

**Tuesday 19 August
2025 4pm**



ng2 BOARD MEETING

Saracen House





AGENDA

Meeting: Board Meeting

Invitees ng2 Board

Location: Microsoft Teams/Saracen House

Date 19 August 2025

Time 4:00pm

Please submit any apologies to Jade Redmond
jredmond@ng2works.com

Telephone: 0141 630 4252

	Agenda	Paper	Lead Officer	Page no
1.	Apologies			
2.	Disclosure of Interest and Attendance			1
3.	Minutes			
a.	ng2 Board Meeting on 13 May 2025	Yes		3
	i) Matters Arising			
4.	For Approval			
a.	Management Accounts to 30 June 2025	Yes	BH	9
b.	Health and Safety	Yes	DM	15
c.	Risk Register	Yes	DM	17
d.	Business Plan	Yes	BH	23
5.	For Noting			
a.	Operational Report	Yes	DM	37
b.	ng2 Staffing Report	Yes	DM	57
c.	Performance Assessment Report	Yes	DM	71
6.	AOCB			
7.	Date of Next Meeting – Tuesday 18 November 2025			

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

	19.11.24	18.02.25	13.05.25				
M Thomson	A	A					0%
I Cross	A	A					0%
J Berrington	A	A	P				33%
G Satti	P	P	P				100%
J Thorburn	P	P	P				100%
B Hartness	P	P	P				100%
% Total	50%	50%	100%				

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

TARGET ATTENDANCE - 80%

AVERAGE ATTENDANCE - 63%



ng2 Board Minutes

Meeting: ng2 Board meeting

Location: Bill Rossine House/Teams

Date: Tuesday 13 May 2025

Time: 4:00pm

Attendees: John Thorburn
Gino Satti
Bob Hartness
Jim Berrington

JT Chair
GS
RBH
JB

Apologies:

JB

In Attendance: John Devine
Diane Waugh
Tony Sweeney

JD CEO
DW Corporate Services Manager
TS Director of Corporate Services

Minute Taker: Aileen Whiteford

AW Senior Corporate Services
Officer

	Agenda	Action	Date
1.	Apologies		
	As above.		
2.	Disclosure of Interest and Attendance		
	None.		
3.	Minutes of Board Meeting on 18 February 2025		
	Board AGREED the minutes were an accurate record of the meeting.		
	Proposed G Satti Seconded J Thorburn		
i)	Matters Arising		
	None.		
4.	Reports for Approval		
a.	Management Accounts		

	BH presented the Management Accounts for the period to 31st March 2025 and highlighted specific areas that led to income from activities in the period to 31 March 2025 amounting to £6.43m. Cost of sales and overheads were discussed. Work ongoing to prepare the statutory accounts. The Management Accounts for the period were APPROVED by the Board. Proposed J Berrington Seconded G Satti		
b.	Health and Safety		
	BH presented the report providing an update on the ng2 health and safety workplan for the period covering January 2025 to March 2025. BH highlighted that there is an ongoing audit in ng2 at this point in time and a consultant will be working with ng2 to look at all risk assessments and method statements. Members APPROVED the contents of the report. Proposed J Berrington Seconded G Satti		
c.	Risk Register		
	BH presented the report regarding the review of the operational risk register for ng2. No changes have been recommended. TS informed the Board that ng homes is currently reviewing its approach to risk management in conjunction with Quinn Internal Audit with a view to making the risk register more fit for purpose so there will be changes ahead. Members: - Reviewed the risk register and provided comments - Noted the on-going review of risk to ensure risks are highlighted and reviewed as appropriate Proposed G Satti Seconded J Berrington		

d.	New Policy for Approval: Neonatal Care Leave and Pay		
	DW presented the report regarding the above new policy which has been created in line with new employment legislation, EVH Model Policy and taking account of good practice. The policy has been put in place to protect and support parents and reinforces ng's commitment to family friendly policies and to assist with staff recruitment and retention. Neonatal care pay is outwith maternity pay. Members APPROVED the new policy. Proposed J Berrington Seconded G Satti		
e.	Revised Policy for Approval: ng2 Attendance and Absence Management Policy		
	DW presented the report regarding the review of the above policy and summarised the changes. The policy ensures that everyone is treated consistently and fairly in relation to absence from work and a member of HR always attends any meetings with individuals and managers under the policy to ensure all staff are treated the same. DW informed the members that the policy has already been discussed with managers and can be reviewed at any time if required by legislation or good practice. Member sought assurance that employees have the right at all times to have a representative with them at any meetings and DW confirmed that this was the case. Members APPROVED the revised policy. Proposed G Satti Seconded J Berrington		
5.	For Ratification		
	Members RATIFIED payments and benefit case 174. Proposed J Berrington Seconded G Satti		
6.	For Noting		
a.	Operational Report		

	Members NOTED the report providing Members with an update on the business operations for Q4.		
b.	ng2 Staffing Report		
	Members NOTED the report covering staffing matters for Q4 2024.		
c.	Performance Assessment Report		
	Members NOTED the report covering performance assessments for Q4 2025.		
7.	AOCB		
	<u>Value for Money</u> CEO asked the Board to approve the commissioning of a value for money assessment with [REDACTED] as part of ng2's ongoing business. Proposed G Satti Seconded J Berrington [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]		

8.	Date of Next Meeting		
	The date of next meeting was confirmed as 12 August 2025 at 4pm Meeting ended at 4:52pm		



Board Meeting

For Approval

To: Board
From: Director

SUBJECT: MANAGEMENT ACCOUNTS – PERIOD TO
30TH JUNE 2025

DATE: 19th August 2025

1.	Introduction
	This report is detailing the financial results for the period to 30 th June 2025.
2.	Risk and other issues
	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 There are no applicable effects on sustainability or equality and diversity issues.
3.	Commentary on results for the period
	The income from activities in the period to 30th June 2025 amounts to £1.94m (June 2024 - £1.73m) with £890k (June 2024 - £845k) of direct costs and £827k (June 2024 - £667k) of wages leading to a £219k (June 2024 - £220k) gross profit. Overheads totalled £188k (June 2024 - £164k). The main elements being motor expenses, management charges, uniforms, rent and vehicle depreciation. After the overheads, a £31k (June 2024 profit - £55k) net profit was made in the period before tax or gift aid. The balance sheet position continues to improve with increased reserves. Reserves now total £896k (June 2024 - £918k).
4.	Recommendation
	Board members are asked to recommend approval of the management accounts of ng2 for the period to 30 th June 2025. A report of this will be put to the Board of the Association.

Year to 31/03/25	NG 2 Profit and Loss - period to	30-Jun-25			
£		Sales £	Materials £	Wages £	Gross Profit £
90,718	Cleaning	235,222	23,145	200,520	11,557
203,134	Joinery	953,609	735,627	109,124	108,859
5,099	Electrical	64,256	60,106	-	4,150
121,617	Other sales	76,019	-	61,794	14,224
37,785	Back court cleaning	64,368	-	50,130	14,238
179,876	Garden maintenance	382,508	48,622	254,374	79,512
(117,700)	Management	-	-	32,064	(32,064)
40,327	Concierge	-	-	-	-
62,411	Hit squad	77,169	-	63,417	13,753
17,866	Painters	82,981	22,259	55,655	5,067
641,133		1,936,132	889,759	827,078	219,295
-	Other income	-	-	-	-
641,133		1,936,132	889,759	827,078	219,295
	Overheads				
70,000	Management charges			17,500	
24,733	Rent and rates			6,000	
274,324	Motor expenses			81,041	
8,640	Telephone and IT support			9,600	
4,809	Printing, stationery and advertising			483	
18,740	Professional fees			11,783	
6,020	Container hire			220	
21,753	Uniforms, safety equipment and repairs			6,492	
25,523	Training			6,001	
4,000	Insurance			1,000	
174,540	Vehicle and plant depreciation			47,351	
(16,916)	Gain/Loss on sale of fixed assets			-	
273	Bank charges			64	
13,668	General expenses			873	
630,107					188,406
-	Loan interest				-
11,026	Net profit				30,889
-	Corporation tax/Gift aid				-
11,026					30,889

31/03/25	NG 2 Balance sheet at	30/06/2025			
£		£	£	£	
<u>470,835</u>	Fixed assets			466,562	
	Current assets				
610,665	Stock and Debtors		1,630,989		
90,703	Bank and cash		9,705		
<u>701,368</u>			<u>1,640,694</u>		
	Current Liabilities				
201,470	Trade Creditors	216,364			
-	NGHA inter Company account	889,271			
<u>105,674</u>	Other creditors	<u>105,674</u>			
<u>307,144</u>			<u>1,211,308</u>		
<u>394,224</u>				<u>429,386</u>	
<u>865,059</u>				<u>895,948</u>	
100	Share capital			100	
864,959	Profit and Loss account			895,848	
<u>865,059</u>				<u>895,948</u>	

31/03/25	NG2	30/06/2025
£	CASHFLOW	£
	OPERATING ACTIVITIES	
11,026	Surplus for period	30,889
-	Interest Received	-
-	Loan Interest Paid	-
11,026	Operating surplus excluding int & tax	30,889
174,540	Depreciation - vehicles and plant	47,351
55,745	Decrease/(Increase)in Debtors	(1,020,324)
(95,659)	(Decrease)/Increase in Creditors	904,165
145,652	Net Cash In/(Out)flow From Operating Activities	(37,920)
	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	
(165,692)	Acquisition of Other Fixed Assets	(43,078)
-	Investment in Activities	-
(165,692)	Net Cash In/(Out)flow From Investing Activities	(43,078)
(20,040)		(80,998)
	FINANCING	
-	Loans Received	-
-	Less: Loans Repaid	-
-	Issue Of Share Capital	-
-	Net cash In/(Out)flow From Financing	-
(20,040)	Increase/(Decrease) in Cash and Cash Equivalents	(80,998)
0	Movement in Cash & Bank	(80,998)
(20,040)	Increase/(Decrease) in Cash and Cash Equivalents	(80,998)



Board Meeting For Approval

To: ng2 Board
From: Senior Operations Supervisor

SUBJECT: HEALTH AND SAFETY

DATE: 19 August 2025

1.	Introduction
	The purpose of this report is to provide the Board with an update on the ng2 health and safety work plan for the period covering April 2025 – June 2025. Health & Safety 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. 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. Health and safety is reviewed on an ongoing basis and issues identified are addressed immediately.
2.	Actions Taken
	During the reporting period ng2 have begun the process of carrying out a full audit of or all risk assessments and method statements. The following is an update on the progress so far: Applying Fire Coating To Stairwell Loft Hatches To Various Addresses – CDM (2015) Client & Contractor Application Including Principal Designer Duties. The remaining Work Streams – CDM (2015) Provisions, as follows: Void Inspections. Void Works. Day to Day Responsive Works: Joinery. Painting. Plastering. Fencing. Window Safety Catch Safety Checks.

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.

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
2/4/25 – Tenanted property	■■■■■ stepped of a working platform and rolled ■■■ ankle	Informal chat carried out by ■■■■■ – no days lost	N/A
15/5/25 – Road traffic accident	ng2 vehicle hit from behind	Informal chat carried out by ■■■■■ – no days lost	N/A
23/5/25 – Road traffic accident	Ng2 vehicle clipped some bushes with old fencing hidden inside	Informal chat carried out by ■■■■■ – no days lost	N/A

Matters Arising

N/A

4. Recommendation

Due to the importance of Health and Safety measures Members are asked to approve the contents of this report.

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

To: ng2 Board
From: Senior Operations Supervisor

SUBJECT: RISK REGISTER REVIEW**DATE: 19 AUGUST 2025**

1.	Introduction
	The purpose of the risk management strategy is to ensure that the Company has an appropriate and proportionate approach to dealing with risks associated with our operating environment. Risk management is one of the key areas the Scottish Housing Regulator (SHR) expects to be embedded into business plans, governance and all areas of the Associations/Subsidiaries operation.
2.	Defining Risk
	Risk can be defined as any event or action that prevents ng2 Ltd from maintaining good performance and/or meeting pre-set targets, goals and plans contained within our Business Plan and /or results in loss being incurred.
3.	Approach to Risk Management
	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. The Risk Management Strategy covers: • how we identify risk • how we then assess these risks • how we manage and control the risks ` • and how we monitor and review risk 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.
4.	Risk register review
	Attached is the operational risk register for ng2.

5.	Recommendation
	The Board is invited to: • Review the risk register and provide comments on such • Note the on-going review of risk to ensure risks are highlighted and reviewed as appropriate

Risk Register : (Operational)

Risk Number	Operational Risk Area/ Hazard	Potential Risk Ng2	Potential impact - 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	ng/ng2 jointly agreed annual development programme put in place setting out specific proposed works areas/ contracts to be undertaken by ng2, + rationale for same, + contingency plans with 6 monthly review	Regular operational performance progress meetings with client Reports to ng2 Board.	2 x 2 = 4
2	Financial and other targets unrealistic	Adverse impact on ng2 delivery and destabilising impact on workforce planning	Deterioration in service/ quality from ng2, need to source alternative contractors at higher cost	3	4	12	Board Operational directors Management team	Annual plans provide basis for firm/er, 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 ng/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	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 4 = 8

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.	ng/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 August 25
By D. McIntyre

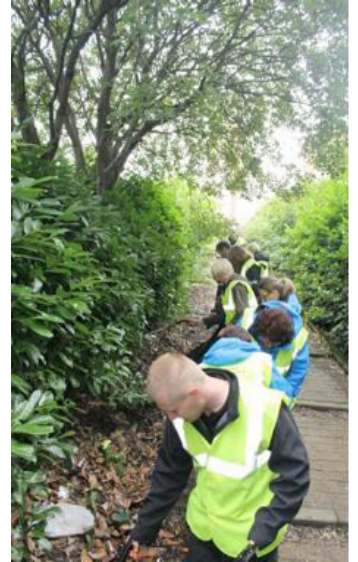
**Board Meeting****For Approval**

To: Board
From: DCEO

SUBJECT: NG2 BUSINESS PLAN 2025/26

DATE 19th August 2025

1.	Introduction
	NG2 Limited (NG2) must plan and control its activities and future direction. One of the elements in doing this is by having an overall business plan. This is not just a case of good business practice, as NG2 is a subsidiary of the Association it is required by the Regulator to have a business plan that can be integrated into and form part of the group business plan.
2.	Risk
	The Business plan is a necessary part of the governance structure of the company and the group. The business plan sets out the strategic objectives, actions and initiatives agreed by the Board for the year ahead. It is a required document that must be submitted to the parent company under the independence agreement and submitted to the Regulator as part of the information requested under the Regulation Plan. Not to prepare the plan and failure to submit would be a failure in controls and a breach of agreements. The risk is mitigated by the proper preparation of the business plan and consideration of such against required standards. Review of such at subsidiary and parent level and submission to the Regulator within agreed timescales.
3.	Formal approval
	In line with clause 7 of the Intra-group Agreement the draft business plan and budget was presented for comment and approval by the Board of North Glasgow Housing Association. The NGHA Board has now approved the business plan. It is now for the NG2 Board to formally approve the Business Plan.
4.	Recommendation
	That the Board formally approves the business plan of NG2 for 2025/26.



Business Plan

2025 - 2026



BUSINESS PLAN

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Priorities and Growth	8
Financial Projections	8
Risks and Critical Success Factors	9
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BUSINESS SNAPSHOT

Snapshot info:

- » Projected 2026 Turnover £5.1m
- » Employees: 80 Staff on average
- » Projected net profit 2025/26 before tax £37k
- » Single shareholder is North Glasgow Housing Association

INTRODUCTION

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

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

Drivers for setting up ng2:

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

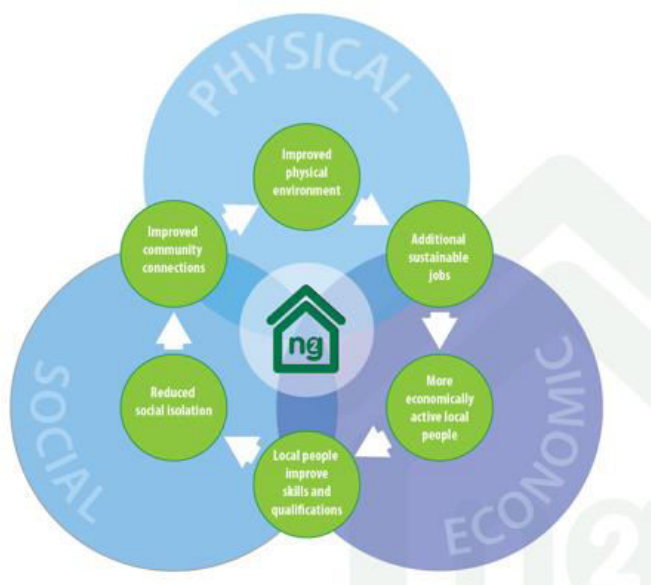
ng homes remain ng2's main client with ng2 undertaking various facilities management services for ng homes related to their housing stock.

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

ng2 has **'One Vision – A New North Glasgow'**. This links to ng homes's strategic vision of North Glasgow as 'a community where people can flourish and prosper'

ng2 Aims

- To improve the quality of life of the people of North Glasgow, by providing facilities and resources for improved employment, educational, volunteering opportunities and training in skills related to and assisting in the provision of employment and employment readiness, and in social interaction



- To improve the physical environment in ways which contribute to a cleaner, safer, healthier, and more secure locality

- To promote educational, training & volunteering opportunities which lead to sustainable employment for local people

- To build strong and sustainable partnerships with relevant agencies in pursuit of these aims

Initially ng2 was set up as part of ng homes regeneration focus, by establishing a social enterprise locally the

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

STRUCTURE

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

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

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

To help achieve this, ng homes aim:

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

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

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

Core operational areas

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

THE MARKET

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

The Social Housing Sector

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

Some key characteristics:

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

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

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

PRIORITIES AND GROWTH

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

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

For 2025/26

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

Opportunities for business

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

For 2025 -26 focus will include:

- Increasing levels of void work and working with outside contractors on planned maintenance activities.
- Being more proactive in general repairs and fencing works.

Drivers for growth

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

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

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

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

FINANCIAL PROJECTIONS

The financial projections have been prepared for the year to 31 March 2026. Turnover is projected to reduce slightly moving from over £6m in 2024/25 to about £5m in 2025/26. Planned maintenance and other projects will come back to more normal levels after the high 2024/25 actual levels,

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

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

RISKS AND CRITICAL SUCCESS FACTORS

Risks

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

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

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

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

Critical success factors

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

APPENDIX 1 – BUDGET PROJECTIONS YEAR TO MAR 26

Year to 31/03/25 (Budget)	NG 2 Profit and Loss - period to	31-Mar-26			
£		Sales £	Materials & contractors £	Wages £	Gross Profit £
212,724	Cleaning Services	747,724	88,189	442,557	216,978
	Maintenance and repair services				
139,167	- Joinery	2,136,356	1,768,768	220,637	146,951
25,234	- Electrical	87,335	71,597	-	15,738
20,026	- Painters	119,348	11,995	96,926	10,427
(99,040)	Management costs	-	-	101,021	(101,021)
76,805	Concierge services	200,529	-	142,188	58,341
203,171	Environmental activities	1,150,419	136,874	806,311	207,234
60,046	Other activities	293,886	-	232,638	61,247
638,133		4,735,596	2,077,423	2,042,278	615,895
-	Other income	-	-	-	-
638,133		4,735,596	2,077,423	2,042,278	615,895
	Overheads				
70,000	Management charges			70,000	
29,075	Rent and rates			29,656	
212,468	Motor expenses			216,717	
4,473	Telephone and IT support			4,562	
4,473	Printing, stationery and advertising			4,562	
16,774	Professional fees			17,109	
2,907	Container hire			2,966	
27,956	Uniforms, safety equipment and repairs			28,515	
21,774	Training			22,209	
4,473	Insurance			4,562	
154,764	Vehicle and plant depreciation			193,198	
447	Bank charges			456	
4,473	General expenses			4,562	
554,056					599,076
84,077	Net profit				16,819
19,894	Corporation tax				(19,894)
64,183					36,713

2025	NG 2		
(Budget)	Balance sheet at	31-Mar-26	
<u>339,002</u>	Fixed assets		310,804
	Current assets		
506,301	Debtors	486,301	
360,968	Bank	430,879	
<u>867,269</u>		<u>917,180</u>	
	Current Liabilities		
123,676	Trade Creditors	108,676	
37,175	Other creditors	<u>37,175</u>	
<u>160,851</u>		<u>145,851</u>	
<u>706,418</u>			<u>771,329</u>
<u>1,045,420</u>			<u>1,082,134</u>
100	Share capital		100
1,045,320	Profit and Loss account		1,082,034
<u>1,045,420</u>			<u>1,082,134</u>

NG2		31-Mar-26
2025	CASHFLOW	
(Budget)		ACTUAL
	OPERATING ACTIVITIES	
64,183	Surplus for year	36,713
-	Interest Received	-
-	Loan Interest Paid	-
64,183	Operating surplus excluding int & tax	36,713
154,764	depreciation - vehicles and plant	193,198
(10,000)	Decrease/(Increase)in Debtors	20,000
10,000	(Decrease)/Increase in Creditors	(15,000)
218,946	Net Cash In/(Out)flow From Operating Activities	234,911
	RETURNS ON INVESTMENTS AND SERVICING OF FINANCE	
-	Interest Received	-
-	Less: Interest Paid	-
-	Net Cash In/(Out)flow from Returns on Investments and Servicing of Finance	-
-	Tax Paid Less Grants Received	-
	INVESTING ACTIVITIES	
(77,500)	Acquisition of Other Fixed Assets	(165,000)
-	Investment in Activities	-
(77,500)	Net Cash In/(Out)flow From Investing Activities	(165,000)
141,446		69,911
	FINANCING	
-	Loans Received	-
-	Less: Loans Repaid	-
-	Issue Of Share Capital	-
-	Net cash In/(Out)flow From Financing	-
141,446	Increase/(Decrease) in Cash and Cash Equivalents	69,911
141,446	Movement in Cash & Bank	69,911
141,446	Increase/(Decrease) in Cash and Cash Equivalents	69,911



Board Meeting For Noting

To: ng2 Board
From: Senior Operations Supervisor

SUBJECT: ng2 OPERATIONS REPORT
APRIL - JUNE 2025

DATE: 19 August 2025

1.	Introduction
	This report provides an update on ng2's areas of business operations for Quarter 1 of financial year 2025-2026. The report will detail services delivered during the reporting period, in compliance with existing safety protocols and health and safety measures.
2.	Strategy
	<u>Business Planning and Growth for 2025/26</u> ng2 future growth will be aligned to ng homes stock condition survey and planned investment programme for 2025/26. Projects identified for 25/26 include: - - Garden and Estate Maintenance - Common Close Door Entry Upgrade - Void Property Maintenance - Timber Fencing – Replacement - LED Lighting Upgrade - Gutter Cleaning - Window Safety Catch Check in MSF 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. 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. We will continue to update the board on the development of any additional contracts and business opportunities identified during each reporting period.

3.	Void Monitoring and Management
	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. 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. During the reporting period ng2 have overseen the management of 73 void properties with an average turnaround time of 22 days from the tenant handing keys into completion including all major works and an average turnaround time of 10 days for void works. During the reporting period, the following major works were carried out in void properties: - 31 New Kitchens - 8 New Bathroom suites - 12 Rewires Each of the 73 voids received an Electrical Installation Condition Report and remedial works to ensure each void meets LD1 compliance. 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.
4.	Garden Maintenance
	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. 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. New methods for collation of data for valuations (variations etc) are now also in place. Hedge reductions were carried out in the period. We will provide a further update on this in the Q1 2025 report.

	See Appendix 1 for photographs of garden maintenance works.
5.	Jet Washing
	We continue to offer jet washing, as a reactive service only, and this greatly improves the areas where jet washing takes place. See Appendix 1 for photographs of work carried out in the period.
6.	Environmental Hit Squad
	During the reporting period, ng2 have been transporting an average of 20 tons of household waste per week to the dump. 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. 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. Daily checks to Heras fencing in Ashfield/Crowhill Street continued in the period and will be carried out until further notice. See Appendix 1 for photographs Hit Squad work in the period.
7.	Close Cleaning / ESO
	The Close Cleaners and Back Court teams provide daily reports to the Association which has reduced the Health & Safety risks associated trip hazards and vermin caused by excess rubbish. The close cleaning service is running smoothly, with very few complaints. 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. Window cleaning continues throughout the closes, offices and retirement complexes on a six-weekly cycle, either manually or with a water fed pole.

	On-site cleaning has continued at the Keppochhill new build, in the interim, on a reactive basis while the SLA is agreed and implemented. 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. 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: - Stair / landing cleaning in the multi storey flats / deck access - Maintaining the areas outside the multi storey flats / deck access (de-weeding, shrub beds, litter removal etc) - Bulk removal from the multi storey flats / deck access - Void clearances at the multi storey flats / deck access - Void cleans at the multi storey flats / deck access after void works are complete - North news delivery to the multi storey flats / deck access areas - Deploy staff to concierge to supplement other contracts See Appendix 1 for photographs of close cleaning and back court works.
8.	Painting / Plastering Division (Wet Trades)
	During Quarter 1 the painting division have been focused mainly on: - Mould / Damp Treatment - Painting and plastering in void properties - Close painting - Painting and plastering in Tenanted properties - Loft hatch painting as part of the fire risk assessment audit
9.	Joinery Division
	During Quarter 1 the Joinery division have been focused mainly on: - Voids - Fencing - Day to Day Joinery Works - Fire Risk Assessment remedial works

10.	Window Servicing Programme
	The 2025 window safety catch programme in Multistorey flats for 2025 has now begun. We will provide an update on the progress of the programme at the Q2 meeting.
11.	Vehicles
	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. A toolbox talk is regularly given to all staff focusing on the need to have a banksman when reversing ng2 work vehicles. 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.
12.	Operational Issues
	<u>ng2 Overtime</u> All overtime continues to be approved, in advance, by the CEO. <u>Staffing</u> 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. The area's we focused on were Garden Maintenance, Bulk Uplift, Back Courts and Admin. <u>Materials supply</u> 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.
13.	Recommendation
	Members are asked to note the content and progress highlighted within this report.



Appendix 1

Operational Photographs

Hit Squad Service

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



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

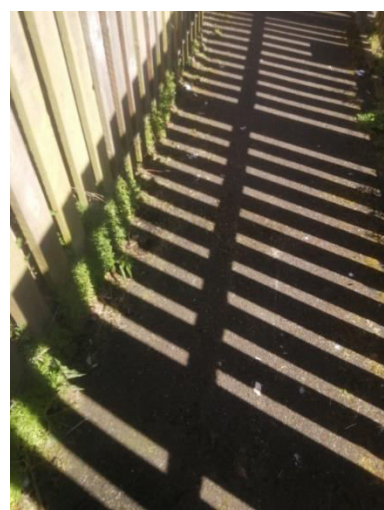
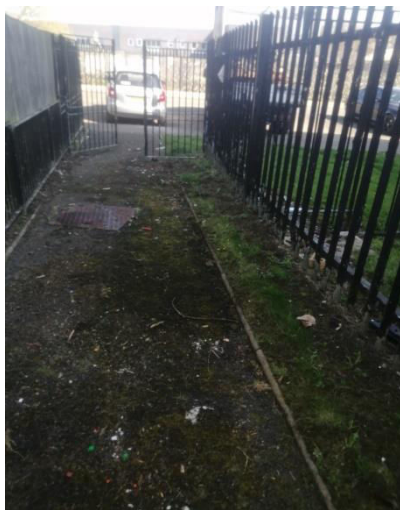
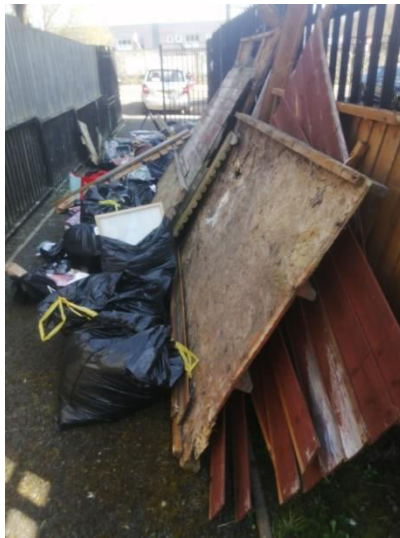
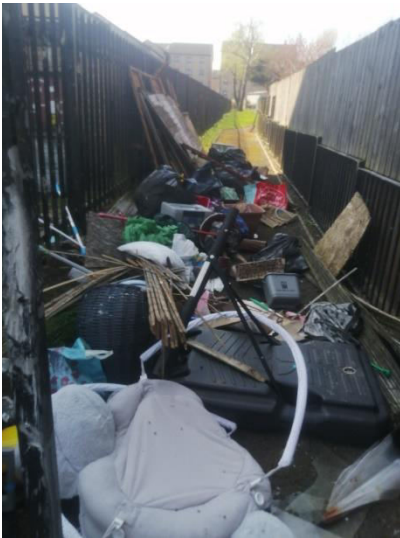
Daily checks continue on condition of hired Heras Fencing at Crowhill / Ashfield Street



Bulk Uplift Service / Fly Tipping

Glasgow City Council has reinstated their bulk uplift service however they now charge for every uplift and this has resulted in an increase in fly tipping around the estate, despite the presence of signage.

Fly tipping (before and after)



Bulk Uplift (before and after)



GARDEN MAINTENANCE

The contracted maintenance commenced in March 2023.

Back Court Tidy Up

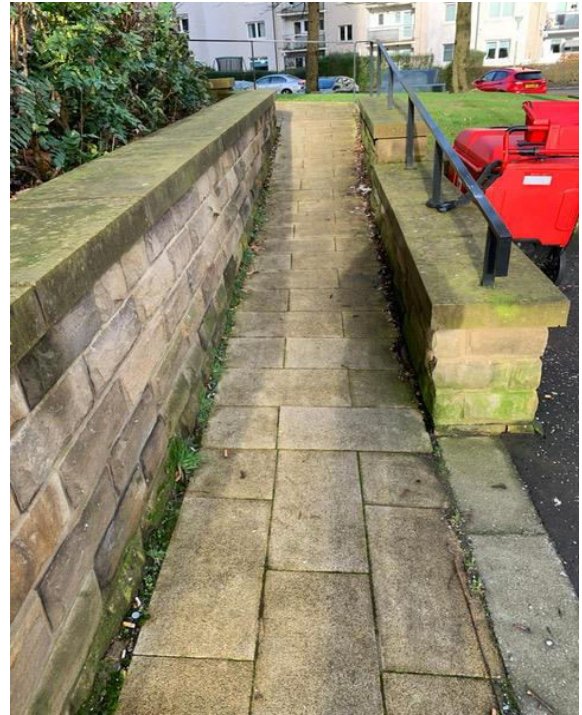


Before and after back court tidy up



Garden Maintenance

Litter Pick / Deweeding / Shrub Beds



Operatives maintain the estate including leaf clearance, shrub-bed maintenance and litter picking



Open spaces are deweeded to maintain the area



Grass Cutting



The garden area of a void had to be brought up to an acceptable standard after a long period of neglect so that the property could be shown to prospective tenants.



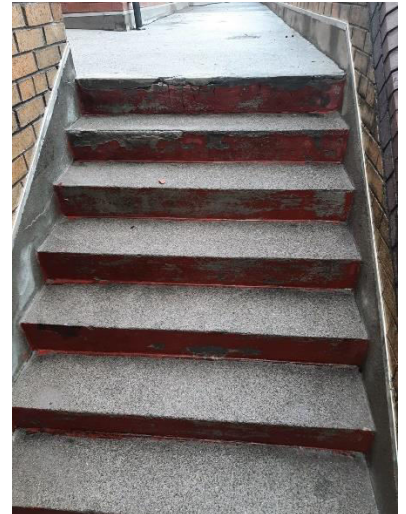
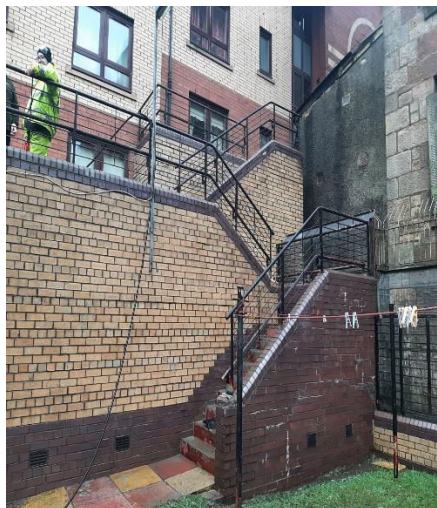
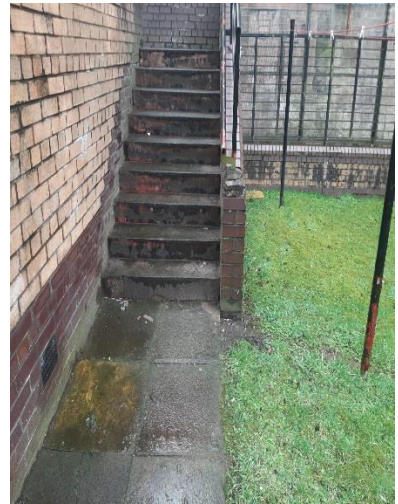
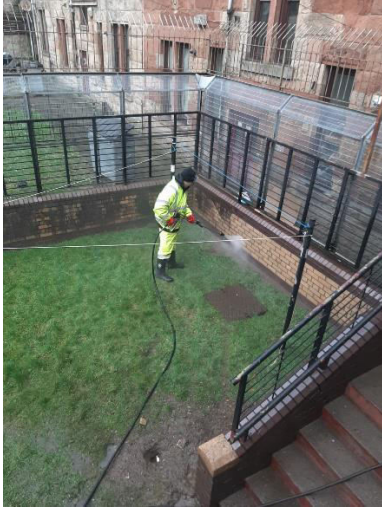
Heras Fencing Checks



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

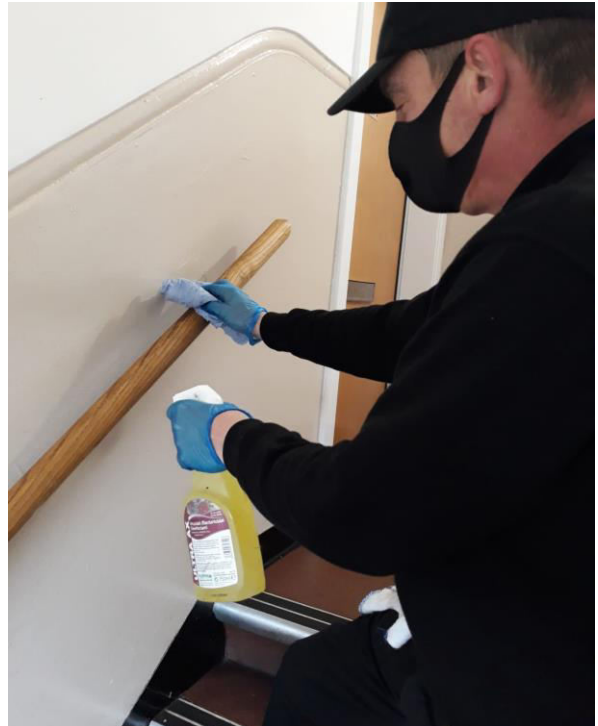
Jet Washing

Jet washing service is provided on request



CLOSE CLEANING

Close cleaning staff continue 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

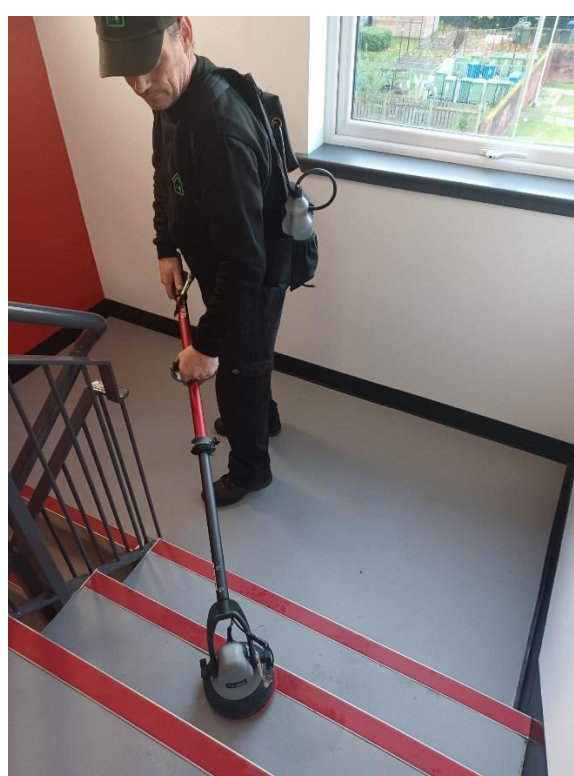
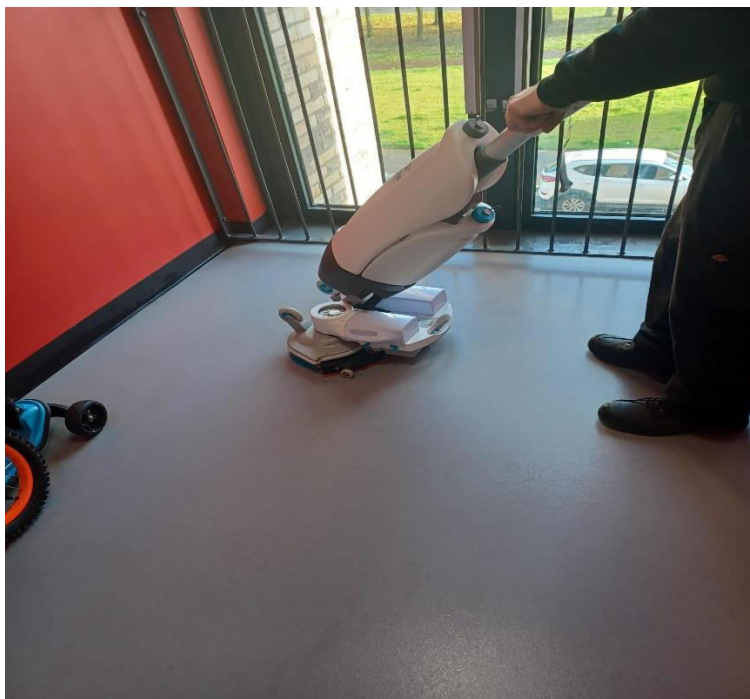


Operatives thoroughly clean handrails with virucidal disinfectant



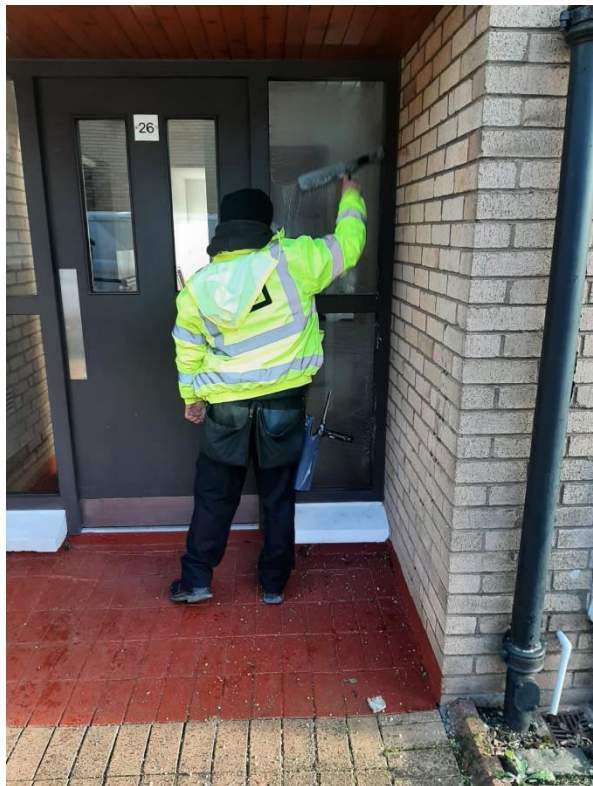
Common touch points are disinfected in every close

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





Board Meeting For Noting

To: Board
From: HR Officer

SUBJECT: STAFFING REPORT (NG2)

DATE: 19 August 2025

1. Introduction	This report refers to the period of 1 April 2025 – 30 June 2025, covering staffing matters including: staff headcount, attendance and absence, learning and development, recruitment and the company health plan.																			
2. Staffing Report	Number of Staff As at 30 June 2025, 104 staff were employed by ng2 Ltd. Attendance and Absence During this reporting period, 91 staff had perfect attendance (87.5% of the workforce). As well as this, 15 staff members qualified to receive their two day 'no sickness reward'. The overall staff sickness absence percentage was below the 3% target and for this reporting period was 2.37%. The breakdown of the total number of working days available against days lost through sickness is detailed below: <table border="1"> <thead> <tr> <th>Total number of work days available</th><th>Number of days lost through sickness</th><th>Sickness Absence %</th></tr> </thead> <tbody> <tr> <td>6486</td><td>154</td><td>2.37</td></tr> </tbody> </table> The 154 days lost is broken down into short term (a maximum of 19 days) and long term (20 days or more) as follows: <table border="1"> <thead> <tr> <th></th><th>Short Term</th><th>Long Term</th></tr> </thead> <tbody> <tr> <td>Days Lost</td><td>38</td><td>116</td></tr> <tr> <td>Number of employees</td><td>■</td><td>■</td></tr> <tr> <td>Percentage</td><td>0.59%</td><td>1.78%</td></tr> </tbody> </table>		Total number of work days available	Number of days lost through sickness	Sickness Absence %	6486	154	2.37		Short Term	Long Term	Days Lost	38	116	Number of employees	■	■	Percentage	0.59%	1.78%
Total number of work days available	Number of days lost through sickness	Sickness Absence %																		
6486	154	2.37																		
	Short Term	Long Term																		
Days Lost	38	116																		
Number of employees	■	■																		
Percentage	0.59%	1.78%																		

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

Learning and Development (L&D)

During the period covered by this report, ng2 staff attended 14 training courses and benefitted from over 505 hours of formal training and development as detailed in the table below. The direct cost of this training equates to over £11,072.

Course Title	Number of staff attending	Number of staff hours	Direct cost of Training (£)
Brushcutter/Trimmer Training	9	126	1,773
DD Network Back up Admin	1	7	1,260
Factoring Training	5	11.5	122.45
Hand Held Hedge Trimmer Training	6	42	822
HomeMaster - SuperUser	1	3	0
IPAF 3a - Scissors	9	72	1,944
Manual Handling & Working at Height	8	56	660
Pedestrian Mowers	7	49	1,295
Power Tools Awareness	11	33	420
Pressure Washing Training	5	35	500
SHARPS and Biohazard Training	6	6	42
Toolbox Talks - Use of Machinery	30	15	0
VRQ L2 Damp & Mould	4	14	1,574.40
Working Safely	6	36	660
Total	108	505.50	11,072.85

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?
Painter	Fixed Term	15.4.25	14.10.25	External	Yes
Estate Services Operative (x 4)	Fixed Term	28.4.25	26.9.25	External	Yes

	Plasterer (This is a rolling recruitment campaign)	Fixed Term	TBC	TBC	External	Ongoing
	Plumber (This is a rolling recruitment campaign)	Fixed Term	TBC	TBC	External	Ongoing
	Joiner (This is a rolling recruitment campaign)	Fixed Term	TBC	TBC	External	Ongoing
	Painter (This is a rolling recruitment campaign)	Fixed term	TBC	TBC	External	Ongoing
	During the reporting period, 4 staff left the organisation: [REDACTED]. Due to the circumstances, one exit interview was carried out. This leaver spoke positively about their time with ng2 [REDACTED] Company Health Plan – Simplyhealth Simplyhealth have provided a report for 1 April to 30 June 2025. The attached report shows that in the reporting period, 7 staff claimed for optical, dental and physiotherapy benefits.					
3.	Recommendation					
	Members are asked to note the contents of this report.					



SimplyPlan
by Simplyhealth



Management Information Report

N G Homes

Membership Summary



From 01-Apr-2025 to 30-Jun-2025

Active on 30-Jun-2025

103Active Policies

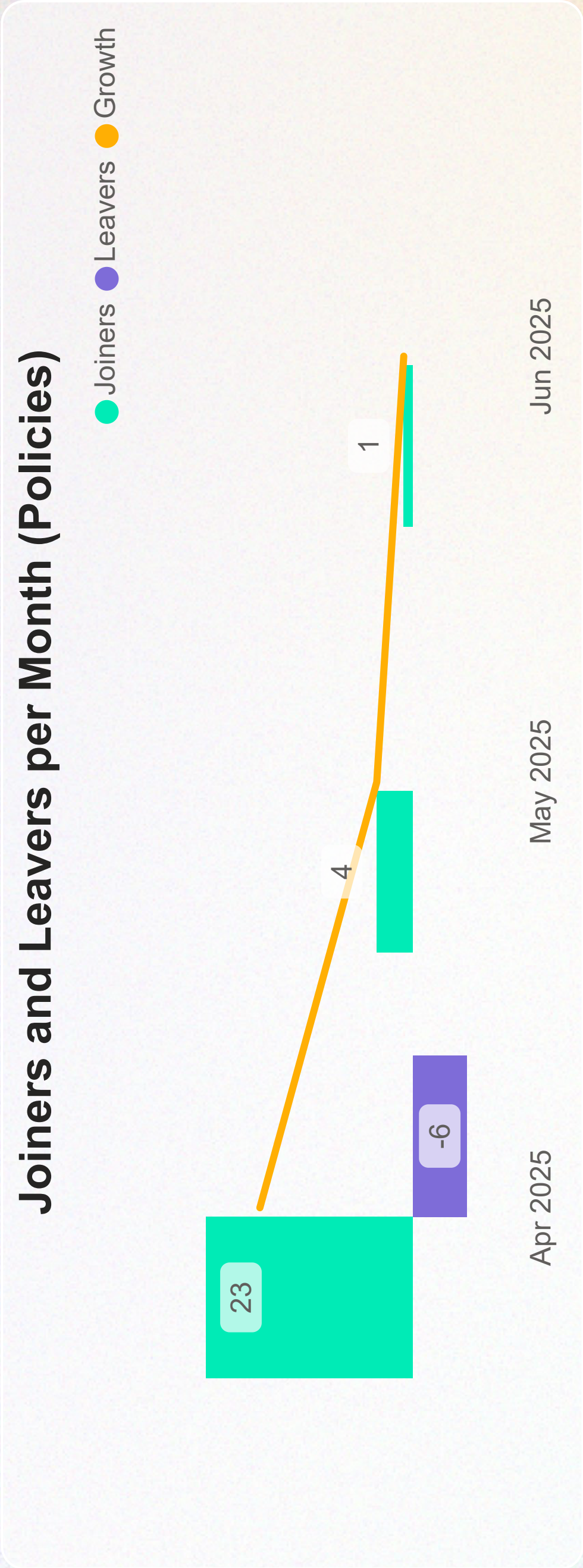
103Active Lives

Active on 01-Apr-2025

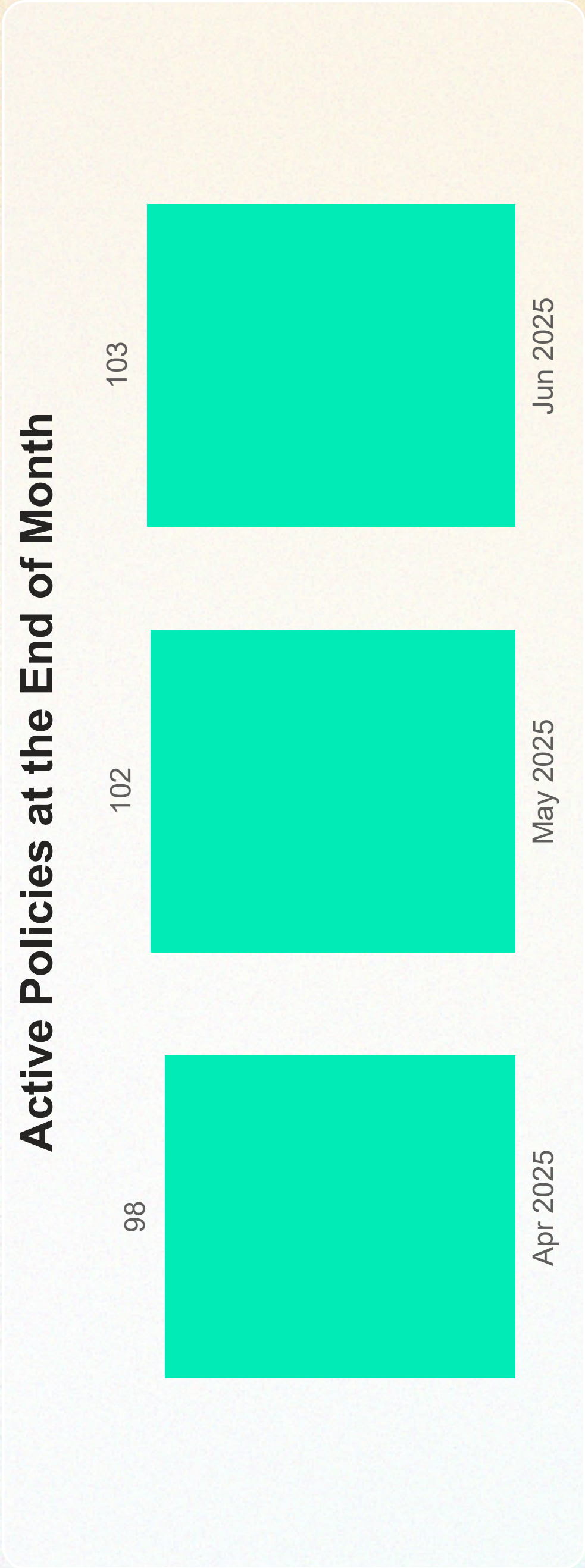
98Active Policies

98Active Lives

Active Policies			
ProductLevel	Single		Total Policies
Level 4	103		103
Total Policies	103		103



Active Lives			
ProductLevel	Single		Total Lives
Level 4	103		103
Total Lives	103		103



Policy Holder - Demographics

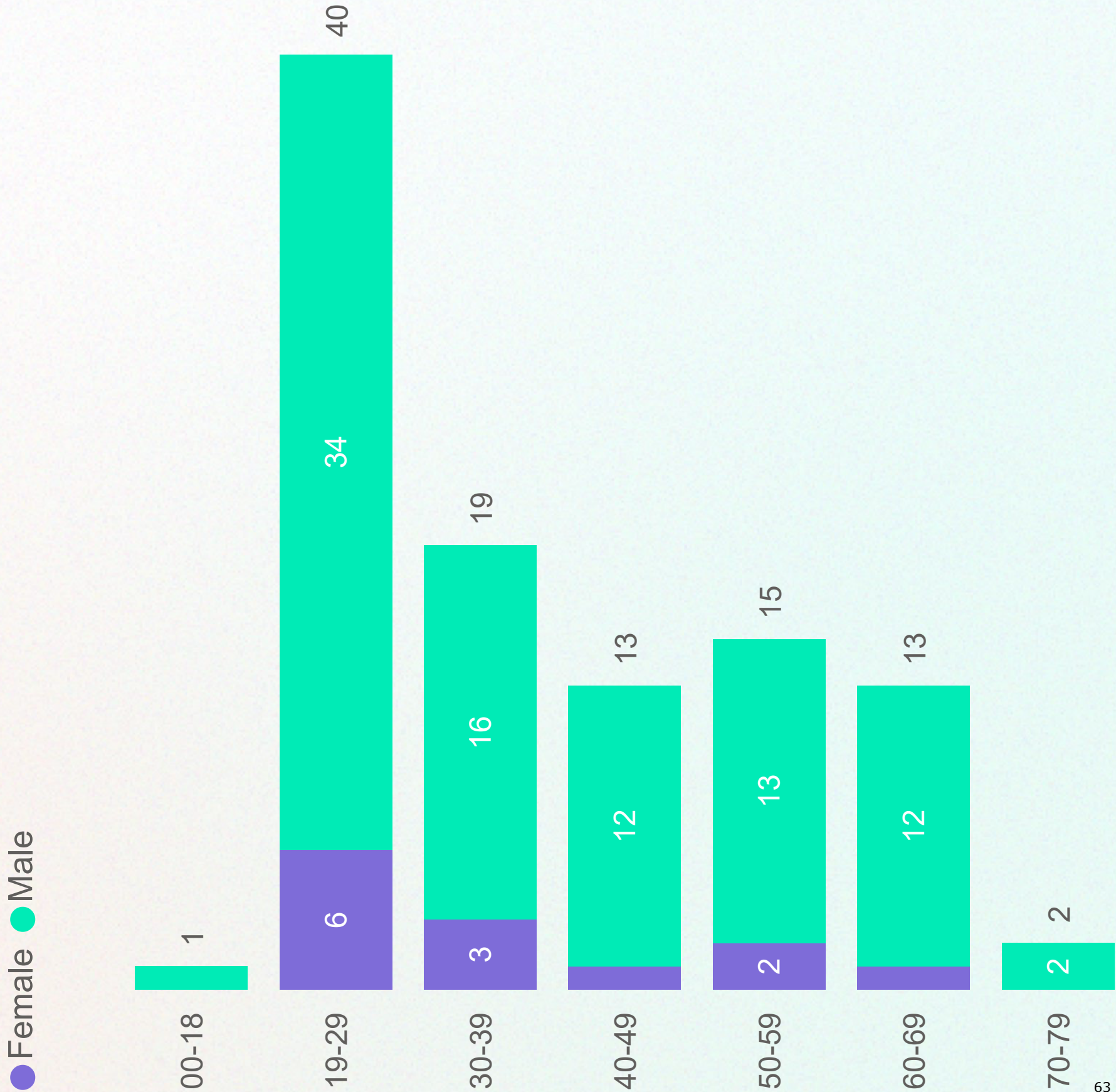


On 30-Jun-2025

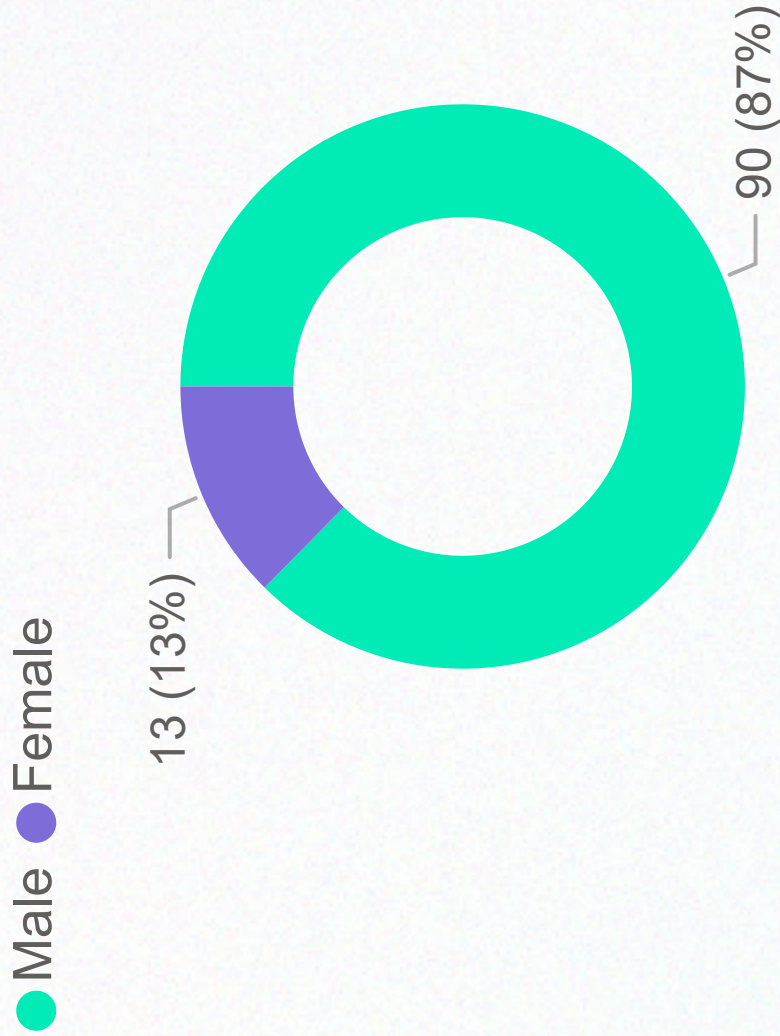
39

Average Age of Policy Holder

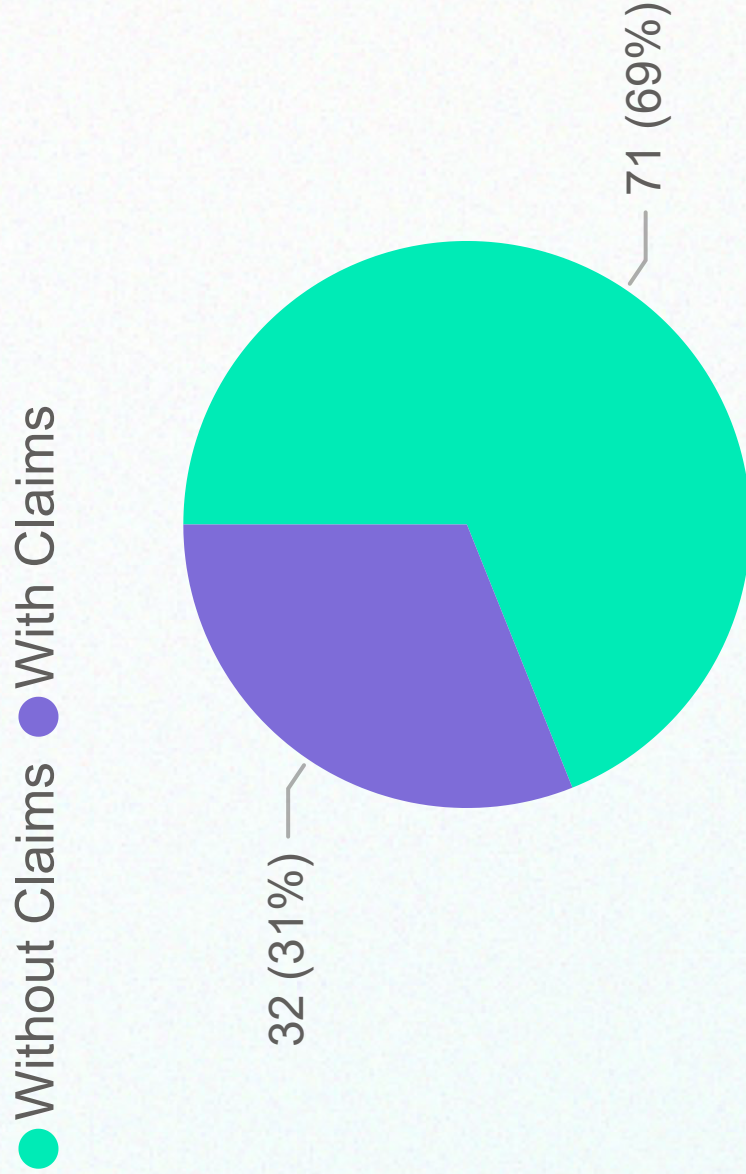
Active Policies by Age Group and Gender



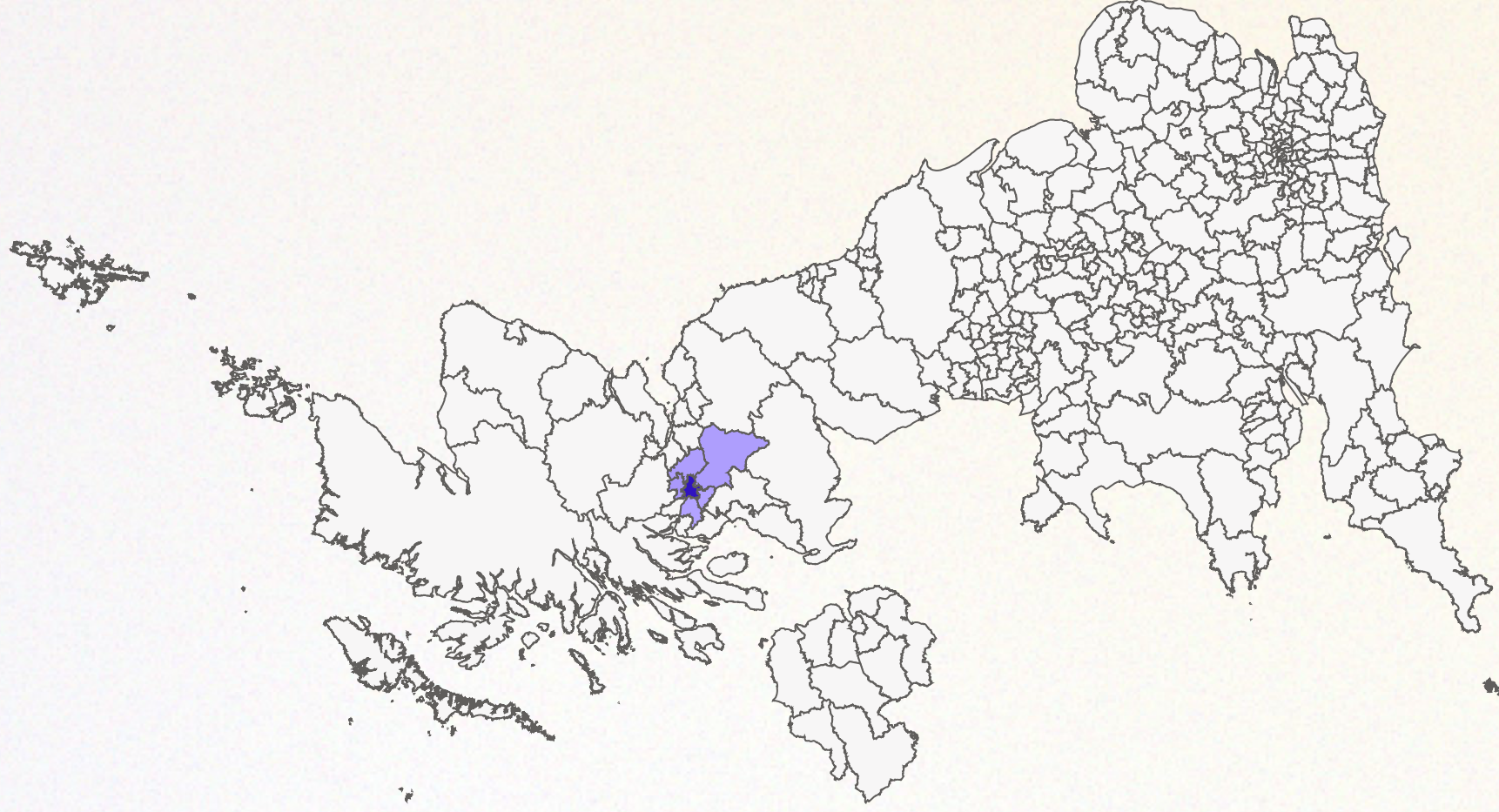
Active Policies by Gender



Active Policies by Claiming Behaviour



Active Policies by Local Authority



Policy Holder - Web Registration

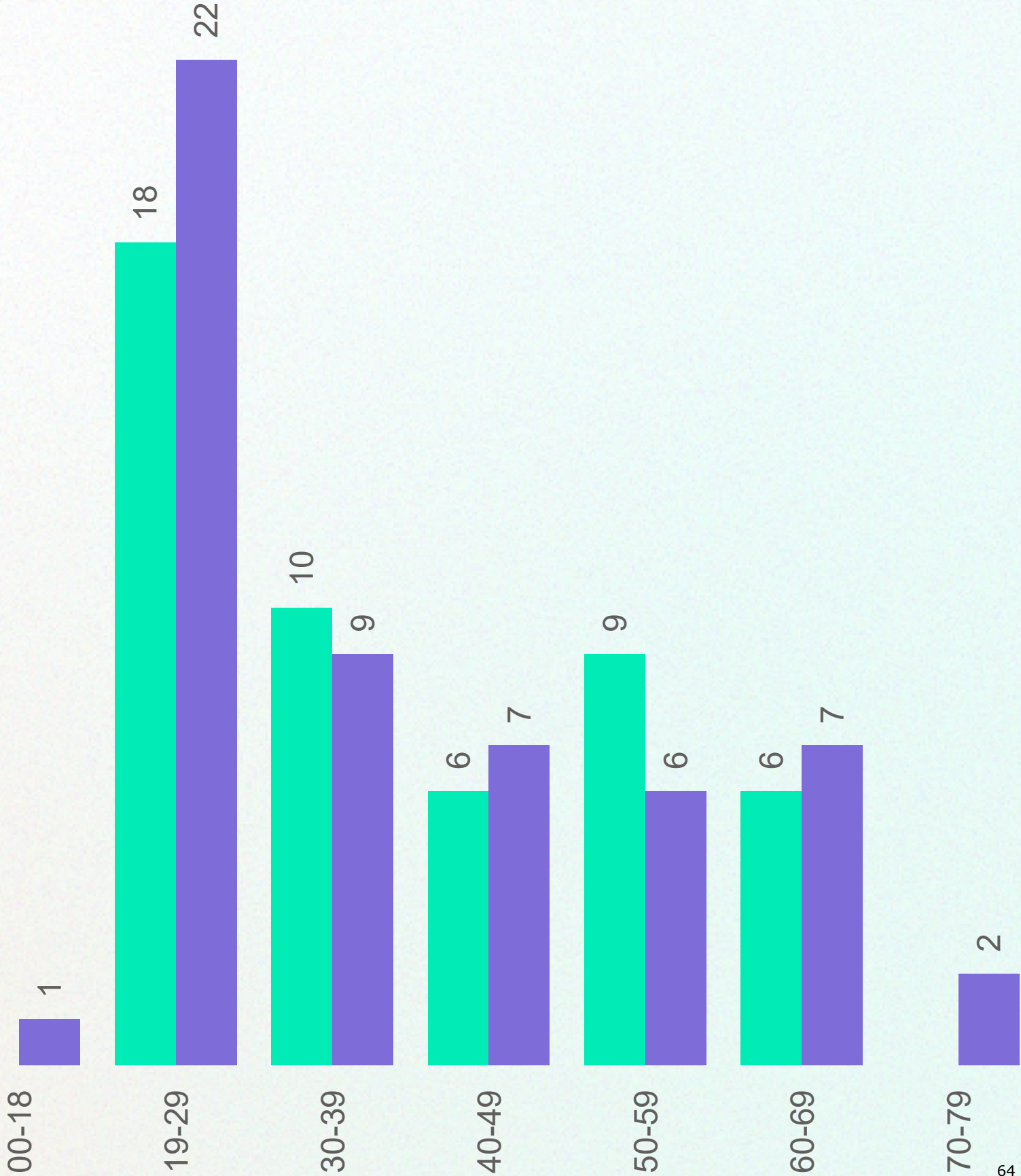


On 30-Jun-2025



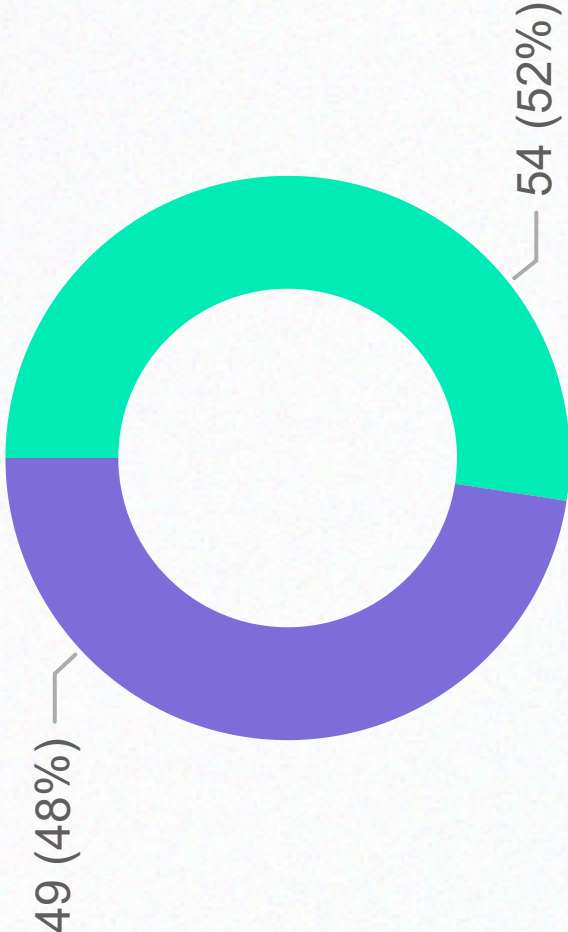
Active Policies by Web Registration and Age Group

● Web Registered ● Not Web Registered



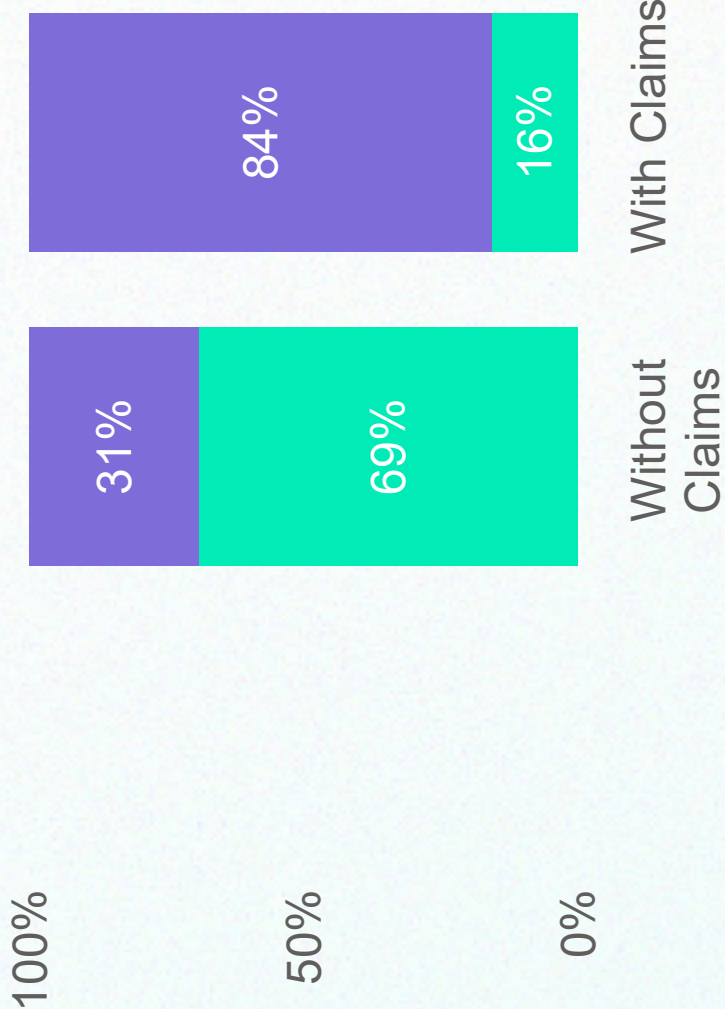
Active Policies by Web Registration

● Not Web Registered ● Web Registered

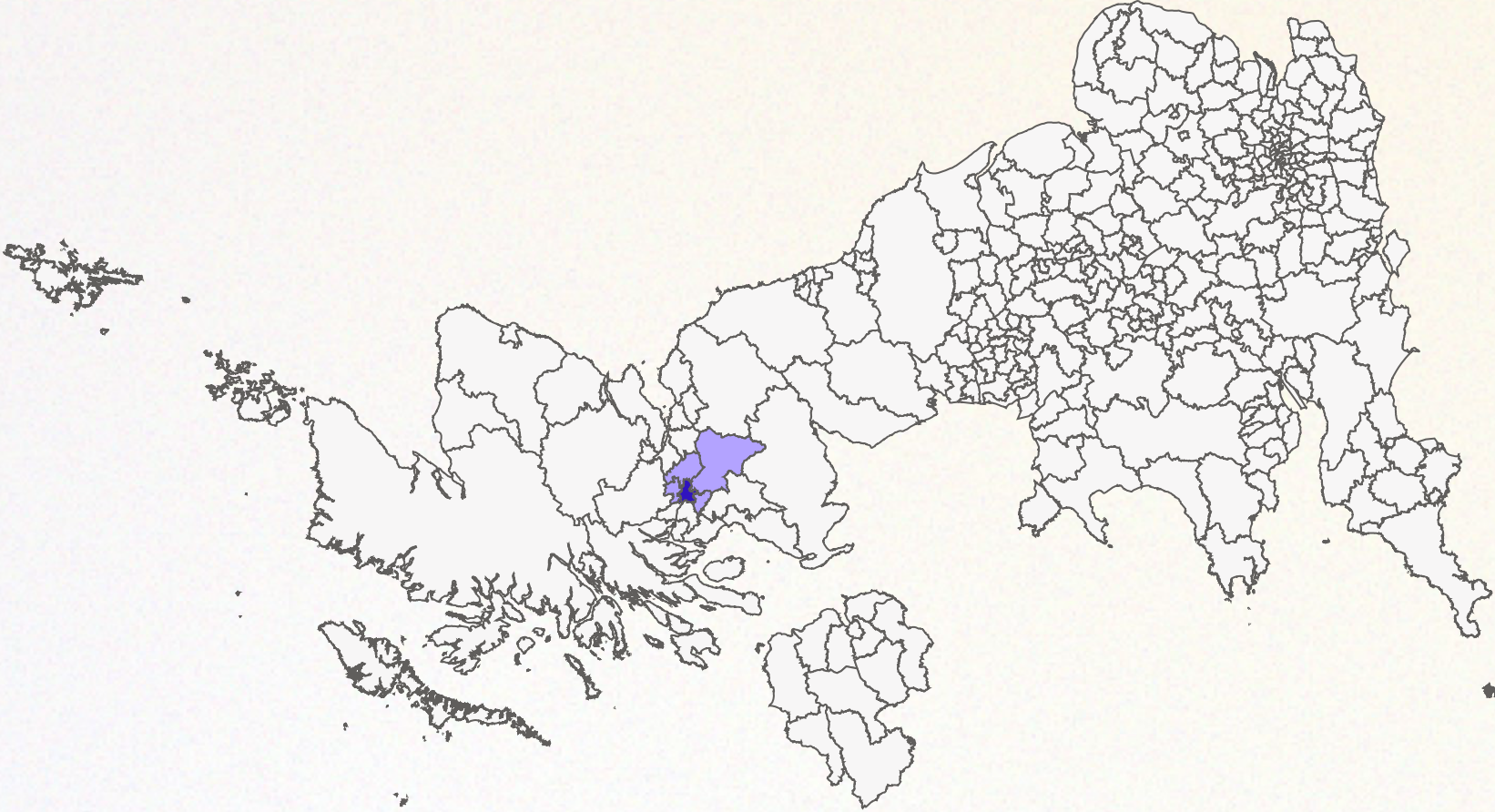


Active Policies by Claiming Behaviour

● Not Web Registered ● Web Registered



Active Policies Not Web Registered by Local Authority



Claiming Behaviour

On 30-Jun-2025



32

Active Policies with Claims

71

Active Policies Without Claims

69%

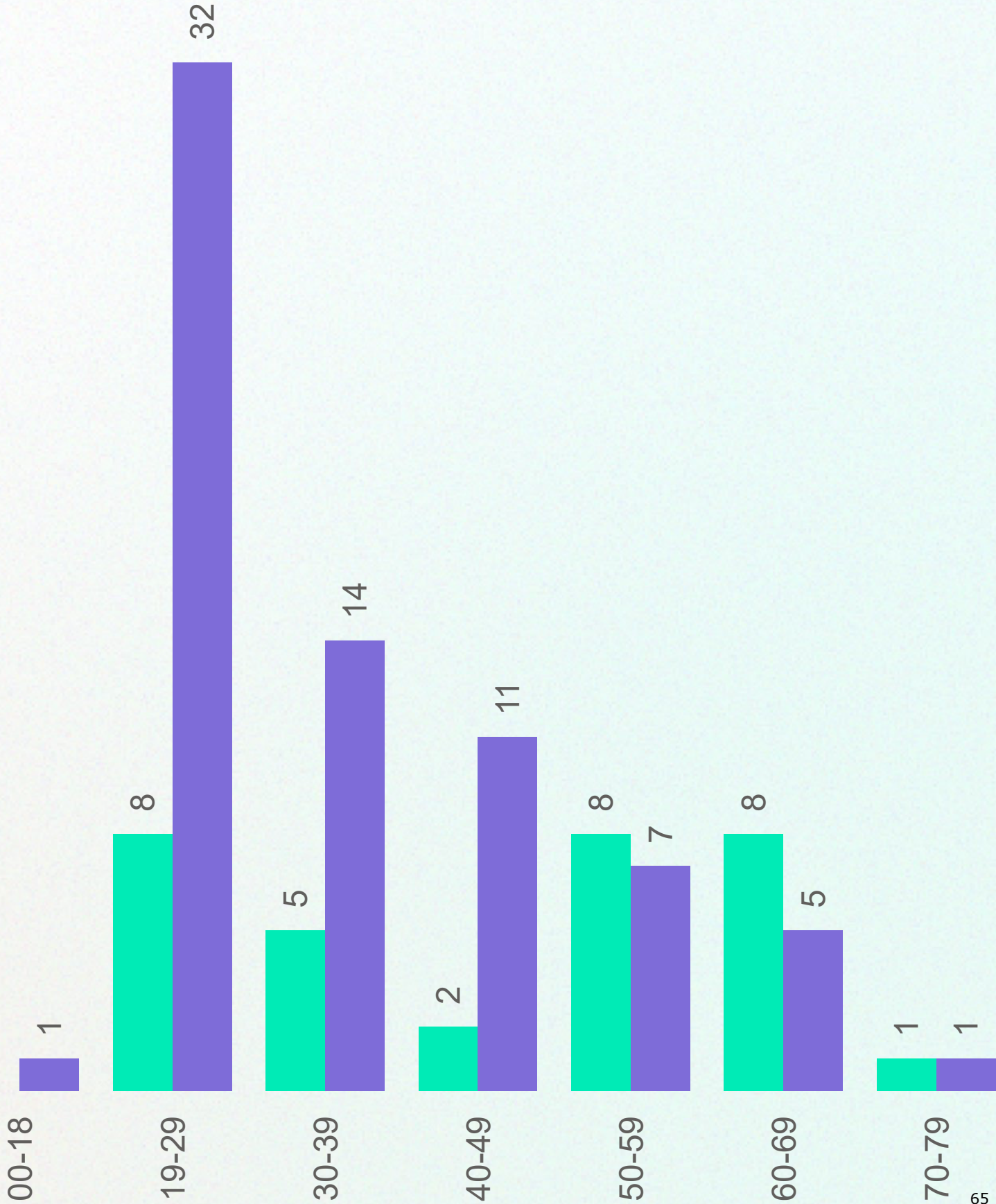
% of without Claims

0.07

Average Claims per Policy

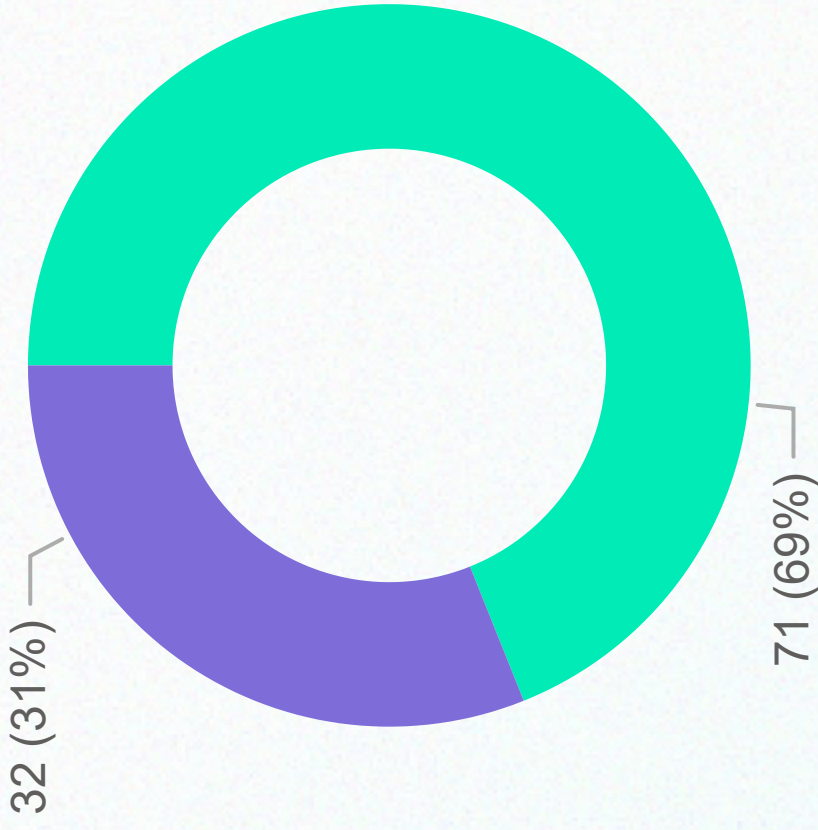
Active Policies by Claiming Behaviour and Age Group

With Claims Without Claims

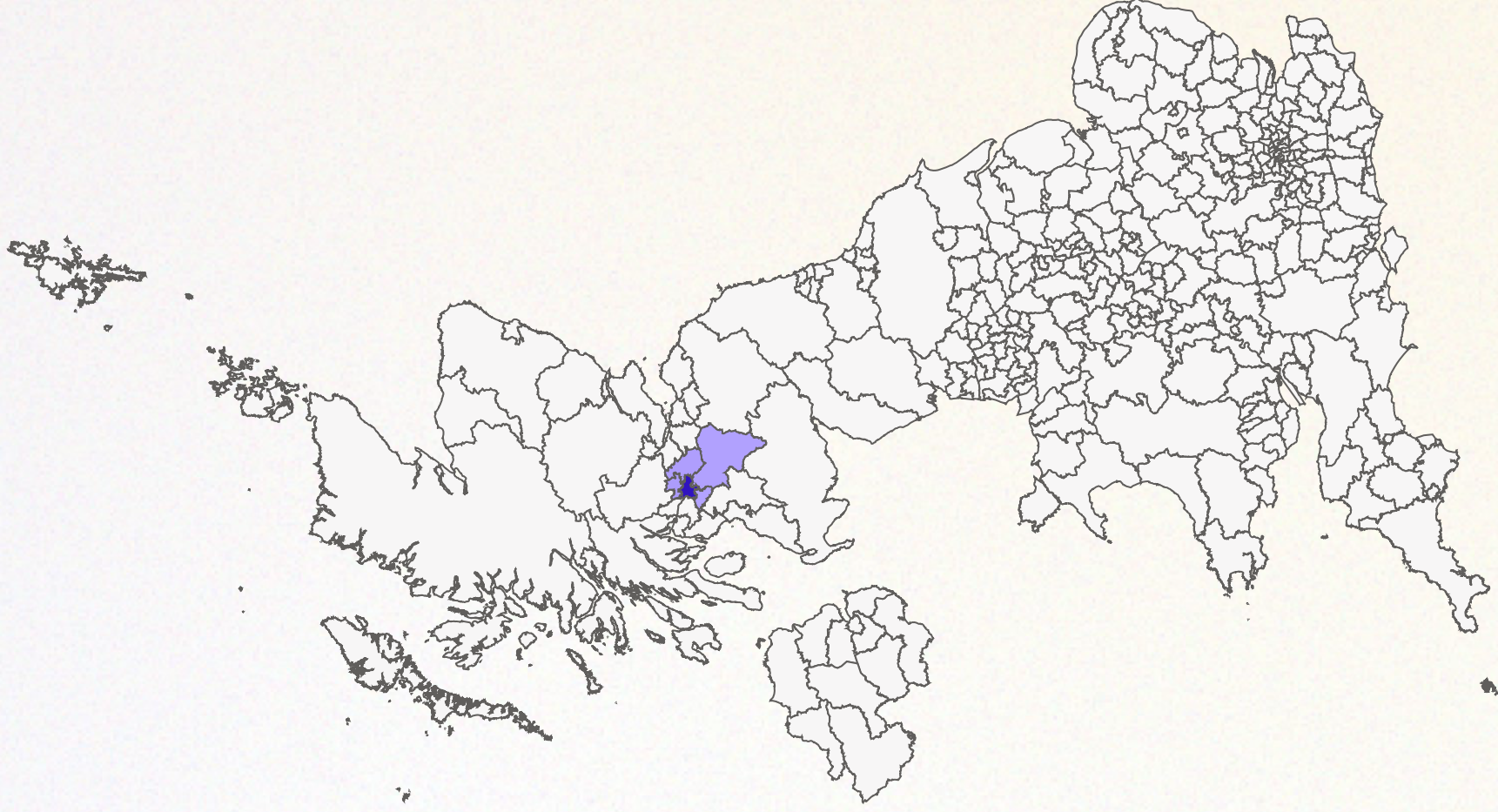


Active Policies by Claiming Behaviour

Without Claims With Claims



Non Claimants by Local Authority



Claims Volume - Demographics & Source



From 01-Apr-2025 to 30-Jun-2025

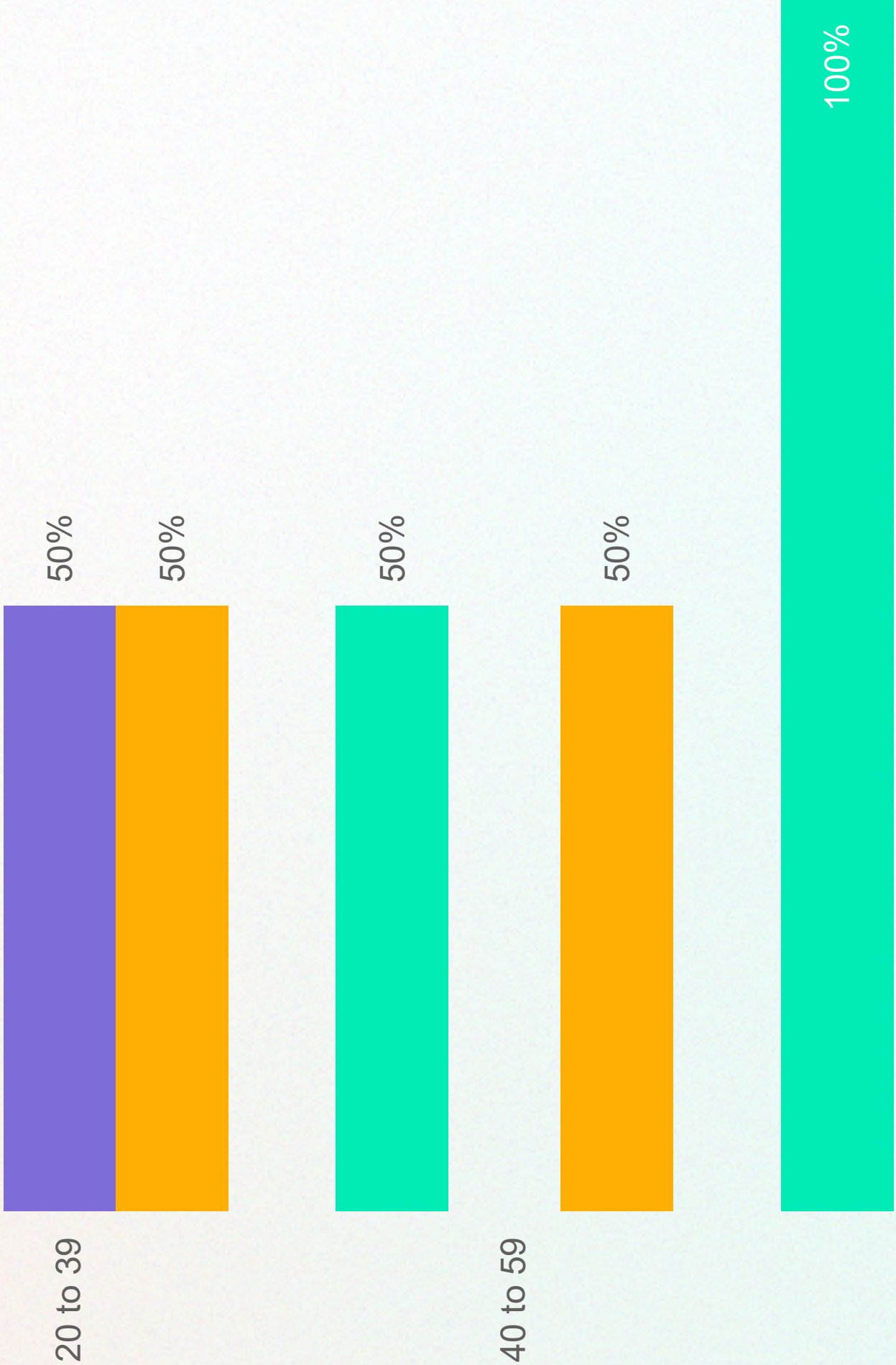
Claims Volume by Policy Holder Age Band

Benefit Type

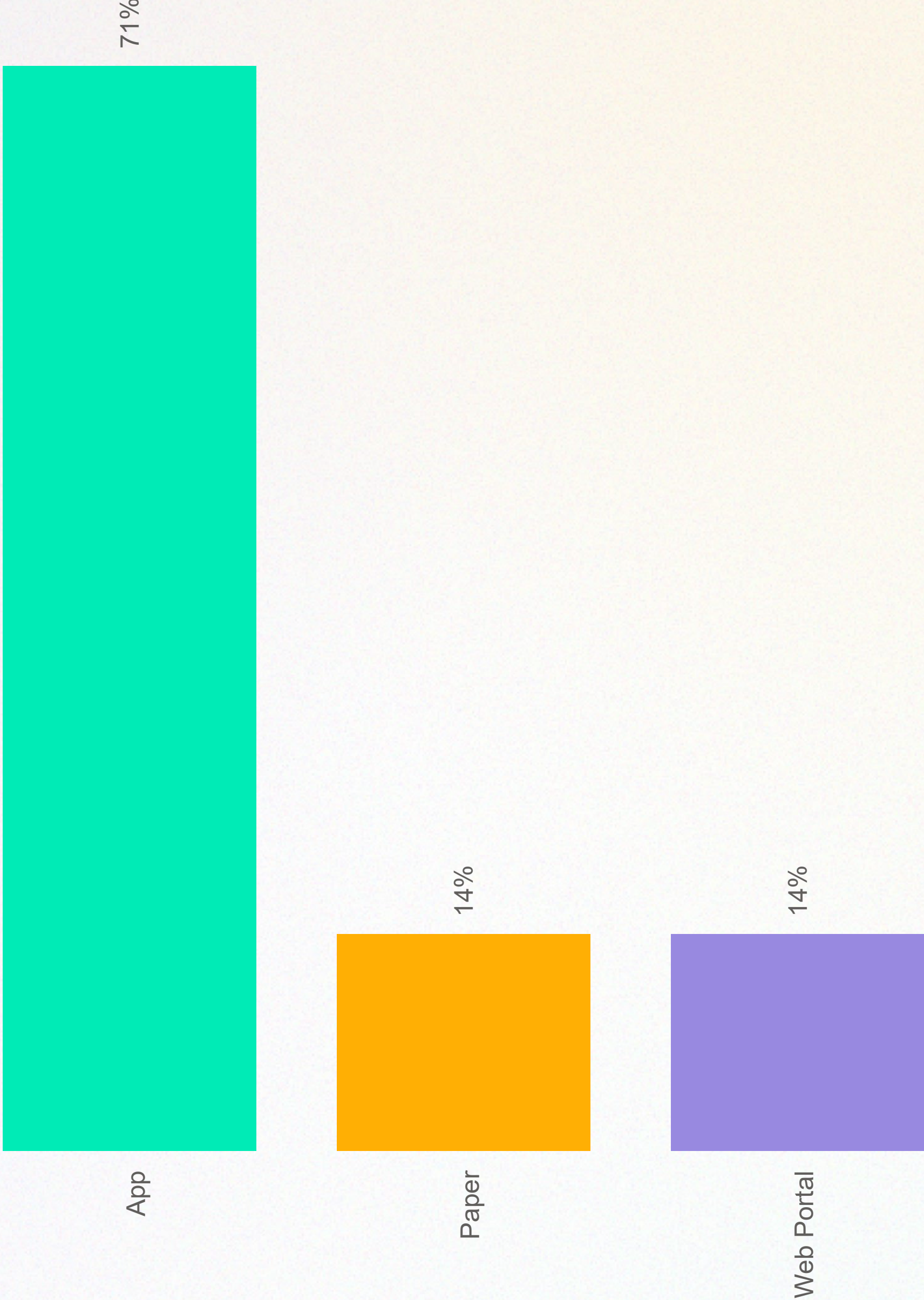
Dental

Optical

Therapies



Claims Volume by Source



Claims Data Review



Label

From 01-Apr-2025 to 30-Jun-2025

7

Claims Volume

£773

Claims Value

From 01-Apr-2024 to 30-Jun-2024

4

Claims Volume

£420

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	2	£188.00	£94.00	28.6%	1	£125.00	£125.00	25.0%
	Total	2	£188.00	£94.00	28.6%	1	£125.00	£125.00	25.0%
Optical	Eyes	2	£250.00	£125.00	28.6%	3	£295.00	£98.33	75.0%
	Total	2	£250.00	£125.00	28.6%	3	£295.00	£98.33	75.0%
Therapies	Physiotherapy	3	£335.00	£111.67	42.9%				
	Total	3	£335.00	£111.67	42.9%				
Total		7	£773.00	£110.43	100.0%	4	£420.00	£105.00	100.0%

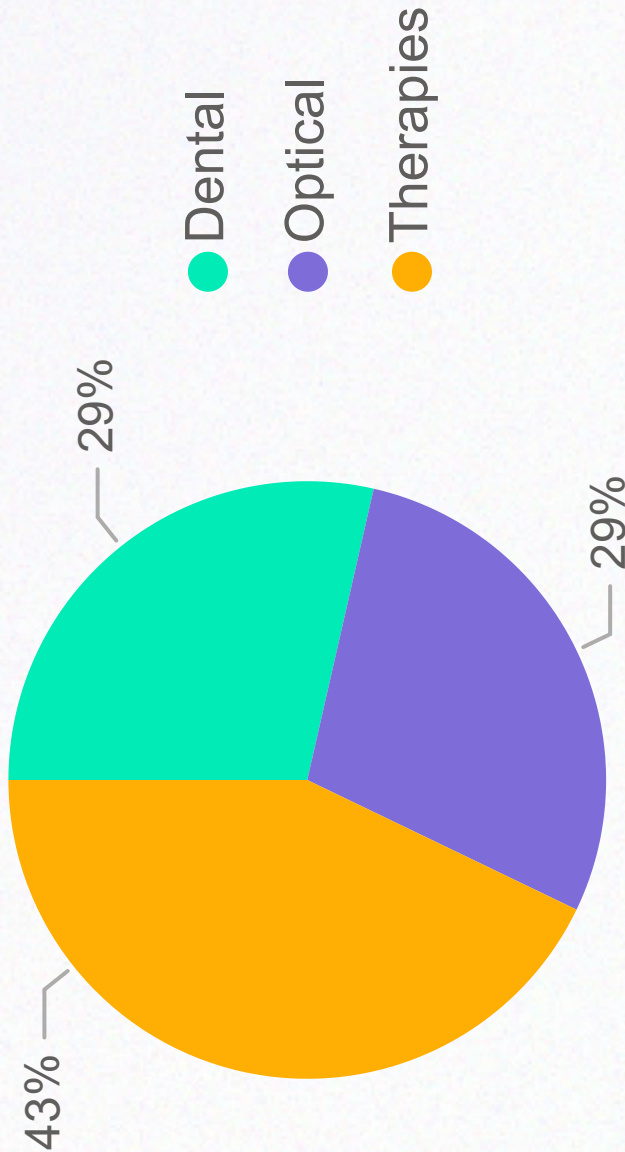
Benefit Summary

From 01-Apr-2025 to 30-Jun-2025

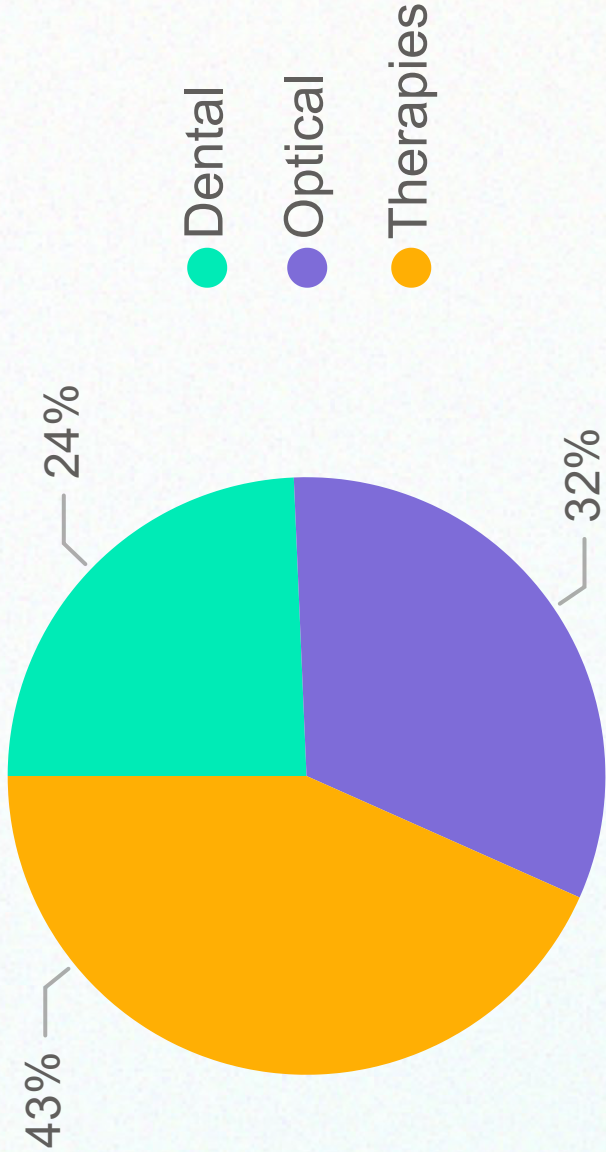


Claims Volume by Benefit (Other)

Claims Volume by Benefit Type



Claims Value by Benefit Type



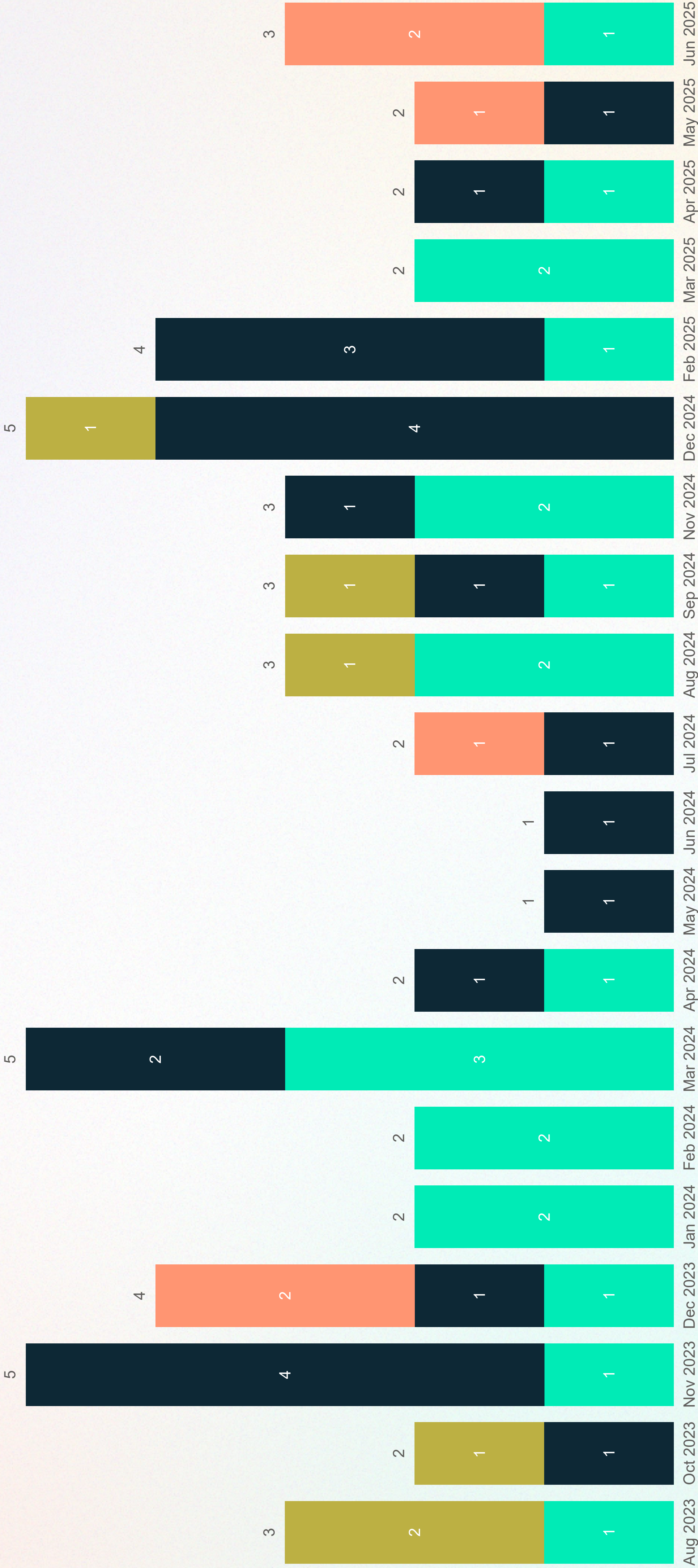
Claims Value by Benefit (Other)

Claims Trend



Claims Volume by Benefit Type

Dental ● Optical ● Therapies ● Other





Board Meeting For Noting

To: Board
From: Senior Operations Supervisor

SUBJECT: PERFORMANCE ASSESSMENT

DATE: 19 August 2025

1.	Introduction
	This report refers to the assessment procedure that was carried out for 7 members of staff who have moved from a temporary contract of employment to a permanent contract. The completed assessments are attached for information.
2.	Risks and Mitigation
	The retention of staff is a key issue for ng2 Ltd and in the past few years ng2 has seen an increase in turnover, particularly 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. 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.
3.	Process
	The process of assessment of the staff members performance involved various discussions in relation to job specific tasks, identify training needs and also looking at attitude and attendance at work. These staff members, overall, scored very highly and are a good fit within the team. The assessment proforma's were completed over the reporting period were presented to an ng2 Director and subsequently approved.
4.	Recommendation
	Members are asked to note the contents of this report.



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Registered charity in Scotland No. SC 030635