

**Tuesday 18  
February 2025 4pm**



# ng2 BOARD MEETING

**Bill Rossine House**







# AGENDA

**Meeting:** Board Meeting **Invitees** ng2 Board  
**Location:** Microsoft Teams/BRH  
**Date** 18 February 2025  
**Time** 4:00pm

**Please submit any apologies to Jade Redmond**  
[REDACTED]

**Telephone: 0141 630 4252**

	<b>Agenda</b>	<b>Paper</b>	<b>Lead Officer</b>	<b>Page no</b>
<b>1.</b>	<b>Apologies</b>			
<b>2.</b>	<b>Disclosure of Interest and Attendance</b>			1
<b>3.</b>	<b>Minutes</b>			
a.	ng2 Board Meeting on 19 November 2024			3
	i) Matters Arising			
<b>4.</b>	<b>For Approval</b>			
a.	Management Accounts to 31 December 2024	Yes	BH	9
b.	Health and Safety	Yes	DM	15
c.	Risk Register	Yes	DM	17
d.	Salary Increase	Yes	BH	23
e.	Army Benevolent Fund	Yes	BH	25
<b>5.</b>	<b>For Ratification</b>			
	Payments and Benefits Case #173	Yes	BH	27
<b>6.</b>	<b>For Noting</b>			
a.	Operational Report	Yes	DM	29
b.	ng2 Staffing Report	Yes	DM	35
c.	Performance Assessment Report	Yes	DM	59
<b>7.</b>	<b>AOCB</b>			
<b>8.</b>	<b>Date of Next Meeting – Tuesday 13 May 2025 at 4pm</b>			



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

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

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

TARGET ATTENDANCE - 80%

AVERAGE ATTENDANCE - 50%





# ng2 Board Minutes

<b>Meeting:</b>	ng2 Board meeting	<b>Location:</b>	The Ron Davey Enterprise Centre, 10 Vulcan St/Teams
<b>Date:</b>	Tuesday 19 November 2024	<b>Time:</b>	4:00pm
<b>Attendees:</b>	John Thorburn Gino Satti Bob Hartness	<b>JT</b> <b>GS</b> <b>RBH</b>	Chair
<b>Apologies:</b>	Isabella Cross Margaret Thomson Jim Berrington	<b>IC</b> <b>MT</b> <b>JB</b>	
<b>In Attendance:</b>	Tony Sweeney David McIntyre Arlene Wiemerink	<b>TS</b> <b>DM</b> <b>AW</b>	Director of Corporate Services Senior Operations Supervisor HR Officer
<b>Minute Taker:</b>	Jade Redmond	<b>JR</b>	Administration Assistant Team Leader

	Agenda	Action	Date
<b>1.</b>	<b>Apologies</b>		
	As above.		
<b>2.</b>	<b>Disclosure of Interest and Attendance</b>		
	None.		
<b>3.</b>	<b>Minutes of Board Meeting on 13 August 2024</b>		
	Board AGREED the minutes were an accurate record of the meeting.		
	Proposed G Satti      Seconded B Hartness		
i)	<b>Matters Arising</b>		
	None.		
<b>4.</b>	<b>Reports for Approval</b>		
<b>a.</b>	<b>Management Accounts</b>		

	<p>BH highlighted the Management Accounts for the period to 30 September 2024 was relatively very busy and highlighted some specific areas.</p> <p>BH noted an increase in turnover due to an increase in tenanted kitchens and bathrooms, roofing works, planned maintenance and various other elements coming through to NG2.</p> <p>BH noted that NG2 are in the process of hiring additional painters to start a programme in Lenzie Terrace and Saracen Street.</p> <p>The Management Accounts for the period were APPROVED by the Board.</p> <p>Proposed    B Hartness        Seconded    G Satti</p>		
<b>b.</b>	<b>Health and Safety</b>		
	<p>DM presented the health and safety report for the period covering July to September 2024. There were 3 incidents in the period. None of the incidents required to be reported to the HSE with only 1 day being lost. All staff are reminded to report incidents, accidents and near misses to their supervisor or manager and the importance of the learning points that come out of such incidents.</p> <p>Members APPROVED the contents of the report.</p> <p>Proposed    G Satti        Seconded    B Hartness</p>		
<b>c.</b>	<b>Risk Register</b>		
	<p>DM presented the risk register. No changes were proposed.</p> <p>DM noted that the risk register would be sent around the board members prior to the meetings.</p> <p>Members APPROVED the risk register presented.</p> <p>Proposed    B Hartness        Seconded    G Satti</p>		



<b>d.</b>	<b>Company Health Plan – Renewal Terms for 2025</b>		
	<p>It was agreed that the renewal of the Company Health Plan would continue with Simplyhealth. The benefits remain the same however the cost has increased by 5% which takes this to £18.38 per month for each employee. This will take effect from 1 January 2025.</p> <p>Members APPROVED the continuation of the Company Health Plan with Simplyhealth.</p> <p>Proposed G Satti      Seconded B Hartness</p>		
<b>e.</b>	<b>Confidential Staffing Report – Concierge</b>		
	<p>TS presented the confidential staffing report for the restructure of the concierge service.</p> <p>TS noted the key point for the NG2 board to note is there will likely be 3 NG2 staff transferring to NG Homes Terms and Conditions.</p> <p>Members APPROVED that if the agreement is reached with NG2 staff, the changes would be implemented.</p> <p>Proposed B Hartness      Seconded G Satti</p>		
<b>f.</b>	<b>Dignity At Work Policy</b>		
	<p>The revised Dignity at Work policy was presented to the Board for review. This had been updated to reflect changes in legislation and updates for best practice.</p> <p>Members APPROVED the updated policy.</p> <p>Proposed G Satti      Seconded B Hartness</p>		
<b>g.</b>	<b>Prevention of Sexual Harassment Policy</b>		
	<p>A new policy for Prevention of Sexual Harassment was presented to the Board. This followed on from mandatory duties arising from the Worker Protection Act 2023. Employers have to show that they have taken all reasonably practicable steps to prevent sexual harassment from happening.</p>		

	<p>After detailed discussion the new policy was APPROVED.</p> <p>Proposed B Hartness Seconded G Satti</p>		
<b>h.</b>	<b>2024/2025 Festive Arrangements</b>		
	<p>Approval was sought to close the ng2 office at 12:30pm on 24/12/2024 and 31/12/2024 as has happened in previous years. It was confirmed that this would not apply to the Concierge as they operate 24/7.</p> <p>For this year only, staff are to be awarded in recognition of excellent work over the year, Friday 3<sup>rd</sup> of January 2025 which would replace the half day Christmas Shopping.</p> <p>The report was APPROVED by the Board.</p> <p>Proposed G Satti Seconded B Hartness</p>		
<b>5.</b>	<b>For Ratification</b>		
	<p>Payments and Benefits Case #172</p> <p>BH presented the contend of two payment and benefit cases that were subsequently RATIFIED by members.</p> <p>Proposed B Hartness Seconded G Satti</p>		
<b>6.</b>	<b>For Noting</b>		
<b>a.</b>	<b>Operational Report</b>		
	Members NOTED the report providing Members with an update on the business operations for Q2.		
<b>b.</b>	<b>Ng2 Staffing Report</b>		
	Members NOTED the report covering staffing matters for Q2 2024.		
<b>c.</b>	<b>Performance Assessment Report</b>		
	Members NOTED the report covering performance assessments for Q2 2024.		
<b>7.</b>	<b>AOCB</b>		
	None.		

<b>8.</b>	<b>Date of Next Meeting</b>		
	Date of next meeting was confirmed as <b>Tuesday 18 February 2025 at 4pm.</b>  <b>Meeting ended at 5:05pm</b>		

DRAFT





## Board Meeting For Approval

**To:** Board  
**From:** Director

**SUBJECT:** **MANAGEMENT ACCOUNTS – PERIOD TO 31ST DECEMBER 2024**      **DATE:** **18th February 2025**

<b>1.</b>	<b>Introduction</b>
	This report is detailing the financial results for the period to 31st December 2024.
<b>2.</b>	<b>Risk and other issues</b>
	<p>The management accounts are reviewed on a regular basis by the management team, Audit Committee and Board, ensuring close monitoring of financial position of the organisation. This is a key element of budgetary control and monitoring</p> <p>There are no applicable effects on sustainability or equality and diversity issues.</p>
<b>3.</b>	<b>Commentary on results for the period</b>
	<p>The income from activities in the period to 31st December 2024 amounts to £5.1m (December 2023 - £3.47m) with £2.61m (December 2023 - £1.18m) of direct costs and £1.99m (December 2023 - £1.79m) of wages leading to a £499k (December 2023 - £508k) gross profit.</p> <p>Overheads totalled £468k (December 2023 - £405k). The main elements being motor expenses, management charges, uniforms, rent and vehicle depreciation. After the overheads, a £31k (December 2023 - £103k) net profit was made in the period before tax or gift aid.</p> <p>The balance sheet position continues to improve with increased reserves. Reserves now total £894k (December 2023 - 979k).</p>
<b>4.</b>	<b>Recommendation</b>
	Board members are asked to recommend approval of the management accounts of ng2 for the period to 31st December 2024. A report of this will be put to the Board of the Association.



Year to 31/03/24	NG 2 Profit and Loss - period to	31-Dec-24			Gross Profit
£		Sales £	Materials £	Wages £	£
107,945	<b>Cleaning</b>	739,961	69,737	501,714	168,509
220,268	<b>Joinery</b>	2,632,330	2,268,189	256,369	107,772
4,227	<b>Electrical</b>	86,868	82,056	-	4,812
59,304	<b>Other sales</b>	240,674	-	231,185	9,489
57,408	<b>Back court cleaning</b>	144,249	-	88,538	55,711
61,766	<b>Garden maintenance</b>	764,724	138,556	478,267	147,901
(100,783)	<b>Management</b>	0	-	88,360	(88,360)
62,433	<b>Concierge</b>	128,597	-	88,270	40,327
68,014	<b>Hit squad</b>	184,363	-	137,280	47,082
3,388	<b>Painters</b>	180,411	53,205	121,147	6,059
543,971		5,102,175	2,611,742	1,991,131	499,302
3,184	<b>Other income</b>	-	-	-	-
547,155		5,102,175	2,611,742	1,991,131	499,302
	<b>Overheads</b>				
60,000	Management charges			45,000	
24,000	Rent and rates			18,733	
218,027	Motor expenses			203,042	
4,000	Telephone and IT support			7,320	
4,527	Printing, stationery and advertising			2,643	
13,151	Professional fees			18,740	
3,268	Container hire			5,873	
29,695	Uniforms, safety equipment and repairs			16,765	
11,282	Training			14,525	
4,000	Insurance			3,000	
148,751	Vehicle and plant depreciation			127,874	
-	Gain/Loss on sale of fixed assets			-	
264	Bank charges			189	
7,204	General expenses			4,757	
528,169					468,462
-	Loan interest				-
18,986	<b>Net profit</b>				30,840
31,544	<b>Corporation tax/Gift aid</b>				0
(12,558)					30,840

31/03/24	NG 2 Balance sheet at	31/12/2024			
£			£	£	£
479,683	<b>Fixed assets</b>				495,737
	<b>Current assets</b>				
666,410	Stock and Debtors			1,095,568	
110,743	Bank and cash			140,521	
<u>777,153</u>				<u>1,236,089</u>	
	<b>Current Liabilities</b>				
297,128	Trade Creditors	130,143			
-	NGHA inter Company account	611,136			
96,756	Other creditors	<u>96,756</u>			
<u>393,884</u>				<u>838,034</u>	
<u>383,269</u>					<u>398,055</u>
<u>862,952</u>					<u>893,792</u>
100	Share capital				100
862,852	Profit and Loss account				893,692
<u>862,952</u>					<u>893,792</u>



31/03/24	NG2 CASHFLOW	31/12/2024
£		£
	OPERATING ACTIVITIES	
(12,558)	Surplus for year	30,840
-	Interest Received	-
-	Loan Interest Paid	-
(12,558)	Operating surplus excluding int & tax	30,840
148,751	Depreciation - vehicles and plant	127,874
-	Decrease/(Increase)in Debtors	(429,158)
-	(Decrease)/Increase in Creditors	444,150
136,193	Net Cash In/(Out)flow From Operating Activities	173,707
-	Corporation Tax Paid	-
	INVESTING ACTIVITIES	
		-
(148,751)	Acquisition of Other Fixed Assets	(143,928)
-	Investment in Activities	)
(148,751)	Net Cash In/(Out)flow From Investing Activities	-143,928
(12,558)		29,779
	FINANCING	
-	Loans Received	-
-	Less: Loans Repaid	-
-	Issue Of Share Capital	-
-	Net cash In/(Out)flow From Financing	-
(12,558)	Increase/(Decrease) in Cash and Cash Equivalents	29,779
(12,558)	Movement in Cash & Bank	29,779
(12,558)	Increase/(Decrease) in Cash and Cash Equivalents	29,779





# Board Meeting

## For Approval

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

**SUBJECT: HEALTH AND SAFETY**

**DATE: 18 February 2025**

<b>1.</b>	<b>Introduction</b>		
	<p>The purpose of this report is to provide the Board with an update on the ng2 health and safety work plan for the period covering October 2024 – December 2024.</p> <p><b>Health &amp; Safety</b></p> <p>Health and Safety is our highest priority, and we have robust policies and processes in place covering ng2’s entire operation where there is a potential risk to employees, contractors, the public or others.</p> <p>Our policies, risk assessments and working safely practises ensure a safe working environment for office-based, trades/non-trade employees/tasks in addition to contractors for whom we must ensure a safe working practice.</p> <p>Health and safety is reviewed on an ongoing basis and issues identified are addressed immediately.</p>		
<b>2.</b>	<b>Actions Taken</b>		
	<p>During the reporting period ng2 have begun the process of carrying out a full audit of all risk assessments and method statements. Half of the audit has been carried out and RAMS will reflect this.</p> <p><b>Incidents, Accidents and Near Misses</b></p> <p>During the reporting period there were no reportable incidents.</p>		
	<b>Location / Date</b>	<b>Nature of Incident, Accident or Near Miss</b>	<b>Action</b>
	██████████	████████████████████ ████████████████████ ██████████	████████████████████ ████████████████████
	██████████	████████████████████ ████████████████████ ████████████████████	████████████████████ ████████████████████ ████████████████████
			<b>HSE Report Required</b>
			No
			No

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



To: ng2 Board  
From: Senior Operations Supervisor

**SUBJECT: RISK REGISTER REVIEW**

**DATE: 18 FEBRUARY 2025**

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

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

## Risk Register : (Operational)

Risk Number	Operational Risk Area/ Hazard	Potential Risk Ng2	Potential impact	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	- ng group parent maintenance + procurement programme planning	3	4	12	Board Operational directors Ng2 Management team	ng2/ng2 jointly agreed annual development programme put in place setting out specific proposed works areas/ contracts to be undertaken by ng2, + rationale for same, + contingency plans with 6 monthly review	Regular operational performance Progress meetings with client Reports to ng2 Board.	2 x2 =4
2	Financial and other targets unrealistic	Adverse impact on ng2 delivery and destabilising impact on workforce planning	Deterioration in service/ quality from ng2, need to source alternative contractors at higher cost	3	4	12	Board Operational directors Management team	Annual plans provide basis for firmer, medium term financial planning. Quarterly management accounts review	Regular operational and financial performance Reports to ng2 Board.	2 x3 =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 x3 =6
4	Failure to deliver value for money	Loss of business from main customer ng homes	Failure to meet regulatory guidance on group structures, and higher costs. Requirement to wind-up ng2 if moving business away from subsidiary	3	5	15	Operational directors Management team	Jointly agreed ng2/ng2 clear definition of value for money + transparent basis for costing. Clear ng2 client work specifications. External advice + evaluation on cost competitiveness	Reports to Board Internal audit External reviews	2 x 4 =8
5	Deficiencies in service	Loss of customer (ng2) confidence/ loss of business	Detrimental impact on tenants/ stock maintenance/ ng2 reputation	3	5	15	Operational directors Management team Staff	Service Level Agreement setting out clear ng2 client standards, costs and contractor/ client contract management arrangements. Review and update all service level agreements with the parent company.	Reports to ng2 Board.	2 x3 =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 x2 =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 Training programme	Workforce planning Flexibility in staff group Training programme	2 x 2 =4
8	Breach of procurement rules	Breach of group policy, potential liability	Breach of group policy, potential liability, reputational damage	3	4	12	Operational directors Management team	Procurement Regulations to be applied for ng2; ng group Procurement Strategy to be put in place; in-house procurement compliance expertise function for ng2 Internal audit of ng2 procurement to provide assurance/ identify action	Reports to ng2 Board Internal audit	2 x 3 =6
9	Breach of governance or financial rules	Breach of ng group Regulatory Standards, loss of ngh client confidence	Breach of ng group Regulatory Standards, risk of regulatory action, reputational damage, potential breach of financial covenants	3	5	15	Board Operational directors Management team	ng2 Financial Regulations in place; full suite of group governance policies in place. Financial controls implemented by ngh Director of Finance.	Reports to ng2 Board Internal audit	2 x 3 =6
10	Breach of health and safety	Danger to tenants/ other customers/ staff/ general public	Danger to tenants/ other customers/ staff/ general public. Potential ng homes exposure to financial liability. Potential exposure of ngh staff to criminal action	3	4	12	Operational directors Management team Staff	Staff training programmes implemented. Regular H&S audit. Review of current risk assessments and method statements (RAMS) to ensure complies with current legislation. Explore requirement for any new RAMS as a result of operational review	Reports to ng2 Board External H&S audits	2 x 3 =6
11	Low staff morale	High staff turnover + high staff sickness absence; increased costs; deterioration in quality; loss of ngh client confidence	Detrimental impact on value for money, tenants, stock maintenance and ngh reputation	3	4	12	Operational directors Management team Staff	Appropriate ng2 managerial structure in place; staff training programmes; staff surveys undertaken; Appropriate terms of employment. Upgraded employment package to include non contributory health plan (Simplyhealth plan provides a cash payment for dental, optical, acupuncture, etc for treatment received)	Reports to ng2 Board HR reports Staff appraisals Staff surveys	2 x 3 = 6
12	National Pandemic e.g. (COVID 19).	Potential Lock Down – Closure of Business (Part or Complete).	Adverse impact on ngh maintenance & procurement programme planning.	4	4	16	Board Operational directors. Ng2 Management team.	ng2/ng2 jointly to review their existing Pandemic Plan (Contingency Plan), apply a review / overhaul of the same – taking the Noted Risk / Concerns into consideration & where possible & practicable agree on Process / Procedures that can safeguard on the same with an ongoing review.	Regular operational performance.	2 x 2 =4



**Risk Register : (Operational)**

Risk Number	Operational Risk Area/ Hazard	Potential Risk Ng2	Potential impact - ng group parent	Risk Level: 1 (very low) to 5 (very high)			Who is responsible?	Control/ action	Monitoring / Review Procedure	Residual Risk
				i) How Likely?	ii) Severity?	Score i) x ii)				
<b>13</b>	National Pandemic (Continued) e.g. COVID 19.	High Level/s of Staff Absence (Sickness, Self-Isolating, Possible Death in Service).	Staffing / Operative Limitation/s.				Staff & Operative Feedback.	Progress meetings with client.		
		Forced Control/s – Such as Social Distancing and / or Restriction of Movement and / or Access. Sporadic outbreaks of covid due spikes or winter.	Additional Staffing Costs.	4	4		Board Operational directors.	ng2/ng2 jointly to review their existing Pandemic Plan (Contingency Plan), apply a review / overhaul of the same – taking the Noted Risk / Concerns into consideration & where possible & practicable agree on Process / Procedures that can safeguard on the same with an ongoing review. ng2 to look at tapping into any Government aid that may be available. Try and encourage all staff to take up the vaccine.	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. Increased Costs. Work Interruption / Delays				Staff & Operative Feedback.			

**Risk Scoring for how likely and how severe:**

- 1 Very Low
- 2 Low
- 3 Medium
- 4 High
- 5 Very High

**Reviewed October 24**  
**By D. McIntyre**





# Board Meeting For Approval

To: Board  
From: Director

**SUBJECT: SALARY INCREASE**

**DATE: 18 February 2025**

<b>1.</b>	<b>Introduction</b>
	This report is proposing changes to staff remuneration for 2025.
<b>2.</b>	<b>Risk and other issues</b>
	<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>
<b>3.</b>	<b>Salary Increase</b>
	<p>Almost 70% of our staff will benefit from an automatic increase in their salary due to the increase in the Living Wage. The Living Wage Scotland is increasing from £12.00 to £12.60 per hour. The National Minimum Wage will increase from £11.44 to £12.21 at 1 April 2025.</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>
<b>4.</b>	<b>Recommendation</b>
	Board members are asked to APPROVE the salary increase across ng2 Ltd from 1 April 2025.





# Board Meeting

## For Approval

To: ng2 Board  
From: Director

**SUBJECT: ARMY BENEVOLENT FUND**

**DATE: 18 February 2025**

<b>1.</b>	<b>Introduction</b>																																															
	<p>The Army Benevolent Fund is the Army’s national charity for soldiers, veterans, and their immediate families for life. They stand at the forefront of support for the Army family, last year supporting an estimated 75,000 people in 51 countries around the world.</p> <p>As one of the largest funders in the sector, they award grants to individuals and families, and fund leading organisations that support soldiers, former soldiers, and their families. From helping wounded soldiers to adapt to life after service, to assisting elderly veterans to keep their independence, they are here for the Army family when they are needed. They offer support in six key areas: independent living, elderly care, education and employability, mental fitness, families and housing and aim to respond to a person or family in need within 48 hours.</p> <p><b>Vision</b> “All serving soldiers, veterans and their immediate families should have the opportunity to avoid hardship and enjoy independence and dignity.”</p> <p><b>Mission</b> “We are the Army’s national charity, giving a lifetime of support to serving soldiers, former soldiers and their immediate families when they are in <b>need</b>.”</p>																																															
<b>2.</b>	<b>Scotland Grants Committee Funding 24/25</b>																																															
	<p>The following table provides a breakdown of the allocation of funding the Army Benevolent Fund has awarded so far this year:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Type</th> <th>Charity</th> <th>FY23-24</th> <th>Budget 24-25</th> <th>Request</th> <th>DGW</th> <th>Award</th> </tr> </thead> <tbody> <tr> <td>Elderly Care</td> <td>Erskine</td> <td>£150,000</td> <td>£150,000</td> <td>£150,000</td> <td>£150,000</td> <td>£150,000</td> </tr> <tr> <td>Family</td> <td>Forces Children Scotland</td> <td>£0</td> <td>£30,000</td> <td>£37,000</td> <td>£30,000</td> <td>£30,000</td> </tr> <tr> <td>Family</td> <td>Shared Parenting Scotland</td> <td>£0</td> <td>£5,700</td> <td>£5,700</td> <td>£5,700</td> <td>£5,700</td> </tr> <tr> <td>Housing</td> <td>Scottish Veterans Residences</td> <td>£0</td> <td>£30,000</td> <td>£30,000</td> <td>£30,000</td> <td>£30,000</td> </tr> <tr> <td>Wellbeing</td> <td>Change Mental Health</td> <td>£5,550</td> <td>£7,000</td> <td>£10,000</td> <td>£7,000</td> <td>£10,000</td> </tr> </tbody> </table>						Type	Charity	FY23-24	Budget 24-25	Request	DGW	Award	Elderly Care	Erskine	£150,000	£150,000	£150,000	£150,000	£150,000	Family	Forces Children Scotland	£0	£30,000	£37,000	£30,000	£30,000	Family	Shared Parenting Scotland	£0	£5,700	£5,700	£5,700	£5,700	Housing	Scottish Veterans Residences	£0	£30,000	£30,000	£30,000	£30,000	Wellbeing	Change Mental Health	£5,550	£7,000	£10,000	£7,000	£10,000
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	Wellbeing	Dundee Therapy Garden	£20,000	£20,000	£25,000	£20,000	£25,000
	Wellbeing	Fares4Free	£30,000	£30,000	£37,379	£30,000	£37,000
	Wellbeing	Glen Art / Bravehound	£15,020	£15,000	£25,000	£15,000	£15,000
	Wellbeing	Horseback UK	£20,000	£20,000	£24,999	£20,000	£20,000
	Wellbeing	ICARUS	£0	£30,000	£55,000	£30,000	£30,000
	Wellbeing	Lothian Veterans Centre	£18,120	£20,000	£24,918	£20,000	£20,000
	Wellbeing	Music in Hospitals & Care	£0	£0	£5,000	£5,000	£5,000
	Wellbeing	Thistle	£0	£20,000	£25,000	£20,000	£20,000
	<b>Total</b>		<b>£258,690</b>	<b>£377,700</b>	<b>£454,996</b>	<b>£382,700</b>	<b>£397,700</b>
<b>3.</b>	<b>Support</b>						
	Supporting the Army Benevolent Fund will provide support for housing veterans, support for mental health activities and providing assistance for integrating back into civilian life. This sits alongside the other homelessness and mental health activities and projects the group contributes to.						
<b>4.</b>	<b>Recommendation</b>						
	Members are asked to APPROVE funding of £5,000 for the Army Benevolent Fund.						



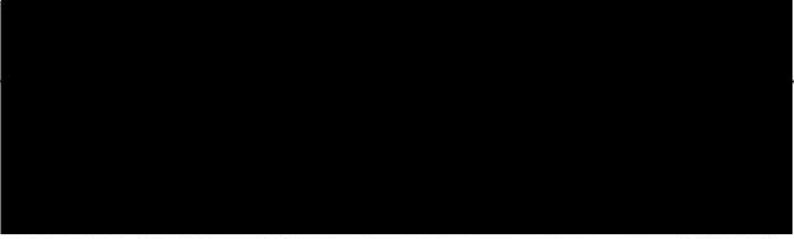
# Register of Payments and Benefits

**Case No: 173**

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

2. DETAILS OF BENEFICIARY		
<b>NAME:</b>		
<b>ADDRESS:</b> (where relevant)	n/a	
<b>RELATIONSHIP</b>		<b>DETAILS</b>
Board Member		
Sub-Committee Member		
Connection to Board member		
Connection to Sub-Committee member		
Employee	√	
Connection to employee		
A Business		
Other		

3. APPROVAL

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

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

Meeting where approved	
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Date of meeting	6th FEBRUARY 2025
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**4. RATIFICATION**

Date of Board meeting where ratified (if not approved at Board meeting)	18th FEBRUARY 2025
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# Board Meeting For Noting

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

**SUBJECT:** ng2 OPERATIONS REPORT  
OCTOBER - DECEMBER 2024

**DATE:** 18/02/25

<b>1.</b>	<b>Introduction</b>
	<p>This report provides an update on ng2's areas of business operations for Quarter 3 of financial year 2024-2025.</p> <p>The report will detail services delivered during the reporting period, in compliance with existing safety protocols and health and safety measures.</p>
<b>2.</b>	<b>Strategy</b>
	<p><b><u>Business Planning and Growth for 2024/25</u></b></p> <p>ng2 future growth will be aligned to ng homes stock condition survey and planned investment programme for 2024/25.</p> <p>Projects identified for 24/25 include: -</p> <ul style="list-style-type: none"> <li>- Garden and Estate Maintenance</li> <li>- Common Close Door Entry Upgrade</li> <li>- Void Property Maintenance</li> <li>- Timber Fencing – Replacement</li> <li>- LED Lighting Upgrade</li> <li>- Gutter Cleaning</li> <li>- Window Safety Catch Check in MSF</li> </ul> <p>The landscape maintenance contract continues to be ng2's largest contract for 2024/25 and the focus for this contract remains quality and service delivery.</p> <p>Void remedial works continue to be a major part of our day to day works over the year with an average of 460 voids being completed and returned to ng homes per annum.</p> <p>We will continue to update the board on the development of any additional contracts and business opportunities identified during each reporting period.</p>

<b>3.</b>	<p><b>Void Monitoring and Management</b></p> <p>At the start of 2023 ng homes identified a need for better monitoring and turnaround times for void properties, to achieve this ng2 were given complete Admin control over all the associations void properties and sub-contractors including all major works.</p> <p>ng2 began the process by meeting each contractor and service provider involved in voids and setting out expected timescales with them, we then set up a full tracker for voids and major works which is kept live and up to date allowing us to identify problem areas that are affecting timescales and find ways to rectify them.</p> <p>During the reporting period ng2 have overseen the management of <b>105</b> void properties with an average turnaround time of <b>38 days</b> from the tenant handing keys into completion including all major works and an average turnaround time of <b>11 days</b> for void works.</p> <p>During the reporting period, the following major works were carried out in void properties:</p> <ul style="list-style-type: none"> <li>- 40 New Kitchens</li> <li>- 22 New Bathroom suites</li> <li>- 18 Rewires</li> </ul> <p>Each of the 105 voids received an Electrical Installation Condition Report and remedial works to ensure each void meets LD1 compliance.</p> <p>During the quarter we have implemented some changes to the void process to begin bringing the days to complete void works under target, we will provide a further report on this at the next meeting.</p>
<b>4.</b>	<p><b>Garden Maintenance</b></p> <p>This contract comprises the provision of a ground maintenance service to the Association’s properties for a 5-year period commencing March 2017 and involves all aspects of grounds maintenance including both hard and soft landscaping to private / communal gardens as well as open space areas.</p> <p>Garden maintenance operations commenced in April 2024 in line with the list implemented into the SLA by Ewing Somerville Partnership. A meeting was convened in the reporting</p>

	<p>period to revisit the SLA with a view to making amendments. An SLA for the Garden Maintenance contract is currently under review.</p> <p>New methods for collation of data for valuations (variations etc) are now also in place.</p> <p>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>Hedge reductions were carried out in the period.</p> <p>Although the contract has just started we have already received a number of compliments regarding grass cutting from tenants.</p> <p>We will provide a further update on this in the Q4 report.</p> <p><b>See Appendix 1 for photographs of garden maintenance works.</b></p>
<b>5.</b>	<b>Jet Washing</b>
	<p>We continue to offer jet washing, as a reactive service only, and this greatly improves the areas where jet washing takes place.</p> <p>We are currently looking to recruit staff to form a new jet washing team.</p> <p><b>See Appendix 1 for photographs of work carried out in the period.</b></p>
<b>6.</b>	<b>Environmental Hit Squad</b>
	<p>During the reporting period, ng2 have been transporting an average of 20 tons of household waste per week to the dump.</p> <p>During 23/24 we successfully implemented a team dedicated to fly tipping and back court bulk uplift, this has resulted in the hit squad being able to concentrate on environmental work and void clearances without the need for overtime, this process has continued successfully during 24/25.</p> <p>Although the backcourt team have allowed the hit squad to concentrate on other areas, we have noted that the majority of the hit squads time is now spent on void clearance due to ng2 helping cover the concierge service, we will continue to monitor this situation over the coming quarter and may need to look at a way to get more environmental work covered as this service is beginning to suffer.</p> <p>Daily checks to Heras fencing in Ashfield/Crowhill Street continued in the period and will be carried out until further notice.</p> <p><b>See Appendix 1 for photographs Hit Squad work in the period.</b></p>

7.	<b>Close Cleaning / ESO</b>
	<p>The Close Cleaners and Back Court teams provide daily reports to the Association which has reduced the Health &amp; Safety risks associated trip hazards and vermin caused by excess rubbish.</p> <p>The close cleaning service is running smoothly, with very few complaints.</p> <p>Back courts and bin sets are tidied and cleaned by a dedicated team of operatives however the continued reduction of refuse collections means that this continues to be challenging due to the amount of rubbish within the back courts. The Back Court teams continue to complete their usual tasks plus bulk/fly tipping collection as an additional service.</p> <p>Window cleaning continues throughout the closes, offices and retirement complexes on a six-weekly cycle, either manually or with a water fed pole.</p> <p>On-site cleaning has continued at the Keppochhill new build, in the interim, on a reactive basis while the SLA is agreed and implemented.</p> <p>We have used this as an opportunity to test out modernising the close cleaning service using new mechanical stair cleaners, backpack hoovers and mechanical scrubbers.</p> <p>Whilst a review of the concierge service is being carried out, ng2 have been asked by the association to provide cover for the following services:</p> <ul style="list-style-type: none"> <li>- Stair / landing cleaning in the multi storey flats / deck access</li> <li>- Maintaining the areas outside the multi storey flats / deck access (de-weeding, shrub beds, litter removal etc)</li> <li>- Bulk removal from the multi storey flats / deck access</li> <li>- Void clearances at the multi storey flats / deck access</li> <li>- Void cleans at the multi storey flats / deck access after void works are complete</li> <li>- North news delivery to the multi storey flats / deck access areas</li> <li>- Deploy staff to concierge to supplement other contracts</li> </ul> <p><b>See Appendix 1 for photographs of close cleaning and back court works.</b></p>

<b>8.</b>	<b>Painting / Plastering Division (Wet Trades)</b>
	<p>During Quarter 3 the painting division have been focused mainly on:</p> <ul style="list-style-type: none"> <li>- Mould / Damp Treatment</li> <li>- Painting and plastering in void properties</li> <li>- Close painting</li> <li>- Painting and plastering in Tenanted properties</li> </ul> <p><b>During the reporting period 224 day to day jobs and 105 voids were completed.</b></p>
<b>9.</b>	<b>Joinery Division</b>
	<p>During Quarter 3 the Joinery division have been focused mainly on:</p> <ul style="list-style-type: none"> <li>- Voids</li> <li>- Fencing</li> <li>- Day to Day Joinery Works</li> <li>- Fire Risk Assessment remedial works</li> </ul> <p>During the reporting period 662 day to day repairs and 105 voids were completed.</p>
<b>10.</b>	<b>Window Servicing Programme</b>
	<p>The window service programme continues to run smoothly.</p> <p>As of the current reporting period, 856 of the 936 multi storey properties have been serviced with a pass rate of 88%.</p>
<b>11.</b>	<b>Vehicles</b>
	<p>Operatives are reminded, via regular toolbox talks, of their individual responsibilities for their safety and that of their colleagues and members of the public whilst using ng2 vehicles .</p> <p>A tool box talk is regularly given to all staff focusing on the need to have a banksman when reversing ng2 work vehicles.</p> <p>We continue to hire vehicles from ACL however, this has been much reduced. Purchase of new/used vehicles is currently under consideration to prevent the need for hired vehicles.</p>

<b>12.</b>	<b>Operational Issues</b>
	<p><b><u>ng2 Overtime</u></b> All overtime continues to be approved, in advance, by the CEO.</p> <p><b><u>Staffing</u></b> 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.</p> <p><b><u>Materials supply</u></b> 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> <p><b><u>Track Trade</u></b> During the reporting period ng2 ran a trial with a job management platform named track trade. This software allows ng2 to store, track and complete jobs in real time and provides a robust but user-friendly system for both maintenance and office staff. If we decide to implement this system it would be rolled out to all areas of the business. We will provide a further update at the Q4 meeting.</p>
<b>13.</b>	<b>Recommendation</b>
	Members are asked to note the content and progress highlighted within this report.



# Board Meeting For Noting

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

**SUBJECT: STAFFING REPORT (NG2)**

**DATE: 18 February 2025**

<b>1.</b>	<b>Introduction</b>																		
	<p>This report refers to the period of 1 October 2024 – 31 December 2024, covering staffing matters including: staff headcount, attendance and absence, learning and development, recruitment and the company health plan.</p>																		
<b>2.</b>	<b>Staffing Report</b>																		
	<p><b>Number of Staff</b></p> <p>As at 31 December 2024, 84 staff were employed by ng2 Ltd.</p> <p><b>Attendance and Absence</b></p> <p>During this reporting period, 65 staff had perfect attendance (77% of the workforce). As well as this, 14 staff members qualified to receive their two day 'no sickness reward'.</p> <p>The overall staff sickness absence percentage was above the 3% target and for this reporting period was 4.77%. The breakdown of the total number of working days available against days lost through sickness is detailed below:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Total number of work days available</th> <th style="text-align: left;">Number of days lost through sickness</th> <th style="text-align: left;">Sickness Absence %</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;"><b>5474</b></td> <td style="text-align: center;"><b>261</b></td> <td style="text-align: center;"><b>4.77</b></td> </tr> </tbody> </table> <p>The 261 days lost is broken down into short term (a maximum of 19 days) and long term (20 days or more) as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th style="text-align: center;">Short Term</th> <th style="text-align: center;">Long Term</th> </tr> </thead> <tbody> <tr> <td style="text-align: left;"><b>Days Lost</b></td> <td style="text-align: center;">61</td> <td style="text-align: center;">200</td> </tr> <tr> <td style="text-align: left;"><b>Number of employees</b></td> <td colspan="2" style="text-align: center;">[REDACTED]</td> </tr> <tr> <td style="text-align: left;"><b>Percentage</b></td> <td style="text-align: center;">1.11</td> <td style="text-align: center;">3.66</td> </tr> </tbody> </table>	Total number of work days available	Number of days lost through sickness	Sickness Absence %	<b>5474</b>	<b>261</b>	<b>4.77</b>		Short Term	Long Term	<b>Days Lost</b>	61	200	<b>Number of employees</b>	[REDACTED]		<b>Percentage</b>	1.11	3.66
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<b>Days Lost</b>	61	200																	
<b>Number of employees</b>	[REDACTED]																		
<b>Percentage</b>	1.11	3.66																	

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 12 training courses and benefitted from 375 hours of formal training and development as detailed in the table below. The direct cost of this training equates to £5995.89.

Course Title	Number of staff attending	Number of staff hours	Direct cost of Training (£)
C17C Understanding Fire Doors	11	77	2828.58
Cyber Security	1	1.5	0
Fire Warden Training	2	7	154.28
LEQ Seminar	1	7	55
Level 2 Award in Asset & Building Comp	1	7	634.50
Manual Handling	1	1	33
Manual Handling & Working at Height	9	63	594
Prevention of Sexual Harassment in the Workplace	72	72	0
Sharps and Biohazard Training	8	8	540
UKATA Asbestos Awareness	17	68	583.53
Working at Height	1	3.5	33
Working Safely	10	60	540
<b>Total</b>	<b>134</b>	<b>375</b>	<b>5995.89</b>



**Recruitment and Leavers**

During the reporting period, there were 3 recruitment campaigns. Details of the vacancies are as follows:

Job Title	Contract	Start Date	Contract End Date	Internal or External	Post Filled?
Modern Apprentice - IT	Fixed term	21/10/24	20/10/26	External	Yes
Painter (x 4) (This is a rolling recruitment campaign)	Fixed term	6/11/24	5/5/25	External	Yes
		13/11/25	12/5/25		
		6/1/25	5/7/25		
		13/1/25	12/7/25		
Office Cleaner	Fixed term	N/A	N/A	External	No

During the reporting period, 6 staff left the organisation: [REDACTED]

Due to the circumstances, one exit interview was carried out. This leaver spoke positively about their time with ng2 but moved on for development opportunities (to undertake university studies).

**Company Health Plan – Simplyhealth**

Simplyhealth have provided a report for 1 July 2024 to 30 September 2024 and 1 October 2024 to 31 December 2024.

The attached reports show that staff are claiming for a range of benefits and in particular the report for 1 July to 30 September shows that the volume of claims for therapies has now overtaken claims for dental and optical. Within the breakdown of the 'other' category the report shows that the majority of claims are for the new child payment.

The report for 1 October – 31 December 2024 shows that the highest volume of claims are optical.

**3. Recommendation**

Members are asked to note the contents of this report.





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[www.ng2works.com](http://www.ng2works.com)

ng2 is a subsidiary of ng homes  
Registered Office: 50 Reidhouse Street Glasgow G21 4LA  
Company No. SC381740  
Registered charity in Scotland No. SC 030635