ng2 Board Meeting

Microsoft Teams / Vulcan Street

7 June 2022

AGENDA

Meeting: Board Meeting **Invitees** ng2 Board

Location: Vulcan St/Microsoft Teams

Date 7 June 2022

Time 4:30pm

Please submit any apologies to Joanne Bradley
jbradley@ng2works.com **Telephone: 0141 630 4273**

	Agenda	Paper	Lead Officer	Page no
1.	**Apologies**			
2.	**Disclosure of Interest and Attendance**			1
3.	**Minutes for Approval or Noting**	Yes		
a.	ng2 Board Meeting 15 February 2022 – For Approval	Yes		3
	i) Matters Arising			
b.	Business Meeting on 29 March 2022 – For Noting	Yes		9
4.	**Reports for Approval**			
a.	Management Accounts	Yes	BH	11
b.	Risk Register	Yes	DM	17
c.	Health and Safety Report	Yes	DM	23
d.	Public Holidays Report	Yes	BH	25
e.	Assessment Procedure	Yes	DW	27
5.	**Reports for Noting**			
a.	Operational Report	Yes	DM	31
b.	ng2 Staffing Report	Yes	OF	93
6.	**AOCB**			
7.	Date of Next Meeting – Tuesday 9th August 2022			

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

	22.09	11.11	06.12 Special	15.02.21						
M Thomson	A	A	P	P						
I Cross	P	P	P	P						
J Berrington	P	P	P	P						
G Satti	P	P	P	P						
J Thorburn	P	P	P	P						
P Nelson	P	P	A*	P						
J Devine	A	A	P							
B Hartness	P	P	P	P						
% Total	75%	75%	88%	100%						

P - PRESENT X - ABSENT

A - APOLOGIES A* - LEAVE OF ABSENCE GRANTED

TARGET ATTENDANCE - 80% AVERAGE ATTENDANCE - 84%

Item 3(a)

Meeting:	ng2 Board meeting	**Location:**	Microsoft Teams
Date:	Tuesday 15 February 2022	**Time:**	4:30pm

Attendees:	Paul Nelson	**PN**	Vice Chair
	Isabella Cross	**IC**	
	Jim Berrington	**JB**	
	John Thorburn	**JT**	
	Margaret Thomson	**MT**	
	Gino Satti	**GS**	
Apologies:	N/A		
In Attendance:	John Devine	**JD**	CEO
	Bob Hartness	**RH**	DCEO – Finance
	David McIntyre	**DM**	Senior Operations Supervisor
Minute Taker:	Joanne Bradley	**JPB**	OS

	Agenda	**Action**	**Date**
1.	**Apologies**		
	None		
2.	**Disclosure of Interest and Attendance**		
	None		
3.	**Election of Chair**		
	Board Members were asked to indicate their interest in the position of Chairperson. The only nominee for the position was Paul Nelson (Nominated by JT and seconded by MT) Paul Nelson was duly elected as the new Chair. **Proposed JT Seconded IC**		

4.	**Minutes for Approval**		
a.	**Minutes of Board Meeting on 11th November 2021**		
	i. Matters Arising		
	There were no matters arising and the previous minutes were adopted as correct: **Proposed IC Seconded JT**		
b.	**Minutes of Special Board Meeting 6 December 2021**		
	There were no matters arising and the previous minutes were adopted as correct: **Proposed IC Seconded GS**		
5.	**Reports for Approval**		
a.	**Management Accounts to December 2021**		
	RH highlighted that this set of accounts showed increased activity, translating to a Turnover of £2.08m. No further income from the Furlough scheme will be received as the scheme ended during the reporting period so the accounts appear to show increased overheads due to this. Gift Aid for this financial year will be much reduced in comparison to the hefty donation for the previous year. This is because Capital allowances are very much increased and has made capital investment in equipment and vehicles very worthwhile. £260k of vehicles has been purchased over the year and there is consideration being given to purchase of a high-pressure jetting unit. DM will collate quotes for assessment. JD asked if this purchase could be approved in principle by the Board. GS highlighted that this would be a very good purchase in relation to jetting being a much eco-friendlier method of cleaning than use of chemicals and that would create a "green perception" of the business within the local community. **Purchase of a high-pressure jetting unit was approved in**	**DM**	**ASAP**

	principle. **Proposed GS Seconded IC** £47k for the period compared to £176k for the previous period, as the furlough scheme is being wound up and employees return to work, so overheads are at a more normal level. Gross profit was £562k with net profit of £208k. **The Management Accounts for the period were approved by the Board.** **Proposed JT Seconded GS**		
b.	**Risk Register**		
	The risk register is under review on an ongoing basis and updated as required by RH/PN/JT/DM/JB. Items 12 and 13 have updated references to ngh finane department and rewritten parts of the pandemic lines to convert the n to past tense i.e. now reflects what has been done instead of what was going to be done. **Proposed GS Seconded IC**	RH/PN/JT/ DM/JB	Ongoing
c.	**Health & Safety Report**		
	Health and Safety continues to be high priority for ng2 and staff are encouraged to report all incidents. There were 2 incidents in the period however neither of these were classed as reportable incidents have occurred in the period and no days have been lost due to accidents at work. **Proposed GS Seconded IC**		
d.	**Salary Increase**		
	Approval is sought from the Board to increase the hourly rates of all staff by £0.40 across the organisation. This will bring ng2 into line with the increased Living Wage rate for 2022.		

	JD also confirmed that the salary rates for trades will be reviewed to ensure that ng2 are able to retain and attract quality tradespeople. A proposal will be tendered by ng2 to the Association by RH when the review has been completed. **The £0.40 increase per hour was approved by the Board** **Proposed JT Seconded MT**		
6.	**For Noting**		
a.	**ng2 Operations Report**		
	The landscaping contract continues to be ng2's largest contract. All cuts were completed by the extended deadline of 5/11/2021. The Environmental Hit Squad continue to face increased workload due to fly tipping. This situation will continue to be monitored and a further update will be given at the next meeting. Door Entry upgrade programme was completed in the period. Carron Balcony replacements have commenced however works were halted due to weather conditions and will resume at a later date. ng2 is providing support to the Association in MSFs with planned maintenance works involving heating and soil pipe works GS noted that the photographs and report had greatly improved in the previous 18 months and thanked the team for their efforts. **The Board confirmed that they had read and noted the contents of the report and Appendix 1.**		

b.	**Staffing Report**		
	Ng2's current sickness rate for the period continues to be well below the target of 3%, at 2.62%, compared to 0.13% for the previous reporting period. There have been 14 leavers in the period (10 of those were seasonal staff, [redacted] **The Board noted the contents of the report.**		
7.	**AOCB**		
	There being no other competent business, the Chair thanked all for their attendance and closed the meeting.		
8.	**Date of next meeting**		
	Date of next meeting was confirmed as Tuesday 7th June 2022 at 4.30pm		

Item 4(a)

Board Meeting

For Approval

To: Board
From: Director

SUBJECT: **MANAGEMENT ACCOUNTS – YEAR TO 31ST MARCH 2022** **DATE: 7 June 2022**

1.	**Introduction**
	This report is detailing the financial results for the year to 31st March 2022.
2.	**Risk and other issues**
	The management accounts are reviewed on a regular basis by the management team, Audit Committee and Board, ensuring close monitoring of financial position of the organisation. This is a key element of budgetary control and monitoring There are no applicable effects on sustainability or equality and diversity issues.
3.	**Commentary on results for the year**
	The income from activities in the year to 31st March 2022 amounts to £3.62m (2021 - £2.49m) with £1.24m (2021 - £391k) of direct costs and £1.72m (2021 - £1.71m) of wages leading to a £618k (2021 - £392k) gross profit before other income. This period with furlough we had the Job Retention Scheme which has provided £47k of other income (2021 £212k). So the overall gross profit comes out at £665k (2021 -£597k). Overheads totalled £461k (2021 - £430k). The main elements being motor expenses, management charges, uniforms, rent and vehicle depreciation. After the overheads a £204k (2021 - £167k) net profit was made in the period before tax or gift aid. The balance sheet position continues to improve with increased reserves. The cash balance decreased with £22k more funds being paid out of the company than paid in. This was mostly due to vehicle purchases. Reserves now total £803k (2021 - £780k) A gift aid payment of £180k was paid as approved at the December 2021 ng2 Board meeting.

4.	**Recommendation**
	Board members are asked to recommend approval of the management accounts of ng2 for the year to 31st March 2022. A report of this will be put to the Board of the Association.

Year to 31/03/21	NG 2 Profit and Loss - period to		31-Mar-22		
£		Sales £	Materials £	Wages £	Gross Profit £
119,552	**Cleaning**	462,110	41,946	278,108	142,056
9,018	**Joinery**	650,407	414,459	158,650	77,298
(15,277)	**Electrical**	733,511	633,757	32,759	66,995
(8,819)	**Other sales**	293,434	10,320	234,632	48,483
53,224	**Back court cleaning**	136,361	-	58,697	77,664
167,022	**Garden maintenance**	707,581	104,218	499,878	103,485
(65,605)	**Management**	1,382	-	77,658	(76,276)
78,992	**Concierge**	282,873	-	203,428	79,446
60,461	**Hit squad**	200,081	468	117,716	81,897
(13,118)	**Painters**	109,421	33,479	59,339	16,603
385,450		3,577,161	1,238,647	1,720,864	617,650
211,540	**Other income**	47,148	-	-	47,148
596,990		3,624,308	1,238,647	1,720,864	664,798
	Overheads				
60,000	Management charges			60,000	
24,623	Rent and rates			25,220	
204,755	Motor expenses			204,719	
4,000	Telephone and IT support			4,000	
2,816	Printing, stationery and advertising			2,378	
5,437	Professional fees			19,922	
2,875	Container hire			3,115	
24,890	Uniforms, safety equipment and repairs			25,349	
10,810	Training			8,031	
4,000	Insurance			4,000	
82,817	Vehicle and plant depreciation			99,565	
-	Gain/Loss on sale of fixed assets			-	
196	Bank charges			223	
3,049	General expenses			4,455	
430,268					460,977
-	Loan interest				-
166,722	**Net profit**				203,820
72,965	**Corporation tax/Gift aid**				180,000
93,757					23,820

NG 2

31/03/21	**Balance sheet at**	**31/03/2022**		
£		£	£	£
138,792	**Fixed assets**			266,692
	Current assets			
700,191	Stock and Debtors		687,138	
60,242	Bank and cash		38,400	
760,433			725,538	
	Current Liabilities			
42,548	Trade Creditors	73,781		
-	NGHA inter Company account	53,419		
77,147	Other creditors	61,680		
119,695			188,880	
640,738				536,658
779,530				803,351
100	Share capital			100
779,430	Profit and Loss account			803,251
779,530				803,351

31/03/21	NG2 CASHFLOW	31/03/2022
	OPERATING ACTIVITIES	ACTUAL
93,757	Surplus for year	23,820
-	Interest Received	-
-	Loan Interest Paid	-
93,757	Operating surplus excluding int & tax	23,820
82,817	Depreciation - vehicles and plant	99,565
(151,947)	Decrease/(Increase)in Debtors	13,053
(63,384)	(Decrease)/Increase in Creditors	69,185
(38,757)	Net Cash In/(Out)flow From Operating Activities	205,624
	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	
(830)	Acquisition of Other Fixed Assets	(227,465)
-	Investment in Activities	-
(830)	Net Cash In/(Out)flow From Investing Activities	(227,465)
(39,587)		(21,842)
	FINANCING	
-	Loans Received	-
-	Less: Loans Repaid	-
-	Issue Of Share Capital	-
-	Net cash In/(Out)flow From Financing	-
(39,587)	Increase/(Decrease) in Cash and Cash Equivalents	(21,842)
(39,587)	Movement in Cash & Bank	(21,842)
(39,587)	Increase/(Decrease) in Cash and Cash Equivalents	(21,842)

Item 4(b)

ng2 Board

For Approval

To: ng2 Board
From: Senior Operations Supervisor

SUBJECT: RISK REGISTER REVIEW - FEBRUARY 2022 **DATE: 7 JUNE 2022**

Apologies: Bob Hartness

Attendees: David McIntyre, Bob Hartness, Jim Berrington.

1.	**Introduction**
	The purpose of the risk management strategy is to ensure that the Company has an appropriate and proportionate approach to dealing with risks associated with our operating environment. Risk management is one of the key areas the Scottish Housing Regulator (SHR) expects to be embedded into business plans, governance and all areas of the Associations/Subsidiaries operation.
2.	**Defining Risk**
	Risk can be defined as any event or action that prevents ng2 Ltd from maintaining good performance and/or meeting pre-set targets, goals and plans contained within our Business Plan and /or results in loss being incurred.
3.	**Approach to Risk Management**
	ng2's risk management strategy is fully integrated into our planning and performance framework. It links directly with our annual Business Plan and related objectives. The Risk Management Strategy covers: • how we identify risk • how we then assess these risks • how we manage and control the risks • and how we monitor and review risk On an ongoing basis the operational risk register will be brought to each meeting. This will ensure that the operational risks remain as an item that is continually under review.

4.	**Risk register review**
	20 January 2022: • Item 12 & 13 - Have updated references to ngh finance department and rewritten parts of pandemic lines to past tense i.e. what was done, instead of what we are about to do.
5.	**Recommendation**
	The Board is invited to: • Review the risk register and provide comments on such • Note the on-going review of risk to ensure risks are highlighted and reviewed as appropriate

Risk Register : (Operational)

Risk Number	Operational Risk Area/ Hazard	Potential Risk Ng2	Potential impact - ng group parent	Risk Level: 1(very low) to 5(very high)			Who is responsible?	Control/ action	Monitoring / Review Procedure	Residual Risk
				i) How Likely?	ii) Severity?	Score i) x ii)				
1	Lack of clear plan and objectives with parent company sign-up	Short-termism and inability to forward plan the business with confidence	Adverse impact on ngh maintenance + procurement programme planning	3	4	12	Board Operational directors Ng2 Management team	ngh/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) i) How Likely?	ii) Severity?	Score i) x ii)	Who is responsible?	Control/ action	Monitoring / Review Procedure	Residual Risk
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 x2 =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 x3 =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 x3 =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 assesments and method statements (RAMS) to ensure complies with current legislation. Explore requirement for any new RAMS as a result of operationsl review	Reports to ng2 Board External H&S audits	2 x3 =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, accupuncture, 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.	ngh/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 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) i) How Likely?	ii) Severity?	Score i) x ii)	Who is responsible?	Control/ action	Monitoring / Review Procedure	Residual Risk
		High Level/s of Staff Absence (Sickness, Self-Isolating, Possible Death in Service).	Staffing / Operative Limitation/s.				Staff & Operative Feedback.		Progress meetings with client.	
13	National Pandemic (Continued) e.g. COVID 19.	Forced Control/s – Such as Social Distancing and / or Restriction of Movement and / or Access. Sporadic outbreaks of covid due spikes or winter.	Additional Staffing Costs.	4	4		Board Operational directors.	ngh/ng2 jointly to review their existing Pandemic Plan (Contingency Plan), apply a review / overhaul of the same – taking the Noted Risk / Concerns into consideration & where possible & practicable agree on Process / Procedures that can safeguard on the same with an ongoing review. ng2 to look at tapping into any Government aid that may be available. Try and encourage all staff to take up the vaccine.	Reports to ng2 Board.	2 x2 =4
		Additional Cost to Apply Control, PPE, Welfare (Cleanliness), Travel (Social Distancing) etc.	Task / Works Limitations.				Ng2 Management team.			
		Potential Shortage of PPE, Materials, Equipment & Sub Contractor Partners.	Additional Travel Time / Costs.				Staff & Operative Feedback.			
			Increased Costs.							
			Work Interruption / Delays							

Risk Scoring for how likely and how severe:

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

Updated February 22
By D. Mcintyre

Board Meeting

For Approval

To: ng2 Board

From: David McIntyre

SUBJECT: HEALTH AND SAFETY **DATE: 7 June 2022**

1.	**Introduction**
	The purpose of this report is to provide the Board with an update on the ng2 health and safety work plan for the period covering December 2021- March 22 and our response to the Covid-19 Pandemic. **Health & Safety** Health and Safety is our highest priority and we have robust policies and processes in place covering ng2's entire operation where there is a potential risk to employees, contractors, the public or others. Our policies, risk assessments and working safely practises ensure a safe working environment for office-based, trades/non-trade employees/tasks in addition to contractors for whom we must ensure a safe working practices. Health and safety is reviewed on an ongoing basis and issues identified are addressed immediately.
2.	**Actions Taken**
	In line with the Government guidelines on social distancing due to the Covid-19 pandemic, the following measures have been implemented across all areas of ng2 to ensure staff could safely return to work: - Members of staff returning to work after being furloughed receive a return-to-work induction to inform them of any new measures implemented during their absence. - All office cleaners have been fully appraised, via induction, of the new cleaning regime which focuses on commonly touched areas. - All staff have received fobs for clocking in/out therefore eliminating the need to use the fingerprint contact point. - The office receives an electrostatic spray every Saturday morning. - All ng2 vehicles are fully sanitised at the end of each day.

- Contactless hand sanitising stations have been installed in all ng2 offices.
- Desks which would not allow for a 2-metre distance between staff have either been moved or taped off.
- Glass screens have been installed between all desks.
- Non walking zones have been set up and clearly marked throughout the offices to ensure there is always a 2-meter distance between staff.
- A new procedure has been put in place for anyone visiting any of the offices, to ensure the safety of all ng staff. Masks must be worn by anyone visiting and by staff when they are moving around the common areas of the offices. Masks and hand sanitiser are available to anyone visiting the offices
- A one-way system has been set up outside the offices with 2-metre markings to maintain social distancing while staff queue outside to enter 1 at a time.
- All common touch points in the office will be cleaned continuously throughout the day when staff are moving around the office.
- A canopy has been erected outside to shield staff from adverse weather while they are waiting to sign in/out.
- After consulting without Health and Safety advisor our risk register has been updated to cover pandemics.

Incidents, Accidents and Near Misses

During the reporting period there were no reportable incidents.

Location / Date	Nature of Incident, Accident or Near Miss	Action	HSE Report Required
[redacted]	[redacted]	[redacted]	N/A

3. Recommendation

Members are asked to note the contents of this report.

Item 4(d)

ng2 Board

For Approval

To: ng2 Board
From: Director

SUBJECT: PUBLIC HOLIDAYS REPORT **DATE: 7 JUNE 2022**

1.	**Introduction**
	The Queen's Jubilee has resulted in an additional once only public holiday this year. This paper is discussing how we should deal with this and what the contract terms are.
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. We have to comply with legislation and general regulations.
3.	**Queen's Jubilee holiday**
	As a result of the Queen's 70th Anniversary of ascending to the throne an additional public holiday was given for this year only. On the .Gov website there is nine public holidays for this year. On the ScotGov website there is actually ten public holidays as the 30th of November is listed as an additional holiday. The Association's contract states that there will be a minimum of 28 days holiday per annum (inclusive of public holidays and bank holidays) with pay between 1 January and 31 December. In keeping with the wording of this, and the Government's desire for employers to award an additional day's holiday in honour of her majesty, this paper is discussing the options. The Jubilee holiday has already passed. The suggestion is that we give staff an additional day's holiday to be taken at a time of their choosing in this holiday year. This avoids giving one specific date that may hamper operations particularly that of garden maintenance during the summer months. The holiday, as with other public holidays, will be pro rata to how much of the year an employee may be employed for.

4.	**Recommendation**
	The Board is invited to: • Consider the above report. • If the proposal above is acceptable them approval is sought to comply with nine public holidays being given in the year bringing the total of holidays for this year only to twenty nine days.

Item
4 (e)

Board Meeting

For Approval

To: Board
From: Corporate Services Manager

SUBJECT: **ASSESSMENT PROCEDURE FOR TEMPORARY TO PERMANENT CONTRACTS** **DATE:** **7 June 2022**

1.	**Introduction**
	This report is to outline the proposed assessment procedure to be used for temporary to permanent contract changes.
2.	**Risk and other issues**
	The retention of staff is a key issue for ng2 Ltd and the Board members going forward. Over the past few years ng2 have seen an increase in turnover in roles such as Customer Services Officers', Estate Services Officers' etc. which is partly due to the nature of the contract and the uncertainty on whether a permanent opportunity will present itself. These types of positions have historically been advertised on a temporary basis prior to then becoming permanent. This process can also be hindered due to the timing of the Board meetings and the requirement to gain approval to confirm a contract as permanent. Whilst recognising that good governance is essential it is equally important to retain key staff members and allow for progression.
3.	**Proposal**
	To allow for a smoother process and to assist in retaining key staff members it is proposed to introduce an assessment procedure that would allow the line manager to fully assess the post holder's suitability to the role and continued learning. The assessment procedure would assess the post holder's skills and abilities against the main duties of the post, as detailed in the job description, along with other criteria such as attendance, time keeping and attitude. The procedure would also allow for any training needs to be identified and a timescale put in place for completion. An example of this template is attached for consideration. If this assessment procedure is approved this would then remove the need to gain Board approval prior to offering a permanent contract allowing us to potentially retain key staff members. A noting paper can be prepared and taken to the next Board meeting to ensure that members are kept fully up to date on staffing matters. This process will also link into induction, learning and development and assist with performance management.

	It is important to note that this process would only be adopted when there are permanent vacancies within the staffing structure. Should we have more temporary staff members than vacancies then an internal recruitment process would need to be carried out.
4.	**Recommendation**
	Board members are asked to APPROVE the new Assessment Procedure.

Performance Assessment

Employee	
Job Title	
Line Manager	
Date Completed	
Contract End Date (if applicable)	

Job Specific Performance Assessment						
Criteria (use job description)	Performance Assessment (please tick)					
	1 poor	2 fair	3 good	4 very good	5 excellent	Comments

Overall Performance Assessment

Criteria	Performance Assessment (please tick)				
	1 poor	2 fair	3 good	4 very good	5 excellent
Attendance					
Timekeeping					
Attitude to work					
Listening skills					
Communication skills					

Additional Comments

Employee signed	
Manager signed	

Item 5 (a)

Board Meeting For Noting

To: ng2 Board
From: Senior Operations Supervisor

SUBJECT: ng2 OPERATIONS REPORT JANUARY – MARCH 2022

DATE: 7 JUNE 2022

1.	**Introduction**
	This report provides an update on ng2's areas of business operations for Quarter 4 of financial year 2021-2022. Normal operations resumed in Q1 after the easing of lockdown restrictions. This report will provide details of services delivered during the reporting period, in compliance with existing safety protocols and health and safety measures, in addition to those implemented specifically in response to the Covid-19 pandemic. The health and wellbeing of our employees remains our highest priority and so ng2 Limited is constantly monitoring the development of the situation around the Covid-19 pandemic and is following applicable Government guidance to contain the spread.
2.	**Strategy**
	<u>Business Planning and Growth for 2021/22</u> ng2 future growth will be aligned to ng homes' stock condition survey and planned investment programme for 2021/22. Projects identified for 22/23 include: - - Garden and Estate Maintenance - Common Close Door Entry Upgrade - Void Property Maintenance - Metal Fencing – Painting - Timber Fencing – Replacement - LED Lighting Upgrade - Carron Estate - Balcony Works The landscape maintenance contract continues to be ng2's largest contract for 2021/22 and the focus for this contract remains quality and service delivery.

	Void remedial works continue to be a major part of our day to day works over the year with an average of 464 voids being completed and returned to ng homes per annum. During this financial year 327 voids were processed by ng2 and returned to the Association. We will continue to update the board on the development of any additional contracts and business opportunities identified during each reporting period. **Vanguard Update** This has remained on hold due to the pandemic, and a further update will be provided in 2022.
3.	**Covid-19 Response**
	The health and wellbeing of our employees remains our highest priority and so ng2 Limited is constantly monitoring the development of the situation around the Covid-19 pandemic and is following applicable Government guidance to contain the spread. The Government has announced plans to change the restrictions currently in place in April 2022 and those are currently under review for implantation in the next reporting period. **Signing in Safely** Staff are only permitted into the office one-at-a-time in order to sign in / out. All non-office-based staff and visitors must wear a face covering at all times when in the office to comply with current guidelines. The awning remains in place to provide shelter for staff queuing on the main walkway to enter the office. Social distancing markers also remain in place to ensure compliance with social distancing measures. **Office Safety** Electrostatic spraying continues at all ng2 premises every Saturday Morning. Contactless hand sanitising stations have been installed throughout the office. Desks which would not allow for a 2-metre distance between staff have either been moved or taped off. Glass screens have been installed between all desks Non-walking zones have been set up and clearly marked throughout the offices to ensure there is always a 2-metre distance between staff. A new procedure has been put in place for anyone visiting any of the offices, to ensure the safety of all ng staff. Masks must be worn by anyone visiting and by staff when they are moving around the common areas of the offices.

Masks and hand sanitiser are available to anyone visiting the offices.

One Way System – A one-way system has been set up at the exterior of the office to cut down on traffic to and from the office and to help staff and visitors always maintain social distancing.

Vehicle Safety – Where possible, a two-person limit has been put in place for all ng2 vehicles. Where more than one operative must be in a vehicle, face coverings must always be worn. Staff must clean and sanitise their own vehicles at the end of each working day.

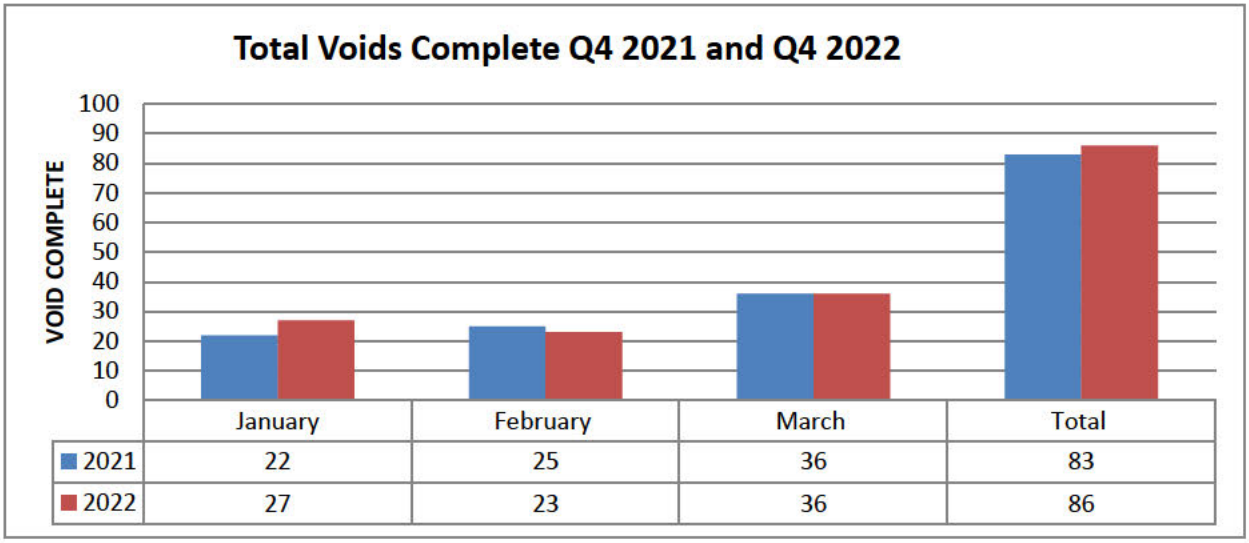
Regular Meeting – Regular meetings are taking place with staff to remind them of their individual responsibilities in addition to the organisation's duty of care as an employer.

Covid-19 -Outbreak –All precautions necessary to contain Covid outbreak situations continue to be taken in accordance with current guidelines and advice from Human Resources/NHS. A further update will be provided to the board at the next meeting.

Guidance for Staff – A flowchart has been produced to provide staff with guidance on what their responsibilities are as an employee if they test positive for Coronavirus. The flowchart is included in Appendix 1.

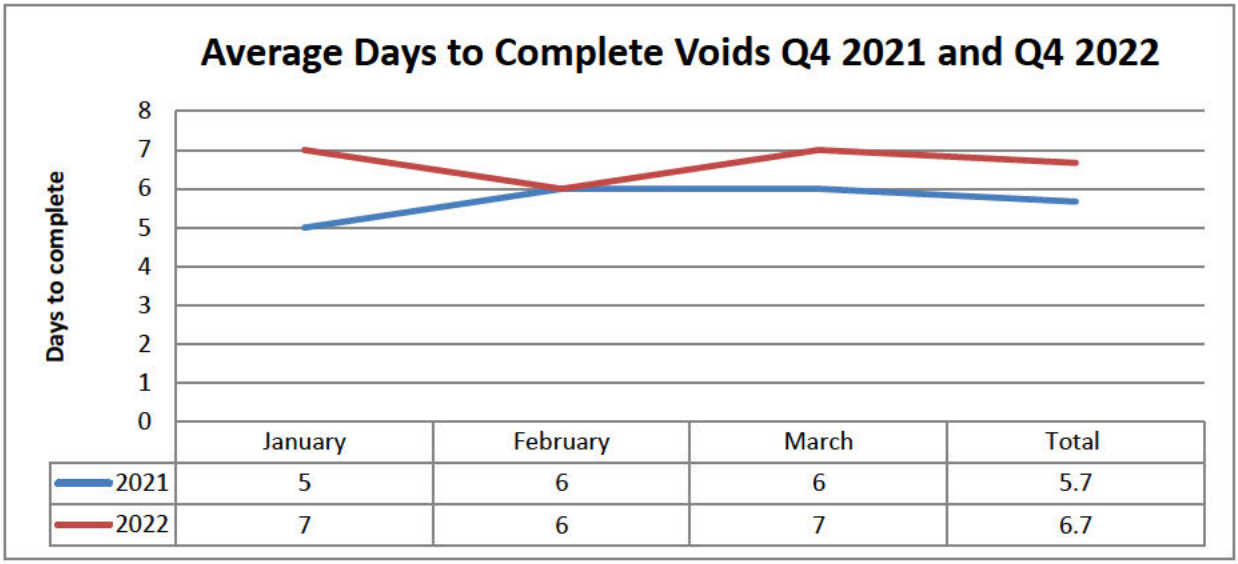
4.	**Void Monitoring and Management**

The Chart below show the total number of voids completed during Q4 2021 and Q4 2022. The number of voids completed during Q4 2021 was 83 with the comparative figure for 2022 being 86.



	January	February	March	Total
2021	22	25	36	83
2022	27	23	36	86

The chart below shows the average days to complete voids received in Q4 2021 and the comparative figure for the same period of 2022.



	January	February	March	Total
2021	5	6	6	5.7
2022	7	6	7	6.7

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

ng2 continue to attend weekly performance and monitoring meetings in which we provide an accurate breakdown of void information. This assists ng homes Neighbourhood Managers to identify any areas of concern and allows discussions to take place to rectify any queries quickly and effectively for the benefit of both parties. Before ng2 tradesmen enter a void, the property is cleared of any of the previous tenant's belongings.

5.	**Garden Maintenance**
	This contract comprises the provision of a grounds' 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. Recruitment for the commencement of the garden maintenance contract was successfully completed in the period and all new starts were provided with the necessary training in advance of the start of the contract in March 2022. The new list was provided to ng2 by ng Homes and this list has been audited, approved and implemented into the SLA by Ewing Somerville Partnership. A new collation process for cutting timesheets has been put in place. The "sheets" are now completed and submitted electronically via connected devices from site to a dedicated garden maintenance email account. Access to a report to monitor and review outstanding/completed and failed properties is pending from the IT department. New methods for collation of data for valuations (variations etc) are now also in place. 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. Seasonal (winter) works commenced in November and continued to the end of the reporting period: - Gritting, filling salt bins, leaf blowing, litter picking, tidying of lanes, clean-up of back court areas, deweeding, bulk rubbish uplifts, maintenance of shrubbery and reactive emergency works. Compliment received from tenant in Burnbrae Street: - *"I would just like to thank Linda Forrester, Joanne Bradley and the rest of the team for their help today. I called regarding some repairs and about a tree that had been blown down by the wind and was blocking my path, within 30 minutes someone had been out to clear it and my repairs had been put in for the inspector. Thank you so much, great service from NG team."* We will provide a further update on this in the Q1 report for 2022. **See Appendix 1 for photographs of garden maintenance works.**

6.	**Jet Washing**
	We continue to offer jet washing, as a reactive service only, and this greatly improves the areas where jet washing takes place. **See Appendix 1 for photographs of work carried out in the period.**
7.	**Environmental Hit Squad**
	Glasgow City Council (GCC) has now reinstated its bulk waste collection service however this is now a chargeable service, where previously 1-2 free uplifts per annum were allowed for each household. In Q4 of 2020-2021 an average of 6 tons of bulk per week was dumped, compared to 18 tons per week during the same reporting period of this year. The Hit Squad remains under pressure due to continued fly-tipping within the area. This has increased their workload significantly, impacting on delivery of the standard service and dictating the need for overtime in the period in order to cope with the increased workload. It is estimated that uplifting fly tipping currently accounts for around 25% of the Hit Squad's duties. Monitoring measures have put in place and a further update will be provided at the next meeting. Every void property continues to undergo electrostatic spraying in advance of commencement of works, as well as before all post inspections and the return of properties to the Association for letting purposes. This process is labour intensive and has translated to a 2-day delay in commencing works at each void as well as a slight delay in properties being post inspected. Daily checks to Heras fencing in Ashfield/Crowhill Street continued in the period and will be carried out until further notice. **See Appendix 1 for photographs Hit Squad work in the period.**
8.	**Close Cleaning**
	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. In the absence of daily visits by Housing Officers, the Close Cleaners and Back Court teams provide daily reports to the Association which has reduced the Health & Safety risks associated with Covid, trip hazards and vermin caused by excess rubbish. The close cleaning service is running smoothly, with very few complaints. Back courts and bin sets are tidied and cleaned by a dedicated team of operatives however the reduction of refuse collections, i.e., each bin now emptied on a 3-week cycle, has meant that this also more labour intensive due to the amount of rubbish within the back

	courts. The Back Court teams have been dealing with their usual tasks plus bulk collection without affecting the quality of the service. One operative is carrying our window cleaning throughout the closes, offices and retirement complexes on a six-weekly cycle, either manually or with a water fed pole. **Keppochill New Build** A meeting was convened at the Keppochill new-build site to discuss, scope and cost a new Service Level Agreement for regular on-site cleaning. Costs relating to manpower and required machinery have been collated and will be presented to the board in future papers. **See Appendix 1 for photographs of close cleaning and back court works.**
9.	**Painting Division**
	During Quarter 4 the painting division have continued to work in void properties and to carry out reactive painting works within individual properties and closes. A number of quotes have been issued to Factoring Investment for close painting upgrades within owned closes The Carron Balcony replacement project which commenced on 11/10/21 is currently on hold and is due to resume during Quarter 1 2022 as the work is weather dependant. A further progress report will be provided to the Board at the next meeting **See Appendix 1 for photographs of painting works.**
10.	**Electrical Division**
	During Quarter 4 the electrician's focus has continued to be reactive lighting repairs and he has also sourced alternative materials to provide new lighting upgrade quotes, where requested, to Factoring Investment. We also continue to program fobs for GDX and Videx systems on a reactive basis. **See Appendix 1 for photographs of electrical works.**
11.	**Joinery Division**
	During Quarter 4 the joiners have continued to work through voids. We continue to employ 1 agency joiner who continues to work in void properties. A full repair service to the association has resumed now that the appropriate method statements and risk assessments have been put in place and lockdown restrictions easing has allowed non-emergency tenanted repairs. 144 joinery jobs were received in in the reporting period, compared to 133 in Q3, an increase of 9%.

	The door entry programme was completed, and materials were ordered to renew the front door at 15 Carron Place as requested by Factoring Investment. See section 4 for a detailed breakdown of voids completed during the Quarter. Compliment received from tenant in Laverockhall Street after work was rearranged at short notice due to tenant contracting Covid: - *"Thanks for doing such a good job yesterday."* **See Appendix 1 for additional photographs of joinery work and full breakdown of key performance indicators.**
12.	**Carron Balcony Replacement**
	ng2 were appointed as the principal contractor for balcony renewal project of the tenanted properties at Carron Place and works commenced on 11th October as per the programme of works. Site office/welfare facilities have remained in place during the period and scaffolding remains on hire. Recruitment is underway for further painters to allow painting to continue as soon as weather conditions allow. A further update will be provided at the next board meeting **See Appendix 1 for photographs of works.**
13.	**Multi Storey Flat Investment Project**
	ng2 continue to provide support to ng homes at the MSF heating and soil/waste pipe project, forcing access and changing locks in addition to property clearances and moving furniture where required. *"This project is running very smoothly thanks to the input of ng2 joiners and Estate Services Operatives who are forcing access to properties where required and undertaking clearances in MSF properties to facilitate the Heat Pump and Soil Pipe works current in progress."* Investment Team, ng homes. A further update will be provided at the next board meeting

14.	**Door Entry Upgrade Programme**
	8 Hawthorn Court complex will have a new door entry system fitted as soon as connectivity can be arranged by DMI who are working on the Association's behalf to upgrade concierge system within new builds. The materials for the upgrade were ordered in the period and it is estimated that works may commence in April 2022. Discussions are ongoing in relation to a future programme of works. A further update will be provided at the next board meeting
15.	**Vehicles**
	To ensure compliance with Government Covid-19 guidelines, the following measures remain in place for anyone using a ng2 vehicle: - Social distancing must be adhered to where possible - Masks must always be worn when more than one person is in any ng2 vehicle - All vehicles are stocked with sanitising materials and are fully sanitised at the beginning and end of each day Operatives are reminded, via regular toolbox talks, of their individual responsibilities for their safety and that of their colleagues, our Client (ng homes) and their residents. Operatives must not car-share for their commute to and from work as this circumvents Government guidelines as well as our own policy and related safety measures. We continue to hire vehicles from ACL however, this has been much reduced now that all 7 vehicles purchased have been received. **Webfleet – Vtec Fleet IQ** Vehicle trackers remain in place within all vehicles and there have been no reportable incidents within the reporting period. A meeting was convened in the period to discuss renewal of the Vtec Fleet IQ solution. The updated version will provide additional benefits including insight into fuel devices showing idle time, wasted fuel, MPG's and fuel used, allowing for more effective fleet control and the opportunity for fuel savings. The Vtec Account Manager will report quarterly on Key Performance Indicators such as Speeding, Driving Events, Idle Time, Fuel Consumption etc. **See Appendix 1 for Vtec proposal.** A further update will be provided at the next board meeting

16. Key Performance Indicators

Repairs	Number	Target	Target Achieved QTR
Day to day repairs	425	5 Days	 67% jobs completed within 5-day target 33% day to day jobs out with target. 11 emergency jobs (100%) within 2-hour target
Capital Projects	**Number**	**Target**	**Target Achieved**
Door Entry	15	N/A	Recommenced previous programme in August 2021. 100% completed within target
Void Works	**Number**	**Target**	**Target Achieved**
On Target	21	6 Days	
Before Target	19	6 Days	
Out with Target	46	6 days	 46 voids fell outside the 6-day target: - 35 (76% of failures) were returned within 7 days of the target date 10 voids were carried forward from previous quarter

Void targets were severely impacted in the period by annual leave, carrying over of 10 voids at the start of the reporting period.

National supply chain issues have also caused delays in supply of materials.

A full breakdown and analysis of target success / failure is available in Appendix 1

17. Client / Tenant Communication

ng2 recognise that client/tenant satisfaction is essential across all services offered to the Association however, due to the pandemic, a temporary hold has been placed on tenant satisfaction surveys. These will be resumed as soon as is practicable. A further update will be provided at the next meeting.

18.	**Governance / Risk / Procurement**
	The risk register was reviewed in order to fully encapsulate all associated risks in contract operations. After an initial postponement, a full review of 104 ng2 Risk Assessments was carried out with the assistance of Assured Management Group. **See Appendix 1 for details of review.** Health and safety remains our highest priority and toolbox talks, and risk assessments are carried out frequently with safe systems of working being put in place and reviewed on an ongoing basis.
19.	**Operational Issues**
	ng2 Overtime During this Quarter the operatives have continued to work overtime however vacancies for plumber, joiners and painters have been advertised. All overtime continues to be approved, in advance, by CEO. **Materials supply** 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 which is passed on to the Association.
20.	**ng2 in the Community**
	ng2 continue to provide support in aiding ng homes' regeneration projects in the local community by delivering food and furniture. 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. **See Appendix 1 for photographs**
22.	**Recommendation**
	Members are asked to note the content and progress highlighted within this report.

Appendix I

Operational Report

COVID-19 RESPONSE

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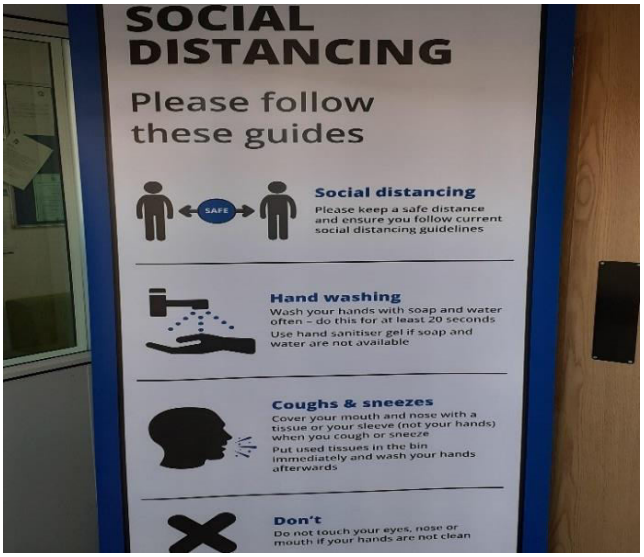
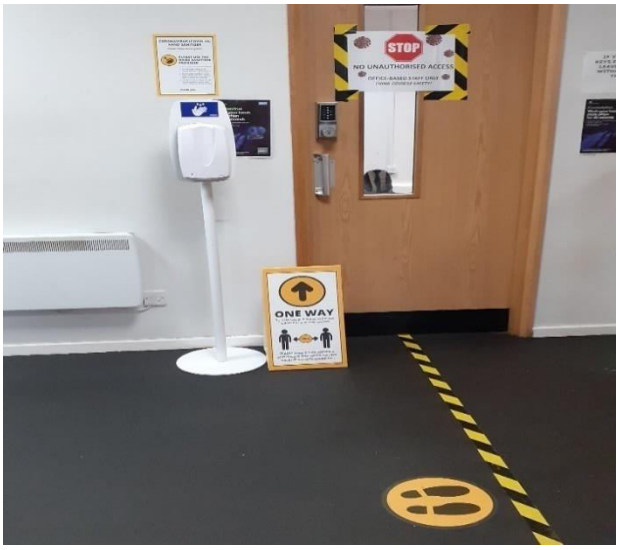
COVID19 RESPONSE

Office Safety

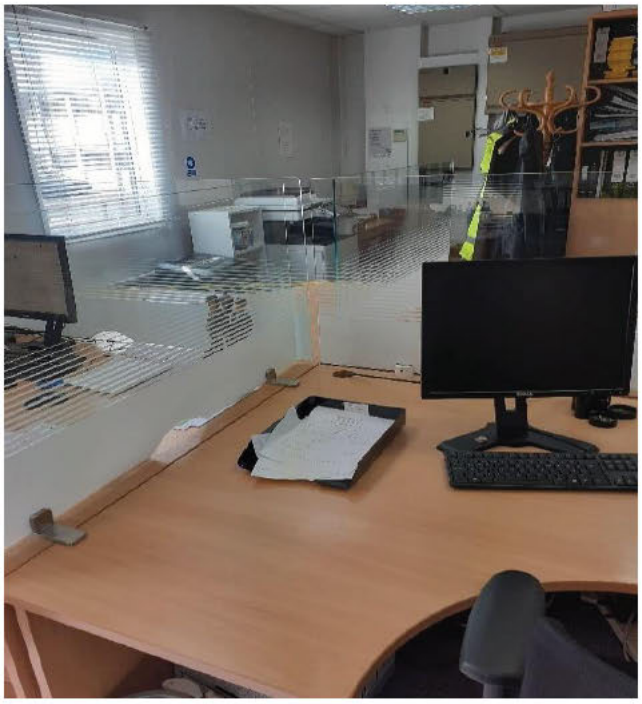
Social Distancing and other Covid19 safety measures remain in place within, and around, the office to ensure the continued safety of our workforce

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

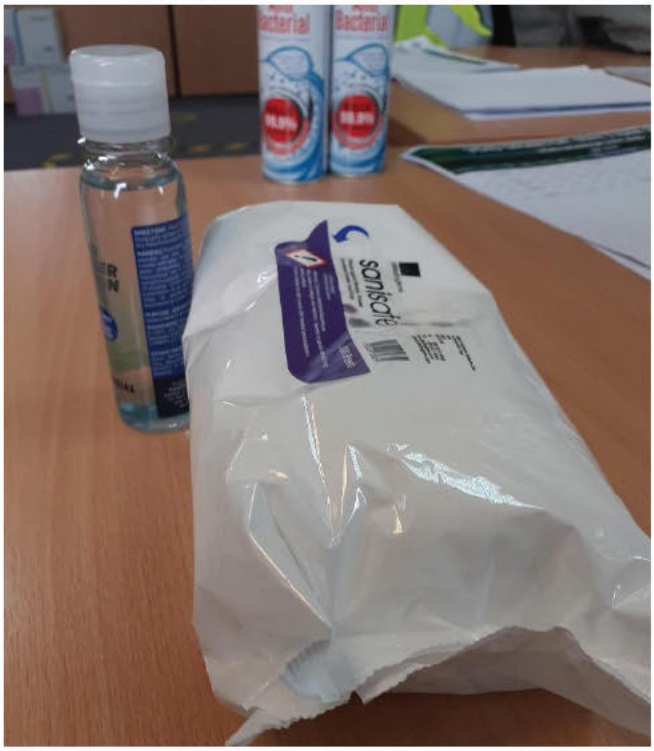




Visual reminders for staff, and safety information for visitors remain in prominent positions within the office.



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



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

Office Cleaning

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

NG2 - 350 DARNICK STREET, GLASGOW G21 4AA

NG HOMES OFFICES

NG2 OFFICE

AREA OF TOUCH POINTS TO BE CLEANED

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

FIRST FLOOR PLAN -NG2

50 REIDHOUSE ST, GLASGOW G21 4LS

NG HOMES OFFICES

NED DONALDSON HOUSE - OPTION 1

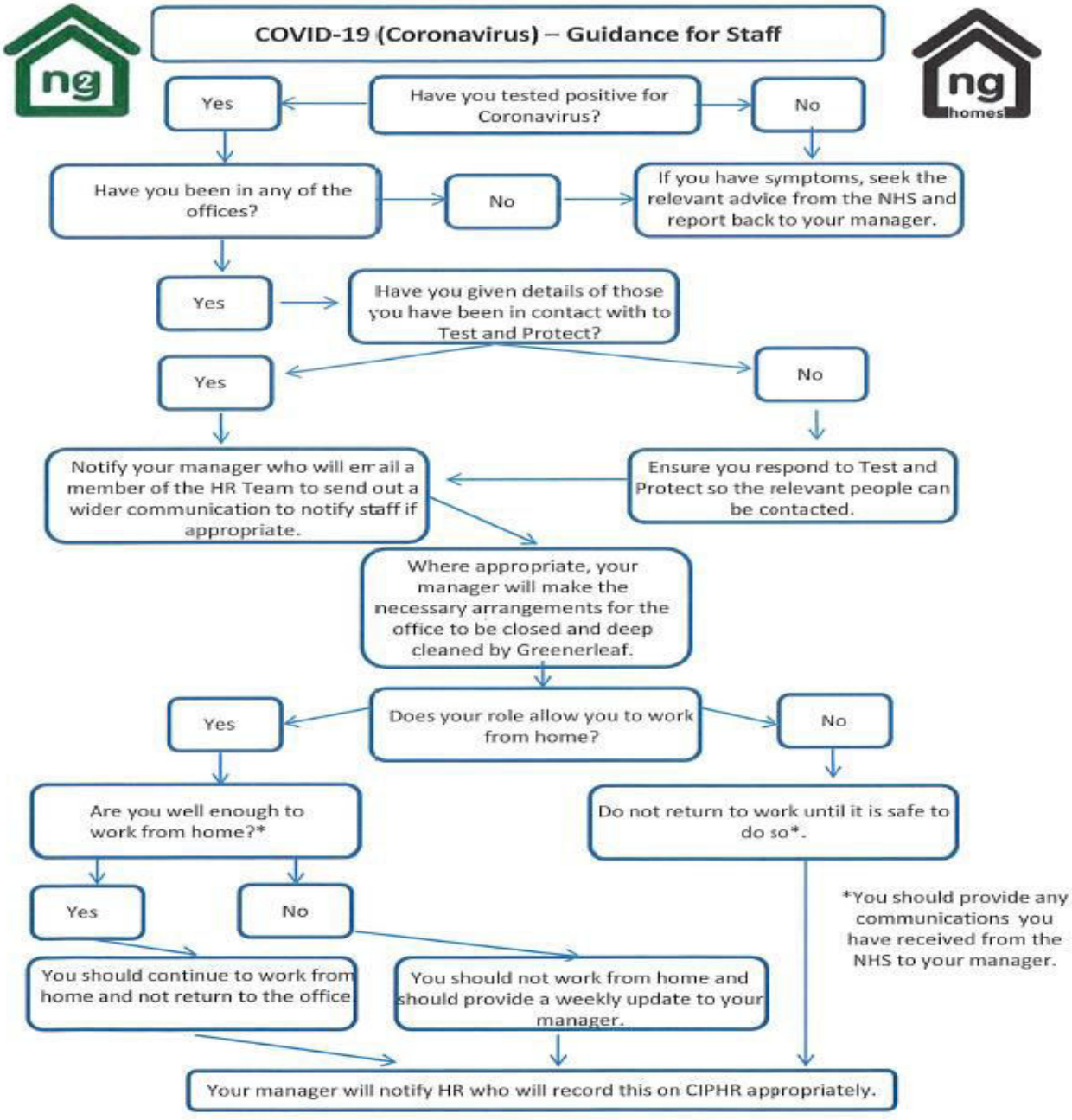
NG2 OFFICE

AREA OF TOUCH POINTS TO BE CLEANED

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

Guidance for Staff

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



HIT SQUAD

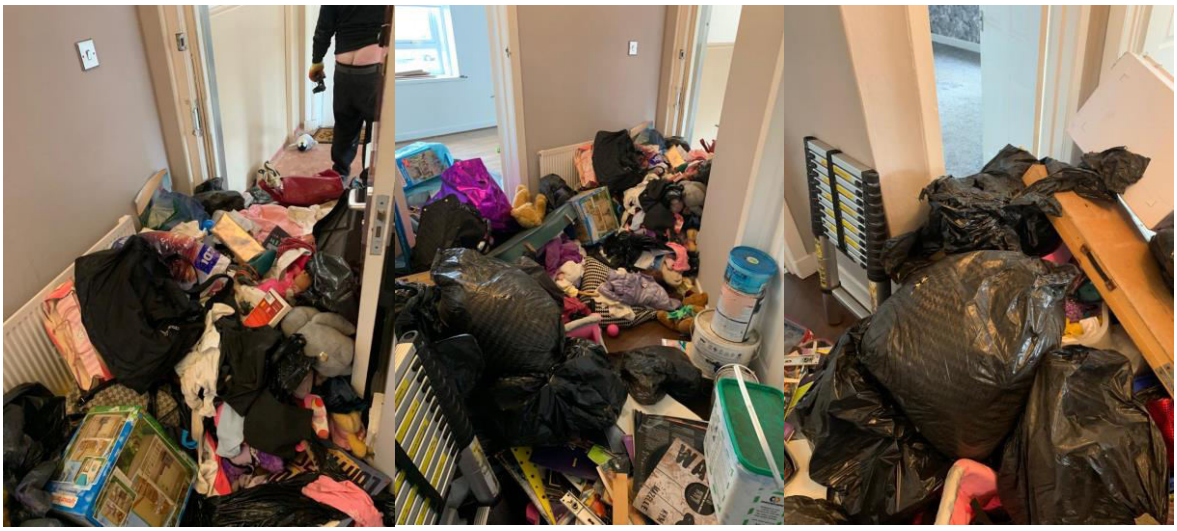
The hit squad continue to disinfect offices and void properties using electrostatic spray guns and dedicated virucidal and bacterial disinfectant.

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

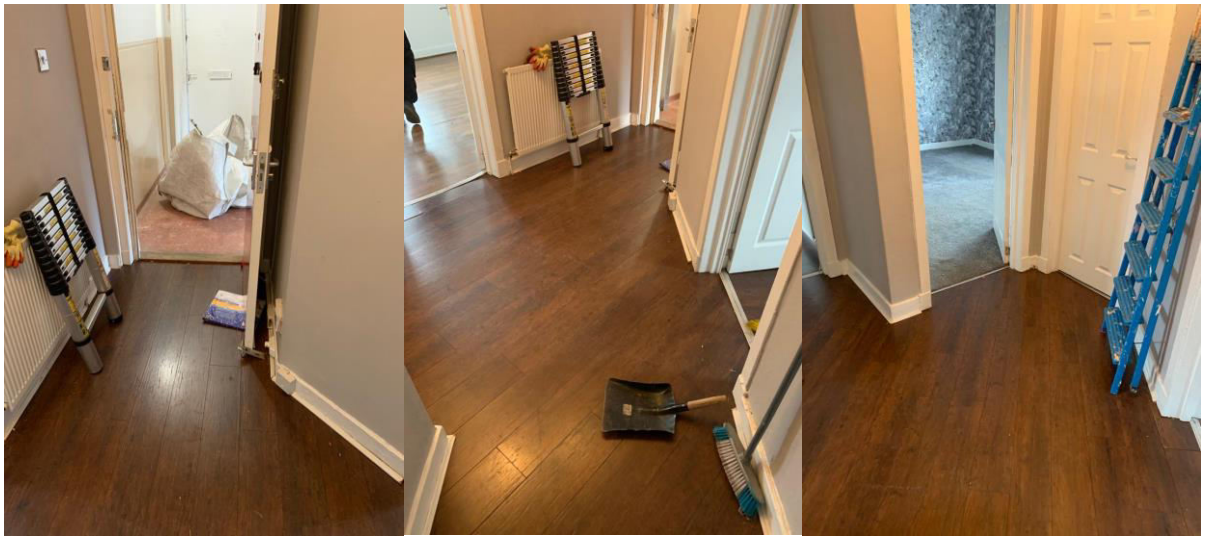
Voids

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

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



Before



After

Loft Space Before

Loft Space After

Hit Squad Service

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

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

Bulk Uplift Service / Fly Tipping

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

Fly tipping (before and after)

GARDEN MAINTENANCE

The contracted maintenance will commence in April 2021.

Back Court Tidy Up

Before and after back court tidy up

Garden Maintenance

Snow Clearance / Gritting

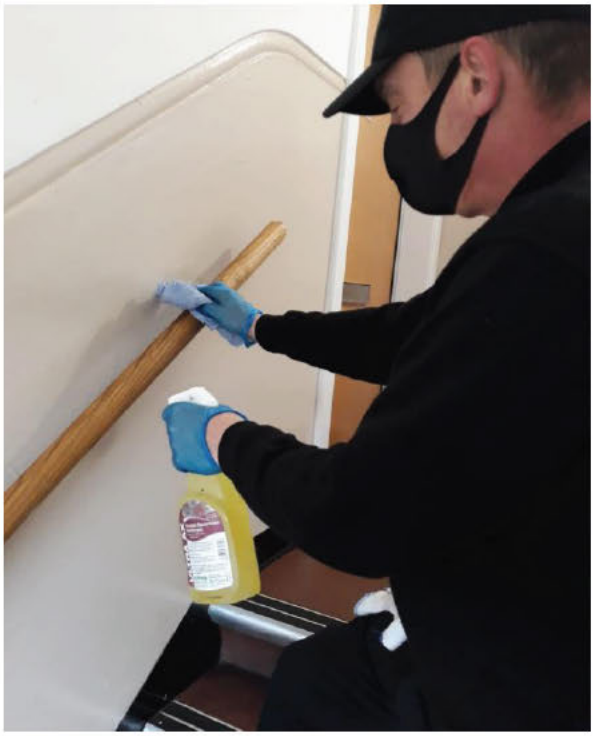
Operatives get rock salt from grit bins to grit vulnerable areas in advance of expected cold weather snaps

Heras Fencing Checks

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

CLOSE CLEANING

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



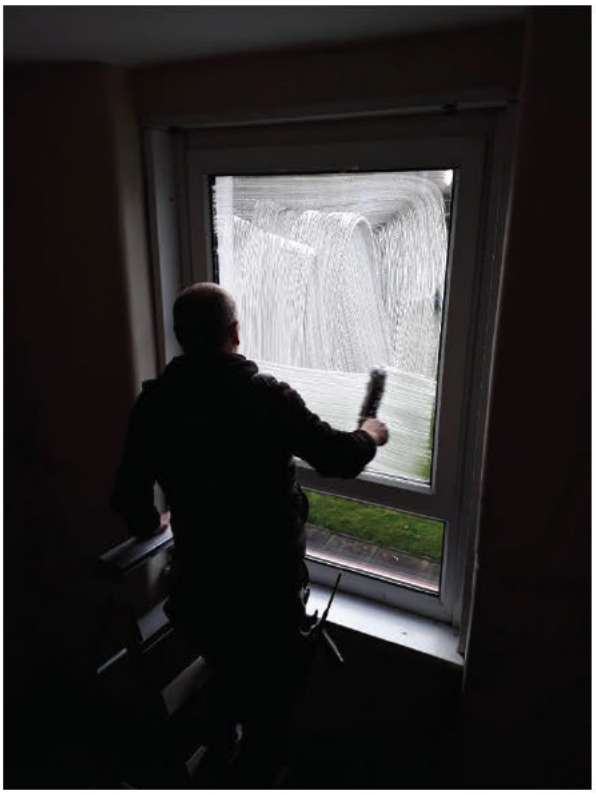
Operatives thoroughly clean handrails with virucidal disinfectant

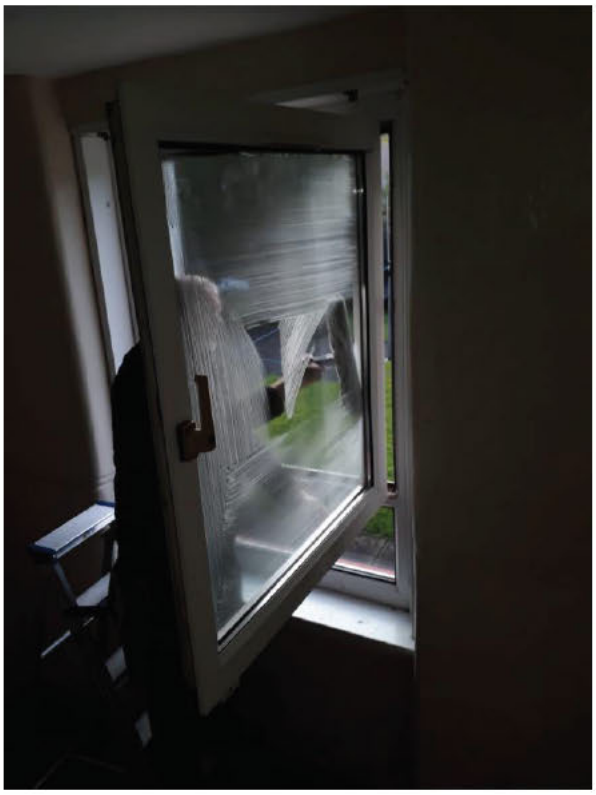
Common touch points are disinfected in every close

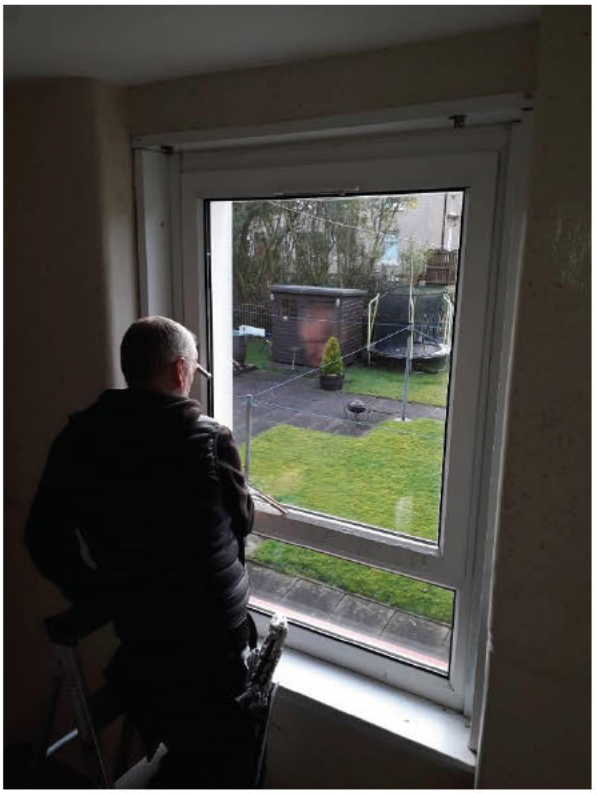
Before, during and after close cleaning

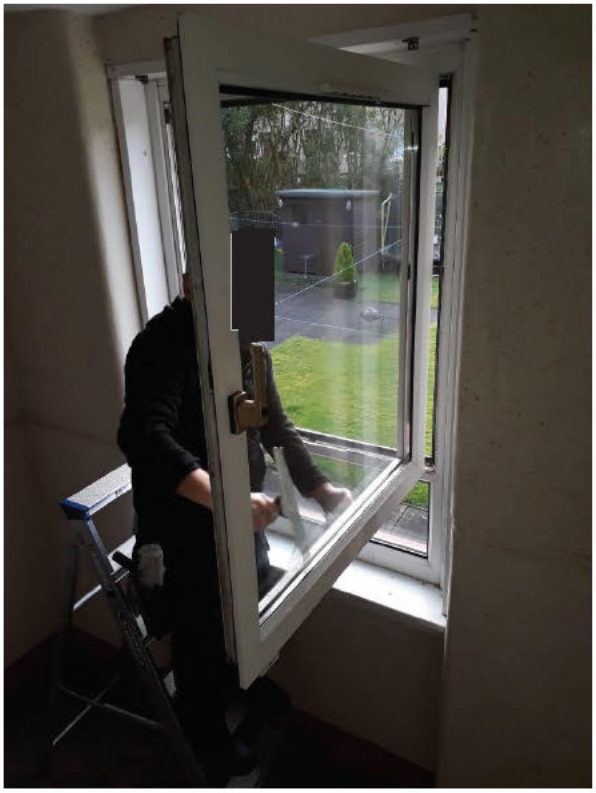
Window Cleaning

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







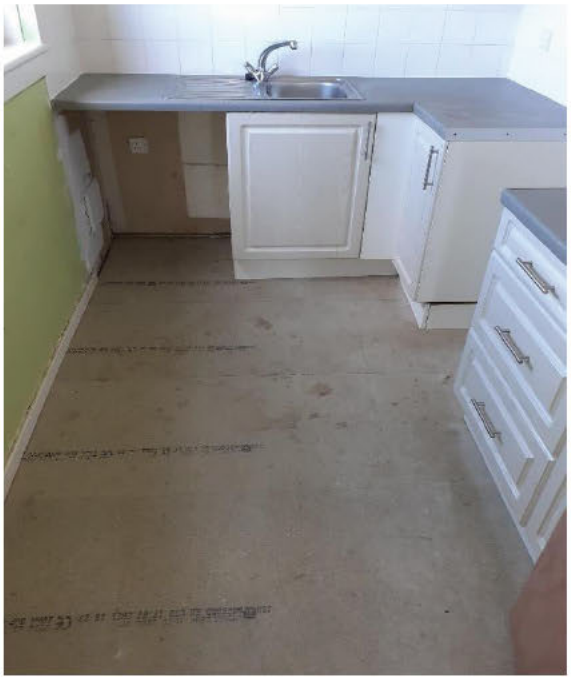


TRADES

Joinery

Collapsed fence made safe and replaced

Kitchen refaced and rotten floor replaced



Painting

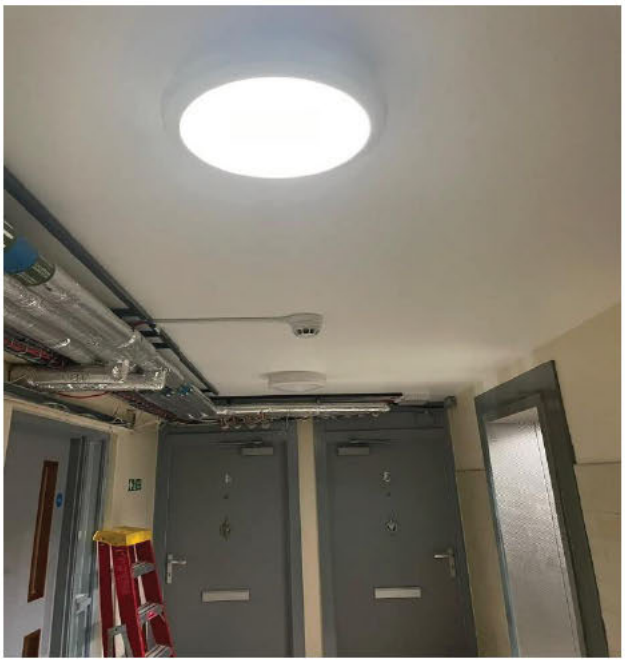
Painters have mainly been carrying out reactive works.

Before and after damp and mould treatment

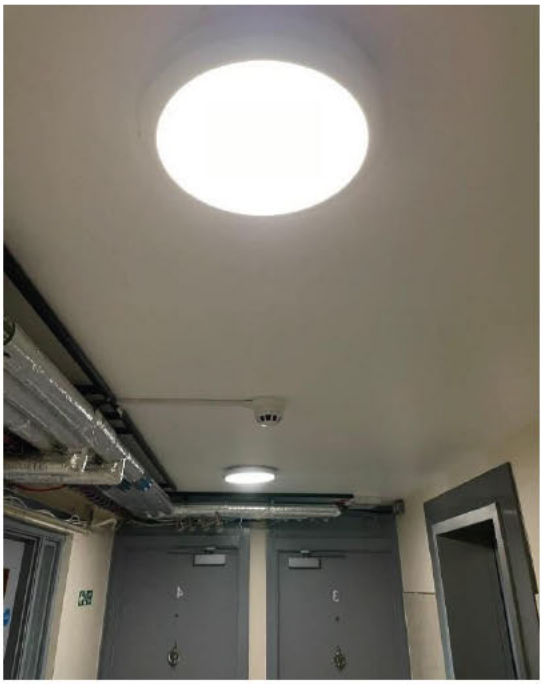
Before and after ceiling repair in a close

Before and after graffiti removal in close

Electrical

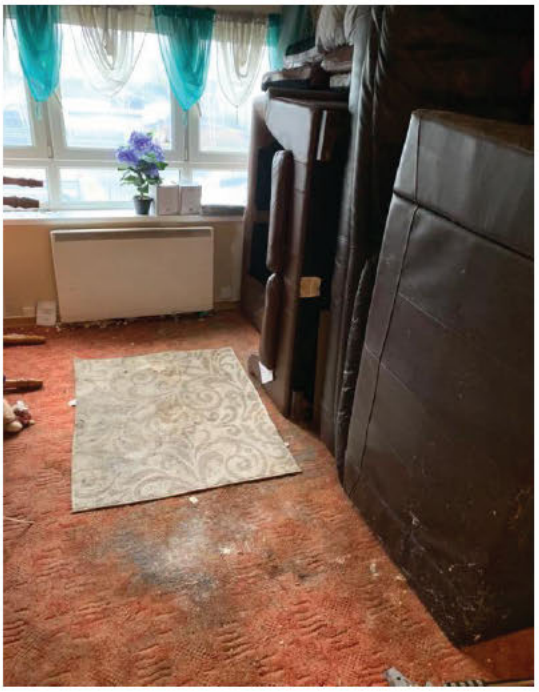


Before and after lighting repairs within the multi-storey flats

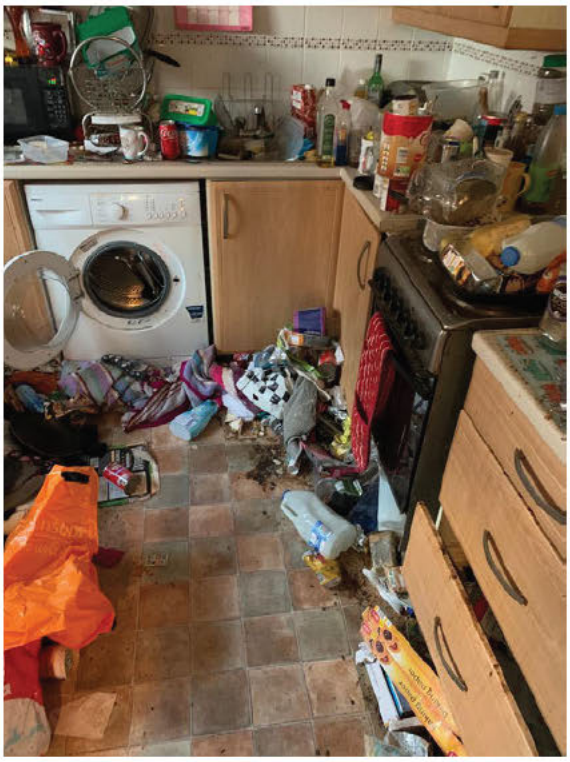


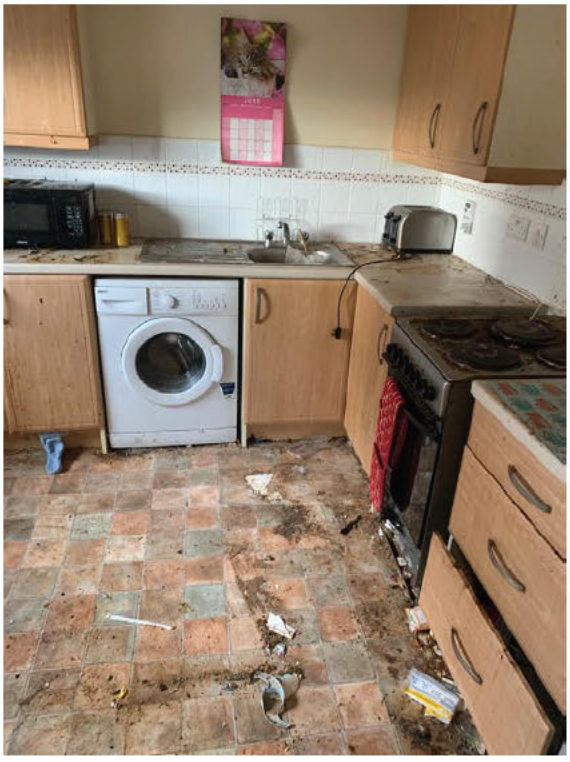
CARRON ESTATE BALCONY REPLACEMENT

MULTI STOREY FLAT INVESTMENT PROJECT



Before and after clearance in MSF property after forced access to carry out investment works

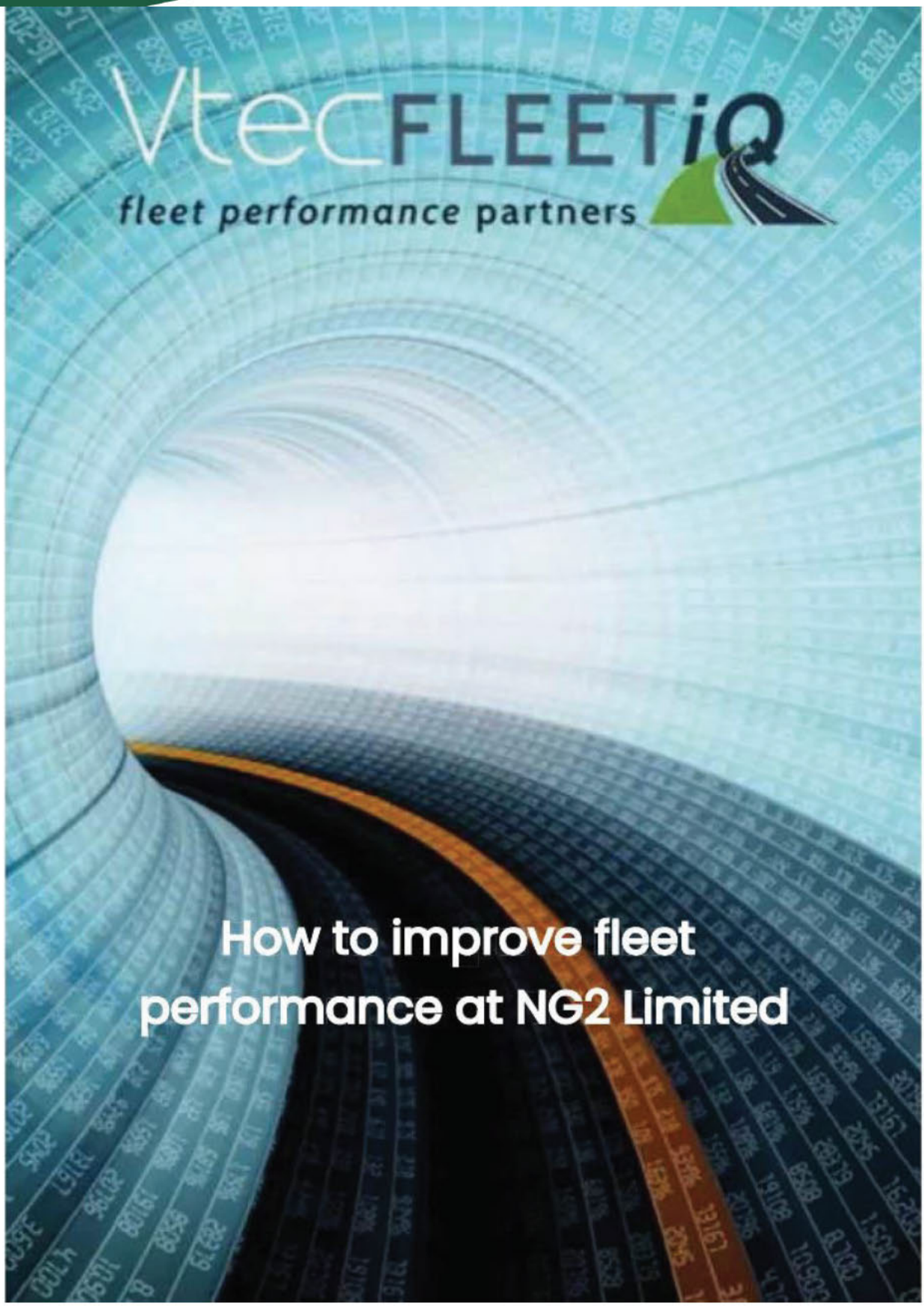




VEHICLES

The beavertail vehicle has now been received and ng2 livery has been applied

Webfleet Fleet IQ Renewal


VtecFLEETiQ
fleet performance partners
How to improve fleet performance at NG2 Limited

NG2 Limited
252 Saracen Street
Glasgow
G22 5LF

Webfleet Solutions proposal - NG2 Limited

Dear David,

Vtec Solutions was pleased to submit a proposed solution, that was developed together with you, based upon your requirements during our meeting of 16th March 2022.

Together we have analysed your requirements and trust we are submitting a proposal that meets your specific needs from a telematics and camera solution.

I look forward to hearing back from you in due course.

Regards,

[redacted]

Summary

- NG2 have been a client of Vtec Solutions since 2013.
- After beginning with basic telematics the requirements of NG2 have grown over the past nine years.
- Fuel devices showing idle time, wasted fuel, MPG's and fuel used have been added to the telematics.
- A further addition was an integrated camera solution which has been in place for the past three years.
- The camera solution has proved to be invaluable in proving the validity of insurance claims and the fault of the accident.
- Following discussion it was deemed the proposed equipment (telematics unit, fuel device, driver ID module and 4G integrated camera) would fulfill the requirements of NG2.
- The current solution costs £45.59 per vehicle per month which includes telematics, cameras and FLEETiQ consultancy.
- FLEETiQ consultancy no longer appears to be required as NG2 have a good handle on vehicle operations now.
- The new proposed costs are £47.23 per vehicle per month for telematics and the Mantis 2 camera solution.
- It was also agreed that the Vtec Account Manager would report quarterly on Key Performance Indicators such as Speeding, Driving Events, Idle Time, Fuel Consumption etc.

Background

- NG2 is a social enterprise company set up by NG Homes in 2010
- Vtec Solutions have been the telematics supplier to NG2 since 2013.
- Vtec Solutions ar e the largest Channel Partner of Webfleet Solutions in the UK and Ireland.

MANTIS™ 2

Setting the standard in vehicle CCTV

Our recommended solution for LCV with the ability to add up to 2 cameras.

- 2 Channel DVR
- Live view via MANTIS Live
- Frame Rate 1080p x 30FPS
- 1080p system on all Channels (excluding driver cam)
- **4G Multi-network M2M as standard with no preferred carrier**
- **1GB sim aggregated**
- G-Sensor 6 Axis
- **Self Healing SD Card**
- **Video Loss Alarm**
- **Memory Failure Alarm**
- Audio Support
- **Cloud Storage via Evidence Centre**
- **Face blurring & GDPR compliance**
- 64GB or 128GB Memory
- Forward facing camera with the option to add driver or rear cameras.

Why MANTIS - We believe in connected cameras

It's no secret how complicated the day to day running of a fleet can be. Any incidents that required investigation take **time and focus** away from fleet owners.

Vehicle incidents can have a **spiralling effect on costs** if they are not managed quickly and to the **best possible outcome** for your company. To achieve this you need fast and reliable access to the **Evidence**.

How Non-Connected Systems Can Let You Down

- SD systems may need to be **manually reset or formatted** which is extremely **time consuming** and could result in **loss of footage**.
- Recording failure or camera obstruction not discovered until it's **too late**. Unless you manually check each camera regularly there is no way of knowing if its recording. This is typically the **No.1 headache** for fleet owners. If a camera misses an incident all its **value is lost** resulting in non-fault claims ending up as 50/50 or own-fault due to **lack of evidence**. This can have a massive impact on the total cost of an incident to your business.
- Accessing the footage can be **slow** particularly with incidents when the police are involved, or the vehicle has been damaged. If the vehicle is taken away or impounded sending someone to retrieve the footage can be difficult.
- Delays in accessing the evidence to determine the cause of the incident can incur **unnecessary or excessive costs** e.g. legal fees, loss of earnings through vehicle downtime, insurance pay-outs & increased premiums.

How Does MANTIS Overcome These Issues?

MANTIS has developed three core solutions to deliver a **highly reliable** and **effective** vehicle camera system.

Evidence Centre

MANTIS LIVE

webfleet solutions
CERTIFIED PARTNER

Vtec SOLUTIONS

Evidence Centre - The most unrestricted access to your evidence footage

Market Leading Connectivity

True multi-network M2M 4G data sims with the ability to use all major networks and auto-roam onto the strongest providing the most stable coverage possible.

Flexible Data Allowance

1GB aggregated package allows data to be shared amongst the fleet so you never run out when you need it or get charged overage fees.

Fault Notifications

Don't wait until vital footage is lost before you know a camera was not recording. Be notified to any recording loss or memory failure and resolve with our monitoring team.

Instant review & remote download

Playback any of the footage stored on the memory to quickly investigating an incident and download on demand. No restriction on video clip length or number of downloads.

Automatics Uploads

If MANTIS senses a serious event such as hard breaking or cornering, footage is automatically uploaded to Evidence Centre with 90 days cloud storage. No need to look through hours of footage to find what you need to act quickly.

Monitoring Team

Our dedicated team are on hand to assist you in downloading footage and will review your account for faults to keep you notified to any recording loss.

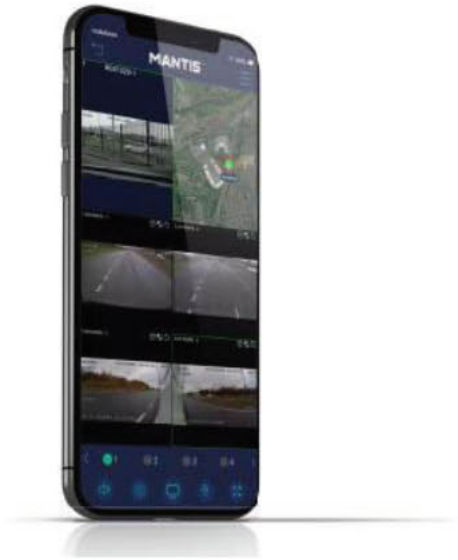
MANTIS Live - Instantly see video from any camera on your fleet

Live View

Keeping you updated on your fleet in real time, giving users the ability to view the fleet location and access cameras no matter where a vehicle is operating. Fleet owners have the ability to make faster decisions, at the simple click of a button.

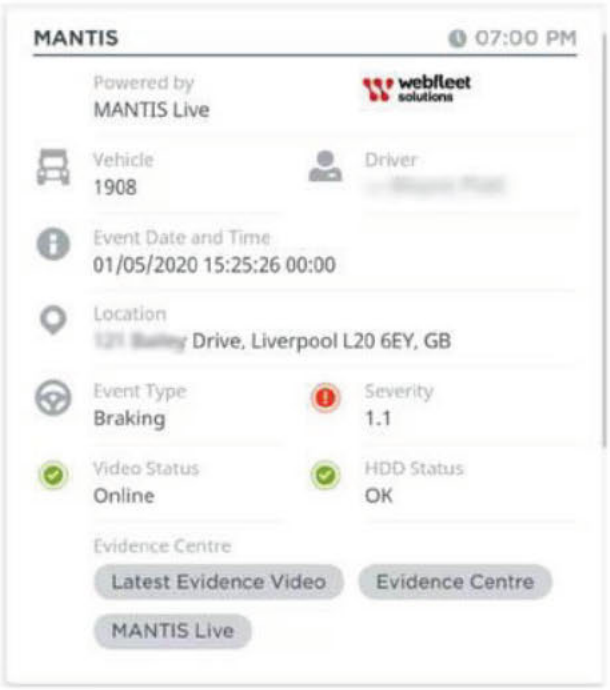
MANTIS Live App

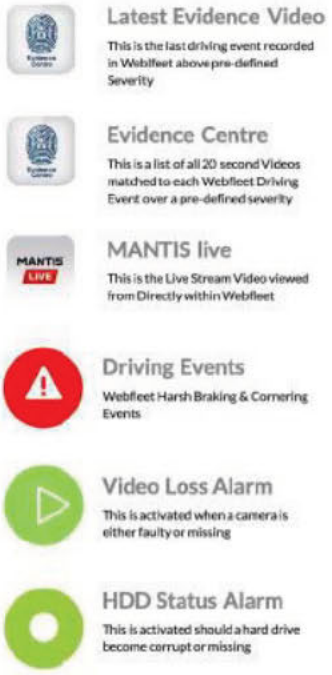
Look after your fleet even when out of the office with our app for IOS & Android.



Webfleet Solutions Integration - View cameras live and access Evidence Centre in one platform

- Combining powerful telematics data with video evidence to get the full picture of what happened.
- Receive email alerts about severe driving events with direct link to footage allowing you to respond quickly even when out of the office.
- Review near misses and spot trends to identify higher risk drivers and utilise evidence video as a training tool to improve driving behaviour.





FLEET *iQ* Account Management

As part of your Account Management at Vtec Solutions you will have the following resources available to you during the course of your telematics contract:

Account Manager

[redacted]

Email: [redacted]

Ongoing Account Management

- Month 1 WEBFLEET training and Account Set up.
- Month 2 Account Review
- Month 3 Account Review
- Ongoing Quarterly Account Review

De-installations and Re-installations

Please click here to book an engineer - https://www.vtecsolutions.co.uk/support/de-re-install/

Service Issues

Please click here to create an electronic ticket - https://www.vtecsolutions.co.uk/support/service-request/

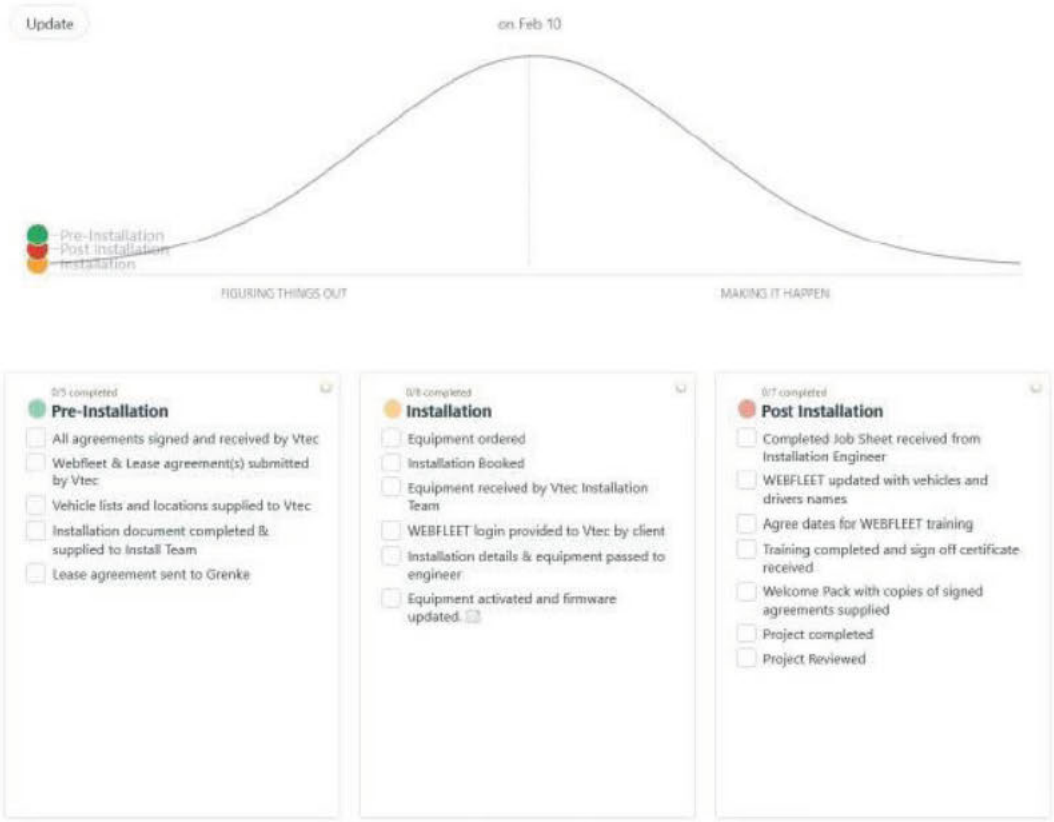
Contact Service

Tel: 01236 541080

Email: service@vtecsolutions.co.uk

Onboarding

Below is the process for your Onboarding of your telematics solution:



Dashboard

The Dashboard provides Key Performance Indicators for your Fleet depending on what equipment is installed in the vehicles.
The following data is provided by unit:

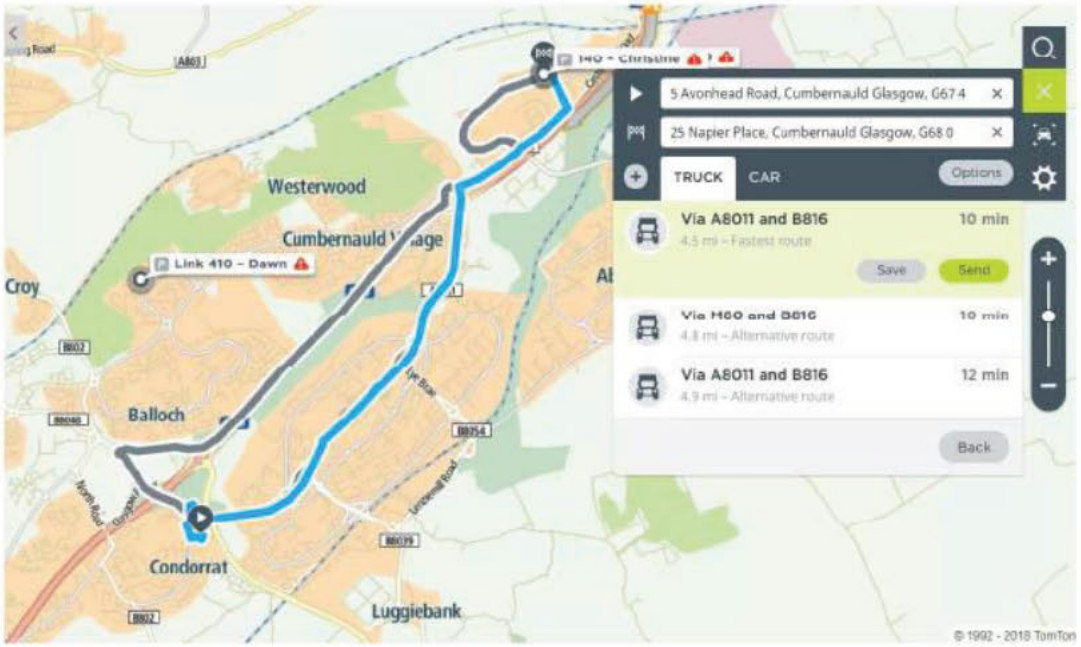
- Link telematics unit - Daily Mileage, Driving Time per day, Trips per day, Speeding, Driving Events.
- Fuel Unit - MPG,s Fuel used, CO2 emissions, Wasted fuel per day, Idle Time, Carbon Footprint
- Pro Navigation Unit - Orders per day, Orders on Time in %, Completed Orders per day

Route Planning

WEBFLEET allows routes to be planned in two ways:

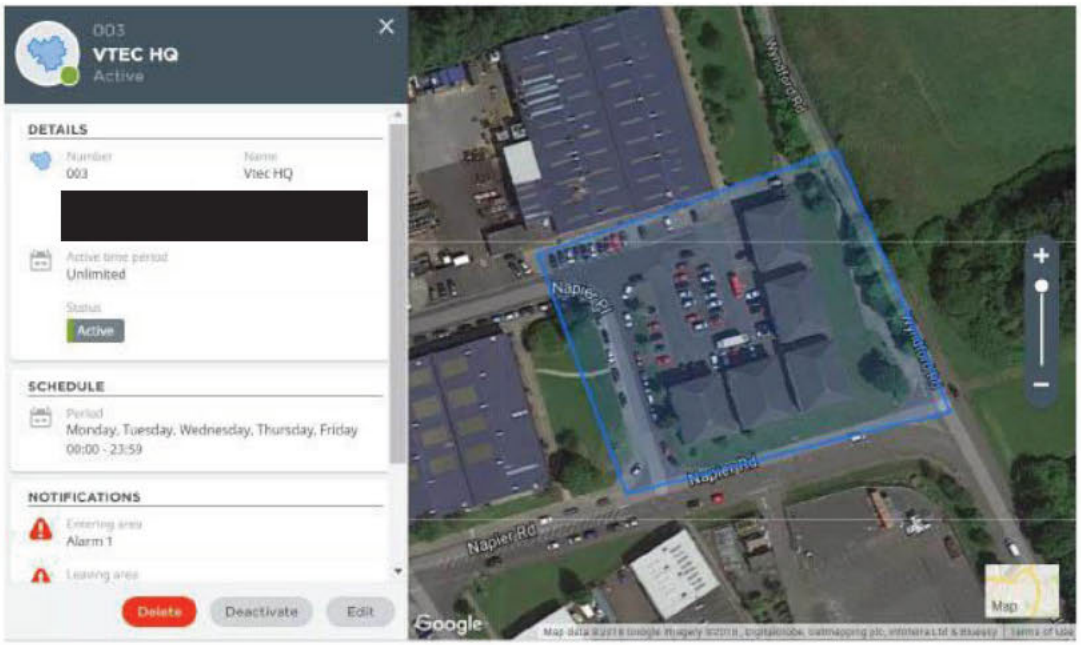
- A to B routing - select all of your destinations and create on large route.
- Forced Routing - select a route a vehicle must follow i.e. Heavy Haulage limitations, Gritting etc.

These can then be viewed for costing purposes or sent to WEBFLEET as a route for the vehicle to follow. Each route provides a time and distance on WEBFLEET.



Areas & Notifications

- Set Areas in WEBFLEET and be notified of any/all vehicles that enter this location.
- Select who should be notified and WEBFLEET will send an email notification.

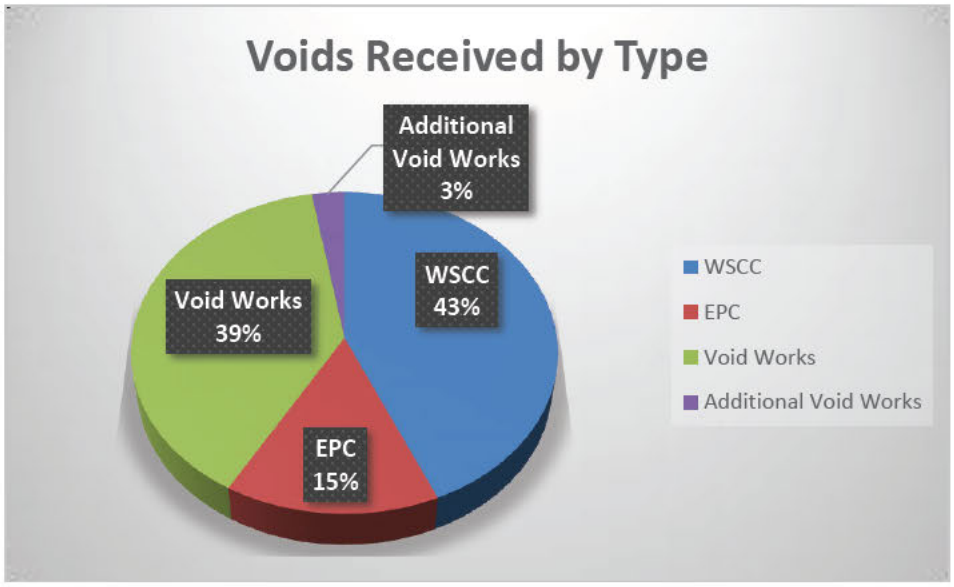


KEY PERFORMANCE INDICATORS

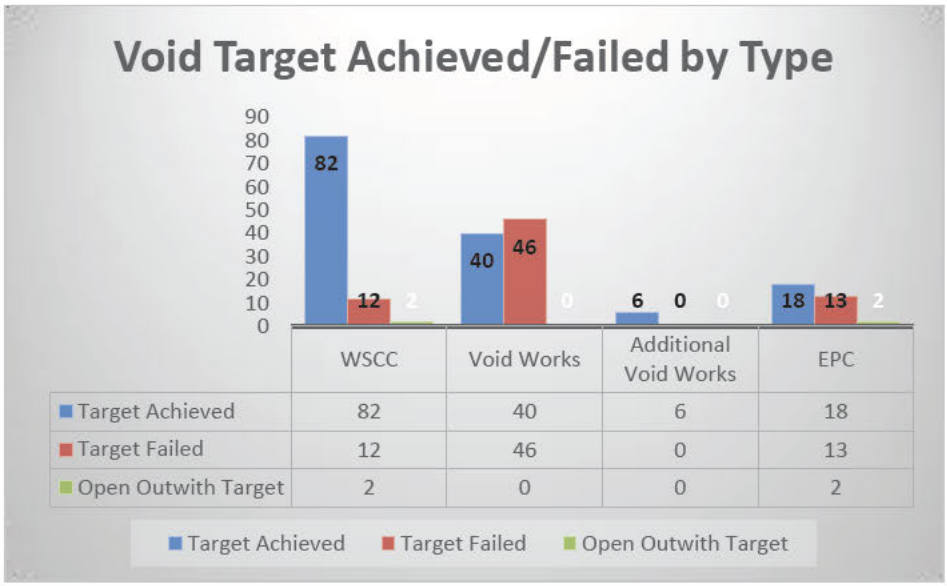
KPIs have been impacted by the implementation of labour-intensive safety measures

Voids

Breakdown of voids by type



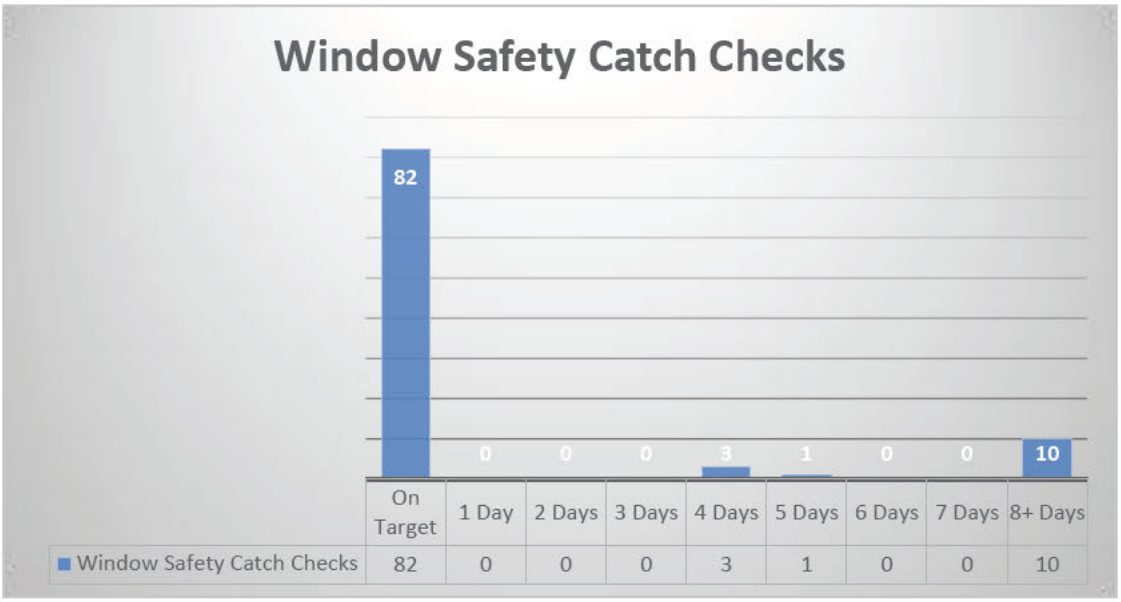
Breakdown of Target Failure/Success by type



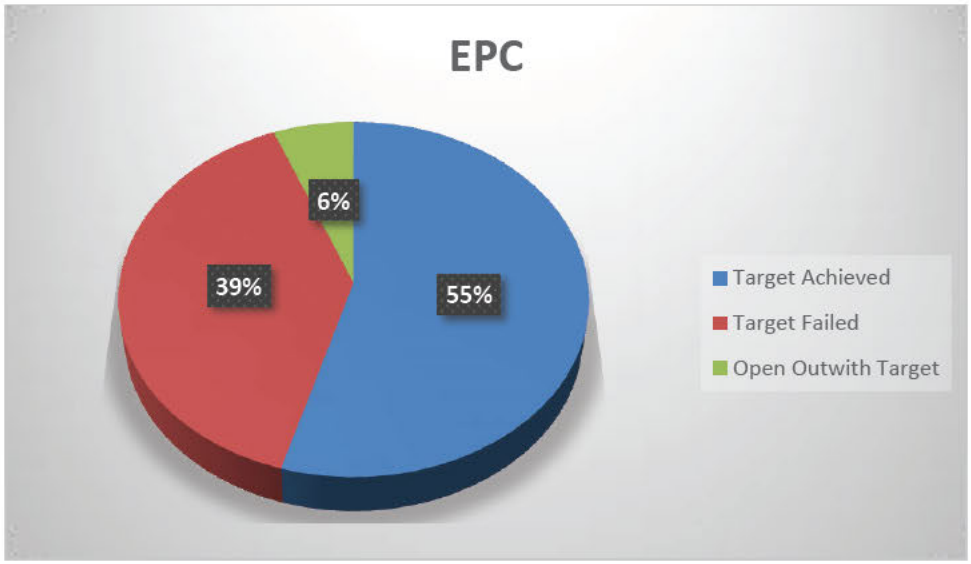
	WSCC	Void Works	Additional Void Works	EPC
Target Achieved	82	40	6	18
Target Failed	12	46	0	13
Open Outwith Target	2	0	0	2

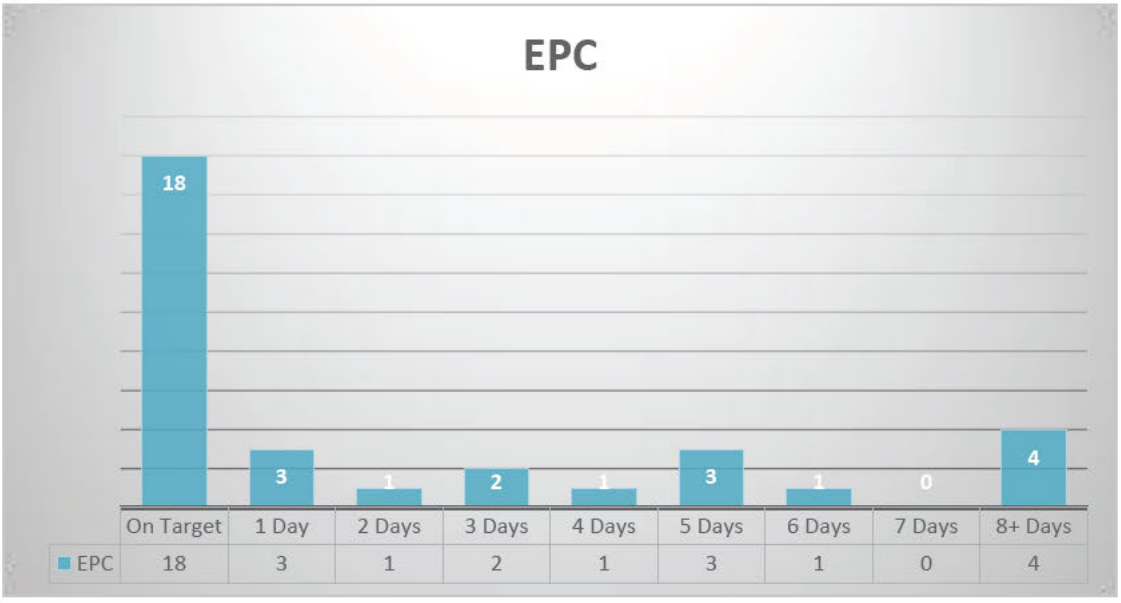
Performance Against Target by Category

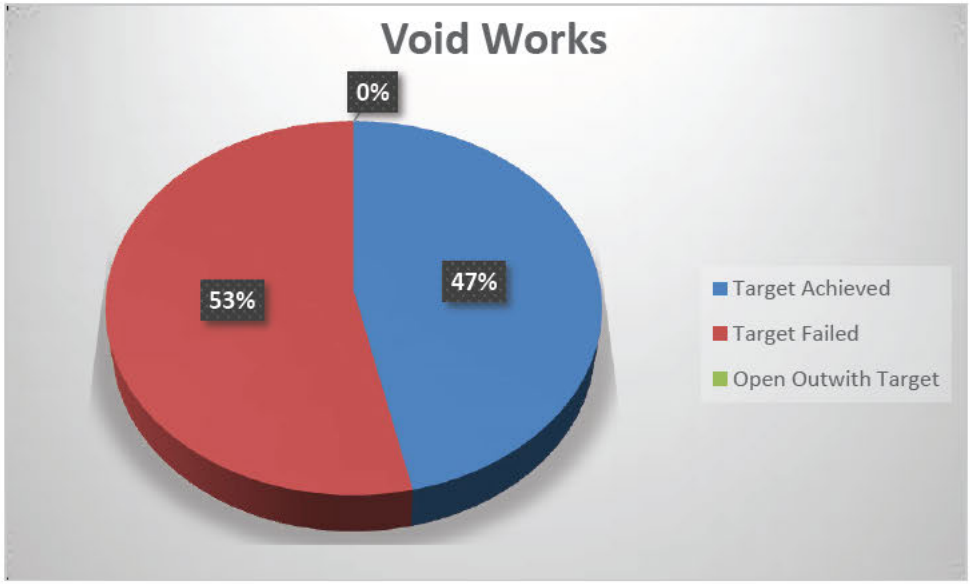
14 window safety catch checks ran over target due to failure of the initial safety check and requirement for remedial works. There have been ongoing issues with materials supply for glazing repairs



15 energy performance certificates were issued past target







10 void properties were carried forward from Q3, which in conjunction with the new, labour-intensive safety measures, has directly impacted the achievability of the 6-day target.

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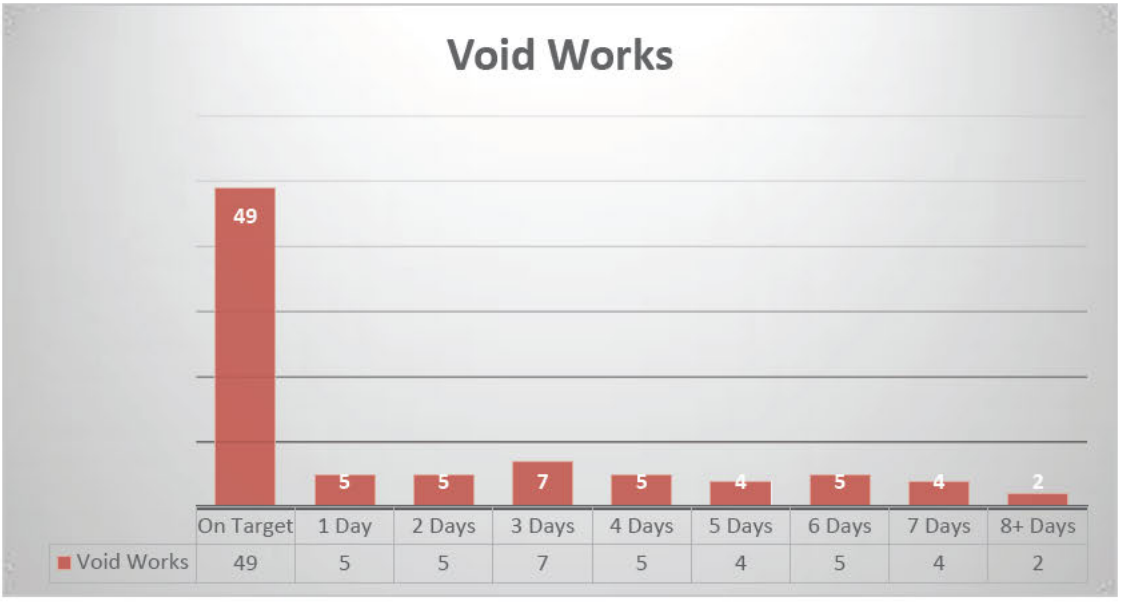
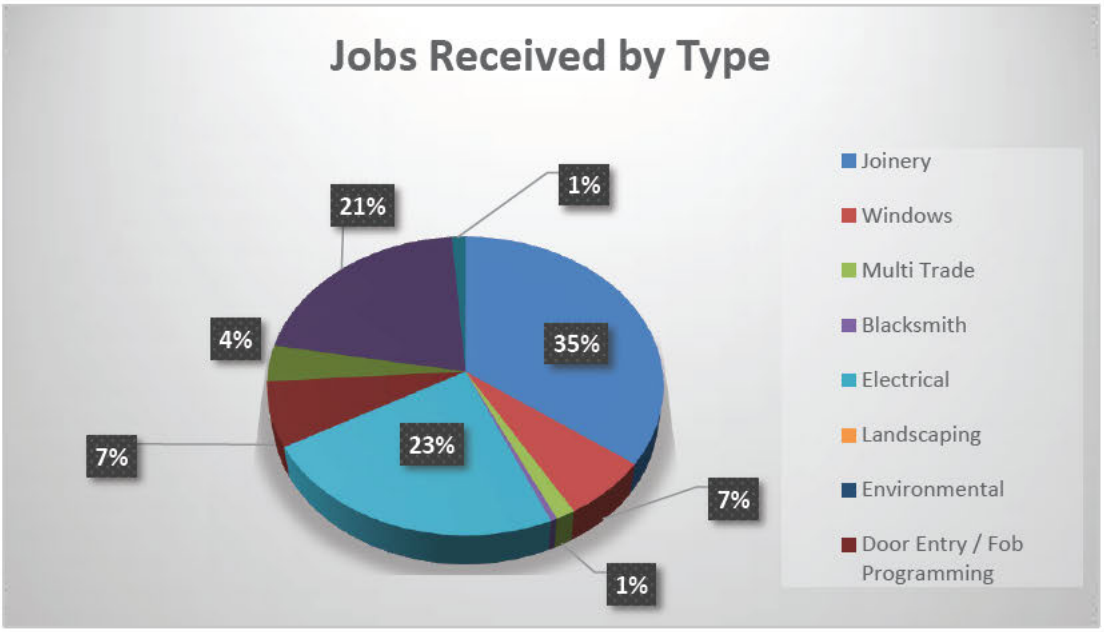


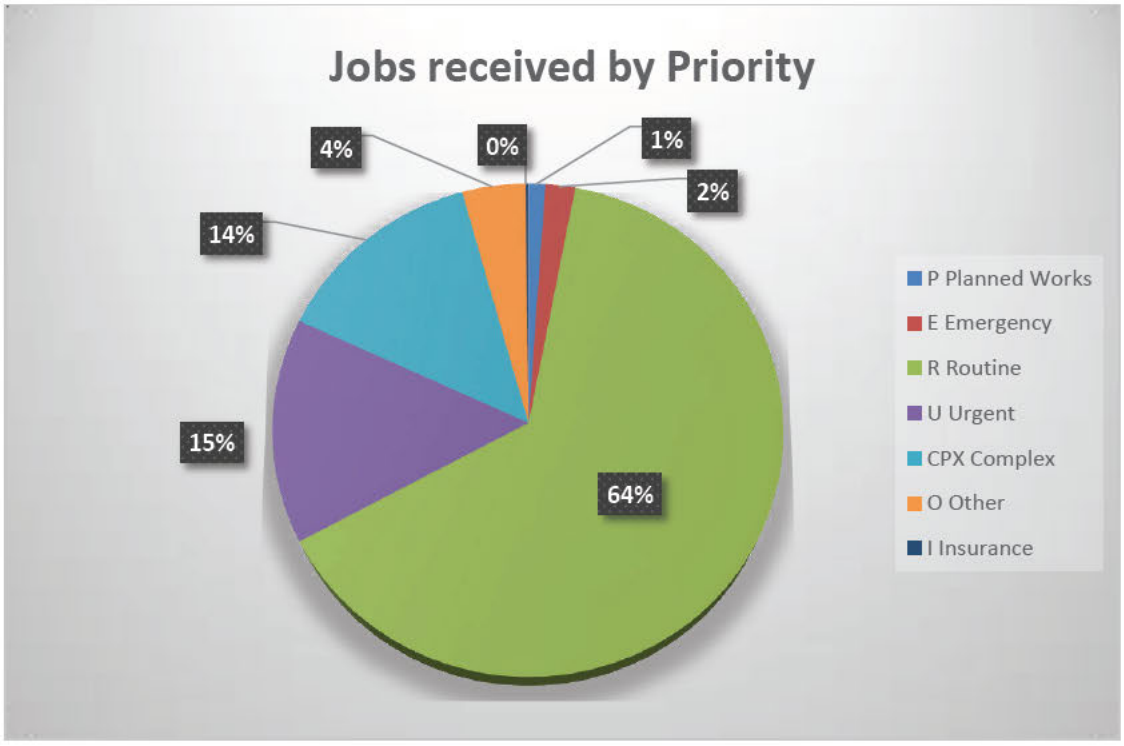
The majority of voids which were returned outwith the 6-day target, were returned within 7 days of the target date despite the challenges.

Day to Day Repairs

Breakdown of Day-to-Day Repairs by type

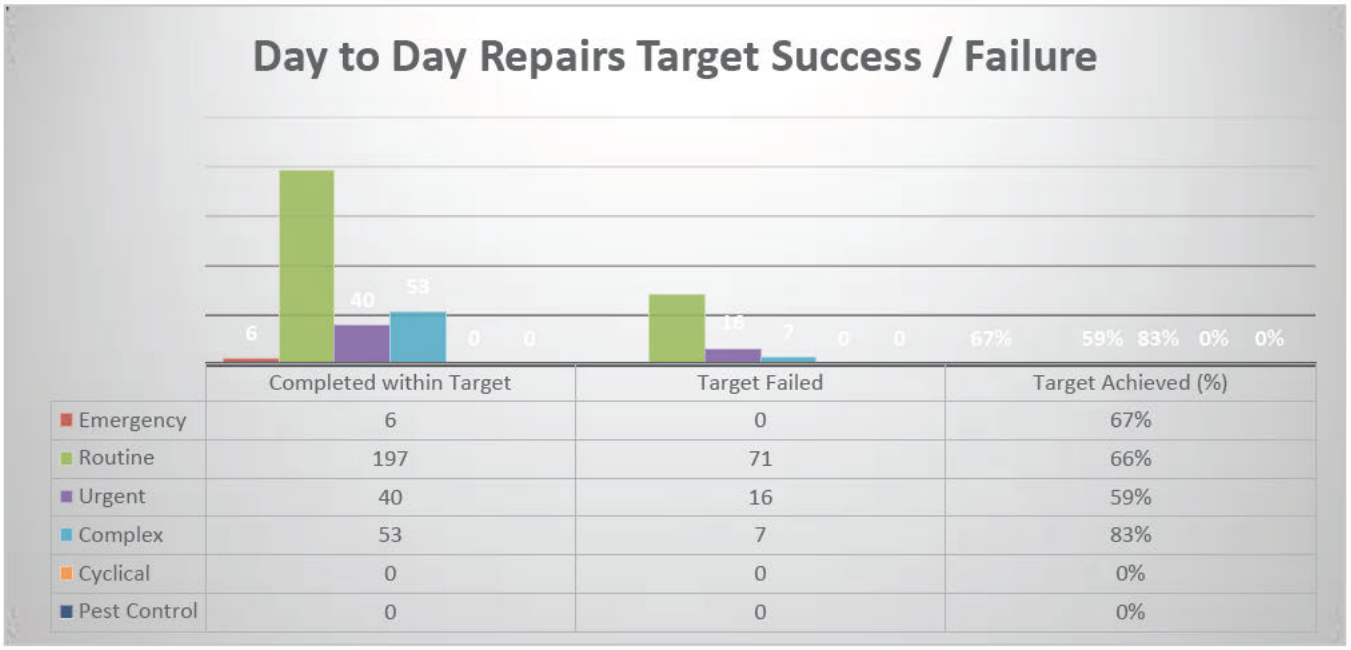


Breakdown of Day-to-Day Repairs by priority



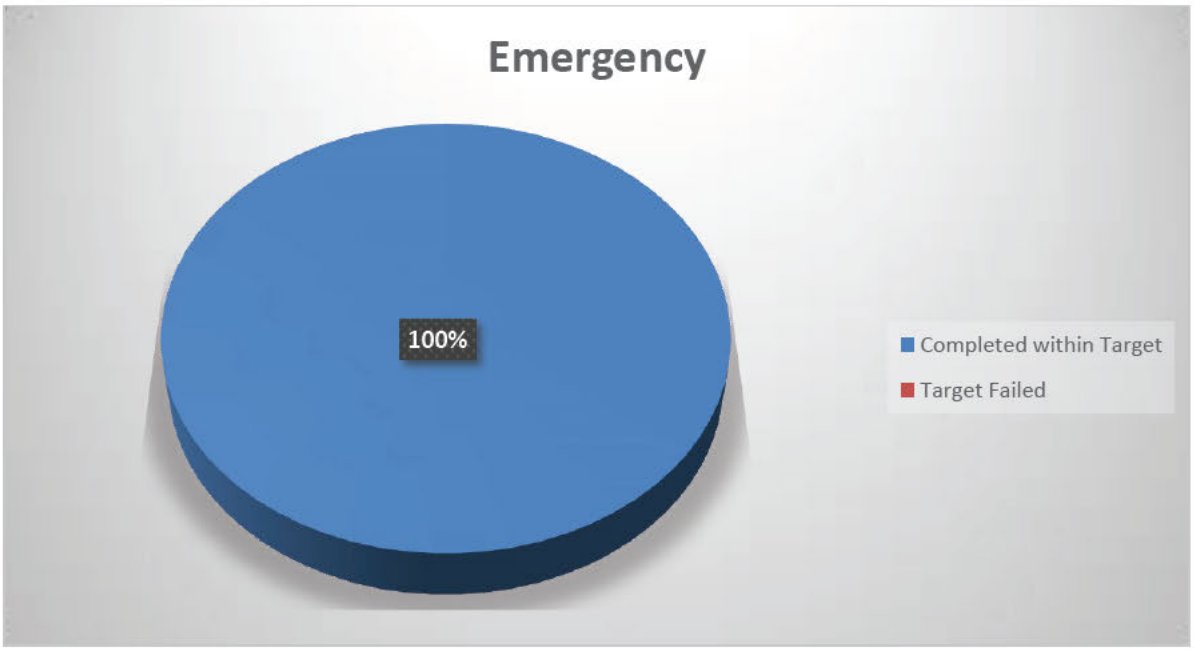
Day to Day Repairs Performance Against Target by Category

Day to day repairs have achieved an average of 76% success rate against targets.

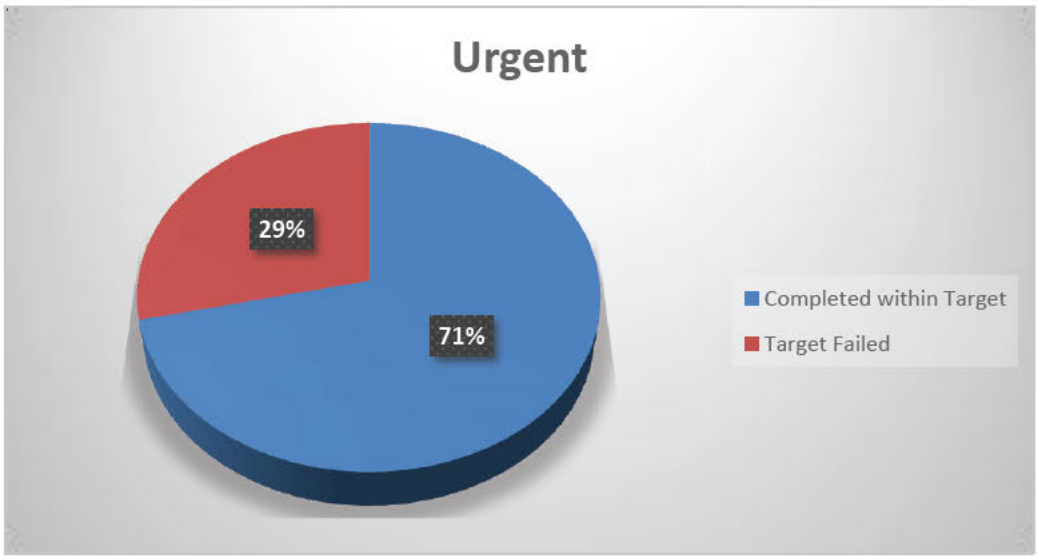


	Completed within Target	Target Failed	Target Achieved (%)
Emergency	6	0	67%
Routine	197	71	66%
Urgent	40	16	59%
Complex	53	7	83%
Cyclical	0	0	0%
Pest Control	0	0	0%

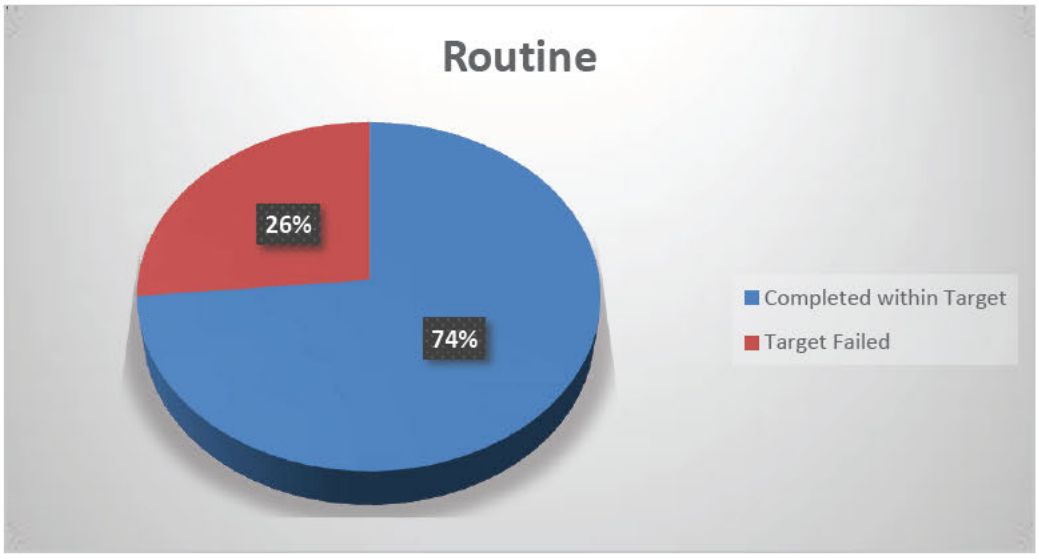
Emergency repairs are required to be complete within 4 hours



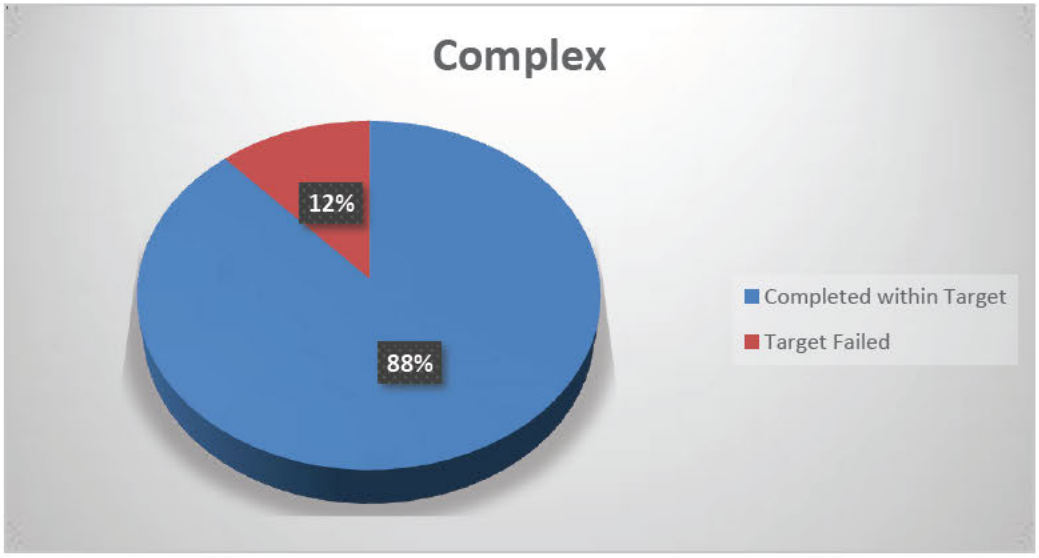
Urgent job lines have a 3 day target



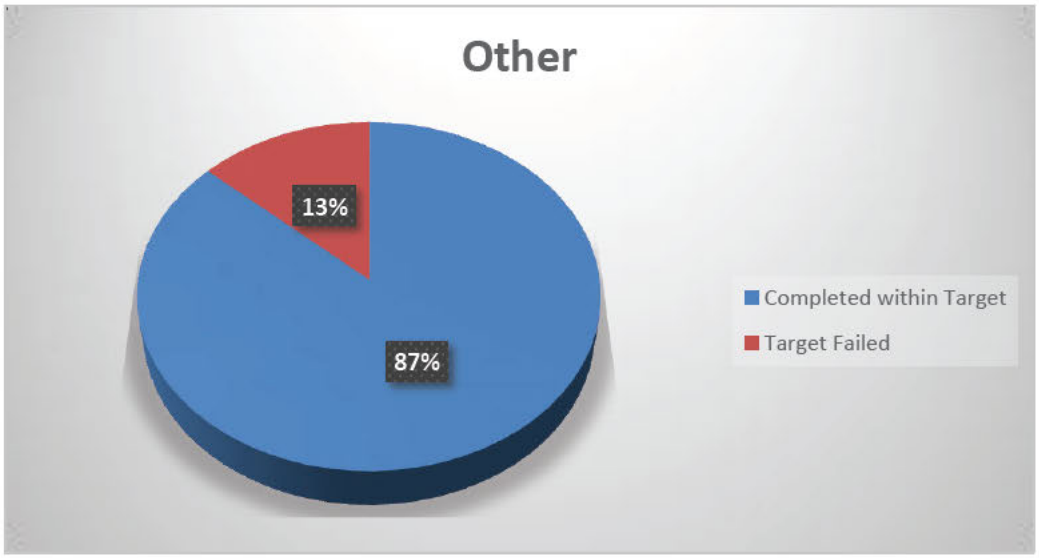
Routine work orders have a 5 day target



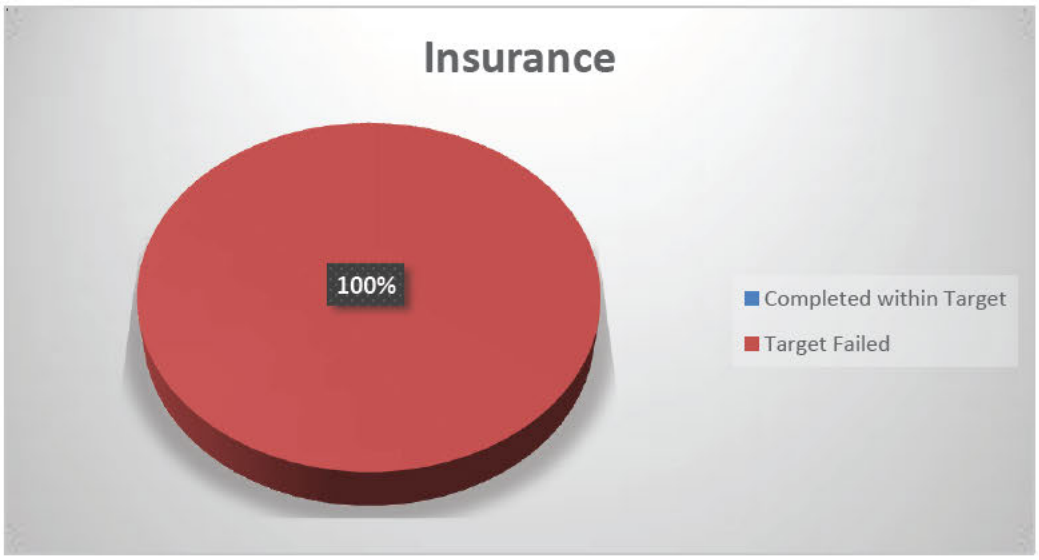
Complex repairs carry a longer target period of 6-8 weeks



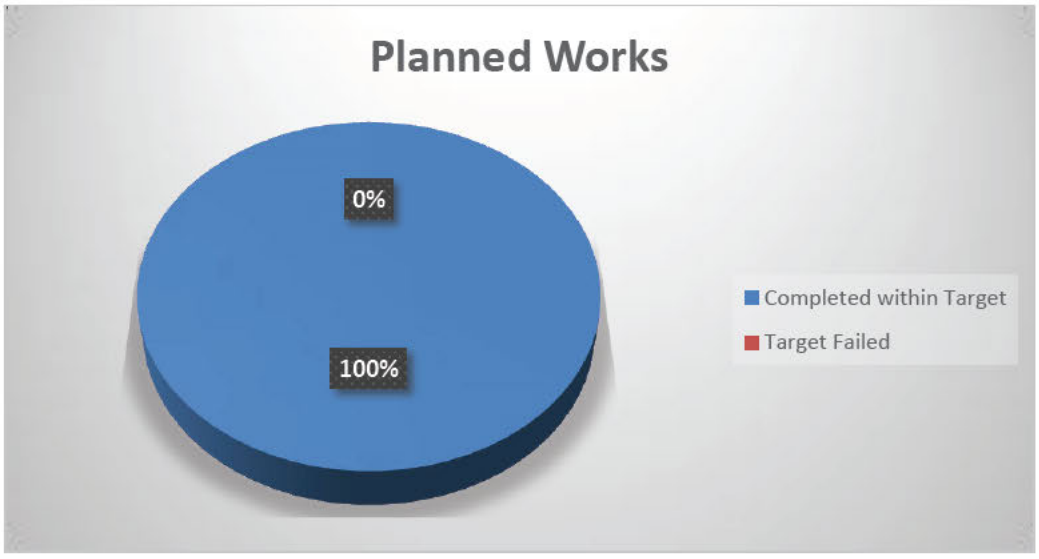
"Other" repairs generally include jobs for materials supply and other miscellaneous work



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



Planned works include door entry upgrades



GOVERNANCE/RISK/PROCUREMENT

Details of the completed review of ng2 Risk Assessments in conjunction with Assured Management Group

Assured Management Group Ltd had previously applied a full compilation of a suite of specific Risk Assessments (RAs) across "in house" Grounds Maintenance & Window Cleaning Services plus All Trades Handy Man Services.

Thisy in Total equated to 104 No Individual RAs.

The initial RAs had a "Review Date" set at 1 Year from Issue, with COVID 19 the review has slipped somewhat & subsequently "newly or added risk/s" have been identified - this along with a "continued development" determines that a "Full Review" is now necessary.

Assured Management Group Ltd list the following, as the agreed Scope of the Review & Update Scope, further this also provides an Anticipated Costing for the works.

Task No.	Task Description.	Total No.						Completed
1	Apply a Full Review of Full Suite of Risk Assessments, thereafter: Applying Edit Update to reflect a "Continued Improvement" based on both idustry & topical changes & also taking into account gathered information (Accident Register / Near Misses).	104						25/02/2022
2	Meeting at NG 2 Office to Discuss & Agree full Scope of Task (Additionally, discuss Risk Management of Window Cleaning using Reach Poles, particularly on Public Footpaths & Roads.	Sum						31/01/2022
3	Apply a "Control" Audit on same, with Edit as necessary.	104						01/02/2022
4	Print & Folder Up; Risk Assessments, by: Combined, Grounds Maintenance & Window Cleaning & General Handy Man Services.	104						28/02/2022
5	Meeting at NG 2 Office to Hand Over of Folders & Memory Stick / Disc holding 104 No. RA's (Apply a Training Brief on Same).	Sum						02/03/2022

This review has now been completed and Operatives have received all necessary training in relation to amended Risk Assessments.

Item 5(b)

Board Meeting For Noting

To: Board
From: HR Officer

SUBJECT: STAFFING REPORT (NG2) **DATE: 7 JUNE 2022**

1. Introduction

This report refers to the period of 1 January 2022 – 31 March 2022, covering staffing matters including: staff headcount, attendance and absence, learning and development, recruitment and the company health plan.

2. Staffing Report

Number of Staff

As at 31 March 2022, 82 staff were employed by ng2 Ltd.

Attendance and Absence

During this reporting period, 79 staff had perfect attendance (91% of the workforce). As well as this, 9 staff members qualified to receive their two day 'no sickness reward'.

The overall staff sickness absence percentage was above the 3% target and for this reporting period was 3.23%. The breakdown of the total number of working days available against days lost through sickness is detailed below:

Total number of work days available	Number of days lost through sickness	Sickness Absence %
4,052	131	3.23

The 131 days lost is broken down into short term (a maximum of 19 days) and long term (20 days or more) as follows:

	Short Term	Long Term
Days Lost	25	106
Number of employees	[redacted]	[redacted]
Percentage	0.62	2.61

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

Absences due to Self Isolation (COVID-19)

During the reporting period, 19 members of staff required time off to self isolate. The total number of days lost due to self isolation was 96.5 days with the average absence length being 5 days.

The reasons for self isolating are broken down as follows:

Reason for Self Isolation	Number of Staff
Developed symptoms or tested positive	10
Close contact/Test and Protect notification	7
Member of household developed symptoms or tested positive	2

Learning and Development (L&D)

During the period covered by this report a total of 12 ng2 staff benefitted from 42 hours of formal training and development as detailed in the table below. The direct cost of this training equates to £1020.

Course Title	Number of staff attending	Number of staff hours	Direct cost of Training (£)
Sharps and Biohazard Training	6	21	510
Working Safely & Manual Handling	6	21	510
Total	**12**	**42**	**1,020**

Recruitment and Leavers

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

Job Title	Contract	Start Date	Contract End Date	Internal or External
Painter	Fixed term	25/10/21	22/04/22	External
Customer Services Officer (x3)	1 permanent, 2 fixed term	Various	Various	External
Estate Services Operative (x6)	Fixed term	Contract extension	06/05/22	Internal
Concierge (x3)	Fixed term	03/12/21	03/06/22	External
Void Officer	Fixed term	10/01/22	Ongoing	Internal
Maintenance Officer	Fixed term	10/01/22	Ongoing	Internal

During the reporting period, 14 staff left the organisation. This is made up of [redacted] 10 end of contracts (seasonal programme) [redacted] Where possible, exit interviews are conducted to gain feedback. Due to circumstances, [redacted] exit interview was conducted.

[redacted]

Company Health Plan – Simplyhealth

Simplyhealth have provided us with a report on claims made by staff for the period 1 January 2022 – 1 April 2022. The report shows that staff are claiming for a wide range of benefits however as with previous reports, the optical and dental categories make up the highest percentage of claims.

3. Recommendation

Members are asked to note the contents of this report.

Management Information pack

Simplyhealth

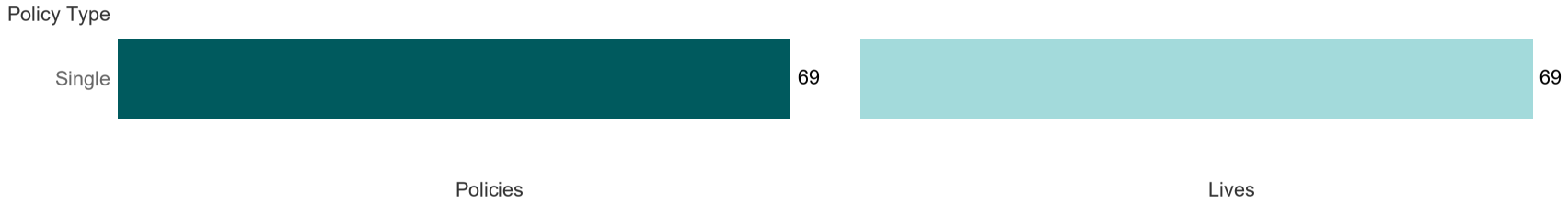
Client
N G Homes \ G88908863

Report Data From :
Jan 22

Membership Summary

Scheme Name
A95149792/N G2 Homes/OPHPFL/Lv4/MC

Policy Summary by Level and Type



Total Summary Figures

Total Policies Covered Current Year: **69**
Total Policies Covered Previous Year: **68**
Total Lives Covered Current Year: **69**
Total Lives Covered Previous Year: **68**

Monthly Joiners

2021	July	1
	August	18
	September	0
	October	1
	November	0
	December	0
2022	January	0
	February	0
	March	4
	April	16
	May	2

Monthly Leavers

2021	July	2
	August	1
	September	3
	October	6
	November	13
	December	2
2022	January	0
	February	2
	March	0
	April	4
	May	6

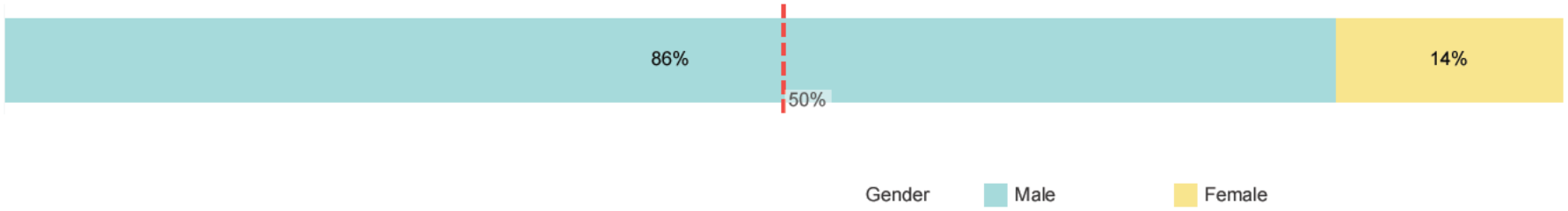
Policy Demographics

Age Groups

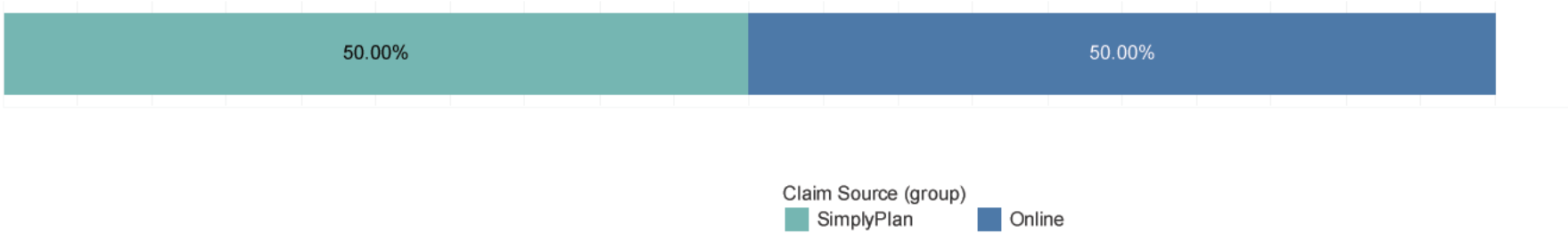
Average Age

The average age of a policy holder is **44** years

Gender Split

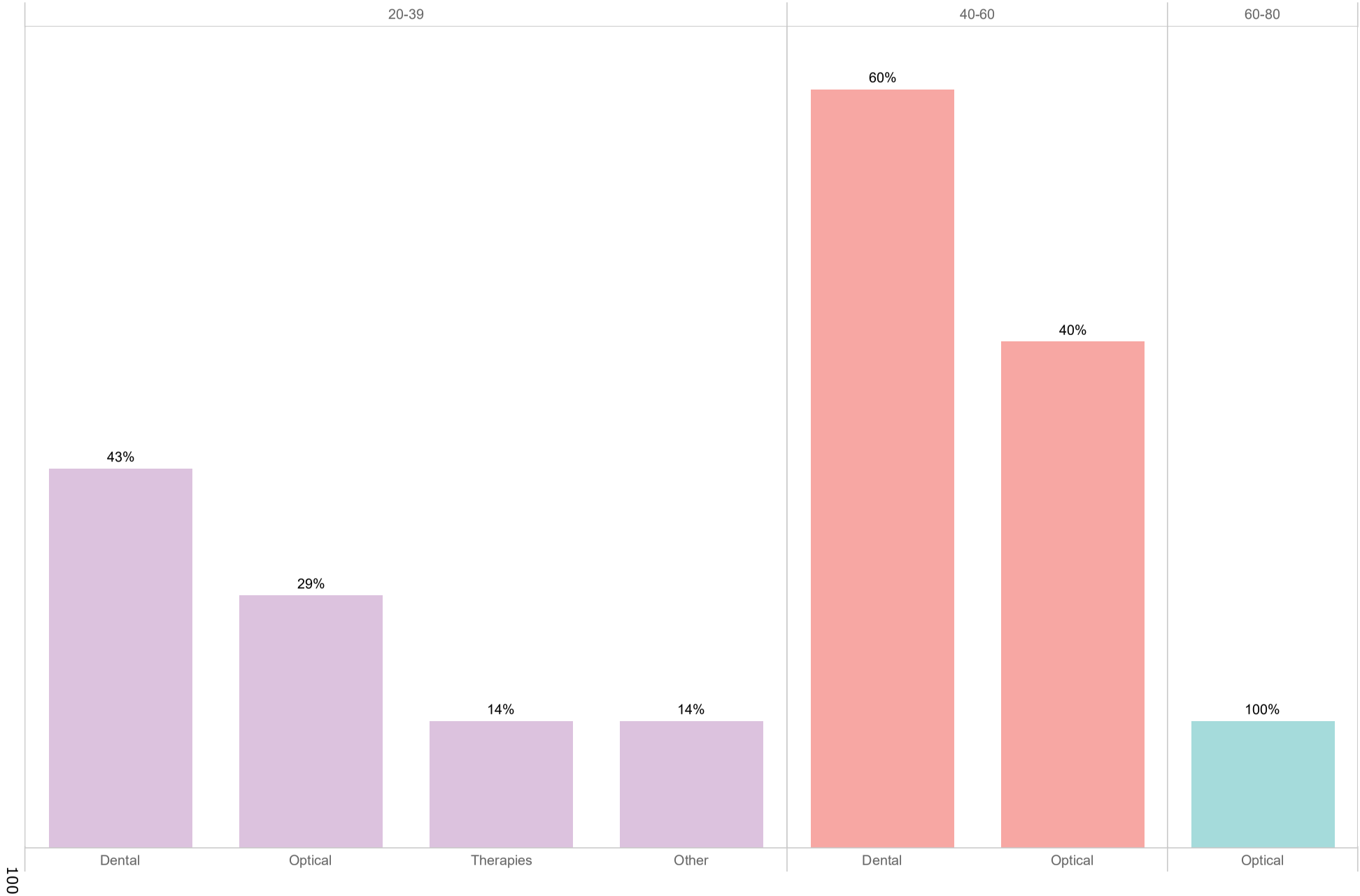


Claim Source



The average amount of claims per policy is 0.30

Who Claims What Data



Claim Data Review - Current Year

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

Current Year

Benefit Type	Benefit	% of Total Claim Volume	Average Claim Amount	Claim Count	Claim Value
Dental	Dental	100.00%	£46.22	4	£184.88
Grand Total		100.00%	£46.22	4	£184.88

Claim Data Review - Previous Year

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

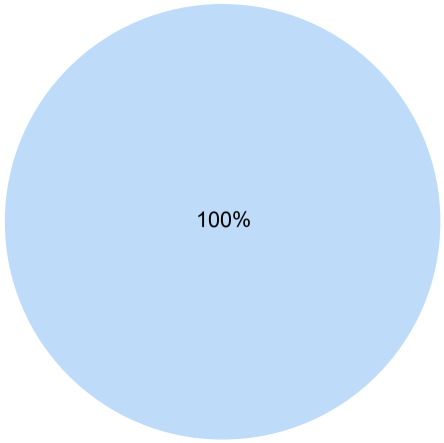
Previous Year

Benefit Type	Benefit	% of Total Claim Volume	Average Claim Amount	Claim Count	Claim Value
Dental	Dental	50.00%	£87.95	3	£263.84
New Child Payment	New Child Payment	16.67%	£200.00	1	£200.00
Optical	Eyes	33.33%	£114.50	2	£229.00
Grand Total		100.00%	£115.47	6	£692.84

Health Plan - Claims Data Review

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

Claims by Value

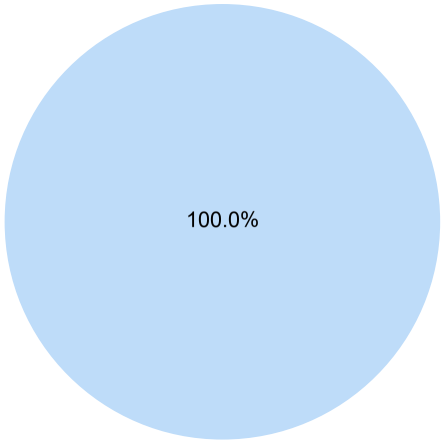


Benefit Group
Dental

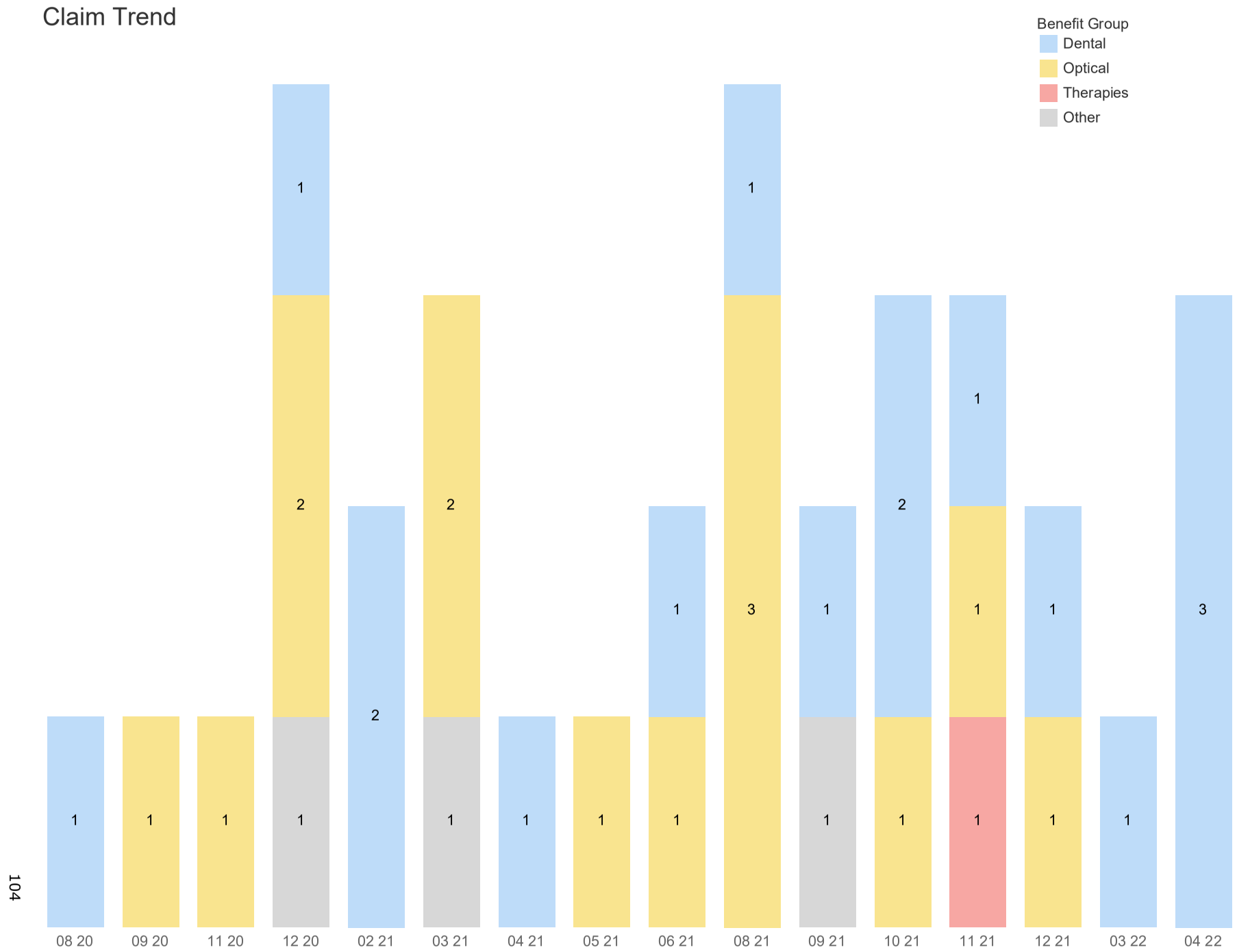
Benefit Other

Value (Other)

Claims by Volume



Volume (Other)


Claim Trend
Benefit Group
Dental
Optical
Therapies
Other
104
08 20
09 20
11 20
12 20
02 21
03 21
04 21
05 21
06 21
08 21
09 21
10 21
11 21
12 21
03 22
04 22

After clearance of back court area

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