

Tuesday 20 February
2024 at 4pm



ng2
BOARD
MEETING





AGENDA

Meeting: Board Meeting **Invitees** ng2 Board
Location: Vulcan St/Microsoft Teams
Date 20 February 2024
Time 4:00pm

Please submit any apologies to Jade Redmond
[REDACTED]

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 21 November 2023	Yes		3
	i) Matters Arising			
4.	Reports for Approval			
a.	Management Accounts to 31 December 2023	Yes	BH	7
b.	Health and Safety	Yes	DM	13
c.	Risk Register	Yes	DM	15
d.	Recruitment and Selection Policy	Yes	DW	21
e.	Smoke Free Policy	Yes	DW	41
f.	Salary Increase	Yes	BH	55
g.	Payments and Benefits Case 161	Yes	BH	57
h.	Review of Annual Leave	Yes	DW	59
5.	Reports for Noting			
a.	Operational Report	Yes	DM	61
b.	ng2 Staffing Report	Yes	OF	81
6.	AOCB			
7.	Date of Next Meeting – Tuesday 14 May 2024 at 4pm			

'NORTH GLASGOW HOUSING ASSOCIATION LIMITED ng2 BOARD ATTENDANCE 2023-24

21.11.23											
M Thomson	P										
I Cross	P										
J Berrington	P										
G Satti	P										
J Thorburn	P										
B Hartness	P										
% Total	100%										

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

TARGET ATTENDANCE - 80%

AVERAGE ATTENDANCE - 100%



ng2 Board Minutes

Meeting: ng2 Board meeting **Location:** The Ron Davey Enterprise

Centre, 10 Vulcan St

Date: Tuesday 21 November 2023

Time: 4:00pm

Attendees: John Thorburn **JT** Chair

Isabella Cross **IC**

Margaret Thomson **MT**

Gino Satti **GS**

Jim Berrington **JB**

Apologies: David McIntyre **DM** Senior Operations Supervisor

In Attendance: Bob Hartness **RH** Director

Olivia Goldie **OG** HR Officer

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

	Agenda	Action	Date
1.	Apologies		
	As above.		
2.	Disclosure of Interest and Attendance		
	None.		
3.	Minutes of Board Meeting on 22 August 2023		
	Board AGREED the minutes were an accurate record of the meeting.		
	Proposed M Thomson Seconded I Cross		
i)	Matters Arising		
	None.		
4.	Reports for Approval		
a.	Management Accounts		
	RH presented the Management Accounts for the period to 30 September 2023 and highlighted some specific areas. Overall it		

	<p>has been a “more normal” quarter as far as activity levels are concerned.</p> <p>The Management Accounts for the period were APPROVED by the Board.</p> <p>Proposed J Berrington Seconded G Satti</p>		
b.	Health and Safety		
	<p>RH presented the health and safety report for the period covering July to September 2023. There were 5 incidents in the period with 1 HSE report being required. 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 J Berrington</p>		
c.	Risk Register		
	<p>RH presented the risk register. A change to item 13 was proposed to include the risk of “sporadic outbreaks of covid due to spikes or winter” and the control/action to “try and encourage all staff to take up the vaccine”.</p> <p>A new item to be added to the risk register to cover the risk of animals due to a recent incident was discussed.</p> <p>Members APPROVED both changes to the ng2 Risk Register.</p> <p>Proposed G Satti Seconded J Berrington</p>	RH	
d.	Confidential report		
	<p>RH presented the P&C report. Members discussed and APPROVED the content of the report.</p> <p>Proposed G Satti Seconded J Berrington</p>		
e.	Company Health Plan Renewal		

	<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 slightly. This will take effect from 1 January 2024.</p> <p>Members APPROVED the continuation of the Company Health Plan with Simplyhealth.</p> <p>Proposed J Berrington Seconded M Thomson</p>		
f.	2023/2024 Festive Arrangements		
	<p>Approval was sought to close the ng2 office at 12:30pm on 22/12/2023 and 29/12/2023 as has happened in previous years. It was confirmed that this would not apply to the Concierge as they operate 24/7.</p> <p>A half day "Christmas Shopping" was proposed in recognition of excellent work done by staff over the year.</p> <p>It was also proposed to increase in the contribution to staff lunches from £25 to £30 per person in recognition of the cost-of-living increases.</p> <p>The report was APPROVED by the Board.</p> <p>Proposed I Cross Seconded G satti</p>		
5.	For Ratification		
a.	<p>Approval was sought from the Board to offer [REDACTED] a fixed term contract for 3 months following recruitment for an Office Cleaner.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>Members RATIFIED Payments and Benefits case #156.</p>		

	Proposed J Berrington Seconded G Satti		
6.	Reports for Noting		
a.	Operational Report		
	Members NOTED the report providing Members with an update on the business operations for Q2 2023/2024.		
b.	Members NOTED the report covering staffing matters for Q2 2023/2024.		
7.	AOCB		
	None.		
8.	Date of next meeting		
	Date of next meeting was confirmed as Tuesday 20 February 2024 at 4pm Meeting ended at 4:45pm		

DRAFT



Board Meeting For Approval

To: Board
From: Director

**SUBJECT: MANAGEMENT ACCOUNTS – PERIOD TO
31ST DECEMBER 2023**

DATE: 20th February 2024

1.	Introduction
	This report is detailing the financial results for the period to 31 st December 2023.
2.	Risk and other issues
	<p>The management accounts are reviewed on a regular basis by the management team, Audit Committee and Board, ensuring close monitoring of financial position of the organisation. This is a key element of budgetary control and monitoring.</p> <p>There are no applicable effects on sustainability or equality and diversity issues.</p>
3.	Commentary on results for the period
	<p>The income from activities in the period to 31st December 2023 amounts to £3.47m (December 2022 - £2.36m) with £1.18m (December 2022 - £414k) of direct costs and £1.79m (December 2022 - £1.49m) of wages leading to a £505k (December 2022 - £458k) gross profit before other income. Other income amounts to £3k (December 2022 £3k). So, the overall gross profit comes out at £508k (December 2022 -£461k).</p> <p>Overheads totalled £405k (December 2022 - £399k). The main elements being motor expenses, management charges, uniforms, rent and vehicle depreciation. After the overheads, a £103k (December 2022 - £62k) net profit was made in the period before tax or gift aid.</p> <p>The balance sheet position continues to improve with increased reserves. The cash balance stayed steady with slightly more funds being paid in than out of the company. Reserves now total £979k (December 2022 - £866k).</p>
4.	Recommendation
	Board members are asked to recommend approval of the management accounts of ng2 for the period to 31 st December 2023. A report of this will be put to the Board of the Association.

Year to 31/03/23	NG 2 Profit and Loss - period to	31-Dec-23			Gross Profit
£		Sales £	Materials £	Wages £	£
124,279	Cleaning	523,860	114,182	311,471	98,208
67,615	Joinery	1,152,354	775,341	186,718	190,295
40,873	Electrical	72,888	67,735	1,745	3,408
87,757	Other sales	309,385	4,483	246,803	58,099
52,064	Back court cleaning	130,345	-	87,851	42,494
194,360	Garden maintenance	807,248	149,061	576,713	81,474
(89,003)	Management	-	-	73,660	(73,660)
67,921	Concierge	162,097	-	114,634	47,463
79,417	Hit squad	191,469	274	139,657	51,538
5,133	Painters	120,370	66,492	48,010	5,869
630,417		3,470,016	1,177,568	1,787,261	505,187
3,182	Other income	3,184	-	-	3,184
633,599		<u>3,473,200</u>	<u>1,177,568</u>	<u>1,787,261</u>	<u>508,371</u>
	Overheads				
60,000	Management charges			52,500	
24,636	Rent and rates			20,000	
266,965	Motor expenses			163,662	
4,000	Telephone and IT support			4,500	
4,296	Printing, stationery, and advertising			3,837	
15,557	Professional fees			7,061	
3,188	Container hire			2,502	
30,416	Uniforms, safety equipment and repairs			24,856	
27,254	Training			9,717	
4,000	Insurance			4,500	
120,856	Vehicle and plant depreciation			108,060	
(15,819)	Gain/Loss on sale of fixed assets			-	
250	Bank charges			199	
3,878	General expenses			3,534	
549,478					404,929
-	Loan interest				-
84,122	Net profit				<u>103,442</u>
32,937	Corporation tax/Gift aid				-
<u>51,185</u>					<u><u>103,442</u></u>

31/03/23	NG 2 Balance sheet at	31/12/2023	£	£	£
486,253	Fixed assets				424,771
	Current assets				
520,172	Stock and Debtors			744,432	
114,757	Bank and cash			117,067	
<u>634,929</u>				<u>861,499</u>	
	Current Liabilities				
181,061	Trade Creditors	242,705			
64,612	Other creditors	<u>64,612</u>			
<u>245,673</u>				<u>307,317</u>	
<u>389,257</u>					<u>554,182</u>
<u>875,510</u>					<u>978,953</u>
100	Share capital				100
875,410	Profit and Loss account				978,853
<u>875,510</u>					<u>978,953</u>

31/03/23	NG2 CASHFLOW	31/12/2023
£		£
	OPERATING ACTIVITIES	
51,185	Surplus for period	103,442
-	Interest Received	0
-	Loan Interest Paid	0
51,185	Operating surplus excluding int & tax	103,442
120,856	Depreciation - vehicles and plant	108,060
126,129	Decrease/(Increase)in Debtors	(224,260)
50,962	(Decrease)/Increase in Creditors	61,645
349,132	Net Cash In/(Out)flow From Operating Activities	48,887
	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	
(342,110)	Acquisition of Other Fixed Assets	(46,577)
-	Investment in Activities	-
(342,110)	Net Cash In/(Out)flow From Investing Activities	(46,577)
7,022		2,310
	FINANCING	
-	Loans Received	-
-	Less: Loans Repaid	-
-	Issue Of Share Capital	-
-	Net cash In/(Out)flow From Financing	-
7,022	Increase/(Decrease) in Cash and Cash Equivalents	2,310
7,022	Movement in Cash & Bank	2,310
7,022	Increase/(Decrease) in Cash and Cash Equivalents	2,310



Board Meeting

For Approval

To: ng2 Board
From: Senior Operations Supervisor

SUBJECT: HEALTH AND SAFETY

DATE: 20 February 2024

1.	Introduction
	<p>The purpose of this report is to provide the Board with an update on the ng2 health and safety work plan for the period covering October 2023 – December 2023.</p> <p>Health & Safety</p> <p>Health and Safety is our highest priority, and we have robust policies and processes in place covering ng2’s entire operation where there is a potential risk to employees, contractors, the public or others.</p> <p>Our policies, risk assessments and working safely practises ensure a safe working environment for office-based, trades/non-trade employees/tasks in addition to contractors for whom we must ensure a safe working practice.</p> <p>Health and safety is reviewed on an ongoing basis and issues identified are addressed immediately.</p>
2.	Actions Taken
	<p>During the reporting period ng2 have begun the process of carrying out a full audit of or all risk assessments and method statements.</p> <p>Half of the audit has been carried out and RAMS will reflect this.</p>

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
3/10/23	Cleaning out power tools and saw dust went in [REDACTED] eyes	Tool box talk given – 0 days lost	No
10/10/23	Carrying a bit of plywood and high winds caught the wood and it hit a car	Tool box talk on the need to be more careful around msf area in high winds	No
17/10/23	Employee was helping move a blown down fence and his hand caught a nail, small cut, dressed by 1 st aider	Operative had his eye washed by the ng2 first aider – tool box talk given on safe use of machinery and use of PPE – no days lost	No
27/10/23	Cage back door on tipper van opened, hitting a parked car and causing some damage	No-one was harmed	NO
7/11/23	When reversing vehicle the van hit a parked car.	No-one was harmed	No
9/11/23	When reversing vehicle the van hit a street light.	No-one was harmed	No

4.	Matters Arising
	We had RAMS carried out for electrical work.
4.	Recommendation
	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: 20 FEBRUARY 2024

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: <ul style="list-style-type: none"> • how we identify risk • how we then assess these risks • how we manage and control the risks ` • and how we monitor and review risk <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>
4.	Risk register review
	Attached is the operational risk register for ng2.

5.	Recommendation
	The Board is invited to: <ul style="list-style-type: none">• 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	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 polices 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 operations/ 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	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 ngh 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 ngh 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 ngh/ng2 clear definition of value for money + transparent basis for costing. Clear ngh 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 (ngh) confidence/ loss of business	Detrimental impact on tenants/ stock maintenance/ ngh reputation	3	5	15	Operational directors Management team Staff	Service Level Agreement setting out clear ngh 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 - 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). Forced Control/s – Such as Social Distancing and / or Restriction of Movement and / or Access. Sporadic outbreaks of covid due spikes or winter. Additional Cost to Apply Control, PPE, Welfare (Cleanliness), Travel (Social Distancing) etc. Potential Shortage of PPE, Materials, Equipment & Sub Contractor Partners.	Staffing / Operative Limitation/s.			Staff & Operative Feedback.		Progress meetings with client.		
			Additional Staffing Costs.	4	4	Board Operational directors.	ng2/ng2 jointly to review their existing Pandemic Plan (Contingency Plan), apply a review / overhaul of the same – taking the Noted Risk / Concerns into consideration & where possible & practicable agree on Process / Procedures that can safeguard on the same with an ongoing review. ng2 to look at tapping into any Government aid that may be available. Try and encourage all staff to take up the vaccine.	Reports to ng2 Board.	2 x2 =4	
			Task / Works Limitations.			Ng2 Management team.				
			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 July 23
By D. McIntyre



Board Meeting For Approval

To: ng2 Board
From: Corporate Services Manager

SUBJECT: REVISED POLICY AND PROCEDURE FOR APPROVAL: RECRUITMENT AND SELECTION **DATE: 20 February 2024**

1.	Introduction
	The purpose of this report is to seek approval from the ng2 Board for the adoption of an existing policy and procedure which has been reviewed. This policy and procedure has been reviewed in line with the policy calendar and is scheduled to be reviewed again in three years' time.
2.	Proposed changes
	<p>Throughout the document reference to Sharepoint has been added. This is to reflect that the manual recruitment process has moved online to Sharepoint. This not only saves time but also saves paper.</p> <p>Other proposed changes to the Recruitment & Selection Policy are:</p> <ul style="list-style-type: none"> • Section 11: Shortlisting of Applicants – paragraph 4 has been added to further explain the shortlisting process. • Section 11: Shortlisting of Applicants – paragraph 5 has been updated to include timescales and responsibilities for the lead recruiter • Section 12: Selection Interviews – paragraph 2 has been added to further explain the option of skills assessment/test during the interview process. • Section 12: Selection Interviews – paragraph 7 to explain the responsibilities of the Chair of the selection panel. • Section 14: Offer of Appointment – has been updated to reflect the current requirements on checking a candidate's eligibility to work in the UK. The includes the acceptable documentation and the use of share codes. • Section 24: UK General Data Protection Regulation 2021 has been updated • Section 27: The recruitment flow chart has been updated • Section 28: A step by step guide for managers has been created and included within the policy and procedure.

3.	Risk / Mitigation
	It is important to review our policies in line with the policy calendar or earlier in line with regulatory or legislative guidance/changes or good practice guidelines. This will ensure that the Association's policies are up to date and reflect current good practice.
4.	Recommendation
	The ng2 Board is requested to APPROVE the revised Recruitment & Selection Policy and Procedure.



Recruitment and Selection Policy and Procedure

Contents

1.	Introduction	2
2.	Purpose	2
3.	Review of Vacancy	2
4.	Application Pack.....	3
5.	Job Description and Person Specification (Job Profile)	3
6.	Modern Apprenticeships/Graduates	3
7.	Advertising of Vacancies	3
8.	Job Applications	5
9.	Supplementary Information.....	5
10.	Shortlisting and Interview Panels	6
11.	Shortlisting of Applicants.....	6
12.	Selection Interviews	7
13.	Interviewing Applicants with a Disability	8
14.	Offer of Appointment	9
15.	References	10
16.	Interview Expenses	11
17.	Monitoring.....	11
18.	Personnel File	11
19.	Induction	11
20.	Failure to Recruit	12
21.	Continuity of Service	12
22.	Complaints.....	12
23.	Other Related Policies.....	12
24.	UK General Data Protection Regulation 2021	12
25.	Policy Review	12
26.	Equality Impact Assessment	12
27.	Recruitment Flow Chart	12
28.	SharePoint Recruitment Process.....	14

1. Introduction

We are an equal opportunities employer. The aim of our Recruitment and Selection Policy and Procedure is to ensure that we select the most suitable person for the job on the basis of their relevant merits and abilities and that no employee/job applicant is unfairly treated on any grounds including age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race (including colour, nationality, ethnic or national origins and citizenship), religion/belief, sex and sexual orientation.

This policy outlines the Association's approach to the recruitment and selection of staff within the ng group to develop an excellent workforce committed to delivering the aims, values and service delivery requirements.

The Association is committed to fair and transparent recruitment processes and will strive to achieve equality of opportunity and fair treatment for all.

The Association is also committed to recruitment processes which ensures the sensitive treatment of personal and confidential information.

2. Purpose

- To establish clear and consistent recruitment processes.
- To ensure that the Association has access to the widest possible labour market.
- To ensure the best possible match between the candidates and Person Specification, whilst achieving an ability-based workforce which reflects a diverse and multi-cultural community, taking recognition of underrepresented groups.
- To ensure compliance with the Association's policies on 'Equal Opportunities', 'Openness, Accountability and Confidentiality' and 'Disclosure Scotland'.
- To ensure that the procedure and code of good practice for recruitment and selection for appointment or promotion is followed by every manager, supervisor employee and Board/Committee member who are involved in any recruitment and selection process.
- To ensure all staff involved in the recruitment and selection process are given adequate training on the Association's Policy and Procedures and their responsibilities.
- To ensure that unlawful and unfair practices are not introduced.
- To ensure that all applications will have clear instructions for completion and application forms will be free from personal questions that are not relevant to the vacancy and that may lead to discrimination.

3. Review of Vacancy

The relevant Director/CEO will review whether the post is still required or not. Aspects for consideration will include financial implications, grading and post requirements. If the post is required, an authorisation form signed by the relevant Director and Deputy CEO should be passed to HR confirming permission to recruit. The authorisation form will also seek to confirm where the post should be advertised, whether a PVG/Disclosure is required, any funding guidelines we need to be aware of and whether any additional logos are required for the advert, as well as confirmation of the recruitment panel and indicative interview dates.

4. Application Pack

A completed job profile is required for all posts. Additional information should be added regarding promoting and safeguarding the welfare of service users, should the post require it.

The application pack will contain guidance notes for applicants, application form, job profile, a summary statement of terms and conditions, declaration of interest form, eligibility to work in the United Kingdom form and any additional information required for the post.

The summary statement of terms and conditions will provide information relating to:

Salary
Hours of Work
Holiday Leave
Pension

For posts that involve working with vulnerable groups a further declaration form will be issued to collect details of current or former registration with the Scottish Social Services Council (SSSC) or any other relevant regulatory body including registration number(s), declaration of any conditions that apply to current registration and/or applied to former registration and if relevant, reason for ceasing to be registered with previous body.

5. Job Description and Person Specification (Job Profile)

The job description contains information relating to the department/section, job title, grade of the post and reporting lines. This document also includes a job summary and details the main duties and responsibilities of the post.

The person specification lists those attributes that are essential and those that are desirable under the following headings:

Experience and Knowledge
Skills and Abilities
Qualifications
Personal Qualities
Other Requirements

6. Modern Apprenticeships/Graduates

Candidates for modern apprenticeships/graduates will also be required to submit application documents, which will be subject to fair shortlisting procedures. Successful shortlisted individuals will be invited to attend an interview and the most suitable individual/s will be selected.

7. Advertising of Vacancies

All existing staff will be notified of permanent and long-term temporary vacancies, including staff on sick leave, maternity or paternity leave, holidays or sabbaticals and will be eligible to apply for any post.

Advertisements will contain a short introduction to the Association along with details of the following:

- Post title
- Grade and salary
- Brief description of job
- Details of how to apply
- Details of the Association's address, telephone number and email address
- Closing date
- Disclosure/PVG requirements, if applicable

Positive steps will be taken to ensure that underrepresented groups are made aware of vacancies and advertisements i.e. women, black and ethnic minority groups and people with disabilities. This will include a short statement on equal opportunities and where appropriate the 'Disability Confident' logo.

Once the advert and application documents have been collated, HR will advertise the vacancy on the ng website and other chosen media. An e-mail will be sent round all staff advising that we have a vacancy and how to apply.

Permanent Vacancies

Wherever possible, all permanent vacancies and temporary vacancies in excess of a year will be advertised simultaneously, internally and externally. There will be exceptions to this in cases of restructuring or redundancy where it may be necessary to appoint candidates into posts or to internally advertise the vacancy only.

Short Term Vacancies - Internal Recruitment Process

The Association's internal recruitment process, Expression of Interest, will be used should a short-term vacancy arise due to the post-holder's absence or where the post-holder is providing temporary cover for another post.

Subject to CEO/Director approval, an open invitation will be made to staff to express an interest in the short-term vacancy. An interview panel involving appropriately trained staff members will consider all expressions of interest and will select the most suitable candidate based on short listing and competitive interviews.

Temporary Vacancies

Short term vacancies of less than a year e.g. maternity leave cover or long term sickness may be advertised internally and filled by internal transfers, where appropriate to do so.

For very short-term vacancies of a few weeks, internal advertising may take place. However, if this is not suitable then an external agency (e.g. EVH or other employment agency) will be approached to provide a candidate.

Funded Posts

Where the Association receives a grant for funded posts, these posts will be advertised and recruited for in line with the policy and the funder's guidelines.

8. Job Applications

The Association will provide potential applicants with an application pack which includes:

- Job Description/Person Specification (Job Profile)
- Job Advert
- Application Form
- Guidance note for Job Application
- Equal Opportunities Monitoring Form
- Declaration of Interest Form
- Eligibility to Work in the United Kingdom Questionnaire
- Summary of Terms and Conditions of Employment

Applicants are advised to complete the Association's job application form and not to substitute or enhance this with a Curriculum Vitae. CV will not be accepted.

Once the vacancy has reached the closing date HR will collate all received applications and input these onto SharePoint along with the manager recruitment pack and shortlisting form(s), normally, within two working days. The relevant manager(s) will receive an email notification granting access to the folder. Should there be any delay i.e. due to an excessive number of applicants, then the manager will be informed, and documents passed as soon as possible thereafter.

9. Supplementary Information

All applicants will be requested to complete an Equal Opportunities Monitoring Form which seeks information relating to the applicant's age, disability, gender, ethnic origin, religion/belief and sexual orientation sex.

In line with our Governance rules, all applicants will be required to complete a Declaration of Interest Form which seeks information relating to any relationship that they may have to a Board/Committee Member or staff member of the ng group.

Candidates that are invited along for interview will be asked to complete a Criminal Conviction Declaration Form, in line with the Rehabilitation of Offenders Act.

Where the post advertised requires the post-holder to have frequent contact with vulnerable people, as described by Disclosure Scotland, short listed candidates will be required to disclose their criminal history in a manner consistent with the Rehabilitation of Offenders Act. Any PVG membership records/Disclosure Scotland checks undertaken will be stored in accordance with the Storage and Safe Handling of Disclosure Checks Retention Policy. In addition, candidates will be required to sign a declaration that they are:

- Not on the Disqualified from Working with Children List established under the Protection of Children (Scotland) Act 2003
- Not on any equivalent list in another UK jurisdiction
- Not subject to sanctions imposed by a regulatory body, e.g. the SSSC
- Either has no convictions or cautions, or has attached details of their record in a sealed envelope marked confidential

All successful candidates will be appointed, subject to satisfactory references, health clearance and verification of relevant qualifications, identity and disclosure.

10.Shortlisting and Interview Panels

In all cases, shortlisting panels will comprise of a minimum of two people, delegated by the Chief Executive, to conduct recruitment interviews on behalf of the group. Board/Committee involvement will be required for recruitment and selection of posts at EVH Grade 9 (or equivalent) and above. All participants in the recruitment process will have received training in recruitment and equal opportunities. HR will keep a record of all staff and Board/Committee members who have completed the recruitment and equal opportunities training. At least one panel member must possess skills, experience or knowledge most closely related to the post for which candidates are to be shortlisted and interviewed for.

The Association will ensure that, as far as possible, shortlisting and interviews are carried out by the same panel.

Each panel member must complete the shortlisting form independently in relation to each candidate. This should be completed via the shortlisting form on SharePoint. It is essential that we maintain a transparent approach throughout the recruitment process. During the shortlisting process, if any conflict of interest arises or if anyone on the panel is in any doubt that there is a conflict of interest then the panel member should declare this and step down from the recruitment process and a replacement should be sought.

11.Shortlisting of Applicants

All applicants will be assessed against the person specification to determine suitability for interview.

To comply with the requirements of the Equality Act 2010, the Association's job application does not require candidates to provide information relating to their sickness absence record. Relevant information will be sought as part of the pre-start process through HR. Where necessary, the Corporate Services Manager/HR Officer will discuss the sickness record with the applicant and determine the relevance of the sickness relating to the job. Further advice may be sought from our Occupational Health provider.

The Association will use selection criteria based on the person specification which will focus on essential skills for the performance of the job.

Essential criteria will be applied in the first instance to shortlist candidates. Candidates who do not match all the essential criteria will not be called to interview. Candidates who do not possess all the desirable criteria may still be called to interview. However, desirable criteria will only be applied where there has been a large response to the advert, to fairly reduce the number of candidates called for interview.

The recruitment panel will meet collectively after completing their own shortlisting and then decide on the final shortlist of candidates for interview. The lead recruiter should complete the 'Interview Details' section of the manager recruitment pack, clearly identifying who will be interviewed. This should be completed within five working days of the information being available on SharePoint.

As part of the Association's commitment to the 'Disability Confident' Scheme, all applicants who have indicated that they have a disability and who meet the minimum essential criteria will be offered an interview for the post.

ng2 Ltd are not committed to the 'Disability Confident' scheme, however, will also apply the same principles.

All applicants will be assessed against the person specification (on the job profile) to determine suitability for interview. The shortlisting form **must** be completed and should clearly indicate who has and has not been selected for interview. Please remember that although feedback will not be offered at the shortlisting stage, some candidates may call and request feedback on their application and managers should be able to provide this in a constructive manner via phonecall.

Once the shortlisting process has been completed the documents should be updated on SharePoint. The interview date and panel should be arranged (if not already done so) and a meeting room booked to hold the interviews. Consideration should be given as to whether any skills assessment or presentation will be required as part of the interview. The interview questions should also be given to HR at this time to allow time for the Interview Question/Score Sheet to be prepared.

HR will contact interviewee's by telephone and will follow this up in writing. The invite to interview will also include a criminal conviction declaration form and envelope. The interviewees will be asked to complete the form and bring it with them to the interview (in the sealed envelope) or submit this in advance via email where it will be held securely and confidentially. Unsuccessful candidates will also be advised in writing of the outcome.

12.Selection Interviews

Applicants invited to attend an interview will be advised of the date, time and venue of the interview together with details of the interview panel and any other aspects of the selection process e.g. skills assessment or presentation.

As part of the recruitment and selection process candidates may be asked to carry out a test/skills assessment. This is not applicable for every role but the recruitment panel will decide what is necessary to determine suitability for the role. This may take the form of a practical exercise, management test or presentation to the recruitment panel. Where this is required, candidates will be informed in advance of their interview to allow suitable time to prepare as necessary.

Interviews will generally be arranged within four weeks of the advertisement closing date where practicable. Interviews will, whenever possible, be carried out by all members of the shortlisting panel. The interview panel will, where practicable, be representative of gender and consist of a minimum of two people. The interviews should be carried out in a private location without interruption. In some instances remote interviews may be the most appropriate method.

All required information will be available on SharePoint in advance of the interviews, which will include:

- Interview Question/Score Sheet
- Application forms
- Job profile
- Advert
- Salary details
- Terms & Conditions

The interviews will be based around the agreed questions and during the interview notes of the responses provided by the candidate will be taken to allow the completion of the interview question/score sheet, which will act as a record of the interview.

Care should be taken when preparing the interview questions to only ask questions which are relevant to the job. Where it is necessary to obtain information on personal circumstances (e.g. in relation to a selection criterion such as flexibility to work irregular hours) then these types of questions will be asked equally of all candidates and, like other questions, will relate only to the job requirement.

The recruitment panel will decide which panel member will Chair the interviews on the day. This would usually be the lead recruiter. The Chair of the panel will be responsible for:

- Introducing the panel members to candidates
- Explaining the format of the day, ensuring timings are adhered to
- Informing candidates about when they should expect to be contacted about the outcome of their interview
- Completing the overall score on the interview question sheet
- Ensuring panel members state and document justifiable reasons for the rejection of each unsuccessful candidate
- All interview paperwork being accurately completed
- Completing and signing the 'Confirmation of Preferred Candidate(s)' section of the manager recruitment pack

Applicants will not be asked about past or current pregnancy or future intentions related to pregnancy. Applicants will not be asked about matters concerning age, disability, race, religion or belief, sexual orientation, or gender reassignment without the approval of HR (who will first consider whether such matters are relevant and may lawfully be taken into account).

Upon conclusion of the interviews, the recruitment panel will score each candidate and discuss them in turn to identify if they have an appointable candidate. Where candidates are judged to be equal, they may be called back for a second interview. Panel members must clearly document justifiable reasons for the rejection of each unsuccessful candidate as these notes will form part of the feedback given to candidates after the interviews.

13. Interviewing Applicants with a Disability

Disabled applicants who identify themselves at the application stage will be provided with appropriate interview arrangements (such as an accessible interview room) to enable candidates to compete on an equal basis.

Depending on the disability, some candidates may require longer to answer the questions or require the questions in a different format. Consideration should also be made for any required skills assessment or presentations. HR will help with any questions regarding this.

Applicants will not be asked about health or disability before a job offer is made. There are limited exceptions which will only be used with approval from HR. For example:

- Questions necessary to establish if an applicant can perform an intrinsic part of the job (subject to any reasonable adjustments);
- Questions to establish if an applicant is fit to attend an assessment or any reasonable adjustments that may be needed at interview or assessment;
- Positive action to recruit disabled persons;
- Equal opportunities monitoring (which will not form part of the decision making process).

14. Offer of Appointment

Once the interview panel has made a decision, a conditional offer will be issued to the successful interviewee subject to: the receipt of two satisfactory references for external appointments (no reference is required for internal appointments), original qualification certificates, proof of eligibility to work in the United Kingdom, satisfactory criminal conviction declaration, pre employment health questionnaire and subsequent clearance and where it is deemed appropriate candidates may be referred to Occupational Health (internal candidates will be required to confirm any health issues/changes to HR), a satisfactory PVG membership/Disclosure Scotland check where appropriate and SSSC membership where appropriate. No formal offer of appointment will be made until all relevant checks/paperwork have been concluded. This information should be completed by the lead recruiter member on SharePoint within two working days of the interview date.

Advice should be sought from HR before the withdrawal of any offer of employment on the back of results from the medical questionnaire or Occupational Health report.

Appointments will normally be made at the bottom of the salary scale, where EVH terms and conditions apply; otherwise, an appointment will be made on a suitable salary paying due consideration to a candidate's skills, experience and present and future circumstances. Where the appointment is not subject to EVH terms and conditions the salary of the post will be as advertised. The initial offer can be verbal and followed up in writing.

A probationary period will not be included. The terms of a written contract of employment will be confirmed and issued subsequently once all of the aforementioned conditions have been satisfied.

The ng group has a responsibility to prevent illegal working therefore we will carry out a right to work check before confirming employment for the successful candidate. This will ensure the candidate is not disqualified from carrying out the work in question by reason of their immigration status.

If you are a British or Irish citizen you can prove your right to work in the UK with either of the following:

- A British passport
- An Irish passport or passport card

Your passport or passport card can be current or expired.

If you do not have a passport or passport card you can prove your right to work with one of the following:

- A UK birth or adoption certificate
- An Irish birth or adoption certificate
- A certificate or registration or naturalisation as a British citizen

You must also give your employer an official letter or documentation from a previous employer or a government agency. For example, a letter from HM Revenue and Customs (HMRC), the Department for Work and Pensions (DWP) or the Social Security Agency in Northern Ireland. The letter must show your name and National Insurance number.

If you are not a British or Irish citizen you can prove your right to work with:

- A share code from the .Gov website
- Your immigration documents such as:
 - A current passport with Home Office 'endorsement' in it
 - An immigration status document
 - An application registration card

Citizens from the Common Travel Area (Ireland, Isle of Man and the Channel Islands) will continue to be able to enter, live and work in the UK as they do now.

For the most relevant up to date information please go to <https://www.gov.uk/guidance/new-immigration-system-what-you-need-to-know>

If the job offer is declined, if agreed by the interview panel, the second highest scoring suitable candidate may be offered the post subsequently. If there is not a suitable reserve candidate, the recruitment process should be revised and a rerun of the whole recruitment process should be considered.

Once the job offer has been accepted then the unsuccessful candidates should be telephoned and advised verbally. Feedback should also be offered, if the candidate wishes and should be given in a constructive and helpful way.

All interviewees will be advised of the outcome of their interviews by telephone and in writing, usually within two days of the interview date, unless candidates were advised otherwise at the interview.

The full completed interview pack should be returned to HR, via SharePoint and within two working days of the interview date, so that follow up letters, references, and contracts of employment can be issued.

15. References

Reference requests will be issued by HR to the current or most recent employer/academic/voluntary or good character referee contact. The referees must not be related to the candidate. If a referee happens to be a panel member then the candidate will be asked to provide an alternative referee. In some cases additional references may be sought.

Referees for posts relating to vulnerable groups should also be asked some additional questions, to seek relevant information including;

- Details of any disciplinary procedures the applicant has been subject to involving issues related to the safety and welfare of services users, including any in which the disciplinary sanction has expired, and the outcome of those.
- Details of any allegation or concerns that have been raised about the applicant that relate to the safety and welfare of service users or behaviour towards service users, and the outcome of those concerns e.g. whether these were investigated, the conclusion and how the matter was resolved.

Received references will be checked by HR and also forwarded to the manager for approval.

16. Interview Expenses

Reasonable travel expenses will be reimbursed to candidates for non local journeys. Any reasonable interview travel expenses paid to candidates for new or vacant posts will be in accordance with the Association's expenses and finance policies and procedures.

17. Monitoring

The Association will collect equal opportunities monitoring information about the profile of staff members and job applicants, to help assess whether its policy aims are being achieved.

Procedures will be followed which reflect the law on data protection and access to personal information. The procedures will involve:

- Maintaining records of selection processes for a minimum of six months and up to a maximum of one year after an appointment has been made.
- Recording the composition of selection panels.
- Asking all job applicants to complete an Equal Opportunities Monitoring Form.
- Analysing the overall profile of the workforce in relation to age, disability, gender reassignment, marriage & civil partnership, pregnancy & maternity, race (including colour, nationality, ethnic or national origins and citizenship), religion/belief, sex and sexual orientation to help identify underrepresented groups.
- Analysing outcomes in recruitment and promotions.

18. Personnel File

The successful candidate's recruitment documentation should be compiled into a staff personnel file and retained.

19. Induction

ng group will provide an induction for all new recruits. This will include information on the organisation, its purpose and business plan, introductions to staff and Board members throughout the organisation. New staff will also be provided with information on Trade Unions and relevant information relating to code of conduct, declaration of interest, equal opportunities, health and safety and wellbeing.

20.Failure to Recruit

Should the full recruitment and selection process fail to recruit a suitable candidate, reasons for this should be identified, recorded and considered. Where appropriate, necessary alterations should be made, and recruitment should be rerun.

21.Continuity of Service

Successful candidates with service from our subsidiary, ng2 Ltd, will be recognised as continuous service when appointed to ng homes. Continuous service may also apply for successful candidates with service from other EVH full member organisations, in line with EVH Terms and Conditions of Employment.

22.Complaints

If a complaint is received about any stage of the recruitment and selection process it should be resolved promptly in the first instance and verbally where appropriate to do so. If the complainant wishes to further pursue the matter they should be advised to put the complaint into writing and address it to the Corporate Services Manager who will arrange for the matter to be investigated and further liaise with the complainant.

23. Other Related Policies

- Terms and Conditions of Employment
- Equality and Diversity
- Attendance and Absence Management
- Expenses
- Openness Accountability and Confidentiality
- Data Protection
- Code of Conduct for Staff

24. UK General Data Protection Regulation 2021

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

25.Policy Review

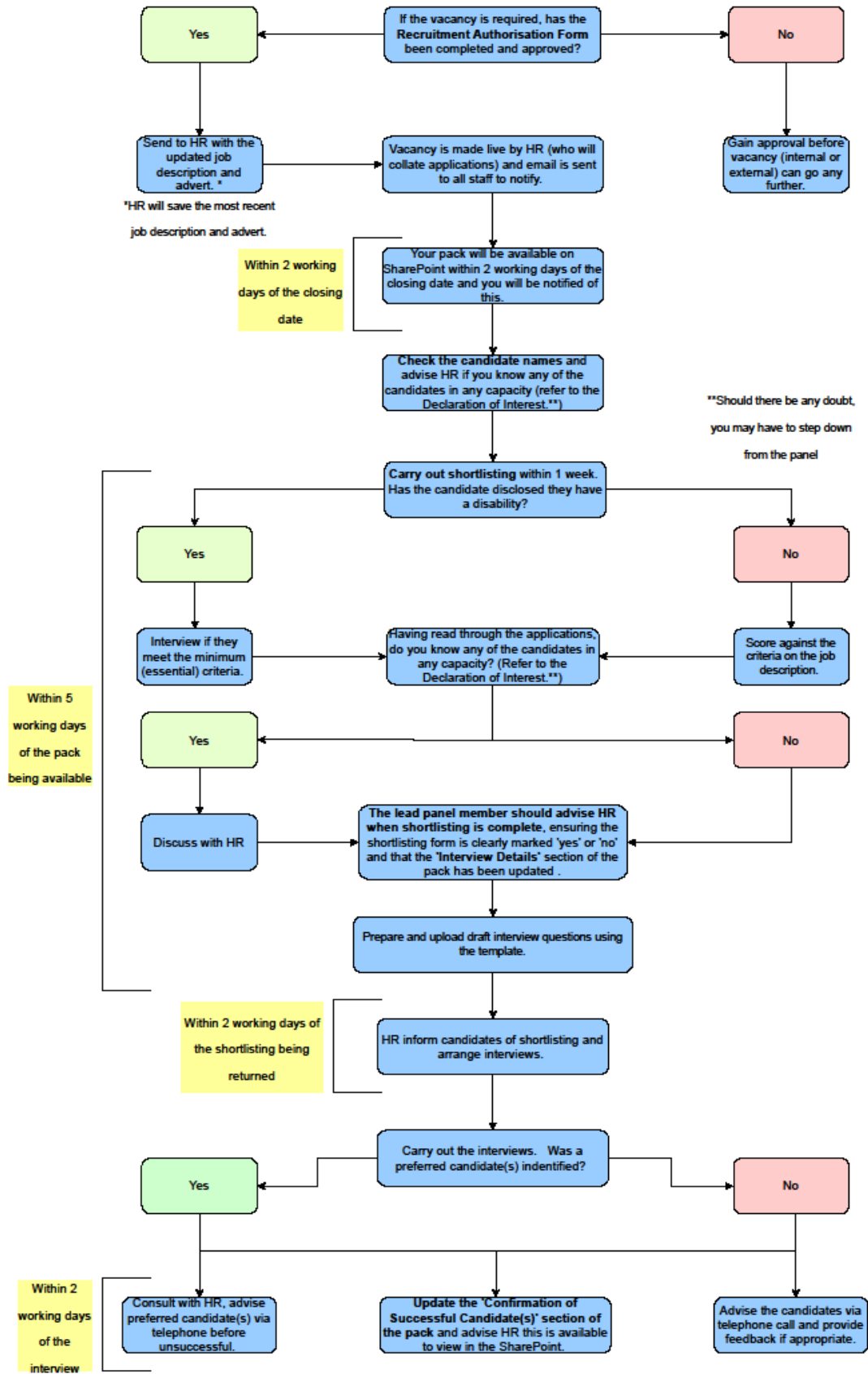
This policy will be reviewed every three years or earlier in line with regulatory or legislative guidance/changes or good practice guidelines. All job profiles will be kept under review to ensure compliance with the Association's policies.

26. Equality Impact Assessment

This policy is equally applicable to all. It is recognised that applicants with a protected characteristic relating to disability may be disadvantaged and reasonable adjustments will be applied at all stages of the recruitment and selection process, where required and appropriate.

27.Recruitment Flow Chart

Recruitment Flow Chart



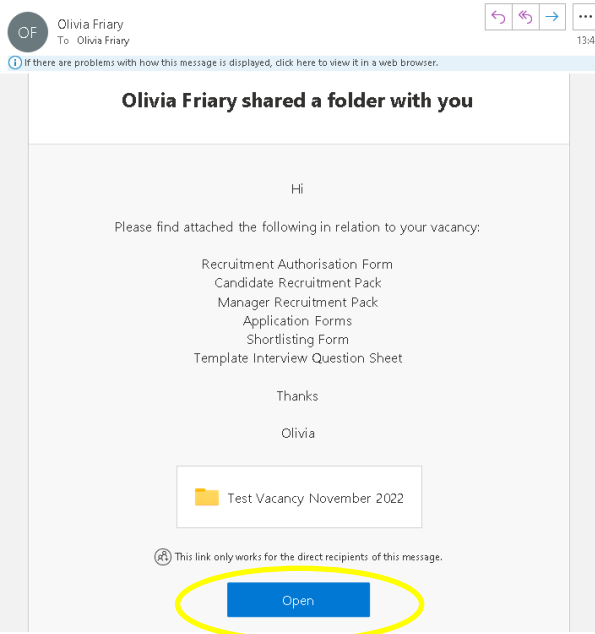
28. SharePoint Recruitment Process

- You can log into SharePoint at any time by accessing Office365: <https://www.microsoft.com/microsoft-365>
- Click on the people icon and enter your email address and password used to log onto your computer.

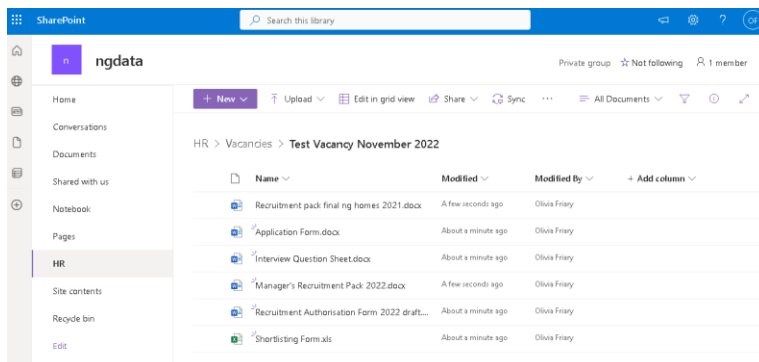


- You will receive an email from HR within 2 working days of your vacancy closing date with a link to the area on SharePoint.
- Click 'open'

Olivia Friary shared the folder "Test Vacancy November 2022" with you.

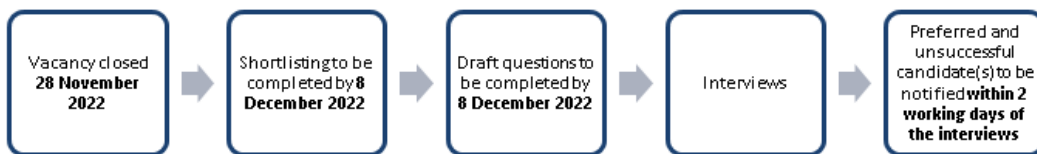


- Once opened you (and the rest of the recruitment panel) will have access to the files relating to your vacancy and you should use this area to manage your vacancy.



- Any panel member and HR can view and edit the documents, and these are autosaved. Please note that you can print any of the documents if this is your preference, however, these must be rescanned and uploaded to SharePoint so the most up to date version is saved.
- Accessible in your SharePoint area will be:
 - Recruitment Authorisation Form
 - Candidate Recruitment Pack
 - Manager Recruitment Pack
 - Application Forms
 - Shortlisting Form
 - Interview Question Sheet
- Refer to your Manager Recruitment Pack for what is required from you and when.

Your Timescales...



- Carry out your shortlisting by referring to the Application Forms and comparing with the applicable criteria entered on the Shortlisting Form. Please ensure you complete the tab with your name against it.

	A	B	C
1	POST OF		
2	SHORTLISTING ASSESSMENT		
3			
4			
5	Criteria (✓/X)	Surname	Surname
6	(E)		
7	(D)		
8	Shortlist (Y/N)		
9	Signature:		
10			
	Insert Panel Member Name	Insert Panel Member Name 2	Insert Panel Member Name 3

- Following a discussion with the panel, the lead panel member should complete the 'Interview Details' section of the pack, indicating who has been selected for interview.

Interview Details

Candidates to be Interviewed:	
Interview Date(s):	
Interview Start Time:	
Interview Duration:	
Interview Location and Room Booking/Virtual:	
Names of Interview Panel:	

- Prepare draft interview questions by completing the Interview Question Sheet template. Please seek assistance from Olivia or Diane for this if required.
- HR will contact the candidates to arrange the interviews.
- Each panel member should complete their own interview sheet per candidate.
- Following the interviews, the lead panel member should complete the total score at the front of the question sheet following the interviews. The highest scorer is the preferred candidate.

Interview Questions

Role:	
Interview Date:	
Candidate's name:	
Interviewer's name:	



To be completed by lead panel member: Combined Total Score =

- Please seek approval of the appointment of your vacancy (via HR and Senior Management). Discussions regarding criminal conviction declarations will take place at this stage.
- The lead panel member should now complete the 'confirmation of preferred candidate(s)' section of the manager pack.

Confirmation of Preferred Candidate(s)

Has a preferred candidate(s) been identified?	<input type="checkbox"/>	<input type="checkbox"/>
Have all candidates been telephoned to advise the outcome?	<input type="checkbox"/>	<input type="checkbox"/>

Preferred candidate details (if more than one preferred candidate, please detail on an additional sheet ensuring that the following information is included) -

Name:	
Start Date:	
Salary Grade/Placement**:	
Type of contract (Permanent or Fixed Term):	
Hours of work per week:	
Working Pattern:	

** Salary placement will normally be at the bottom of the scale, however, please refer to HR should this not be the case.

I confirm that I have read, understood and followed the Recruitment & Selection Policy:

Name: _____ Signed: _____

Date: _____

Please note that by completing this section you are confirming that all candidates have been contacted and HR can move on with the next part of the process. This includes contacting the preferred candidate to arrange their pre-start meeting.



Board Meeting For Approval

To: ng2 Board
From: Corporate Services Manager

**SUBJECT: REVISED POLICY FOR APPROVAL:
SMOKE FREE**

DATE: 8 February 2024

1.	Introduction
	The purpose of this report is to seek approval from the ng2 Board for the adoption of an existing policy which has been reviewed. This Policy review has been brought forward to provide clarity in relation to this matter.
2.	Proposed changes
	Throughout the policy, any reference to not smoking/vaping within our premises has been extended to prohibit smoking/vaping within our premises and grounds. Other proposed changes are as follows: <ul style="list-style-type: none"> • Section 1: Introduction – an additional paragraph has been added at the end of the section in relation to any breach of the policy. • Section 6: Implementation – the reference to designated smoking areas has been removed and explicit reference to not permitting smoking on the grounds has been added. • Section 9: Use of Electronic Cigarettes or Vapes – an additional paragraph has been added at the end of the section to clarify that anyone who wishes to smoke/vape must do so outwith working hours. • Section 10: Other Related Policies – has been updated to include Flexi-time Procedure. • Section 11: UK General Data Protection Regulation 2021 has been updated.
3.	Risk / Mitigation
	It is important to review our policies in line with the policy calendar or earlier in line with regulatory or legislative guidance/changes or good practice guidelines. This will ensure that the organisation’s policies are up to date and reflect current good practice.
4.	Recommendation
	The ng2 Board is requested to APPROVE the revised Smoke Free Policy.



SMOKE FREE POLICY

CONTENTS

- 1. Introduction**
- 2. Background**
- 3. Legal Framework**
- 4. Policy Principles**
- 5. Policy Conditions**
- 6. Implementation**
- 7. Non-Compliance**
- 8. Cessation Support**
- 9. Use of Electronic Cigarettes and Vapes**
- 10. Other related policies**
- 11. UK General Data Protection Regulation 2021**
- 12. Policy Review**
- 13. Equality Impact Assessment**

Appendices

- 1. No Smoking Premises**
- 2. Exemptions**
- 3. ng homes Smoke Free Policy Statement**
- 4. No Smoking Signage**

1. Introduction

The ng group recognises, as an employer, it has a duty under the Smoking, Health and Social Care (Scotland) Act 2005, the Health and Safety at Work Act 1974 and Workplace (Health, Safety and Welfare) Regulations 1992, to ensure, so far as is reasonably practicable, that its working environment for all employees is healthy and safe.

This Policy has been introduced as ng groups' response to the Smoking, Health and Social Care (Scotland) Act 2005 as well as its duty of care for the health and welfare of all employees and customers. It has been recognised that passive smoking can cause diseases therefore preventing it can save lives.

Any reference to smoking includes electronic cigarettes, vaping etc. This is expanded further in section 9.

Any breach of this policy will be considered under our disciplinary procedures and may result in disciplinary action being taken.

2. Background

Smoking is one of the main principal avoidable causes of premature deaths. It causes 100,000 deaths in the UK, and of these over 13,000 deaths in Scotland, out of which over 1,000 can be attributed to passive smoking. The Scientific Committee on Tobacco and Health's review on evidence of passive smoking showed it to be a serious public hazard, increasing the risk of lung cancer, heart disease and respiratory illness and causing a variety of conditions in children. It also concluded that good ventilation systems, whilst eliminating the smell and visibility of smoke, do not eliminate the toxic carcinogens.

3. Legal Framework

Smoking, Health and Social Care (Scotland) Act 2005

The Smoking, Health and Social Care (Scotland) Bill was introduced to Parliament on 17th December 2004 and approved by MSPs on 30th June 2005. It received Royal Assent on 5th August 2005 and came into force in Scotland on 26th March 2006. The law imposes a total ban of smoking and affects most public premises and also includes workplaces and work vehicles.

The Act also makes non-compliance a criminal offence and imposes fines of £50 for individuals and £200 for managers/owners who allow smoking within their premises and/or fail to display warning notices and/or fail to stop employees, customers and visitors from smoking. Refusal or failure to pay may result in prosecution and a fine of up to £2,500. The law is enforced by the Environmental Health Officers who can inspect any non-smoking premises unannounced and impose fines on individuals and employers. All enclosed and partially enclosed public premises are covered by the law (Appendix 1) with a few exemptions (Appendix 2). There are however no legal obligations placed on employers to provide smoking facilities in any premises excluded from the Act.

Health and Safety at Work Act 1974

The act imposes a general duty on employers to ensure health, safety and welfare at work for their employees or workers. As a result, employers must resolve complaints from their employees or workers about their health and welfare being put at risk from working in a smoky environment.

Health and Safety (Workplace) Regulations 1992

The regulations require employers to ensure that there are arrangements in place to protect non-smokers from discomfort caused by tobacco smoke in rest areas.

4. Policy Principles

This Smoke Free Policy:

- Has been produced in response to our duty under the Smoking, Health and Social Care (Scotland) Act 2005 in force from 26th March 2006.
- Guarantees all employees, workers, contractors, customers, visitors, staff from other agencies, governing body members and members of the public, air free of tobacco smoke within all ng Group premises and grounds
- Prohibits smoking throughout the working premises and grounds.
- Withdraws completely the provisions of smoking rooms.
- Details how we will deal with non-observance of smoking restrictions in relation to workers, customers, visitors and contractors.
- Offers a voluntary support for employees, who smoke, in their cessation effort and discusses the prevalence of new smoking cessation aids such as electronic cigarettes.

5. Policy Conditions

As a result of the Smoking, Health and Social Care (Scotland) Act 2005, ng homes imposes a total ban of smoking in all of its premises in any common or work areas, including vehicles owned, leased or hired by the organisation and the organisation's grounds. Private cars used to transport colleagues, clients or visitors in relation to business are also covered by this policy. Anyone who wishes to smoke must do so in any place that is not covered by the smoking ban.

Passive smoking exposure outwith the organisation's premises

As per good practice guidance, where employees are exposed to passive smoke outwith company premises or vehicles while on company business, they will be entitled to request a smoke-free environment in which to continue their business. Where no such environment is available, the employee will be entitled to cease work within the area. In such circumstances, the employee will report such situation to their Line Manager without delay, who will take the appropriate action.

6. Implementation

- The main policy provisions will be clearly displayed at the entrance to all ng group office premises (Appendix 3)
- The No Smoking signs will be clearly displayed in ng group office premises including company cars (Appendix 4).
- ng group will not permit smoking on their grounds.
- ng group has no designated smoking area or ashtrays within their office premises.
- Non-compliance with the organisation's Smoke Free Policy will be dealt with by following procedures outlined below. ng group also wishes to stress that non-compliance with the smoking law is a criminal offence as per the Smoking, Health and Social Care (Scotland) Act 2005 and that fines and prosecution may be applied to individuals and employers by the Environmental Health Officers.
- ng group will not hold tobacco-related investments, or accept sponsorship or donations from tobacco companies.
- Any questions, comments or concerns regarding the Smoke Free Policy should be raised with ng homes' Director of Corporate Services. Breaches of the policy should be reported to your line manager.

7. Non-Compliance

All employees, workers, contractors, customers, visitors, staff from other agencies, governing body or committee members and members of the public are informed that the ng group operates a

Smoke Free Policy in all its premises and grounds, developed to ensure a safe working environment. The displayed No Smoking signs are designed to inform and remind everyone of this. Whilst it is mg groups' belief that most people will respect the policy, we have put in place procedures to deal with non-compliance. Any person not complying with the ban commits an offence towards the organisation as well as the law. It is therefore our intention to enforce this policy and impose sanctions on people that choose not to comply with it.

The Smoke Free Policy applies to all employees and workers across the organisation. It is the responsibility of employees and workers to adhere to this policy. Line managers are responsible for enforcing the policy and will be trained on implementation issues. Any acts of non-compliance with this policy will be dealt with in accordance with the organisation's Disciplinary Procedures. For employees, a refusal to comply with a Smoking Ban will be treated as misconduct or gross misconduct, dependent on the coverage of the Smoking Ban in external workplace areas, and the presence of any flammable materials present inside or outside the premises. Breaches of the Smoke Free Policy with reference to health and safety procedures or legislative provisions will attract the appropriate level of discipline up to and including dismissal. This measure is to ensure the provision of a safe working environment as well as compliance with the law.

Any contractor, customer, visitor, staff from other agencies or other members of the public who refuses to comply with the provisions of the Smoke Free Policy will be asked to leave the premises immediately. Further refusal will result in the withdrawal of contracts with individual contractors, as well as informing their employers of their non-compliance, the potential withdrawal of services to our customers and barring visitors or members of the public from our premises. Persistent refusal will trigger an application of our normal procedure for dealing with antisocial behaviour. Governing body or committee members who refuse to refrain from smoking in accordance with the Smoke Free Policy would be dealt with in accordance with their Code of Conduct.

8. Cessation Support

mg group recognises that passive smoking adversely affects the health of all employees. However, it does recognise that the Smoke Free Policy can impact on smokers' working lives.

In an effort to help employees adjust to the changes they will be supported through:

- Being encouraged to seek advice on modifying their smoking behaviour or quitting smoking.
- Supplies of self-help information will be made available on request.

- Periodic campaigns will be undertaken to encourage smokers to stop and to publicise the support available.
- Sources of support are Scotland’s national stop smoking service, Smokeline, which is available by calling 0800 848484. Alternatively, you can contact them via the NHS website www.nhsinform.scot or Quit Your Way Scotland. You can also contact the NHS website www.smokefree.nhs.uk or the smokefree helpline on 0800 022 4332 to receive your ‘quit kit’ or find your local NHS stop smoking service. Your GP and local pharmacies can also offer assistance and advice with smoking cessation. Alternatively, you can download the free NHS Quit Smoking app from www.nhs.uk/better-health/quit-smoking.

9. Use of Electronic Cigarettes and Vapes

Electronic cigarettes and vapes are being widely used to aid smoking cessation. Electronic cigarettes and vapes release varying amounts of nicotine in a warm water mist, which simulates the flavour of a real cigarette. Electronic cigarettes and vapes are not covered under the Smoking, Health and Social Care (Scotland) Act 2005 as they were not in existence when the legislation was introduced. Some employers have taken the view that as electronic cigarettes and vapes produce water vapour rather than smoke, they can be used indoors legally.

ng group understands that there is still research to be completed on the safety and effectiveness of electronic cigarettes and vapes as a smoking cessation tool. Our employees should therefore only use electronic cigarettes or vapes outwith working hours and outwith our premises and grounds. We do not deem it appropriate to use electronic cigarettes or vapes within any ng group premises, as they could cause annoyance to colleagues and be perceived as ‘real’ cigarettes if used in areas where there is contact with customers, along with colleagues, visitors and contractors. We would ask that all those that the policy applies to respect this application of the rules and do not expect any breaches of the rules to take place.

For clarity, the organisation does not permit smoking breaks. Therefore, anyone who wishes to smoke/vape must do so outwith working hours i.e. prior to starting work, when clocked out at lunch time and at the end of the working day.

10. Other Related Policies

- Staff Code of Conduct
- Code of Conduct for Board Members
- Unacceptable Behaviour

- Health and Safety Manual
- Flexi Time Procedure
- Data Protection
- Dignity at Work
- Disciplinary and Grievance Procedures
- Whistleblowing

11. UK General Data Protection Regulation 2021

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

12. Policy Review

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

13. Equality Impact Assessment

This Policy is equally applicable to all and has no impact on protected characteristic groups.

Appendix 1

'NO-SMOKING PREMISES' (as listed in Schedule 1 to the Regulations)

Those premises which fall within the scope of the legislation, having been classed as 'no-smoking premises', are:

1. Restaurants.
2. Bars and public houses.
3. Shops and shopping centres.
4. Hotels.
5. Libraries, archives, museums and galleries.
6. Cinemas, concert halls, theatres, bingo halls, gaming and amusement arcades, casinos, dance halls, discotheques and other premises used for the entertainment of members of the public.
7. Premises used as a broadcasting studio or film studio or for the recording of a performance with a view to its use in a programme service or in a film intended for public exhibition.
8. Halls or any other premises used for the assembly of the public for social or recreational purposes.
9. Conference centres, public halls and exhibition halls.
10. Public toilets.
11. Club premises.
12. Offices, factories and other premises that are non-domestic premises in which one or more persons work.
13. Offshore installations.
14. Educational institution premises.
15. Premises providing care home services, sheltered housing or secure accommodation services and premises that are non-domestic premises which provide offender accommodation services.
16. Hospitals, hospices, psychiatric hospitals, psychiatric units and health care premises.
17. Crèches, day nurseries, day centres and other premises used for the day care of children and adults.
18. Premises used for, or in connection with, public worship or religious instruction, or the social or recreational activities of a religious body.
19. Sports centres.
20. Airport passenger terminals and any other public transportation premises.
21. Public transportation vehicles.
22. Vehicles which one or more persons use for work.
23. Public telephone kiosks.

Cited from: Scottish Government: www.clearingtheairscotland.com

Appendix 2

EXEMPTIONS (as listed in Schedule 2 to the Regulations)

Those premises (or part of premises) which are exempt from the legislation are:

1. Residential accommodation.
2. Designated rooms in adult care homes.
3. Adult hospices.
4. Designated rooms in psychiatric hospitals and psychiatric units.
5. Designated hotel bedrooms.
6. Detention or interview rooms which are designated rooms.
7. Designated rooms in offshore installations.
8. Private vehicles.

Cited from: Scottish Government: www.clearingtheairscotland.com

Appendix 3

ng group Smoke Free Policy Statement

Purpose

This Policy has been developed to protect all employees, service users, customers and visitors from exposure to second-hand smoke and to assist compliance with the Smoking, Health and Social Care (Scotland) Act 2005.

Exposure to second-hand smoke, also known as passive smoking, increases the risk of lung cancer, heart disease and other illnesses. Ventilation or separating smokers and non-smokers within the same airspace does not completely stop potentially dangerous exposure.

Policy

It is the policy of ng homes that all our workplaces are smoke-free, and all employees have a right to work in a smoke free environment. The policy came into effect on 26th March 2006.

Smoking is prohibited throughout the entire workplace and grounds with no exceptions. This includes company vehicles. This policy applies to all employees, workers, contractors, customers, visitors, staff from other agencies, governing body or committee members or members of the public.

Implementation

Overall responsibility for policy implementation and review rests with ng homes' Director of Corporate Services. All staff are obliged to adhere to, and facilitate the implementation of the policy.

All existing employees, consultants and contractors will be informed of the policy and their role in the implementation and monitoring of the policy. All new staff will be advised of the policy at induction.

Appropriate 'No Smoking' signs will be clearly displayed at the entrances to and within the premises.

Non-compliance

Disciplinary procedures shall be followed if an employee does not comply with this policy. The procedures set out in the full version of the Smoke Free Policy shall be followed if a contractor, customer, visitor, staff from other agencies, Board or Committee members or members of the public do not comply. Those who do not comply with the smoking law are also liable to a fixed penalty fine and possible criminal prosecution.

Help to stop smoking

Support for smokers who want to stop will be provided. Support will be as outlined in the full version of the Smoke Free Policy.

- Sources of support are Scotland's national stop smoking helpline, Smokeline, which is available by calling 0800 848484. Alternatively, you can contact them via their website canstopsmoking.com. You can also contact the Department of Health website www.smokefree.nhs.uk or the smokefree helpline on 0800 022 4332 to receive your 'quit kit' or find your local NHS stop smoking service. Your GP and local pharmacies can also offer assistance and advice with smoking cessation. The free NHS Quit Smoking App is available to download from www.nhs.uk/better-health/quit-smoking.

Cited from: Scottish Government: www.clearingtheairscotland.com

Appendix 4

No Smoking Signage

Cited from: Scottish Government: www.clearingtheairsotland.com





Board Meeting For Approval

To: Board
From: Director

SUBJECT: SALARY INCREASE

DATE: 20 February 2024

1.	Introduction
	This report is proposing changes to staff remuneration for 2024.
2.	Risk and other issues
	<p>The salary levels are an important feature of the costs of running the company. The monitoring of such is a key element of budgetary control within the company. The appropriate level of remuneration and benefits helps to attract and retain key staff.</p> <p>Remuneration is reviewed on a regular basis by the management team and Board, ensuring the financial viability of the organisation is maintained and staff are properly incentivised. Staff are paid at the same rate for the position regardless of gender thus maintaining equality. There are no applicable effects on sustainability or diversity issues.</p>
3.	Salary Increase
	<p>Almost 70% of our staff will benefit from an automatic increase in their salary due to the increase in the Glasgow Living Wage. The Glasgow Living Wage is increasing from £10.90 to £12.00 per hour, effective from 1 April 2024. The National Minimum Wage will increase from £10.42 to £11.44 at the same time.</p> <p>To allow ng2 to maintain differentials across the organisation it is proposed that all salaries are increased by £1.10 per hour from 1 April 2024. This is equivalent to an increase of just over 10.0% for those on the Glasgow living wage. For others on higher hourly levels the percentage is less and reduces to about 5% for those on the top of the pay scale. The increase will help with trying to retain trades staff who can find higher hourly rates elsewhere.</p> <p>As a condition of getting grant funding from the Scottish government the Association and its subsidiaries put in place a Fair Work statement. Among other conditions was a commitment to pay all workers including apprentices and trainees the real living wage. The commitment included putting this in place by 1 April 2024 for all apprentices and trainees. We have ■■■ staff who are currently on £9.00 per hour. They will increase to £12.00 per hour as from 1 April 2024.</p>

4.	Recommendation
	Board members are asked to APPROVE the salary increase across ng2 Ltd from 1 April 2024.



Register of Payments and Benefits

Case No: 161

1. DESCRIPTION OF BENEFIT		
BENEFIT	√	DETAILS (e.g. tenancy address, post etc.)
Tenancy		
Contract of Employment	√	Joiner (Fixed Term Contract - 12 months)
Works to tenanted property		
Voluntary Severance (Supplementary Board Report to be provided re Business Case)		
Contract or Payment to a business		
Other (e.g. non-statutory disturbance payment)		

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


3. APPROVAL

Provide brief summary of reason for approval:

[REDACTED] was appointed to the role of Joiner with ng2. [REDACTED]

[REDACTED] This vacancy was advertised on our website and [REDACTED] applied and has been offered the post subject to satisfactory references and completion of pre-start paperwork. [REDACTED] was not part of the interview panel or part of the interview process

Initial

Directors Signature _____ 	
Chair's Signature _____	
Meeting where approved	
Date of meeting	

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



Board Meeting

For Approval

To: Board
From: Corporate Services Manager

SUBJECT: REVIEW OF ANNUAL LEAVE

DATE: 20 February 2024

1.	Introduction														
	This report is to seek approval to review the annual leave entitlement for all ng2 staff members with a proposal to explore options to increase this.														
2.	Background														
	<p>The annual leave entitlement for ng2 staff was last reviewed in March 2020. At that point it was agreed that all new staff would receive the statutory minimum number of holidays, 28 days which is inclusive of public holidays. It was agreed that this number would be increased by 1 day for each completed year of service, up to a maximum of 5 days, effective from 1 January 2020.</p> <p>As the annual leave year runs from 1 January to 31 December this meant that staff who had completed 1 year of service as at 31 December would receive 29 days annual leave the following year, and so forth to a maximum of 33 days for staff members with 5 or more years completed service, as per the table below.</p> <table border="1" data-bbox="256 1290 1074 1527"> <thead> <tr> <th>Length of Service</th> <th>Number of Days</th> </tr> </thead> <tbody> <tr> <td>Year 0-1</td> <td>28</td> </tr> <tr> <td>Year 1-2</td> <td>29</td> </tr> <tr> <td>Year 2-3</td> <td>30</td> </tr> <tr> <td>Year 3-4</td> <td>31</td> </tr> <tr> <td>Year 4-5</td> <td>32</td> </tr> <tr> <td>Over 5 years</td> <td>33</td> </tr> </tbody> </table>	Length of Service	Number of Days	Year 0-1	28	Year 1-2	29	Year 2-3	30	Year 3-4	31	Year 4-5	32	Over 5 years	33
Length of Service	Number of Days														
Year 0-1	28														
Year 1-2	29														
Year 2-3	30														
Year 3-4	31														
Year 4-5	32														
Over 5 years	33														
3.	Proposals to Explore Alternative Options														
	Based on Exit Interviews and listening to views from current staff we understand that annual leave is currently viewed as a benefit which could be improved. Therefore, approval is being sought to explore alternative options on how to improve annual leave, while being cost effective with the least impact to the business, and to delegate authority for this decision to the Chair and the Deputy CEO (ng2 Director). An example of improving annual leave could be to increase the starting number of annual leave days from 28 to 30. This example would perhaps be more attractive to potential candidates as it would offer 2 days more than the statutory minimum of 28 days.														

4.	Risks and Mitigation
	<p>Retention of key staff can be difficult, therefore increasing annual leave may help to mitigate against this.</p> <p>Any increase in annual leave will provide staff members with a better work-life balance, will have a positive impact on staff morale, reward loyalty and increase staff retention. Positive impact such as this will allow ng2 to be competitive in terms of being an 'employer of choice'.</p> <p>Any increase in annual leave requires to be managed appropriately to ensure there is no detriment to customer service.</p>
5.	Recommendation
	<p>Board members are asked to APPROVE the proposal to delegate authority to the Chair and the Group Deputy CEO (ng2 Director) to explore alternative options for annual leave and to implement any changes within the scope of this report.</p>



Board Meeting For Noting

To: ng2 Board
From: Senior Operations Supervisor

SUBJECT: ng2 OPERATIONS REPORT
OCTOBER – DECEMBER 2023

DATE: 20/2/24

1.	Introduction
	<p>This report provides an update on ng2's areas of business operations for Quarter 3 of financial year 2023-2024.</p> <p>This report will detail services delivered during the reporting period, in compliance with existing safety protocols and health and safety measures.</p>
2.	Strategy
	<p><u>Business Planning and Growth for 2023/24</u></p> <p>ng2 future growth will be aligned to ng homes stock condition survey and planned investment programme for 2023/24.</p> <p>Projects identified for 23/24 include: -</p> <ul style="list-style-type: none"> - Garden and Estate Maintenance - Common Close Door Entry Upgrade - Void Property Maintenance - Metal Fencing – Painting - Timber Fencing – Replacement - LED Lighting Upgrade - MSF Decant Contract <p>The landscape maintenance contract continues to be ng2's largest contract for 2023/24 and the focus for this contract remains quality and service delivery.</p> <p>Void remedial works continue to be a major part of our day to day works over the year with an average of 464 voids being completed and returned to ng homes per annum.</p> <p>We will continue to update the board on the development of any additional contracts and business opportunities identified during each reporting period.</p>

3.	Void Monitoring and Management
	<p>At the start of the year (January 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>Through this thorough monitoring process, we have managed to take turnaround times for void properties from an average of over 100 days in the latter half of 2022 to an average turnaround of 32 days in 2023.</p> <p>During the reporting period ng2 have overseen the management of 121 void properties with an average turnaround time of 31 days from the tenant handing keys in to completion including all major works and an average turnaround time of 9 days for void works.</p> <p>Of the 121 voids, ng2 carried out the void work in 62 of them.</p> <p>During the reporting period, 36 voids required major works:</p> <ul style="list-style-type: none"> - 14 New Kitchens - 3 New Bathroom suites - 13 Rewires - 6 Full Kitchen, Bathroom and rewire Installations.
4.	Garden Maintenance
	<p>This contract comprises the provision of a ground maintenance service to the Association's properties for a 5-year period commencing March 2017 and involves all aspects of grounds maintenance including both hard and soft landscaping to private / communal gardens as well as open space areas.</p> <p>Garden maintenance operations commenced in March 2023 in line with the list implemented into the SLA by Ewing Somerville Partnership. A meeting was convened in</p>

	<p>the reporting period to revisit the SLA with a view to making amendments. An SLA for the Garden Maintenance contract is currently under review.</p> <p>New methods for collation of data for valuations (variations etc) are now also in place.</p> <p>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>We have received various compliments from tenants across the estate regarding the 2023 garden maintenance contract.</p> <p>The housing managers have commented on how well the GM contract has ran this year.</p> <p>We will provide a further update on this in the Q4 report.</p> <p>See Appendix 1 for photographs of garden maintenance works.</p>
<p>5.</p>	<p>Jet Washing</p>
	<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>In conjunction with the housing association, we are currently looking at schedule of works for jet washing.</p> <p>See Appendix 1 for photographs of work carried out in the period.</p>
<p>6.</p>	<p>Environmental Hit Squad</p>
	<p>Since the start of the pandemic, ng2 have been transporting 18 tons of household waste per week to the dump.</p> <p>During Q2 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 during q3.</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>See Appendix 1 for photographs Hit Squad work in the period.</p>

7.	Close Cleaning / ESO
	<p>Operatives continue to focus on sanitising main touch points within the common areas such as door handles, controlled entry face plates and banister / grab handles, this has now become part of the standard close clean.</p> <p>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.</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 to services including:</p> <ul style="list-style-type: none"> - Stair and landing cleaning to the 14 MSF blocks & Lenzie Terrace Decks - Maintaining the curtilage to the 14 MSF blocks & Lenzie Terrace Decks - Bulk removal to the 14 MSF blocks & Lenzie Terrace Decks - Void clear and cleans to the 14 MSF blocks & Lenzie Terrace Decks <p>During the reporting period, the concierge manager has commented (via email) on how good the standard of work has been and stated that the area looks the best it has been in the last 25 years.</p> <p>See Appendix 1 for photographs of close cleaning and back court works.</p>

8.	Painting Division
	<p>During Quarter 3 the painting division have been focused mainly on:</p> <ul style="list-style-type: none"> - Mould / Damp Treatment - Void properties - Door entry painting - Tenanted day to day works <p>During the reporting period 66 day to day jobs and 62 voids were completed.</p>
9.	Joinery Division
	<p>During Quarter 2 the Joinery division have been focused mainly on:</p> <ul style="list-style-type: none"> - Voids - Fencing - Day to Day Joinery Works <p>During the reporting period 171 day to day jobs and 62 voids were completed.</p>
10.	Multi Storey Flat Investment Project
	<p>ng2 continue to provide support to ng homes MSF investment programme by moving the tenants and their belongings to a decant flat and changing the locks on their own property to allow access to approved contractors only. When the vital works have been carried out, ng2 staff will move the tenants back to their own property and clean the decant flats thoroughly.</p> <p>During the quarter, we have moved 72 tenants and cleaned 72 decant flats.</p>
11.	Vehicles
	<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>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>

12.	Operational Issues
	<p><u>ng2 Overtime</u> All overtime continues to be approved, in advance, by CEO.</p> <p><u>Staffing</u> During Q1 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. We offered 24 candidates a 4-week trial and of the 24, 22 were employed by ng2.</p> <p>During quarter 2, ■ of the above-mentioned staff gained full time contracts and a further 18 received extensions to their contract's.</p> <p>This was the first time we have carried out recruitment in this manner and we have found it to be extremely successful.</p> <p>During quarter 4, we are planning on using the DWP recruitment method again and we will update the board on progress at the next meeting.</p> <p><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.</p>
13.	ng2 in the Community
	<p>ng2 continue to provide support in aiding ng homes' regeneration projects in the local community by delivering food and furniture.</p> <p>Abandoned furniture in good condition is taken from void properties to our regeneration unit to be cleaned, checked for safety purposes, and donated to local people in need.</p>
14.	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.

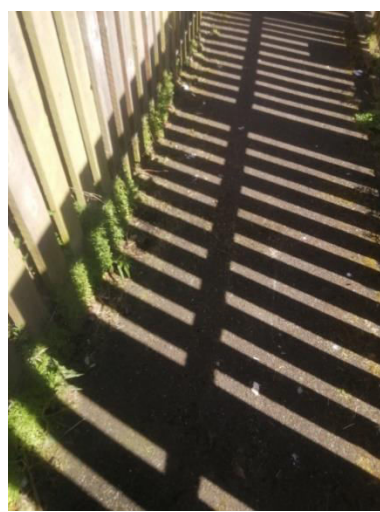
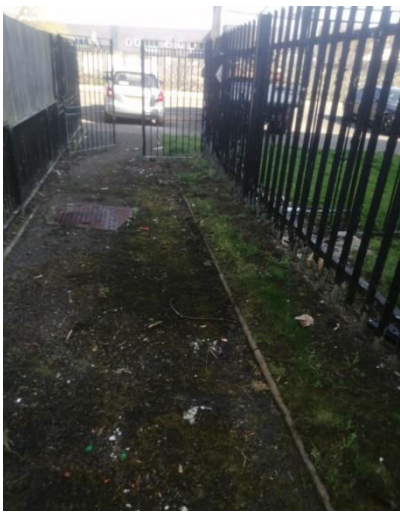
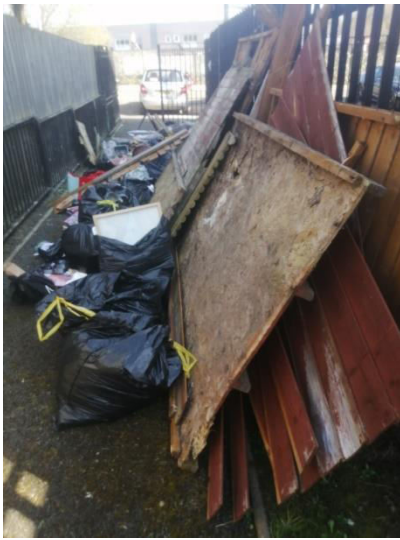
Daily checks continue on condition of hired Heras Fencing at Crowhill / Ashfield Street



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.

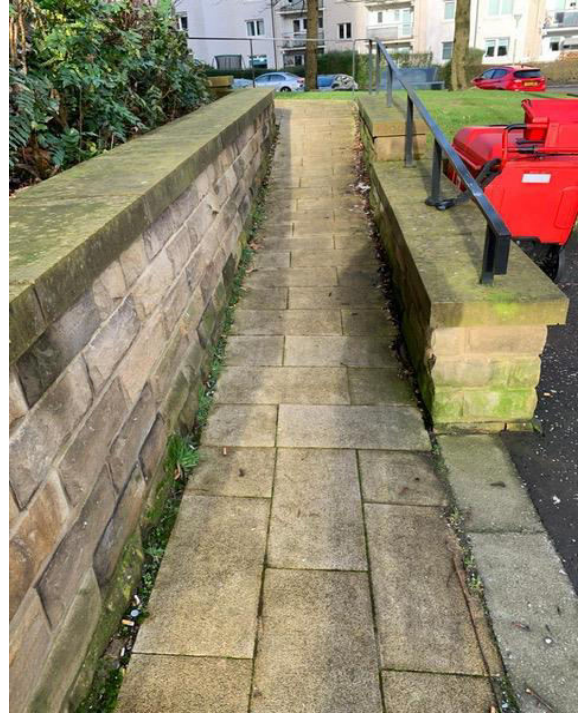
Back Court Tidy Up



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.



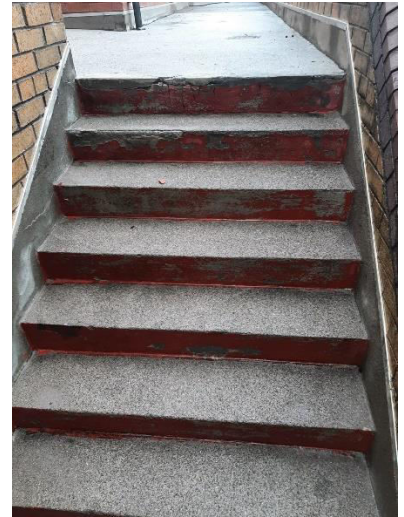
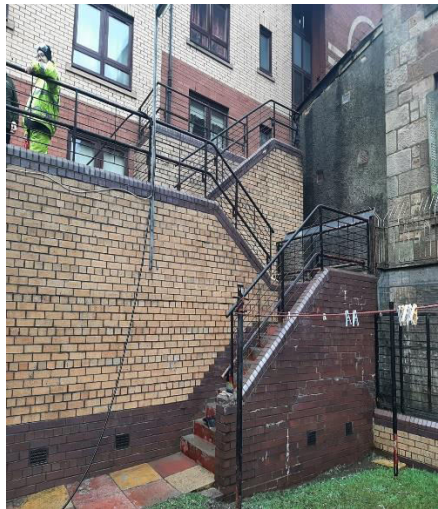
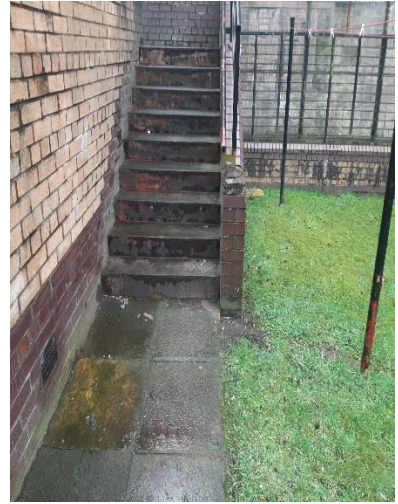
Heras Fencing Checks



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

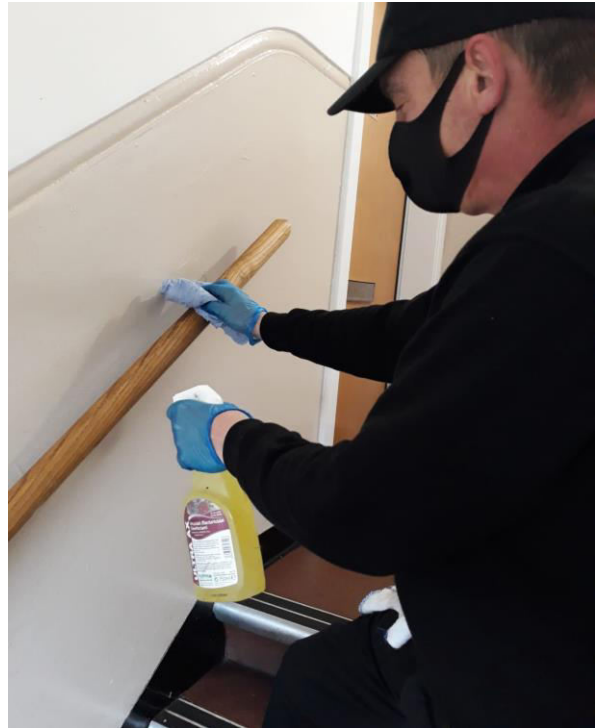
Jet Washing

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

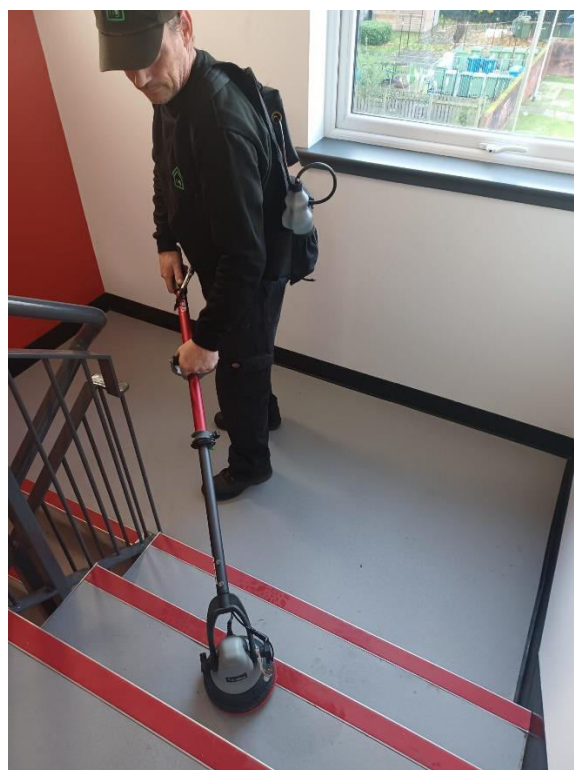
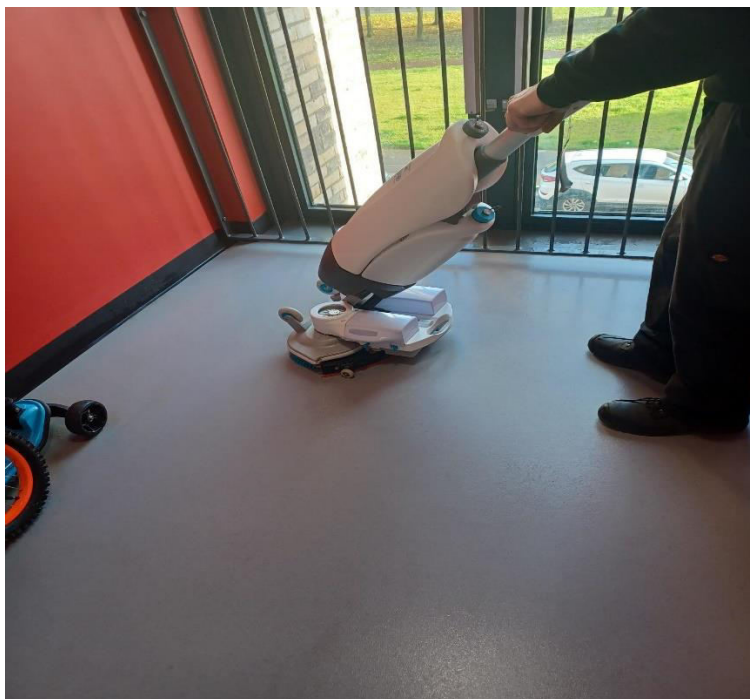


Operatives thoroughly clean handrails with virucidal disinfectant



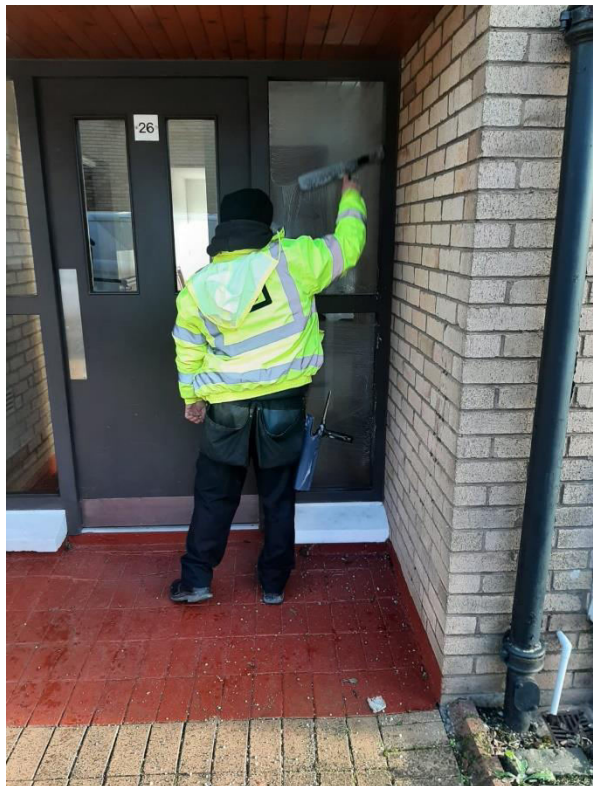
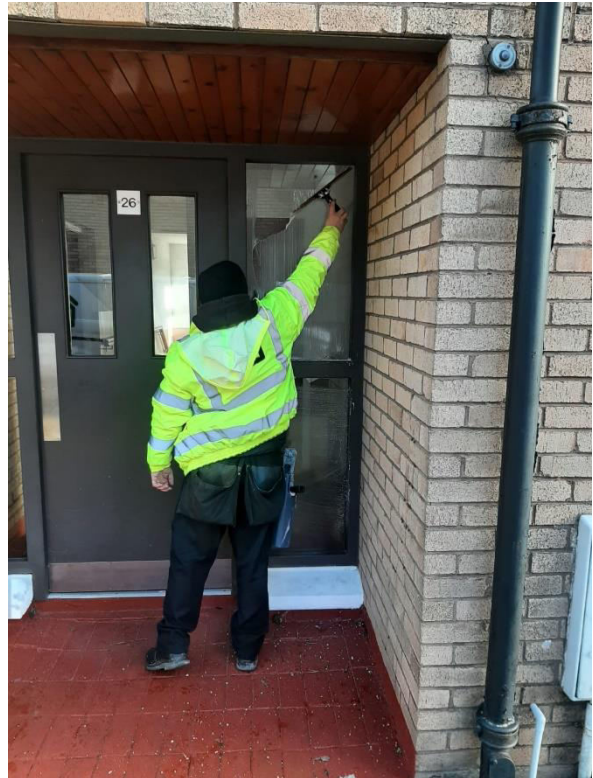
Common touch points are disinfected in every close

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: 20 FEBRUARY 2024

1.	Introduction																		
	<p>This report refers to the period of 1 October 2023 – 31 December 2023, covering staffing matters including: staff headcount, attendance and absence, learning and development, recruitment and the company health plan.</p>																		
2.	Staffing Report																		
	<p>Number of Staff</p> <p>As at 31 December 2023, 73 staff were employed by ng2 Ltd.</p> <p>Attendance and Absence</p> <p>During this reporting period, 53 staff had perfect attendance (73% of the workforce). As well as this, 6 staff members qualified to receive their two day 'no sickness reward'.</p> <p>The overall staff sickness absence percentage was below the 3% target and for this reporting period was 1.18%. 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;">4,565</td> <td style="text-align: center;">54</td> <td style="text-align: center;">1.18</td> </tr> </tbody> </table> <p>The 54 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;">Days Lost</td> <td style="text-align: center;">54</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: left;">Number of employees</td> <td style="text-align: center;">20</td> <td style="text-align: center;">0</td> </tr> <tr> <td style="text-align: left;">Percentage</td> <td style="text-align: center;">1.18</td> <td style="text-align: center;">0</td> </tr> </tbody> </table>	Total number of work days available	Number of days lost through sickness	Sickness Absence %	4,565	54	1.18		Short Term	Long Term	Days Lost	54	0	Number of employees	20	0	Percentage	1.18	0
Total number of work days available	Number of days lost through sickness	Sickness Absence %																	
4,565	54	1.18																	
	Short Term	Long Term																	
Days Lost	54	0																	
Number of employees	20	0																	
Percentage	1.18	0																	

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 9 training courses and benefitted from over 244 hours of formal training and development as detailed in the table below. The direct cost of this training equates to £4,333.

Course Title	Number of staff attending	Number of staff hours	Direct cost of Training (£)
Attendance and Absence Management	3	3	0
Level 2 VRQ Award in Gas Safety Awareness	3	15	1,453.50
Manual Handling	3	10.5	82.50
Manual Handling and Working at Height	9	63	495
Toolbox Talk Vehicle Use	30	2.3	0
UKATA Asbestos Awareness	15	52.5	707.14
Understand and Prevention of Damp and Mould in Housing	3	21	855
Working Safely	4	28	158.20
Working Safely and SHARPS & Biohazard Training	7	49	582.25
Total	77	244	£4,333.59

Recruitment and Leavers

During the reporting period, there were 5 recruitment campaigns. Details of the vacancies are as follows:

Job Title	Contract	Start Date	Contract End Date	Internal or External	Post Filled?
Joiner	Fixed-term	15/11/23	14/11/24	External	Yes
Painter	Fixed-term	06/12/23	05/06/24	External	Yes
Office Cleaner	Fixed-term	18/12/23	17/06/24	External	Yes
Void Officer	Permanent	18/12/23	N/A	Internal	Yes
Trades Foreperson (x2)	Permanent	23/12/23	N/A	Internal	Yes

During the reporting period, 11 staff left the organisation: [REDACTED].

Due to the circumstances, no exit interviews were carried out. Where appropriate, exit interviews were offered but these were declined.

Company Health Plan – Simplyhealth

Simplyhealth have provided a report for 1 July 2023 to 30 September 2023. As a reminder, these reports are supplied from Simplyhealth a quarter behind.

The attached report shows that staff are claiming for a wide range of benefits and in particular the report 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 podiatry, however the highest value of claims is for diagnostic scans.

3. Recommendation

Members are asked to note the contents of this report.



Simplyhealth
All together **healthier**



Membership Summary

This Year
(01-Jan-2023)

105
Active Policies

130
Active Lives

Last Year
(01-Jan-2022)

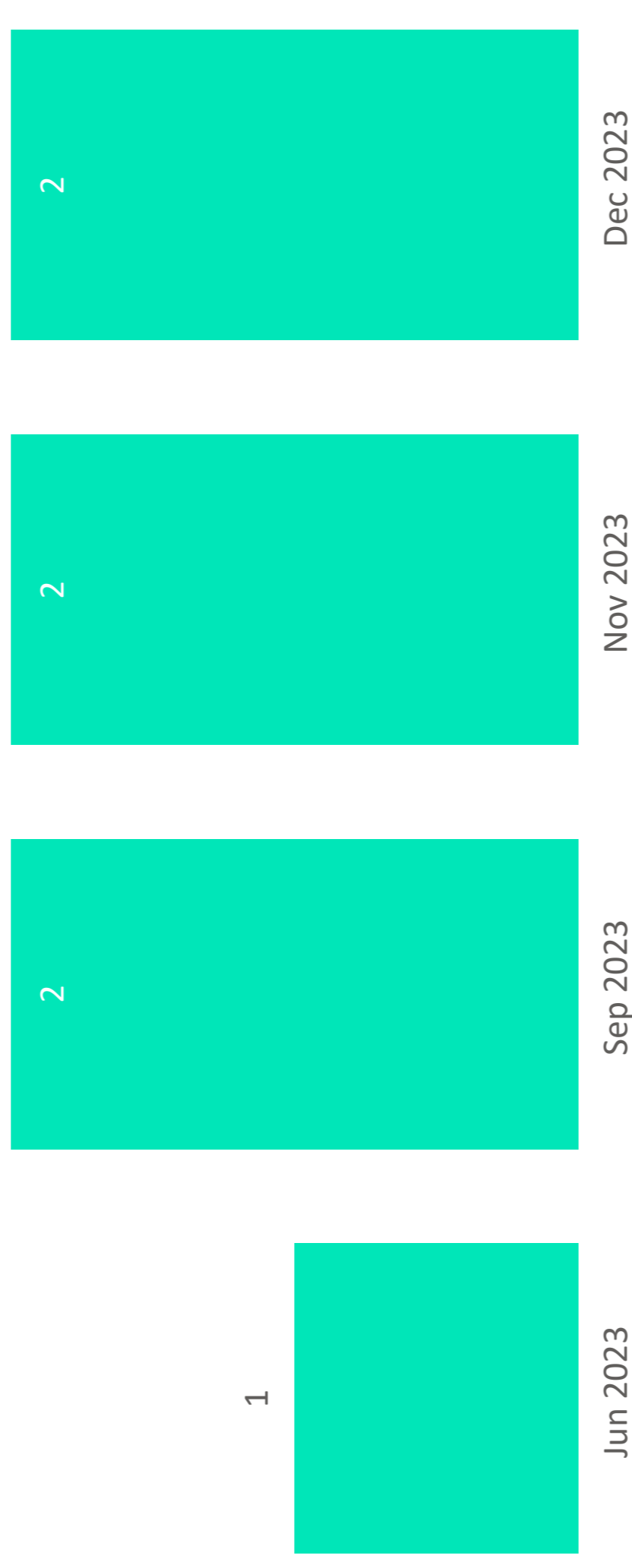
105
Active Policies Last Year

127
Active Lives Last Year

Active Policies

ProductLevel	Single	Couple	Single Parent Family	Total Policies
Level 4	87		14	101
Voluntary Level 4		3		3
Voluntary Level 5	1			1
Total Policies	88	3	14	105

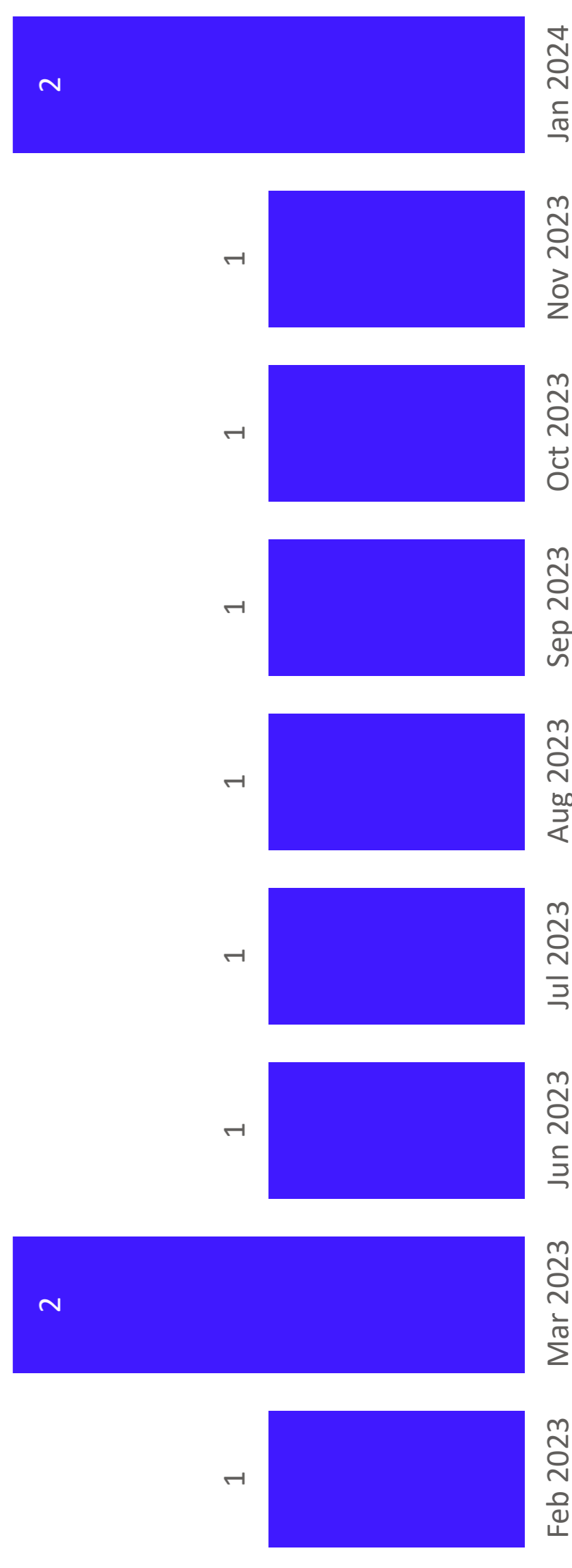
Joiners by Month (Policies)



Active Lives

ProductLevel	Single	Couple	Single Parent Family	Total Lives
Level 4	87		39	126
Voluntary Level 4		3		3
Voluntary Level 5	1			1
Total Lives	88	3	39	130

Leavers by Month (Policies)



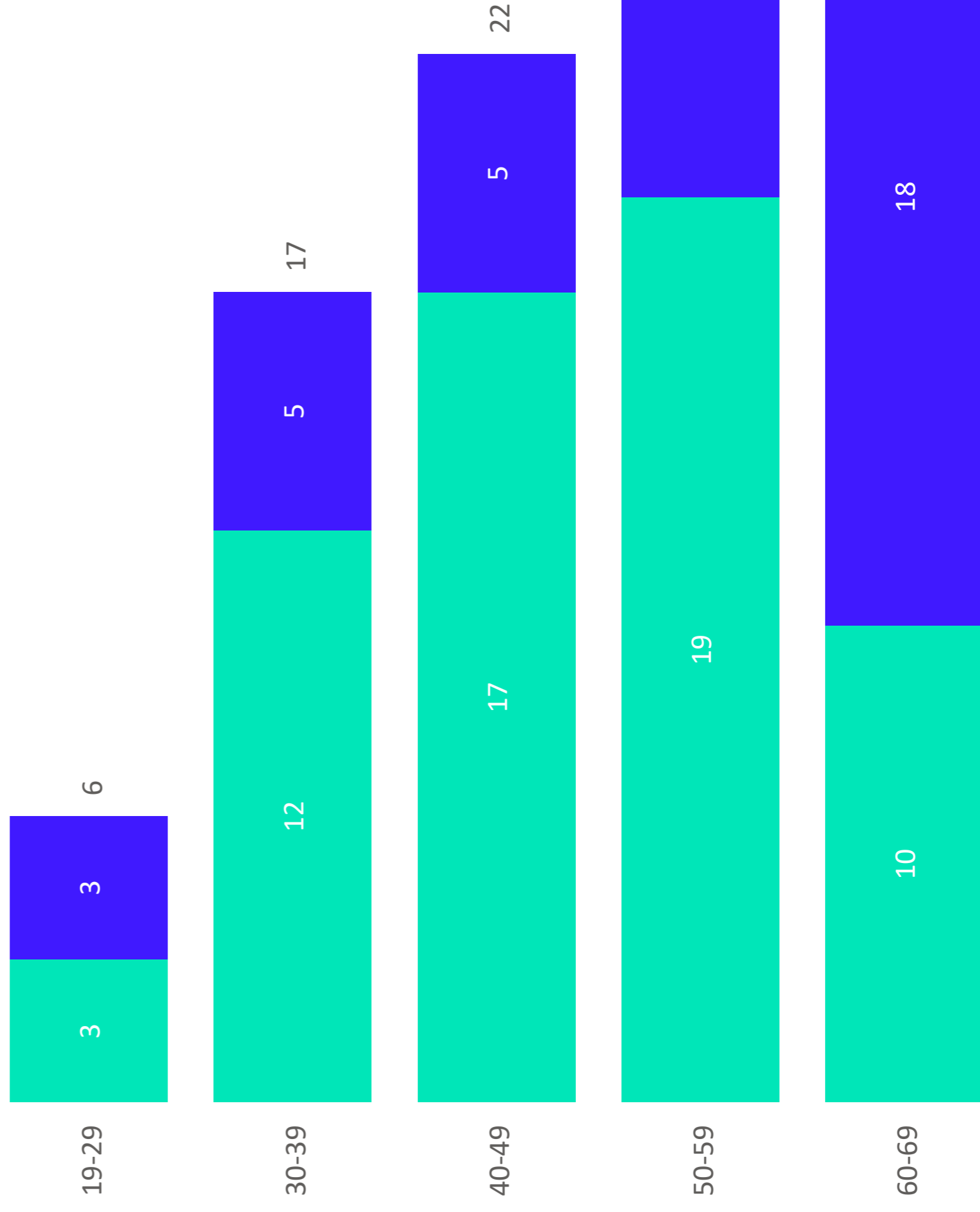
Policy Holder Demographics

49.9

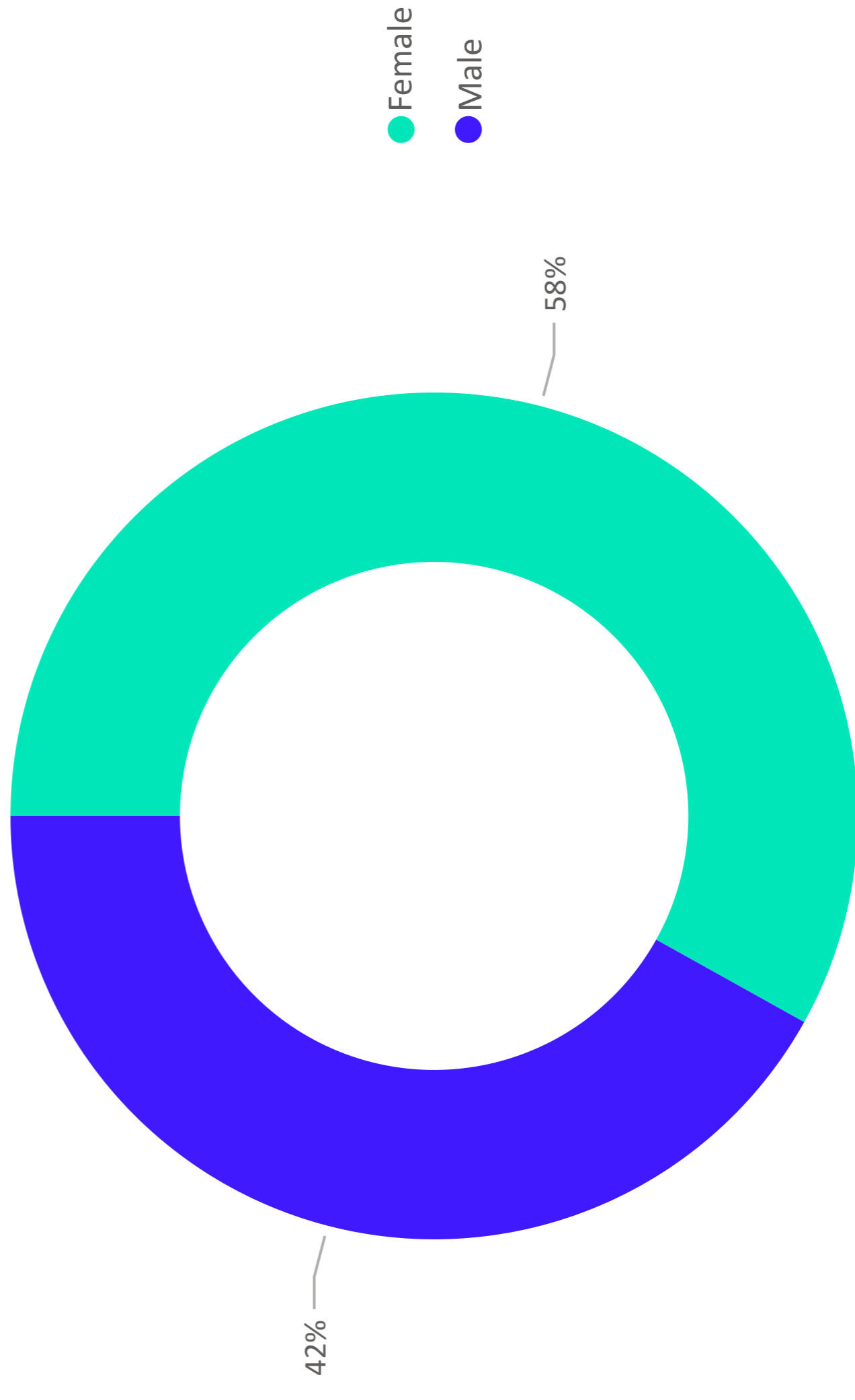
Average Age of Policy Holder

Active Policies by Age Group

● Female ● Male



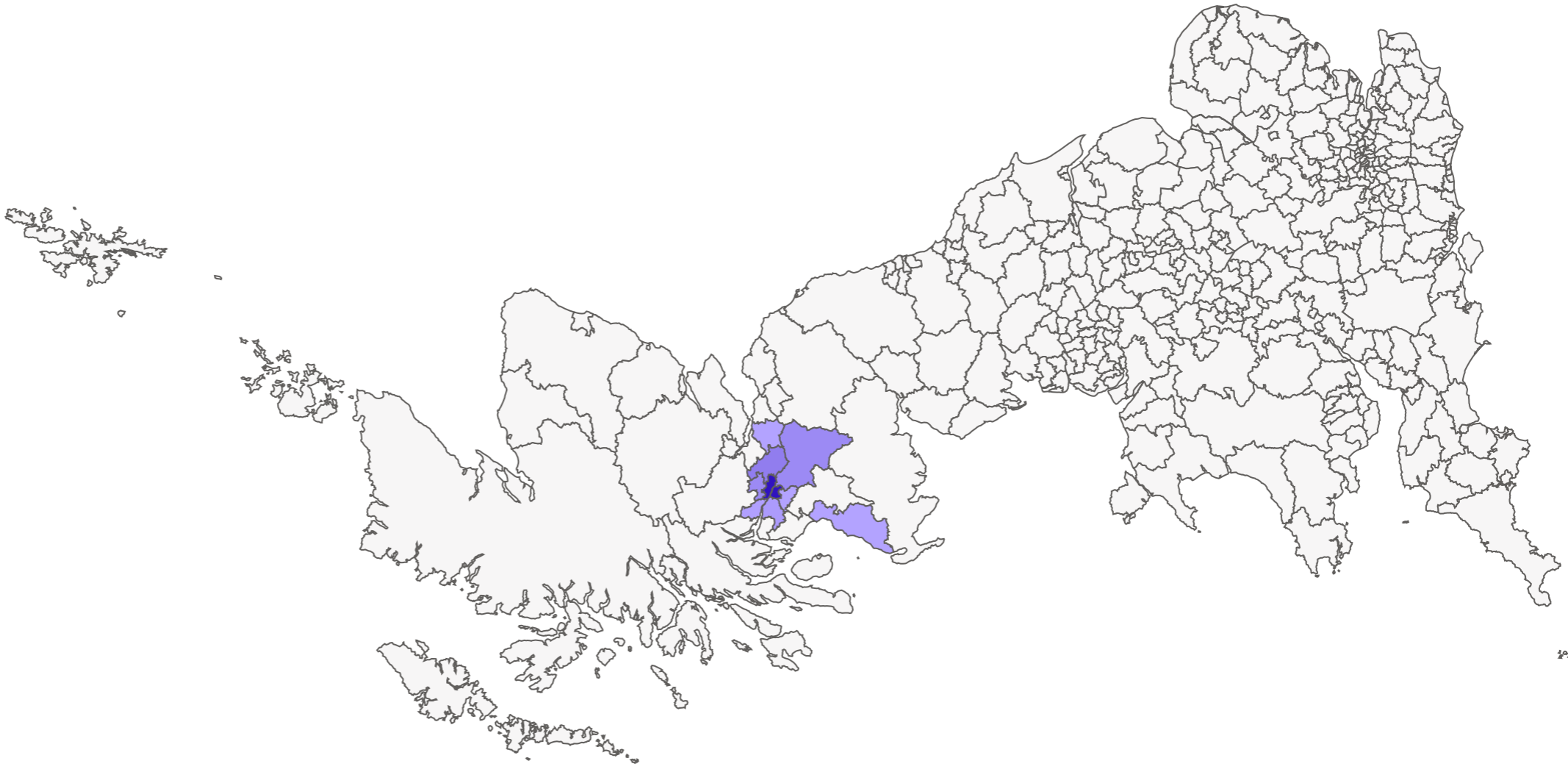
Active Policies by Gender



Policy Holder Heat Map

Active Policies by Local Authority District

Local Authority District	Active Policies	Active Lives
Glasgow City	58	64
North Lanarkshire	16	26
East Dunbartonshire	11	14
South Lanarkshire	11	15
Renfrewshire	4	4
West Dunbartonshire	2	2
East Renfrewshire	1	1
South Ayrshire	1	1
West Lothian	1	3
Total	105	130





Simplyhealth

Who Claims What?

This Year: 01-Jul-2023 to 30-Sep-2023

Claims Volume by Benefit and Patient Age Band



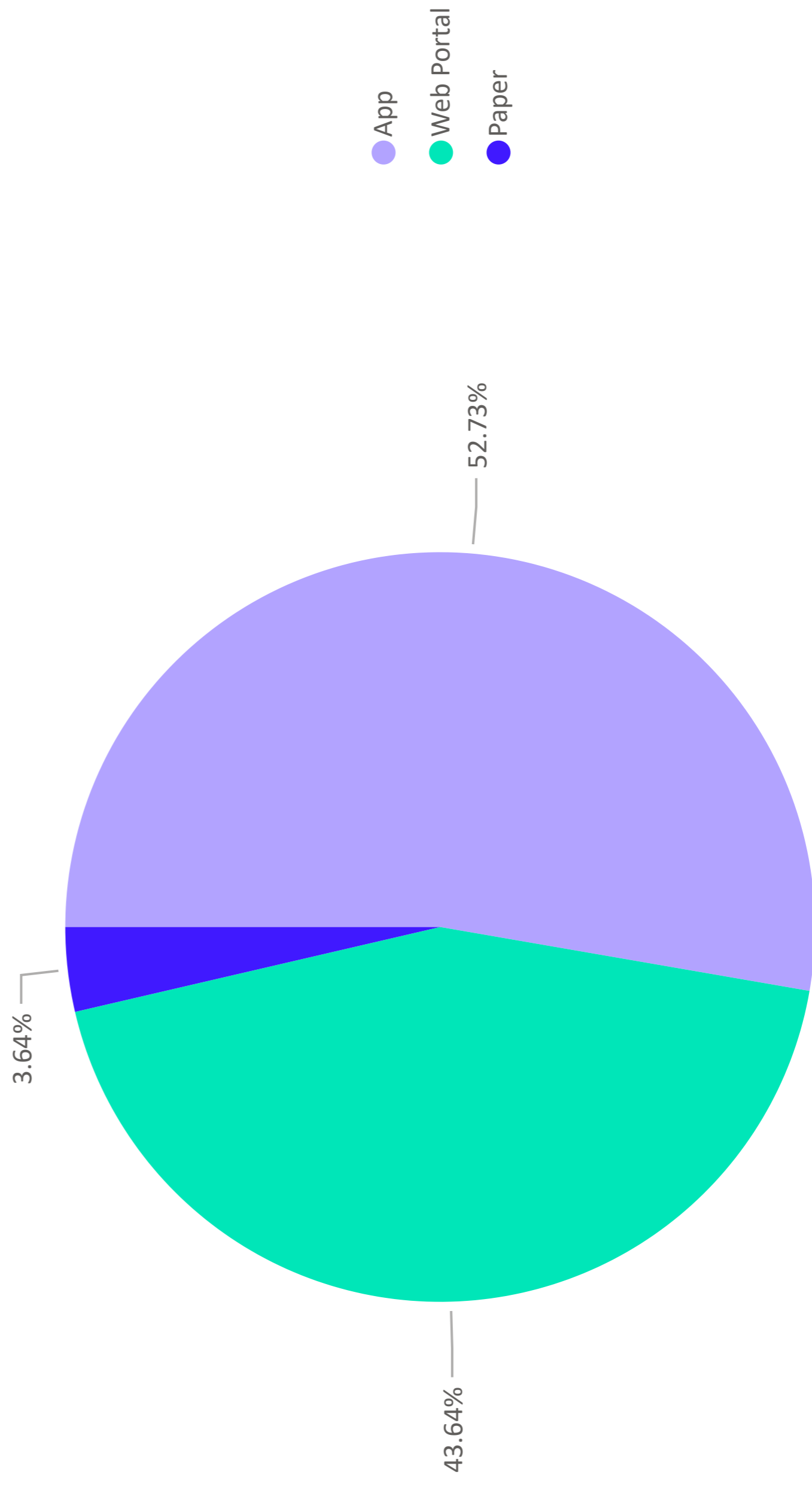
Claims - How are they received?

This Year: 01-Jul-2023 to 30-Sep-2023

0.52

Average Claims per Policy

Claims by Source





Simplyhealth

Claims Data Review

Label

This Year: 01-Jul-2023 to 30-Sep-2023

55
Claims Volume

£5,633
Claims Value

Last Year: 01-Jul-2022 to 30-Sep-2022

41
Claims Volume

£2,840
Claims Value

Benefit Type	Benefit	This Year - Claims Volume	This Year - Claims Value	This Year - Average Claim Value	This Year - % of Claims Volume	Last Year - Claims Volume	Last Year - Claims Value	Last Year - Average Claim Value	Last Year - % of Claims Volume
<input type="checkbox"/> Other	Podiatry/Chiroprody	6	£205.00	34.17	10.9%	7	£190.00	£27.14	17.1%
	Inpatient	3	£220.00	73.33	5.5%	3	£620.00	£206.67	7.3%
	Vaccinations	1	£19.95	19.95	1.8%	3	£61.98	£20.66	7.3%
	Day Admission	1	£20.00	20.00	1.8%	1	£20.00	£20.00	2.4%
	Diagnostic Scans	3	£1,075.00	358.33	5.5%				
	Diagnostics	1	£195.00	195.00	1.8%				
	Health Assessment	2	£565.20	282.60	3.6%				
	Total	17	£2,300.15	135.30	30.9%	14	£891.98	£63.71	34.1%
<input type="checkbox"/> Dental	Dental	11	£718.96	65.36	20.0%	11	£560.20	£50.93	26.8%
	Dental Accident	1	£450.00	450.00	1.8%				
	Total	12	£1,168.96	97.41	21.8%	11	£560.20	£50.93	26.8%
<input type="checkbox"/> Optical	Eyes	9	£979.90	108.88	16.4%	10	£1,122.70	£112.27	24.4%
	Total	9	£979.90	108.88	16.4%	10	£1,122.70	£112.27	24.4%
<input type="checkbox"/> Therapies	Physiotherapy	8	£828.00	103.50	14.5%	4	£191.00	£47.75	9.8%
	Chiropractic	8	£316.00	39.50	14.5%	2	£74.00	£37.00	4.9%
	Osteopathy	1	£40.00	40.00	1.8%				
	Total	17	£1,184.00	69.65	30.9%	6	£265.00	£44.17	14.6%
Total		55	£5,633.01	102.42	100.0%	41	£2,839.88	£69.27	100.0%

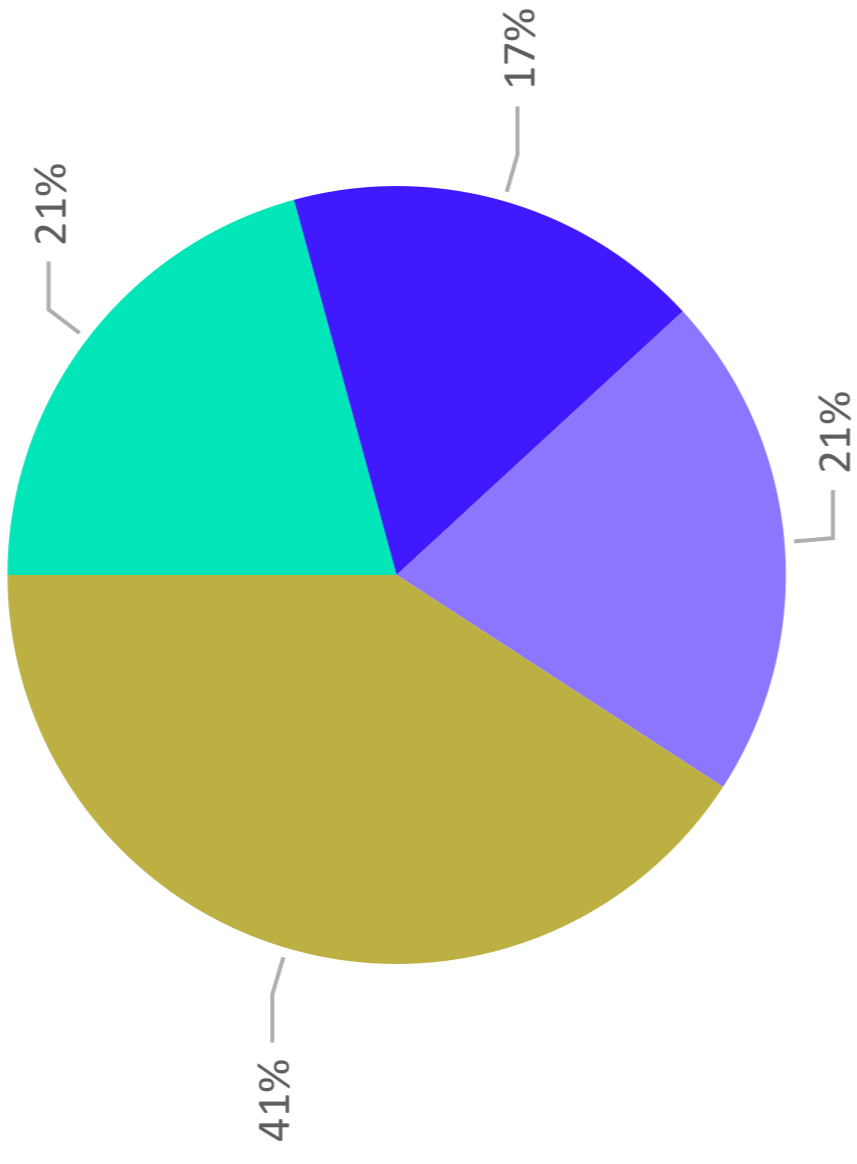


Simplyhealth

Benefit Summary

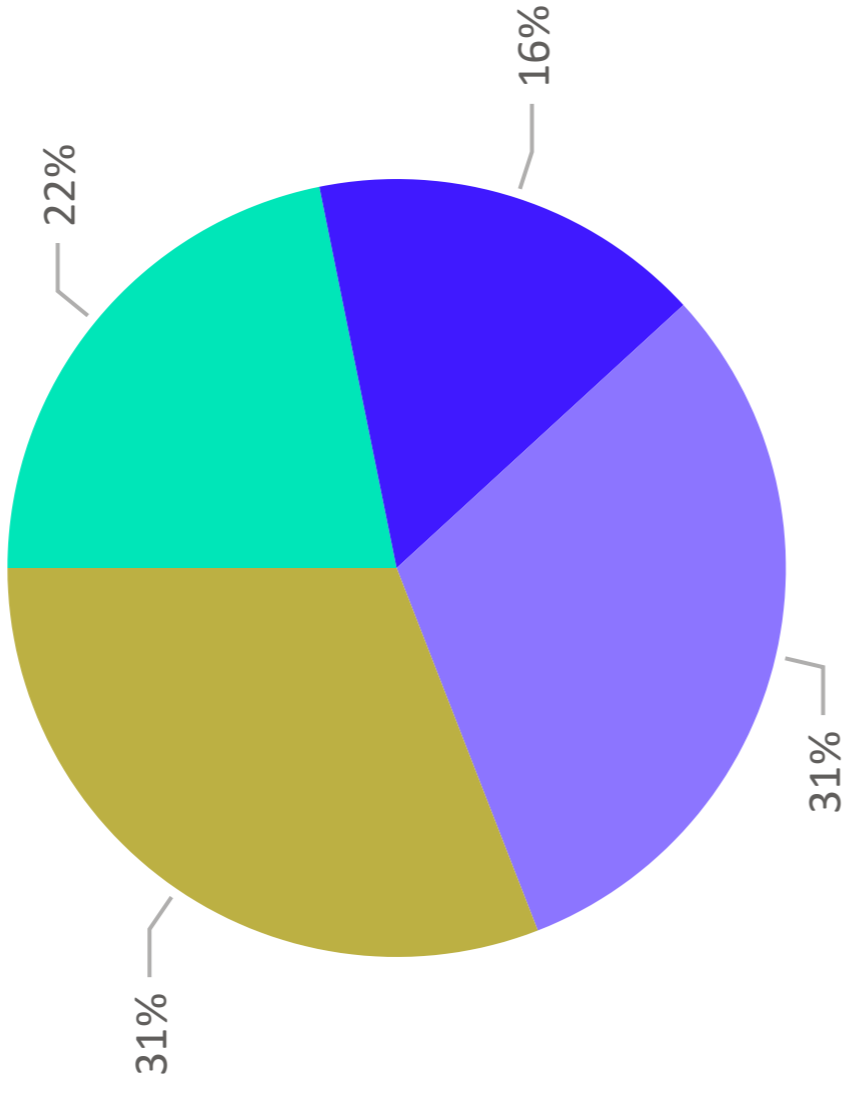
This Year: 01-Jul-2023 to 30-Sep-2023

Claims by Value



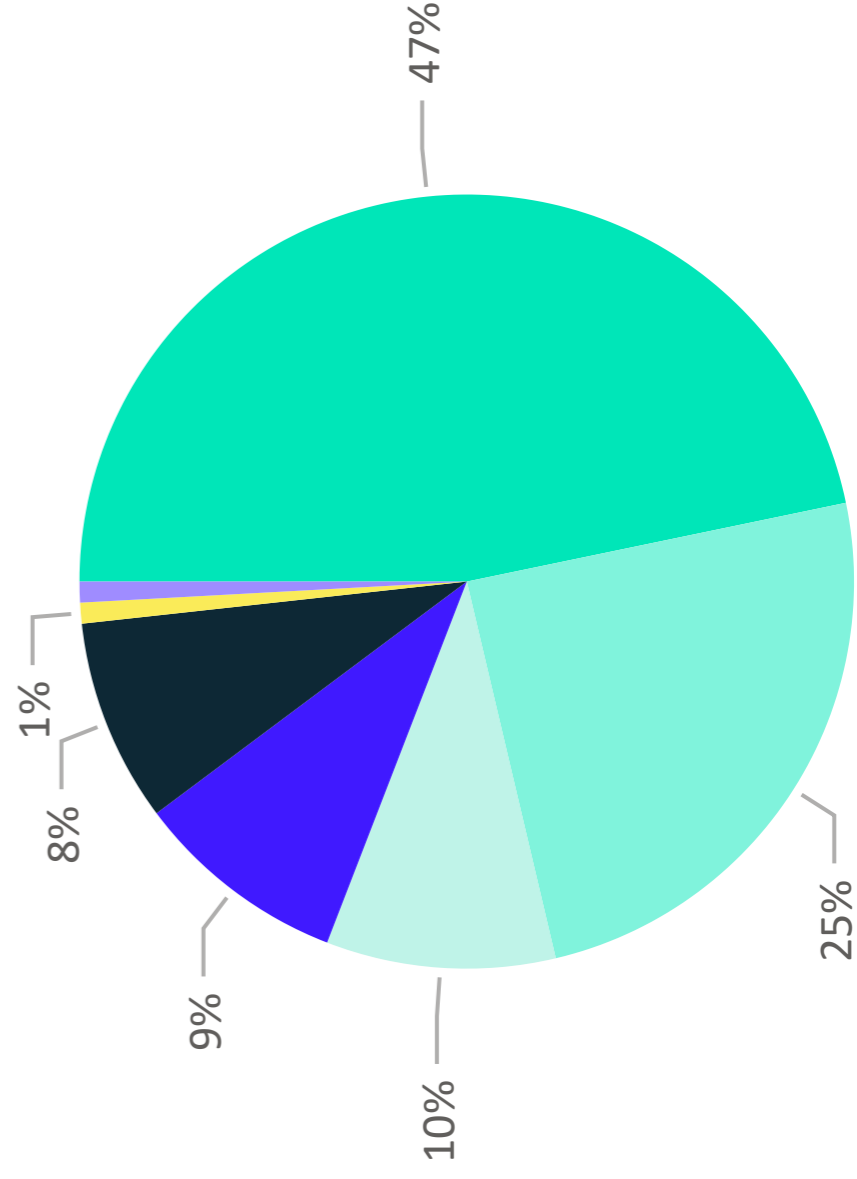
- Dental
- Optical
- Therapies
- Other

Claims by Volume



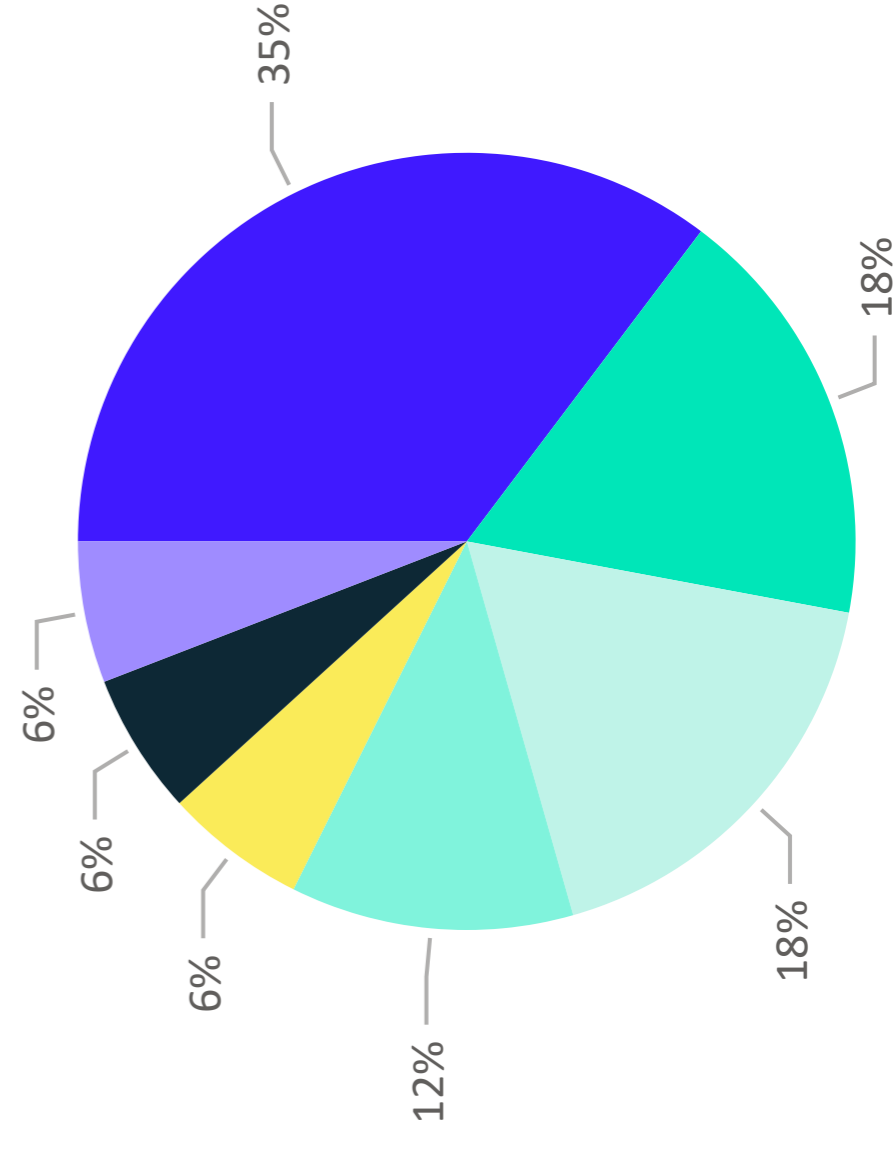
- Dental
- Optical
- Therapies
- Other

Claims by Value (Other)



- Diagnostic Scans
- Health Assessment
- Inpatient
- Podiatry/Chiroprody
- Diagnostics
- Day Admission
- Vaccinations

Claims by Volume (Other)



- Podiatry/Chiroprody
- Diagnostic Scans
- Inpatient
- Health Assessment
- Day Admission
- Diagnostics
- Vaccinations

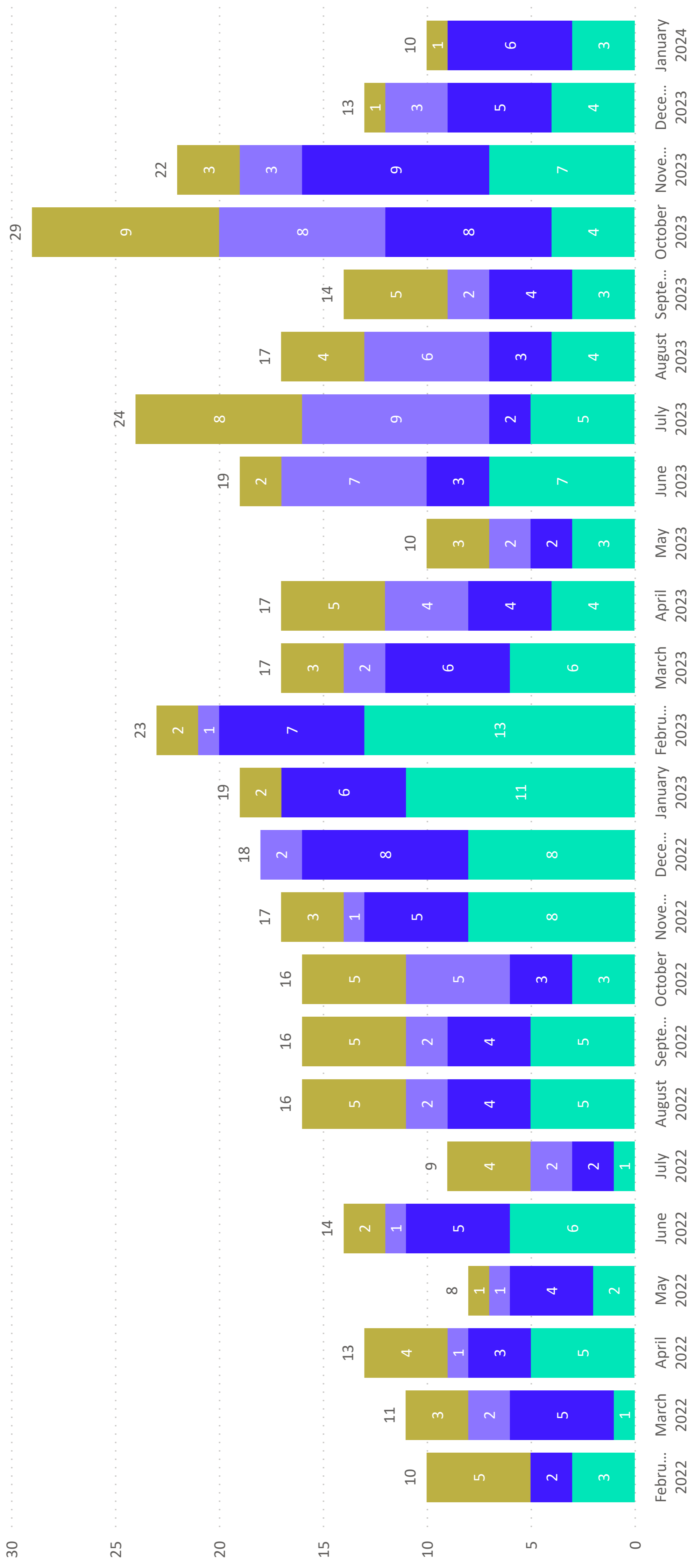


Claim Trend

Labels

Claims by Volume

● Dental ● Optical ● Therapies ● Other





ng2 Limited
350 Darnick Street
Glasgow
G21 4AA
Tel: 0141 630 4252
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