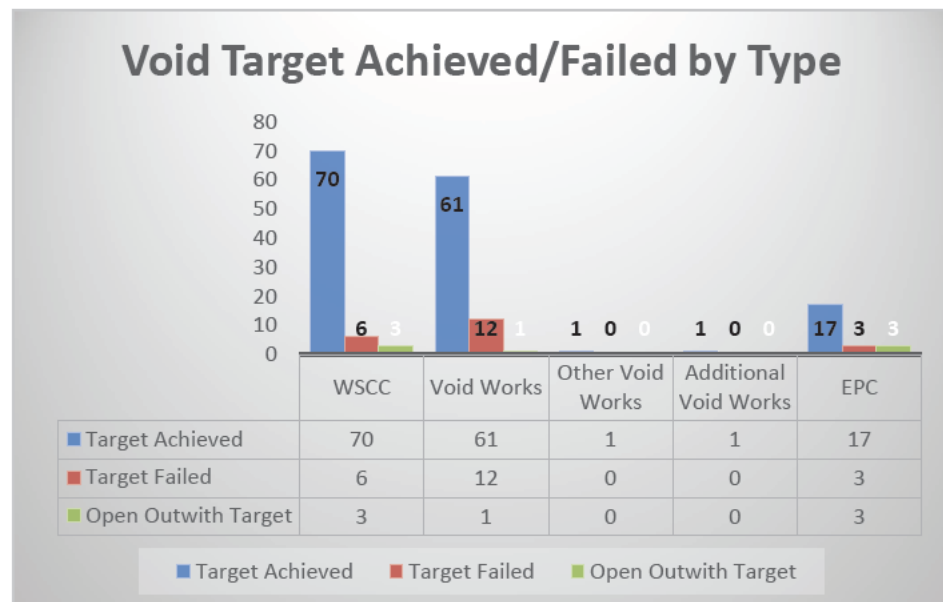
KPIs have been impacted by the implementation of labour-intensive safety measures

Voids

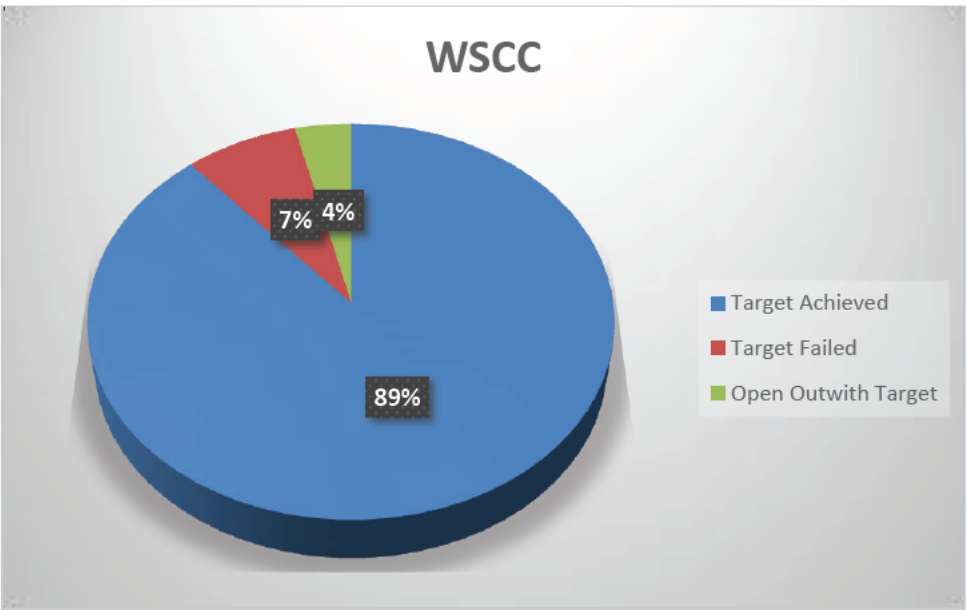
Breakdown of voids by type



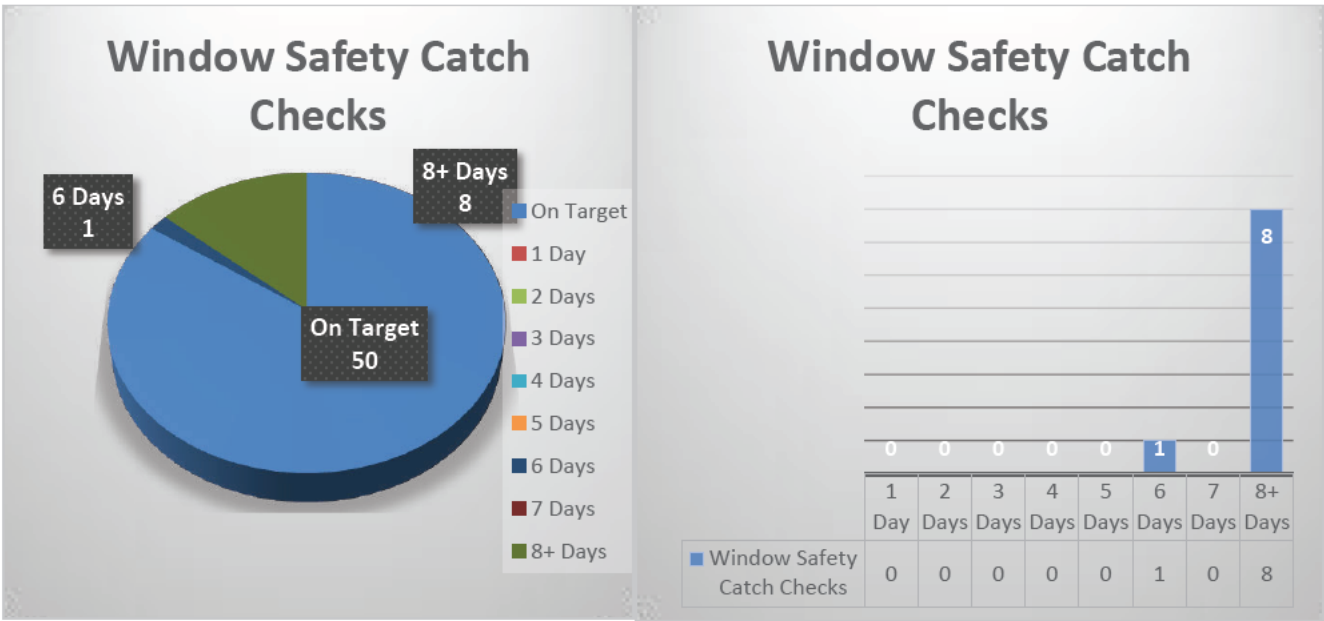
Breakdown of Target Failure/Success by type



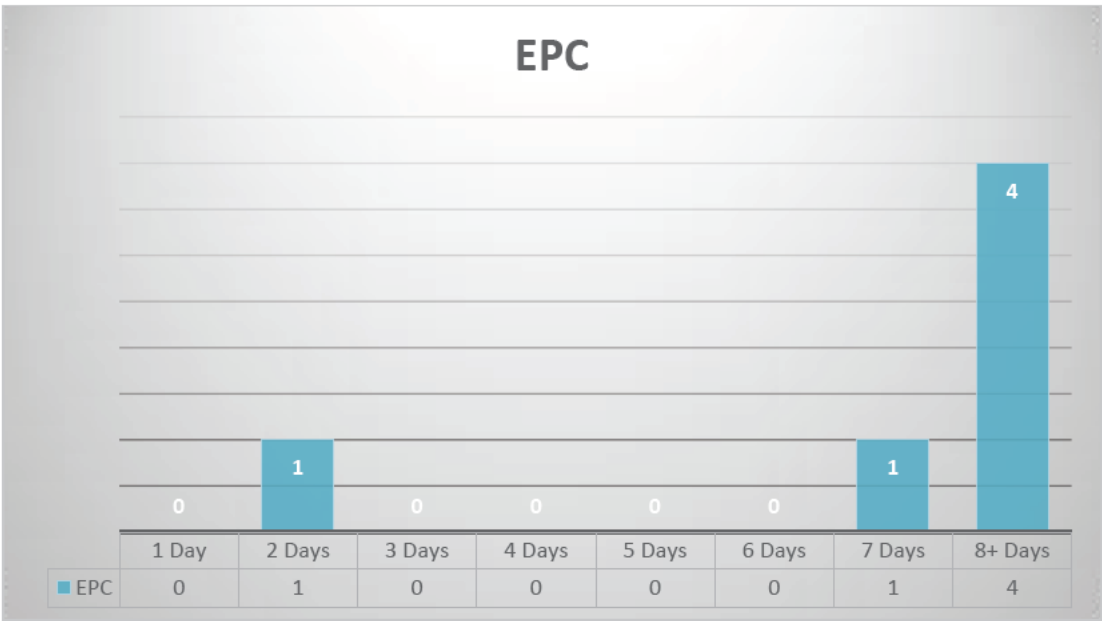
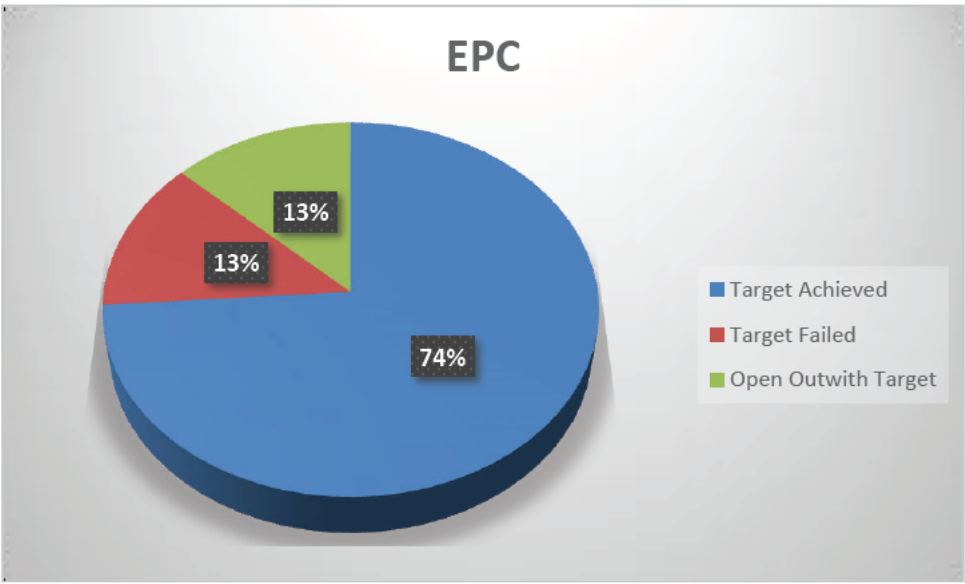
Performance Against Target by Category

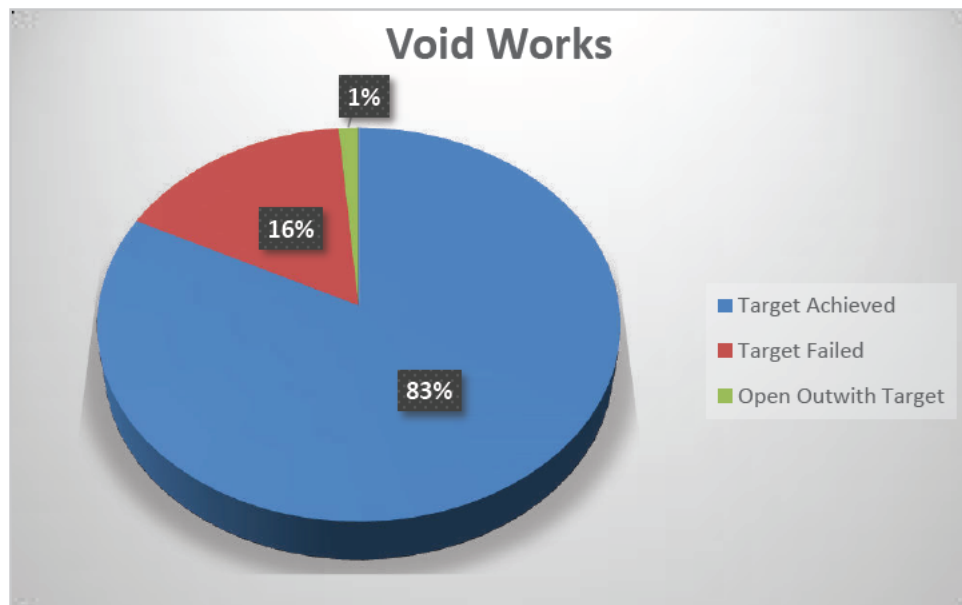


9 window safety catch checks ran over target due to failure of the initial safety check.

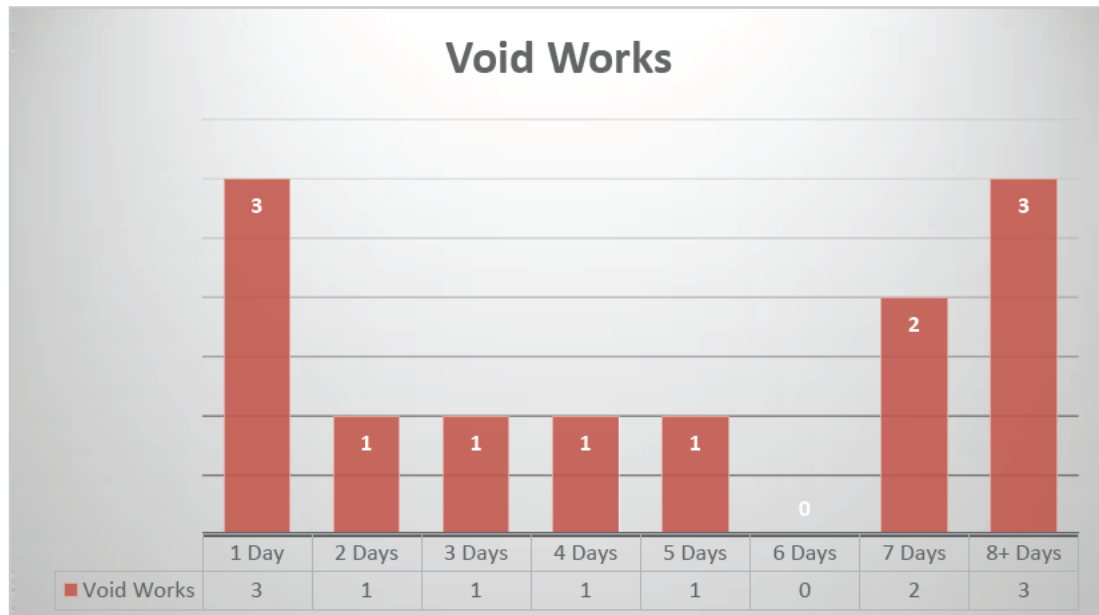


6 energy performance certificates were issued past target





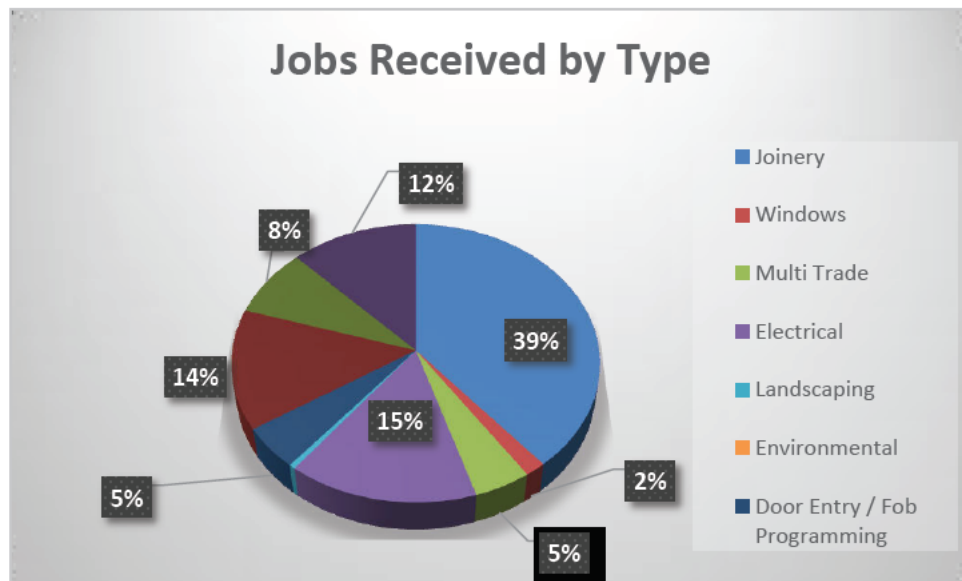
12 void properties were carried forward from Q1, which in conjunction with the new, labour-intensive safety measures, has directly impacted the achievability of the 6-day target.



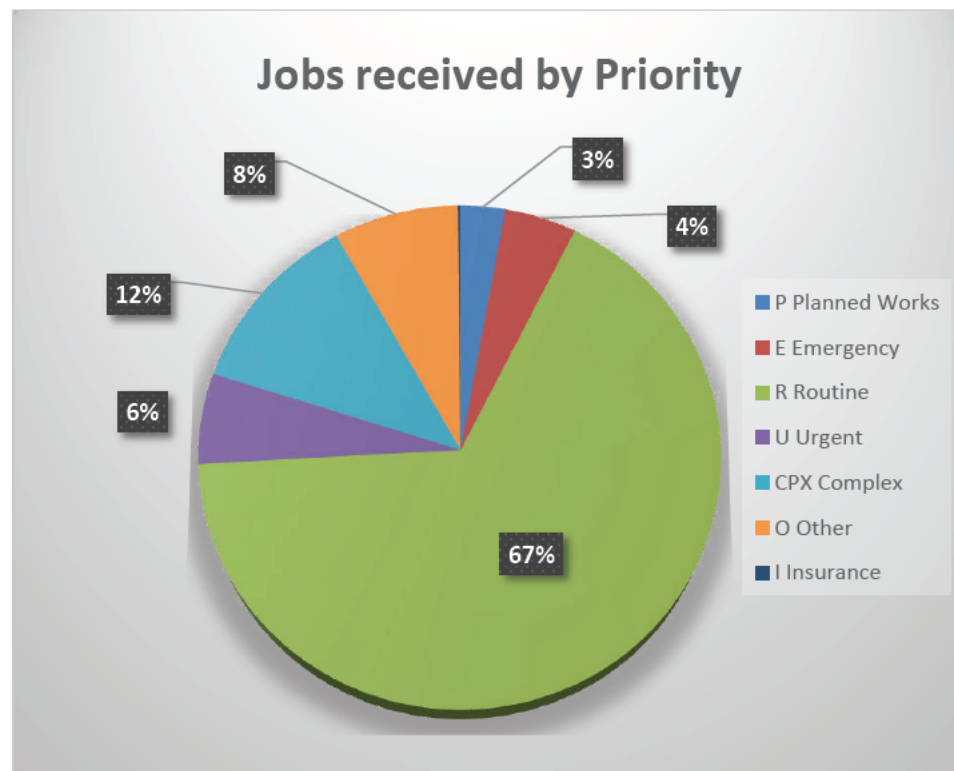
The majority of voids which were returned outwith the 6-day target, (16%) were returned within 7 days of the target date despite the challenges.

Day to Day Repairs

Breakdown of Day-to-Day Repairs by type

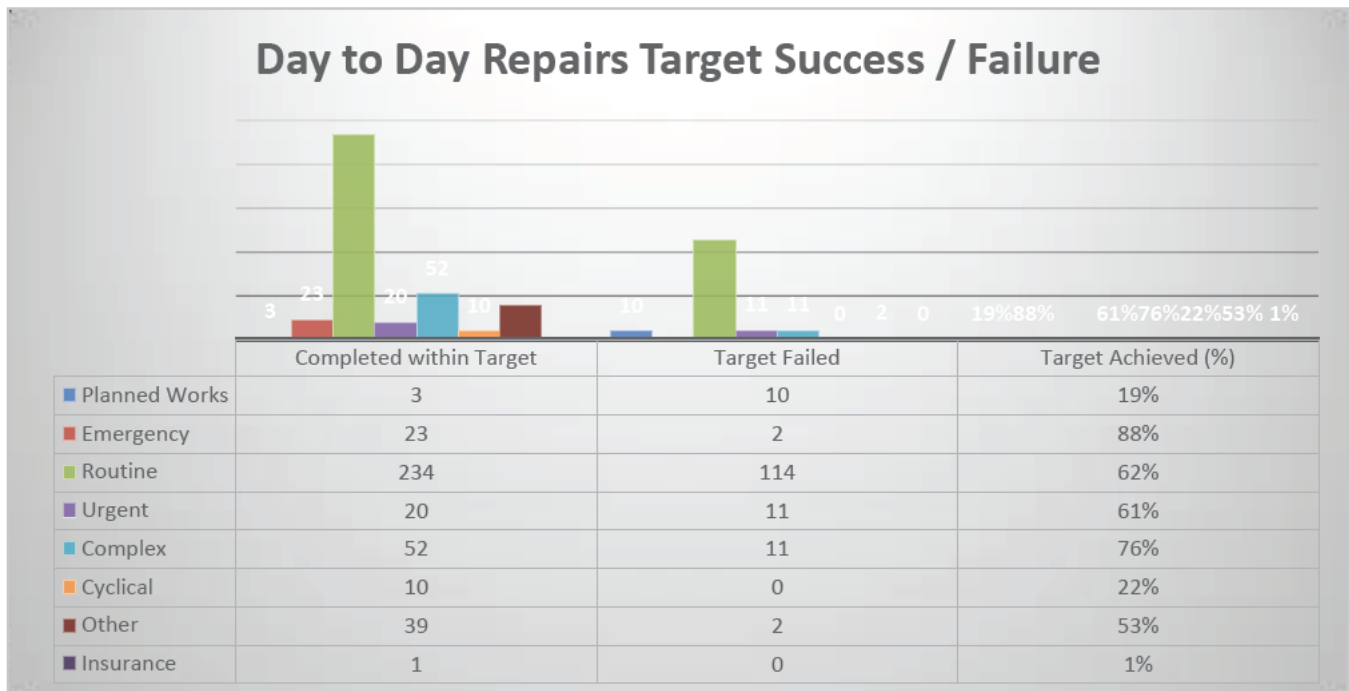


Breakdown of Day-to-Day Repairs by priority

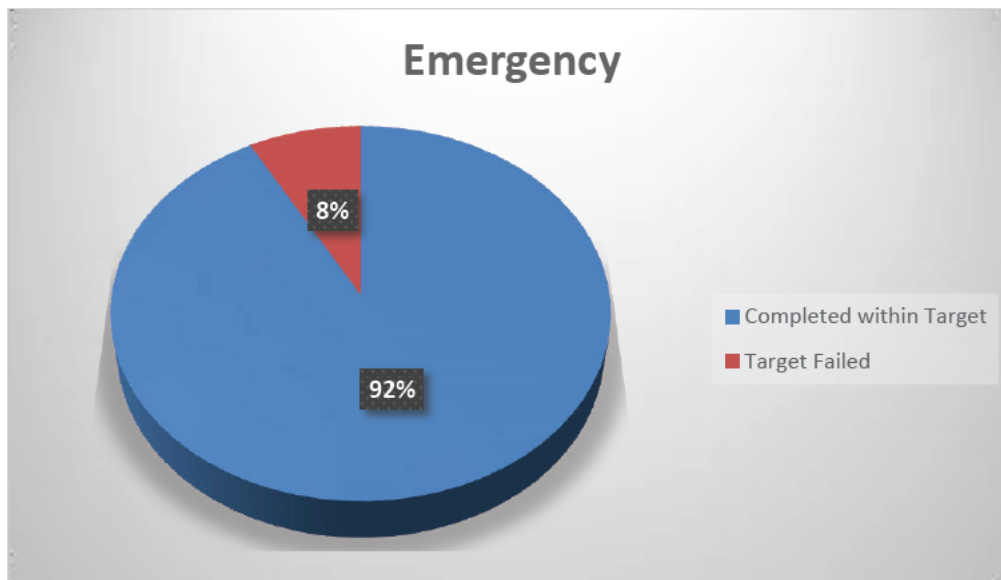


Day to Day Repairs Performance Against Target by Category

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

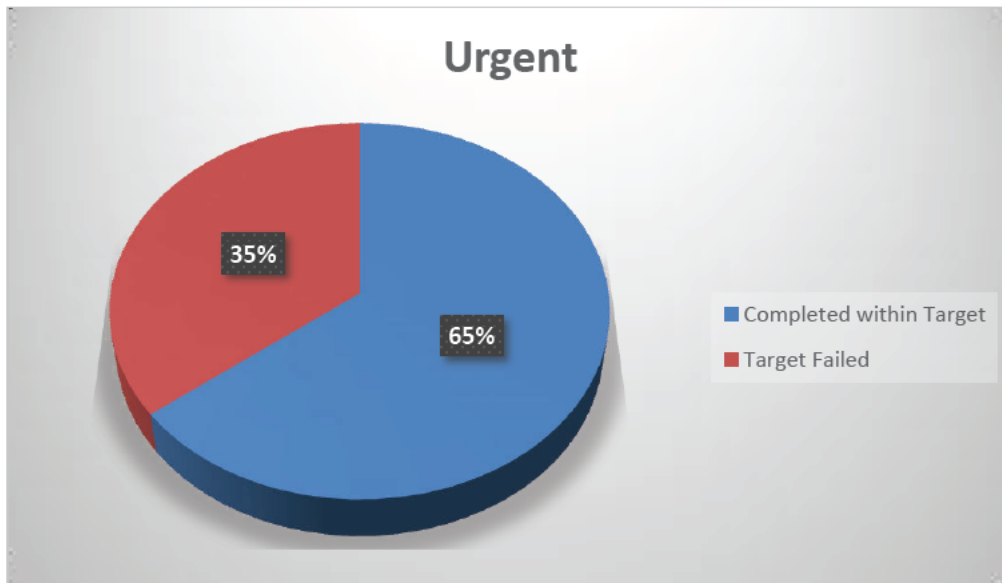


Emergency repairs are required to be complete within 4 hours

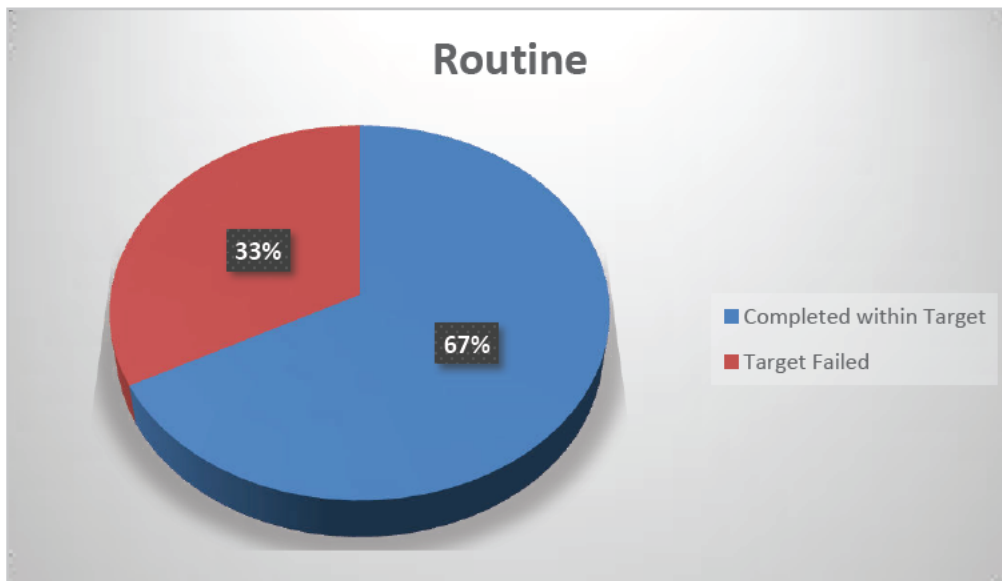


If materials are required this can affect achievement of this target.

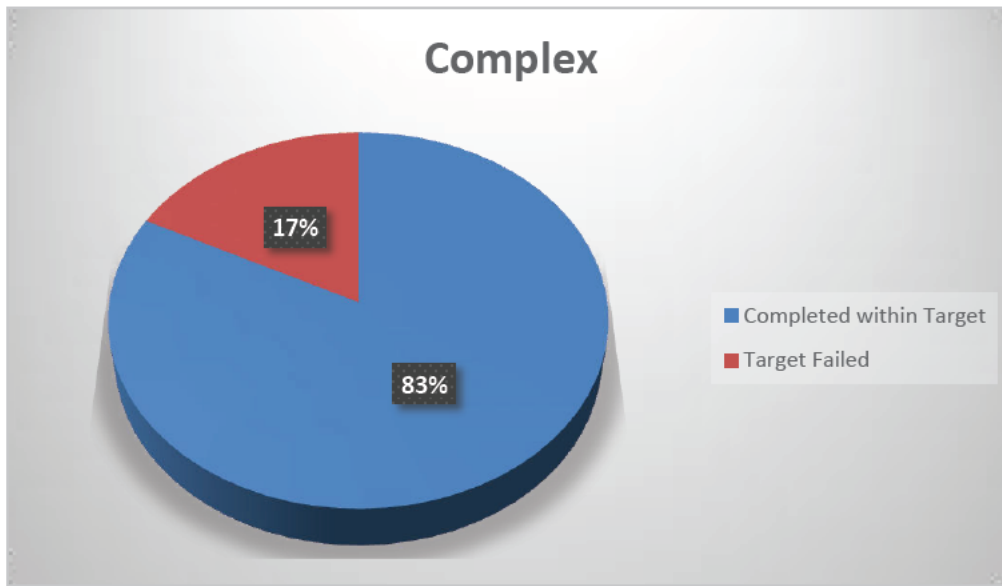
Urgent job lines have a 3 day target



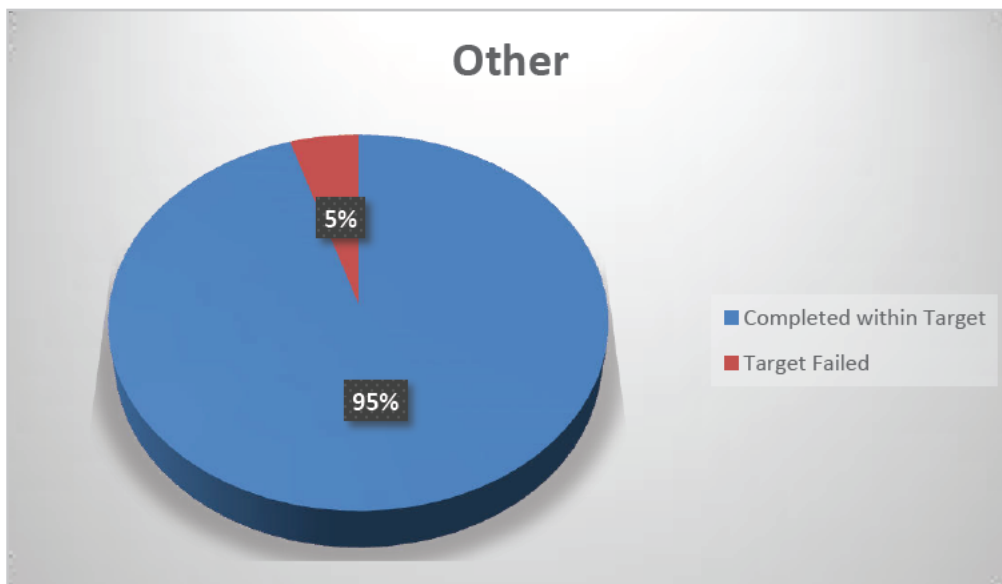
Routine work orders have a 5 day target



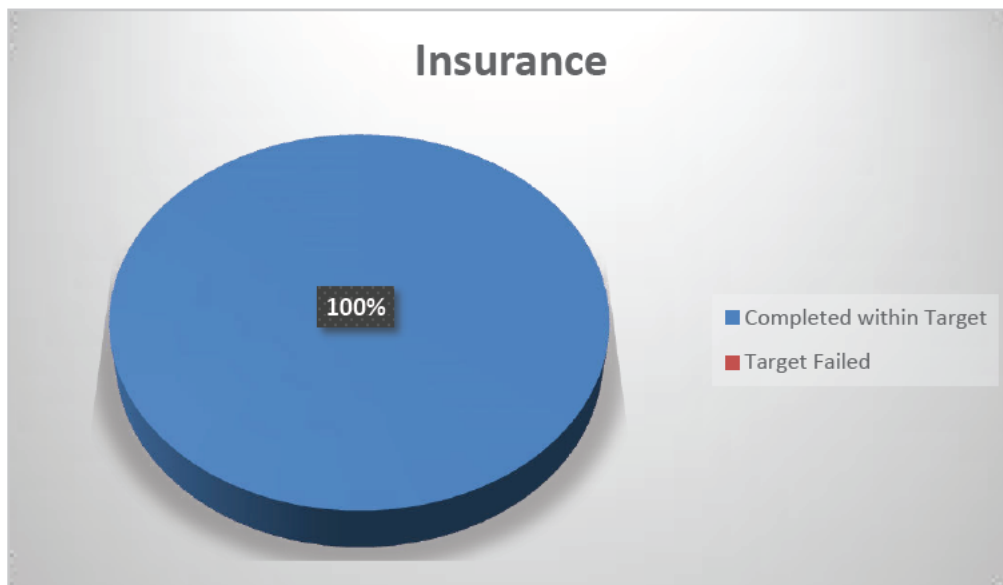
Complex repairs carry a longer target period of 6-8 weeks



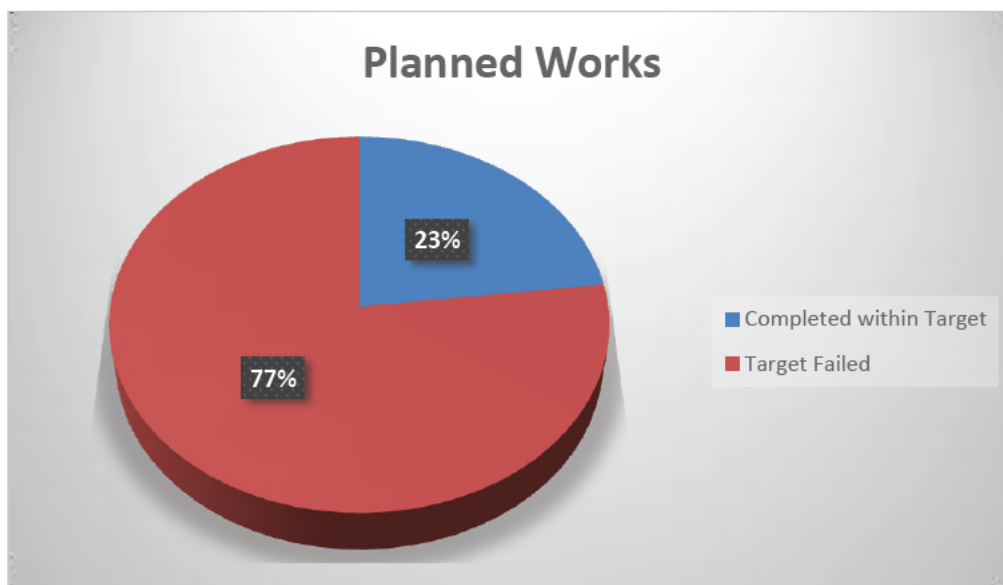
“Other” repairs generally include jobs for materials supply and other miscellaneous work



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

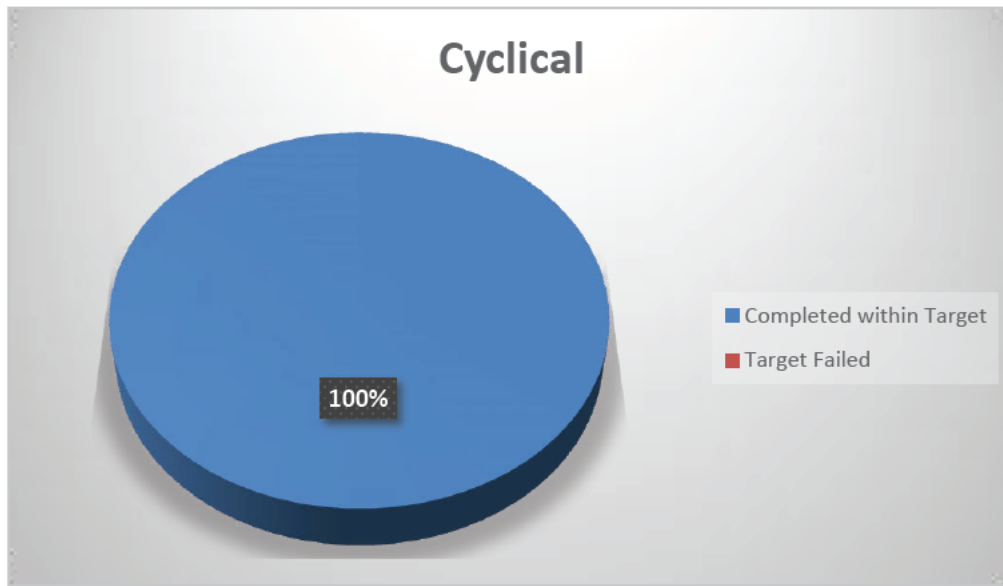


Planned works include door entry upgrades and decoration of decant flats



Many targets were unachievable as works were delayed by the Association.

Cyclical works mainly consist of the current tenanted EPC programme and new build cleaning





Board Meeting For Noting

To: Board
From: HR Officer

SUBJECT: STAFFING REPORT (NG2)

DATE: 6 DECEMBER 2022

| 1. | Introduction | | | | | | |
|-------------------------------------|---|-------------------------------------|--------------------------------------|--------------------|-------|--------|------|
| | <p>This report refers to the period of 1 July 2022 – 30 September 2022, covering staffing matters including: staff headcount, attendance and absence, learning and development, recruitment and the company health plan.</p> | | | | | | |
| 2. | Staffing Report | | | | | | |
| | <p>Number of Staff</p> <p>As at 30 September 2022, 79 staff were employed by ng2 Ltd.</p> <p>Attendance and Absence</p> <p>During this reporting period, 70 staff had perfect attendance (78% of the workforce). As well as this, 13 staff members qualified to receive their two day 'no sickness reward'.</p> <p>The overall staff sickness absence percentage was just over the 3% target and for this reporting period was 3.24%. 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>5,082</td><td>164.75</td><td>3.24</td></tr></table> <p>The 164.75 days lost is broken down into short term (a maximum of 19 days) and long term (20 days or more) as follows:</p> | Total number of work days available | Number of days lost through sickness | Sickness Absence % | 5,082 | 164.75 | 3.24 |
| Total number of work days available | Number of days lost through sickness | Sickness Absence % | | | | | |
| 5,082 | 164.75 | 3.24 | | | | | |

| | Short Term | Long Term |
|----------------------------|------------|-----------|
| Days Lost | ■ | ■ |
| Number of employees | ■ | ■ |
| Percentage | ■ | ■ |

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

Absences due to COVID-19

During the reporting period, the organisation's procedure regarding COVID-19 related absences changed. This change meant that COVID-19 related absences would be recorded as sickness absences, in line with the ng2 Ltd Attendance and Absence Management policy. Government guidelines continue to be followed alongside this.

Learning and Development (L&D)

During the period covered by this report a total of 41 ng2 staff benefitted from 182.5 hours of formal training and development as detailed in the table below. The direct cost of this training equates to £5,078.67.

| Course Title | Number of staff attending | Number of staff hours | Direct cost of Training (£) |
|------------------------------|---------------------------|-----------------------|-----------------------------|
| Attendance Management | 1 | 0.5 | 0 |
| Basic/Intermediate Microsoft | 2 | 14 | 194.67 |
| Cyber Security | 15 | 15 | 0 |
| Domestic Energy Assessor | 3 | 84 | 3,348 |
| Recruitment and Selection | 1 | 1 | 0 |
| Systems Demonstration 1 | 5 | 5 | 0 |
| Systems Demonstration 2 | 5 | 5 | 0 |
| Tiger Prism | 1 | 2 | 0 |
| Working Safely | 8 | 56 | 1,536 |
| Total | 41 | 182.5 | 5,078.67 |

Recruitment and Leavers

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

| Job Title | Contract | Start Date | Contract End Date | Internal or External | Post Filled? |
|---------------------------------|------------------------------|------------|-------------------|------------------------|--------------|
| Estate Services Operative (x6) | Fixed term | Various | 14/10/22 | External | Yes |
| Estate Services Operative (x14) | Permanent | Various | N/A | Internal | Yes |
| Plumber | Fixed term | 19/09/22 | 16/12/22 | External | Yes |
| Painter | Fixed term | 08/08/22 | 04/08/23 | External | Yes |
| MSF Estate Services Supervisor | Fixed term | 22/08/22 | 21/08/23 | Internal | Yes |
| Customer Services Officer (x4) | Fixed term | Various | 04/09/23 | External | Yes |
| Concierge | Fixed term | N/A | N/A | Internal then External | No |
| Joiner | Fixed term | N/A | N/A | External | No |
| Retirement Housing Officer | Fixed term (maternity cover) | N/A | N/A | External | No |
| Cleaner | Permanent | N/A | N/A | Internal | Yes |

| | |
|-----------|---|
| | <p>During the reporting period, 13 staff left the organisation. [REDACTED]. These staff members are seasonal workers and often they leave without providing notice, as has happened this year. Due to not receiving any notice we have been unable schedule exit interviews.</p> <p>Company Health Plan – Simplyhealth</p> <p>Simplyhealth have provided a report for the period 1 April to 20 June 2022. As a reminder, these reports are supplied from Simplyhealth a quarter behind.</p> <p>The attached report shows that staff are claiming for a wide range of benefits however as with previous reports optical and dental categories make up the highest percentage of claims.</p> |
| 3. | Recommendation |
| | Members are asked to note the contents of this report. |



Board Meeting For Noting

To: Board
From: Concierge & Property Manager

SUBJECT: PERFORMANCE ASSESSMENT

DATE: 6 December 2022

| | |
|-----------|---|
| 1. | Introduction |
| | <p>This report refers to the assessment procedure that was carried out for a [REDACTED] [REDACTED] who moved from a temporary contract of employment to a permanent contract. The completed assessment is attached for information.</p> |
| 2. | Risks and Mitigation |
| | <p>The retention of staff is a key issue for ng2 Ltd and in the past few years ng2 has seen an increase in turnover in roles such as Concierge. The risk with a temporary contract is that the staff member faces uncertainty with regards to job security and therefore may move on to another employer.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> |
| 3. | Process |
| | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] [REDACTED] [REDACTED]</p> |
| 4. | Recommendation |
| | <p>Members are asked to note the contents of this report.</p> |



Board Meeting For Noting

To: Board
From: Senior Operations Supervisor

SUBJECT: PERFORMANCE ASSESSMENT

DATE: 6 December 2022

| | |
|-----------|--|
| 1. | Introduction |
| | <p>This report refers to the assessment procedure that was carried out for two [REDACTED], who have both moved from a temporary contract of employment to a permanent contract. The completed assessments are attached for information.</p> |
| 2. | Risks and Mitigation |
| | <p>The retention of staff is a key issue for ng2 Ltd and in the past few years ng2 has seen an increase in turnover in Trades roles. The risk with a temporary contract is that the staff member faces uncertainty with regards to job security and therefore may move on to another employer.</p> <p>The assessment procedure allows us to mitigate this risk by assessing the staff member's performance without the need to go through a full recruitment exercise.</p> |
| 3. | Process |
| | <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> |
| 4. | Recommendation |
| | <p>Members are asked to note the contents of this report.</p> |



Board Meeting For Noting

To: ng2 Board
From: David McIntyre

SUBJECT: HEALTH AND SAFETY

DATE: 6 December 2022

| | |
|-----------|---|
| 1. | Introduction |
| | <p>The purpose of this report is to provide the Board with an update on the ng2 health and safety work plan for the period covering July 2022 - September 2022 and also our response to the Covid-19 Pandemic.</p> <p>Health & Safety</p> <p>Health and Safety is our highest priority, and we have robust policies and processes in place covering ng2's entire operation where there is a potential risk to employees, contractors, the public or others.</p> <p>Our policies, risk assessments and working safely practises ensure a safe working environment for office-based, trades/non-trade employees/tasks in addition to contractors for whom we must ensure a safe working practice.</p> <p>Health and safety is reviewed on an ongoing basis and issues identified are addressed immediately.</p> |
| 2. | Actions Taken |
| | <p>In Line with the Government guidelines on social distancing due to the Covid-19 pandemic, the following measures have been implemented across all areas of ng2 to ensure staff could safely return to work:</p> <ul style="list-style-type: none">- 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.- All office cleaners have been fully appraised, via induction, of the new cleaning regime which focuses on commonly touched areas.- All staff have received fobs for clocking in/out therefore eliminating the need to use the fingerprint contact point.- The office receives an electrostatic spray every Saturday Morning.- All ng2 vehicles are fully sanitised at the end of each day.- Contactless hand sanitising stations have been installed in all ng2 offices.- Desks which would not allow for a 2-metre distance between staff have either been |

moved or taped off.

- Glass screens have been installed between all desks.
- Non walking zones have been set up and clearly marked throughout the offices to ensure there is always a 2-meter distance between staff.
- A 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.

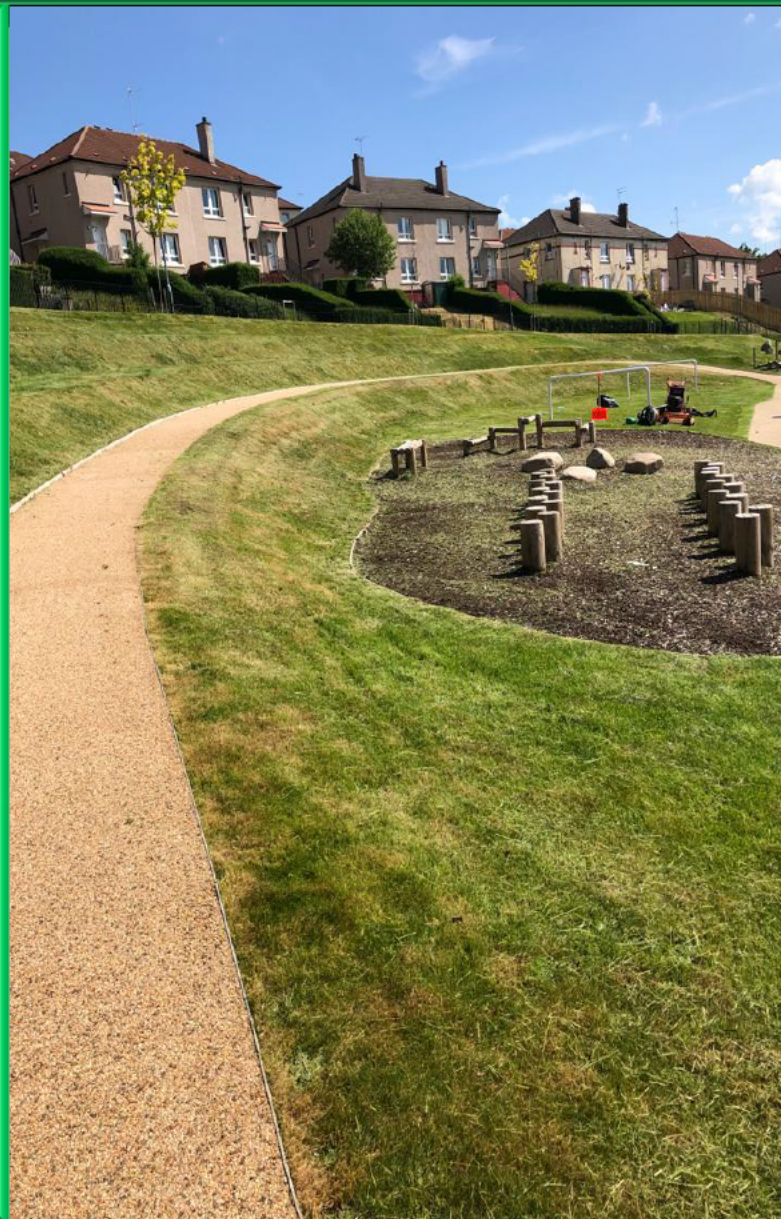
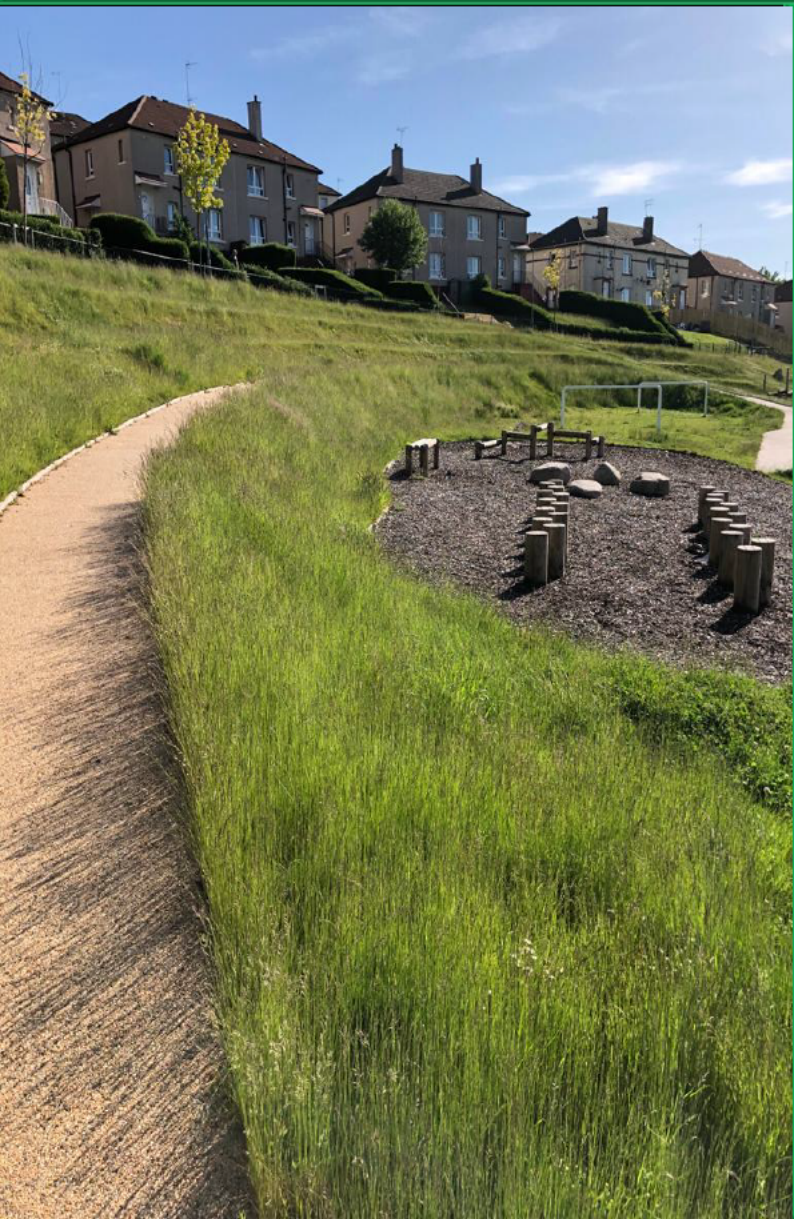
| Location / Date | Nature of Incident, Accident or Near Miss | Action | HSE Report Required |
|--------------------------------------|--|--|------------------------------------|
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| | |
|----|---|
| 3. | Matters Arising |
| | <div></div> <div></div> <div></div> <div></div> <div></div> <div></div> |
| 4. | Recommendation |
| | Members are asked to note the contents of this report. |



Before an

open space



ng2

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ng2

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Registered charity in
Scotland
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VAT Registered
VAT No: 816986681
Financial Conduct Authority
FCA No: 1865RS
Scottish Housing Regulator
SHR No: HCB187
Twitter: [@ng_homes](https://twitter.com/ng_homes)