



ng2 Board Meeting

Microsoft Teams / Vulcan Street
15 February 2022
4:30PM



AGENDA

Meeting: Board Meeting

Invitees ng2 Board

Location: Vulcan St/Microsoft Teams

Date 15 February 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.	Election of the Chair			
4.	Minutes for Approval	Yes		
a.	ng2 Board Meeting 11 November 2021	Yes		3-7
	i) Matters Arising			
b.	Special ng2 Board Meeting 6 December 2021	Yes		9-10
5.	Reports for Approval			
a.	Management Accounts	Yes	BH	11-15
b.	Risk Register	Yes	DM	17-21
c.	Health and Safety Report	Yes	DM	23-24
d.	Confidential Report – [REDACTED]	Yes	BH	25
6.	Reports for Noting			
a.	Operational Report	Yes	DM	27-74
b.	ng2 Staffing Report	Yes	DW	75-77
7.	AOCB			
8.	Date of Next Meeting – Tuesday 7 June 2022			

'NORTH GLASGOW HOUSING ASSOCIATION LIMITED ng2 BOARD ATTENDANCE 2020-21

	22.09	26.11	09.02. 21	08.06	10.08	11.11	6.12		
M Thomson	P	P	P	P	P	A	P		
I Cross	P	P	P	P	P	P	P		
J Berrington	A	A	A	P	P	P	P		
G Satti	P	P	P	P	P	P	P		
R Porter	P	A	A						
J Thorbrn					P	P	P		
P Nelson					A	P	A*		
J Devine	P	P	P	P	P	A	P		
B Hartness	P	P	P	P	P	P	P		
% Total	86%	71%	71%	100%	88%	75%	88%		

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

TARGET ATTENDANCE - 80%

AVERAGE ATTENDANCE - 82%



ng2 Board Minutes

Meeting: ng2 Board meeting **Location:** Microsoft Teams

Date: Thursday 11 November 2021 **Time:** 4:30pm

Attendees: G Satti **GS** Chair
 Paul Nelson **PN**
 Isabella Cross **IC**
 Jim Berrington **JB**
 John Thorburn **JT**

Apologies: Margaret Thomson **MT** Vice Chair
 John Devine **JD** CEO
 David McIntyre **DM** Senior Operations Supervisor

In Attendance: Bob Hartness **RH** DCEO – Finance
 Diane Waugh **DW** Corporate Services Manager

Minute Taker: Joanne Bradley **JPB** OS

	Agenda	Action	Date
1.	Apologies		
	Margaret Thomson, John Devine and David McIntyre passed on their apologies to the Board as they were unable to attend.		
2.	Disclosure of Interest and Attendance		
	None		
3.	Election of Chair		
	<p>Board Members were asked to indicate their interest in the position of Chairperson. The only nominee for the position was John Thorburn (Nominated by JB and seconded by GS). GS stepped down as Chair and John Thorburn was duly elected as new Chair.</p> <p>Members were asked to indicate their interest in the position of Vice Chair. Nominees for the position were Jim Berrington (Nominated GS and seconded by IC) and Paul Nelson (Nominated IC and seconded by GS). Voting papers were distributed to members. The result was 3:2 in favour of PN, as counted and verified by BH. Paul Nelson was duly elected as new Vice Chair.</p>		



4.	Minutes of Board Meeting on 10th August 2021		
i.	Matters Arising		
	<p>There were no matters arising and the previous minutes were adopted as correct:</p> <p>Proposed JB Seconded IC</p>		
5.	For Approval		
a.	Management Accounts to September 2021		
	<p>BH highlighted that this set of accounts reflected a more normal turnover however this was mainly due to purchase of £300k smoke alarms being routed through ng2.</p> <p>Door entry upgrades and other planned works commenced in the reporting period, but these will be reflected in Q3 financials due to completion dates.</p> <p>Income due to furlough funds was £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.</p> <p>Gross profit was £385k with net profit of £164k.</p> <p>Vehicle expenses are once more at a higher level due to purchase of new vehicles, full depreciation of previously purchased fleet.</p> <p>The balance sheet continues to be in a healthy position and reserves continue to be at a significantly higher level than is required.</p> <p>RH sought approval from the board to increase Gift Aid donation to the Association to £180k as discussed at the previous meeting. This would offset and significantly reduce the tax liability for FY20-21. The Board approved this proposal</p> <p>Proposed IC Seconded JB</p>		



	<p>The Management Accounts for the period were approved by the Board.</p> <p>Proposed PN Seconded JB</p>		
b.	Risk Register		
	<p>The risk register is under review on an ongoing basis and updated as required by RH/PN/JT/DM/JB.</p> <p>BH clarified that JD hadn't yet stepped down and so item 4 does not require to be amended at this time.</p> <p>Item 13 now includes COVID and other winter viruses.</p> <p>Proposed JB Seconded GS</p>	RH/PN/JT/ DM/JB	Ongoing
c.	Annual Leave Carry Forward		
	<p>The Board were reminded that the carrying forward of annual leave had already been approved for the previous year however due to furlough of staff and self-isolation it had been difficult for staff to take annual leave due to the requirement to cover the business needs.</p> <p>Approval was sought to extend the ability to continue to carry forward annual leave which had been carried forward from the previous year.</p> <p>It was agreed that was justified and the Board approved the request.</p> <p>Proposed JB Seconded IC</p>		
d.	Closure Dates		
	<p>Approval is sought from the Board to close the offices at 12:30pm on 24/12/21 and 31/12/21, as has been the case in previous years.</p> <p>It is also proposed that all staff are gifted with 0.5-day holiday for Christmas Shopping as has been done in prior years. This</p>		



	<p>would be required to be taken before the Christmas break with no option to carry past Christmas and would be managed in such a way as to ensure there is no detriment to service.</p> <p>The Board agreed that this was acceptable and approved the early closure and Christmas shopping leave.</p> <p>Proposed JB Seconded IC</p>		
6.	For Noting		
a.	ng2 Operations Report		
	<p>The landscaping contract continues to be ng2's largest contract. Difficulties in recruitment due to the pandemic were resolved in the period and a full team was in operation from July 2021. The contract has been extended to 5/11/21 in order to allow all cuts to be completed before the contract end period.</p> <p>The Environmental Hit Squad continue to face increased workload due to fly tipping. This situation will continue to be monitored and a further update will be given at the next meeting.</p> <p>Normal operations have now resumed and the Door Entry upgrade programme which was halted due to lockdown resumed in the period.</p> <p>Carron Balcony replacements have been scheduled to begin on 11/10/2021.</p> <p>ng2 is providing support to the Association in MSFs with planned maintenance works involving heating and soil pipe works</p> <p>GS noted that the photographs and report had greatly improved in the previous 18 months and thanked the team for their efforts.</p> <p>The Board confirmed that they had read and noted the contents of the report and Appendix 1.</p>		



b.	Staffing Report		
	<p>Ng2's current sickness rate for the period continues to be well below the target of 3%, at 0.13%, compared to 1.04% for the previous reporting period. Only 7 days were lost in the period despite the pandemic which, it was agreed by the Board, displays an impressive work ethic among ng2 staff.</p> <p>The Board expressed their thanks to staff for their hard work.</p> <p>There have been 10 leavers in the period (8 of those were seasonal staff, [REDACTED]). No exit interviews have been carried out as it was deemed inappropriate under the circumstances.</p> <p>The Board noted the contents of the report.</p>		
c.	Health & Safety Report		
	<p>Health and Safety continues to be high priority for ng2 and staff are encouraged to report all incidents. No reportable incidents have occurred in the period and no days have been lost due to accidents at work.</p> <p>The Board confirmed that they had read and noted the contents of the report.</p>		
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 15th February 2022 at 4.30pm		



ng2 Board Minutes

Meeting:	Special ng2 Board meeting	Location:	Microsoft Teams
Date:	Monday 6 December 2021	Time:	4:30pm
Attendees:	G Satti	GS	
	Margaret Thomson	MT	
	Isabella Cross	IC	
	Jim Berrington	JB	
	John Thorburn	JT	Chair
Apologies:	Paul Nelson	PN	Vice-Chair
In Attendance:	John Devine	JD	CEO
	Bob Hartness	RH	DCEO – Finance
	Tony Sweeney	TS	Director of Corporate Services
Minute Taker:	Cheryl Murray	CM	PA to CEO

	Agenda	Action	Date
1.	Apologies		
	JT opened the meeting. Apologies as above.		
2.	Disclosure of Interest and Attendance		
	A special leave of absence was APPROVED for P Nelson. Proposed G Satti Seconded M Thomson		
3.	Election of ng2 Ltd Chairperson		
	This item was taken after item 4. JT stated that having considered his recent appointment as Chairperson of ng2 Ltd at the ng2 Board meeting of 11 November 2021, for reasons of good governance, best practice and regulatory compliance, that it was not appropriate for him to be the Chair of the subsidiary company whilst also being the Chair of the parent company. He submitted his resignation from the position of ng2 Ltd Chairperson with immediate effect.		



	It was agreed a new Chair would be elected early 2022. Proposed J Berrington Seconded G Satti		
4.	Resignation of ng2 Ltd Director		
	<p>This item was taken before item 3.</p> <p>JD explained that given his recent appointment of CEO to the ng group, he felt it was only right that he resigned as Director of ng2 Ltd to maintain good governance for the group. BH said he will formally update Companies House leaving himself and J Berrington as the remaining Directors. A third Director will be appointed in due course.</p> <p>Proposed J Berrington Seconded G Satti</p> <p>BH closed the meeting at 4:40pm</p>		



Board Meeting

For Approval

To: Board
From: DCEO - Finance

SUBJECT: MANAGEMENT ACCOUNTS – PERIOD TO 31ST DECEMBER 2021 **DATE:** 15 February 2022

1.	Introduction
	This report is detailing the financial results for the period to 31 st December 2021.
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 2021 amounts to £2.844m (2021 - £2.08m) with £998k (2021 - £280k) of direct costs and £1.331m (2021 - £1.34m) of wages leading to a £516k (2021 - £275k) gross profit before other income. This period with furlough we have the Job Retention Scheme which has provided £47k of other income (2021 £180k). So the overall gross profit comes out at £563k (2021 -£455k).</p> <p>Overheads totalled £354k (2021 - £334k). The main elements being motor expenses, management charges, uniforms, rent and vehicle depreciation. After the overheads a £209k (2021 - £121k) 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 decreased with £52k more funds being paid out of the company than paid in. This was mostly due to vehicle purchases. Reserves now total £808k (2021 - £807k)</p> <p>A gift aid payment of £180k was paid as approved at the last ng2 Board meeting. This has reduced the Corporation Tax charge by £34,200 and leave a remaining tax charge of £2,956 for the year to March 2021.</p>

4.	Recommendation
	Board members are asked to recommend approval of the management accounts of ng2 for the period to 31 st December 2021. 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-Dec-21			
£		Sales £	Materials £	Wages £	Gross Profit £
119,552	Cleaning	348,758	31,477	185,776	131,504
9,018	Joinery	511,165	321,679	130,423	59,064
(15,277)	Electrical	613,585	539,284	24,666	49,635
(8,819)	Other sales	211,457	1,071	164,512	45,873
53,224	Back court cleaning	102,271	-	46,757	55,514
167,022	Garden maintenance	624,331	84,091	436,794	103,446
(65,605)	Management	1,382	-	58,390	(57,008)
78,992	Concierge	206,738	-	147,850	58,888
60,461	Hit squad	150,378	313	87,749	62,316
(13,118)	Painters	74,377	20,007	48,014	6,356
385,450		2,844,441	997,921	1,330,931	515,589
211,540	Other income	47,148	-	-	47,148
596,990		2,891,589	997,921	1,330,931	562,736
	Overheads				
60,000	Management charges			45,000	
24,623	Rent and rates			18,610	
204,755	Motor expenses			167,379	
4,000	Telephone and IT support			3,000	
2,816	Printing, stationery and advertising			2,088	
5,437	Professional fees			11,964	
2,875	Container hire			2,388	
24,890	Uniforms, safety equipment and repairs			18,860	
10,810	Training			6,927	
4,000	Insurance			3,000	
82,817	Vehicle and plant depreciation			71,081	
-	Gain/Loss on sale of fixed assets			-	
196	Bank charges			167	
3,049	General expenses			3,505	
430,268					353,969
-	Loan interest				-
166,722	Net profit				208,767
72,965	Corporation tax/Gift aid				180,000
93,757					28,767

31/03/21	NG 2 Balance sheet at	31/12/2021			
£			£	£	£
138,792	Fixed assets				294,398
	Current assets				
700,191	Stock and Debtors			683,410	
60,242	Bank and cash			8,010	
<u>760,433</u>				<u>691,421</u>	
	Current Liabilities				
42,548	Trade Creditors	100,374			
77,147	Other creditors	<u>77,147</u>			
<u>119,695</u>				<u>177,521</u>	
<u>640,738</u>					<u>513,900</u>
<u>779,530</u>					<u>808,298</u>
100	Share capital				100
779,430	Profit and Loss account				808,198
<u>779,530</u>					<u>808,298</u>

31/03/21	NG2	31/12/2021
£	CASHFLOW	£
	OPERATING ACTIVITIES	
93,757	Surplus for year	28,767
-	Interest Received	-
-	Loan Interest Paid	-
93,757	Operating surplus excluding int & tax	28,767
82,817	Depreciation - vehicles and plant	71,081
(151,947)	Decrease/(Increase)in Debtors	16,781
(63,384)	(Decrease)/Increase in Creditors	57,826
(38,757)	Net Cash In/(Out)flow From Operating Activities	174,455
	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	(226,687)
-	Investment in Activities	-
(830)	Net Cash In/(Out)flow From Investing Activities	(226,687)
(39,587)		(52,232)
	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	(52,232)
(39,587)	Movement in Cash & Bank	(52,232)
(39,587)	Increase/(Decrease) in Cash and Cash Equivalents	(52,232)



Board Meeting

For Approval

To: ng2 Board
From: Senior Operations Supervisor

SUBJECT: RISK REGISTER REVIEW

DATE: 15 FEBRUARY 2022

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
	<p>ng2's risk management strategy is fully integrated into our planning and performance framework. It links directly with our annual Business Plan and related objectives.</p> <p>The Risk Management Strategy covers:</p> <ul style="list-style-type: none">• 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
	<p>20 January 2022:</p> <ul style="list-style-type: none"> 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
	<p>The Board is invited to:</p> <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 /	Residual Risk
				i) How Likely?	ii) Severity?	Score i) x ii)				
1	Lack of clear plan and objectives with parent company sign-up	Short-termism and inability to forward plan the business with confidence	- ng group parent maintenance + procurement programme planning	3	4	12	Board Operational directors Ng2 Management team	ng2/ng2 jointly agreed annual development programme put in place setting out specific proposed works areas/ contracts to be undertaken by ng2, + rationale for same, + contingency plans with 6 monthly review	Regular operational performance Progress meetings with client Reports to ng2 Board.	2 x2 =4
2	Financial and other targets unrealistic	Adverse impact on ng2 delivery and destabilising impact on workforce planning	Deterioration in service/ quality from ng2, need to source alternative contractors at higher cost	3	4	12	Board Operational directors Management team	Annual plans provide basis for firmer, medium term financial planning. Quarterly management accounts review	Regular operational and financial performance Reports to ng2 Board.	2 x3 =6
3	Financial losses incurred	Financial viability of ng2 threatened	Potential financial liabilities for ng2 as wholly-owned subsidiary	3	5	15	Board Operational directors Management team	Annual plans as above will reduce risk. ng2 financial regulations in place; Quarterly financial reports provided by ng2 finance department.	Regular management accounts and operational reports to ng2 Board.	2 x3 =6
4	Failure to deliver value for money	Loss of business from main customer ng homes	Failure to meet regulatory guidance on group structures, and higher costs. Requirement to wind-up ng2 if moving business away from subsidiary	3	5	15	Operational directors Management team	Jointly agreed ng2/ng2 clear definition of value for money + transparent basis for costing. Clear ng2 client work specifications. External advice + evaluation on cost competitiveness	Reports to Board Internal audit External reviews	2 x 4 =8
5	Deficiencies in service	Loss of customer (ng2) confidence/ loss of business	Detrimental impact on tenants/ stock maintenance/ ng2 reputation	3	5	15	Operational directors Management team Staff	Service Level Agreement setting out clear ng2 client standards, costs and contractor/ client contract management arrangements. Review and update all service level agreements with the parent company.	Reports to ng2 Board.	2 x3 =6
6	Departure of Director/key staff	Loss of management expertise, with potential negative impact on the business	Increased risk for parent due to destabilisation/ loss of management expertise within subsidiary.	2	4	8	Board Operational directors	Workforce planning and succession planning in place so that there is a level of expertise within group to ensure business continuity/ ensure interim management for ng2	Staff training Flexibility in staff group and knowing others roles.	2 x2 =4

Risk Register : (Operational)

Risk Number	Operational Risk Area/ Hazard	Potential Risk Ng2	Potential impact	Risk Level: 1 (very low) to 5 (very high)			Who is responsible?	Control/ action	Monitoring /	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	- ng group parent Reduced quality with detrimental impact on tenants/ stock maintenance/ ngh reputation	2	4	8	Operational directors Management team Staff	Develop workforce plan and plan/train workforce so that staff can work flexibly across range of tasks/seasons	Workforce planning Flexibility in staff group Training programme	2 x 2 =4
8	Breach of procurement rules	Breach of group policy, potential liability	Breach of group policy, potential liability, reputational damage	3	4	12	Operational directors Management team	Procurement Regulations to be applied for ng2; ng group Procurement Strategy to be put in place; in-house procurement compliance expertise function for ng2 Internal audit of ng2 procurement to provide assurance/ identify action	Reports to ng2 Board Internal audit	2 x 3 =6
9	Breach of governance or financial rules	Breach of ng group Regulatory Standards, loss of ngh client confidence	Breach of ng group Regulatory Standards, risk of regulatory action, reputational damage, potential breach of financial covenants	3	5	15	Board Operational directors Management team	ng2 Financial Regulations in place; full suite of group governance policies in place. Financial controls implemented by ngh Finance Department.	Reports to ng2 Board Internal audit	2 x 3 =6
10	Breach of health and safety	Danger to tenants/ other customers/ staff/ general public	Danger to tenants/ other customers/ staff/ general public. Potential ng homes exposure to financial liability. Potential exposure of ngh staff to criminal action	3	4	12	Operational directors Management team Staff	Staff training programmes implemented. Regular H&S audit. Review of current risk assessments and method statements (RAMS) to ensure complies with current legislation. Explore requirement for any new RAMS as a result of operational review	Reports to ng2 Board External H&S audits	2 x 3 =6
11	Low staff morale	High staff turnover + high staff sickness absence; increased costs; deterioration in quality; loss of ngh client confidence	Detrimental impact on value for money, tenants, stock maintenance and ngh reputation	3	4	12	Operational directors Management team Staff	Appropriate ng2 managerial structure in place; staff training programmes; staff surveys undertaken; Appropriate terms of employment. Upgraded employment package includes 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 20	National Pandemic e.g. (COVID 19).	Potential Lock Down – Closure of Business (Part or Complete). High Level/s of Staff Absence (Sickness, Self-isolating, Possible Death in Service).	Adverse impact on ngh maintenance & procurement programme planning. Staffing / Operative Limitation/s.	4	4	16	Board Operational directors. Ng2 Management team. Staff & Operative Feedback.	ng2/ng2 jointly reviewed their existing Pandemic Plan (Contingency Plan), applied a review / overhaul of the same – taking into account Noted Risk / Concerns & where possible & practicable agreed on Process / Procedures that can safeguard on the same with ongoing review.	Regular operational performance. Progress meetings with client.	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)				
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.	ng2/ng2 jointly reviewed their existing Pandemic Plan (Contingency Plan), applied a review / overhaul of the same – taking into account Noted Risk / Concerns & where possible & practicable agreed on Process / Procedures that can safeguard on the same with ongoing review. ng2 to tap into any Government aid that may be available.	Reports to ng2 Board.	2 x2 =4
		Additional Cost to Apply Control, PPE, Welfare (Cleanliness), Travel (Social Distancing) etc.	Task / Works Limitations.				Ng2 Management team.			
		Potential Shortage of PPE, Materials, Equipment & Sub Contractor Partners.	Additional Travel Time / Costs.				Staff & Operative Feedback.			
			Increased Costs.							
			Work Interruption / Delays							

Risk Scoring for how likely and how severe:

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

Reviewed 20 January 2022
By D. McIntyre



Board Meeting

For Approval

To: ng2 Board
From: Senior Operations Supervisor

SUBJECT: HEALTH AND SAFETY

DATE: 15 February 2022

1.	Introduction
	<p>The purpose of this report is to provide the Board with an update on the ng2 health and safety work plan for the period covering October 2021 – December 2021 and our response to the Covid-19 Pandemic.</p> <p>Health & Safety</p> <p>Health and Safety is our highest priority and we have robust policies and processes in place covering ng2's entire operation where there is a potential risk to employees, contractors, the public or others.</p> <p>Our policies, risk assessments and working safely practises ensure a safe working environment for office-based, trades/non-trade employees/tasks in addition to contractors for whom we must ensure safe working practices.</p> <p>Health and safety is reviewed on an ongoing basis and issues identified are addressed immediately.</p>
2.	Actions Taken
	<p>In line with the Government guidelines on social distancing due to the Covid-19 pandemic, the following measures have been implemented across all areas of ng2 to ensure staff could safely return to work:</p> <ul style="list-style-type: none">- Members of staff returning to work after being furloughed receive a return-to-work induction to inform them of any new measures implemented during their absence.- All office cleaners have been fully appraised, via induction, of the new cleaning regime which focuses on commonly touched areas.- All staff have received fobs for clocking in/out therefore eliminating the need to use the fingerprint contact point.- The office receives an electrostatic spray every Saturday Morning.- All ng2 vehicles are fully sanitised at the end of each day.- Contactless hand sanitising stations have been installed in all ng2 offices.- Desks which would not allow for a 2-metre distance between staff have either been

moved or taped off.

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

3. Recommendation

Members are asked to note the contents of this report.



Board Meeting For Noting

To: ng2 Board
From: Senior Operations Supervisor

SUBJECT: **ng2 OPERATIONS REPORT**
OCTOBER – DECEMBER 2021

DATE 15 FEBRUARY 2022

1.	Introduction
	<p>This report provides an update on ng2's areas of business operations for Quarter 2 of financial year 2021-2022.</p> <p>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.</p> <p>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.</p>
2.	Strategy
	<p><u>Business Planning and Growth for 2021/22</u></p> <p>ng2 future growth will be aligned to ng homes' stock condition survey and planned investment programme for 2021/22.</p> <p>Projects identified for 22/23 include: -</p> <ul style="list-style-type: none">- Garden and Estate Maintenance- Common Close Door Entry Upgrade- Void Property Maintenance- Metal Fencing – Painting- Timber Fencing – Replacement- LED Lighting Upgrade- Carron Estate - Balcony Works <p>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.</p> <p>Void remedial works continue to be a major part of our day to day works over the year</p>

	<p>with an average of 464 voids being completed and returned to ng homes per annum. During the previous financial year 745 voids were processed and returned to the Association.</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> <p><u>Vanguard Update</u></p> <p>This has remained on hold due to the pandemic, and a further update will be provided in 2022.</p>
3.	Covid-19 Response
	<p>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.</p> <p>Signing in Safely -</p> <p>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.</p> <p>Office Safety</p> <p>Electrostatic spraying continues at all ng2 premises every Saturday Morning.</p> <p>Contactless hand sanitising stations have been installed throughout the office.</p> <p>Desks which would not allow for a 2-metre distance between staff have either been moved or taped off.</p> <p>Glass screens have been installed between all desks</p> <p>Non-walking zones have been set up and clearly marked throughout the offices to ensure there is always a 2-metre distance between staff.</p> <p>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.</p> <p>Masks and hand sanitiser are available to anyone visiting the offices.</p>

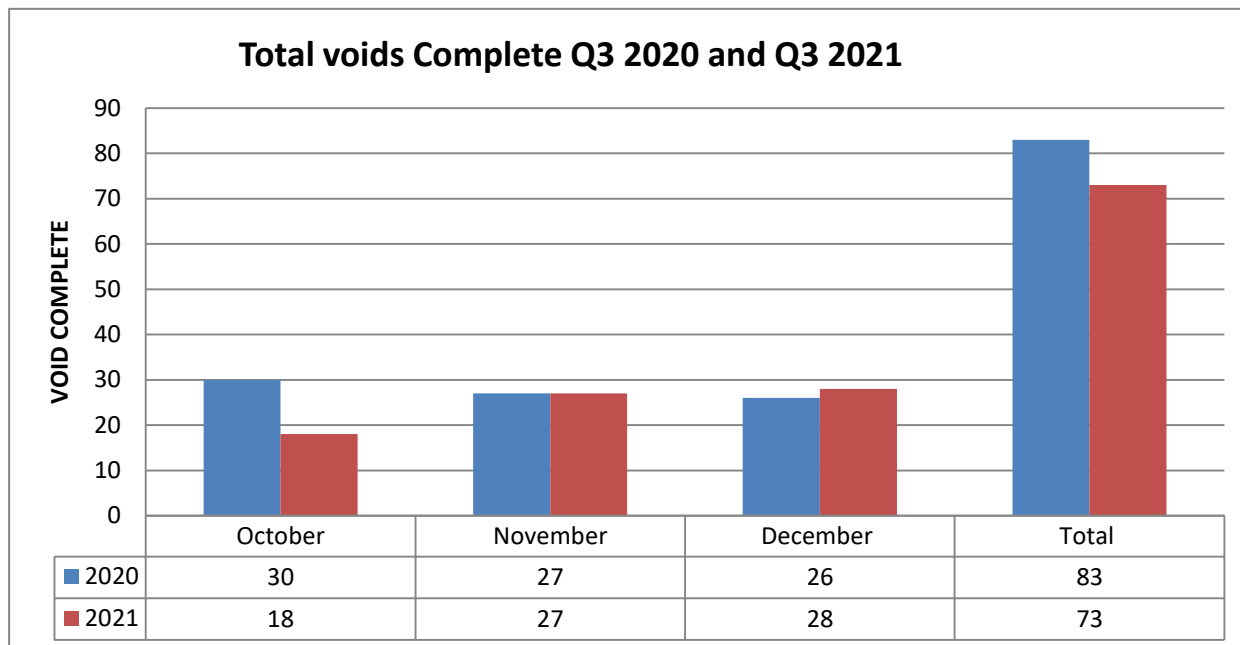
Vehicle Safety – Where possible, a two-person limit has been put in place for all ng2 vehicles. Where more than one operative must be in a vehicle, face coverings must always be worn. Staff must clean and sanitise their own vehicles at the end of each working day.

Covid-19 -Outbreak – in August and September 21 staff were advised to self-isolate.

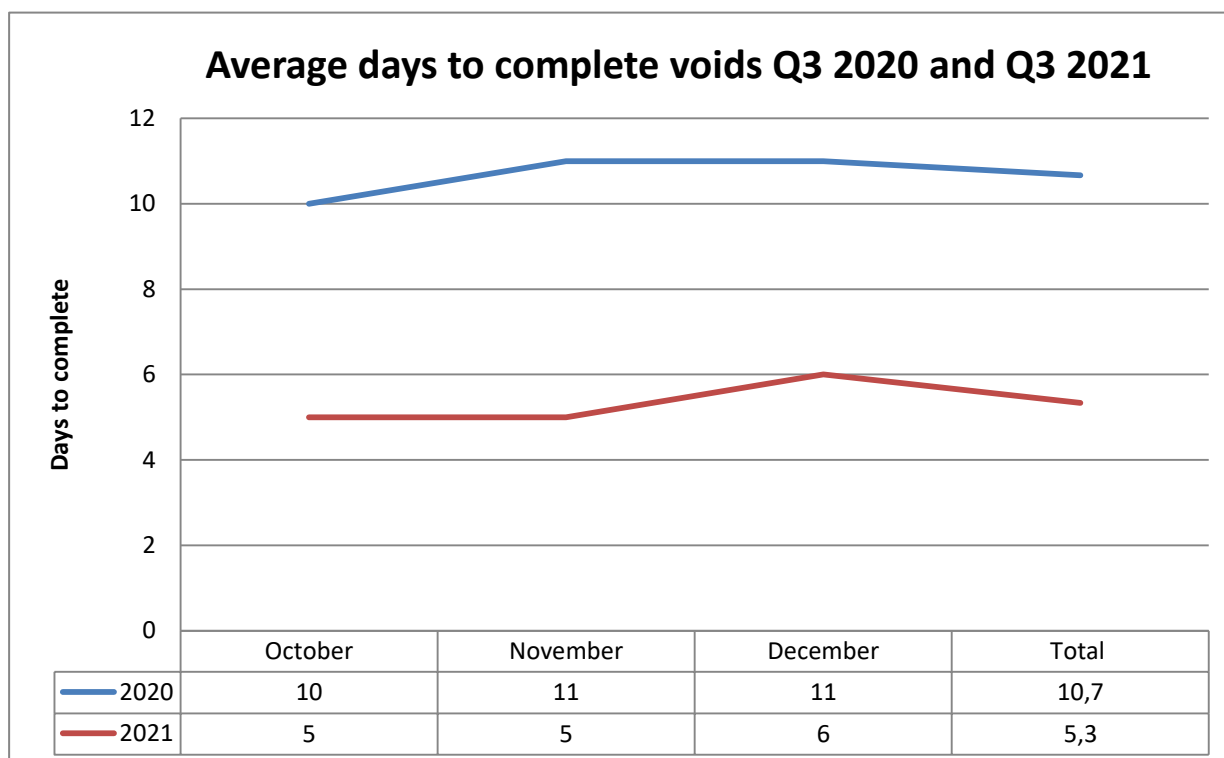
Guidance for Staff – A flowchart has been produced to provide staff with guidance on what their responsibilities are as an employee if they test positive for Coronavirus. The flowchart is included in Appendix 1.

4. Void Monitoring and Management

The Chart below show the total number of voids completed during Q3 2020 and Q3 2021. The number of voids completed during Q3 2020 was 83 compared to 73 in 2021.



The chart below shows the average days to complete voids received in Q3 2020 and the comparative figure for the same period of 2021.



ng2 continue to thoroughly clean, sanitise and electrostatic spray each void before returning





	<p>key to ng homes. Tradesmen working within voids always practise social distancing.</p> <p>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.</p>
5.	Garden Maintenance
	<p>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.</p> <p>The Garden Maintenance contract duration was extended from 30th September to 5th November to allow all contracted cuts to be completed. Season 2022 will commence in March 2022. An additional list was provided to ng2 by GHA who have now withdrawn their assisted gardening service. This list consists of another 500 addresses which ESP will add to the current programme.</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>Seasonal (winter) works commenced in November and continued to the end of the reporting period: -</p> <p>Gritting, filling salt bins, leaf blowing, litter picking, tidying of lanes, clean-up of back court areas, deweeding, bulk rubbish uplifts, maintenance of shrubbery.</p> <p>We will provide a further update on this in the Q3 report for 2021.</p> <p>See Appendix 1 for photographs of garden maintenance works.</p>

6.	Jet Washing
	<p>We continue to offer jet washing, as a reactive service only, and this greatly improves the areas where jet washing takes place.</p> <p>See Appendix 1 for photographs of work carried out in the period.</p>
7.	Environmental Hit Squad
	<p>Glasgow City Council (GCC) has now reinstated its bulk waste collection service however this is now a chargeable service, where previously 1-2 free uplifts per annum were allowed for each household. In Q3 of 2020-2021 an average of 17 tons of bulk per week was dumped, compared to 17 tons per week during the same reporting period of this year.</p> <p>The Hit Squad remains under pressure due to continued fly-tipping within the area. This has increased their workload significantly, impacting on delivery of the standard service and dictating the need for overtime in the period in order to cope with the increased workload. It is estimated that uplifting fly tipping currently accounts for around 25% of the Hit Squad's duties. Monitoring measures have put in place and a further update will be provided at the next meeting.</p> <p>Every void property continues to undergo electrostatic spraying in advance of commencement of works, as well as before all post inspections and the return of properties to the Association for letting purposes. This process is labour intensive and has translated to a 2-day delay in commencing works at each void as well as a slight delay in properties being post inspected.</p> <p>Daily checks to Heras fencing in Ashfield/Crowhill Street continued in the period and will be carried out until further notice.</p> <p><i>"Possilpark Business Improvement District (BID) is grateful to ng2 for recent, successful collaborations over the last year. The support ng2 has provided to the BID as a whole and to individual businesses has been energetic, positive and thorough. It includes support with street cleaning on Saracen Street alongside strategic support to improve waste management issues in the longer term. Excellent working relations with Mito has enabled swift action on a number of occasions which has made all the difference to the streetscape of Saracen St. Support from ng2 has also been provided to events such as festive celebrations and the Xmas tree."</i></p> <p>██████████ Business Improvement District, Possilpark</p> <p>See Appendix 1 for photographs Hit Squad work in the period.</p>

8.	Close Cleaning
	<p>Operatives continue to focus on sanitising main touch points within the common areas such as door handles, controlled entry face plates and banister / grab handles. 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.</p> <p>In the absence of daily visits by Housing Officers, the Close Cleaners and Back Court teams provide daily reports to the Association which has reduced the Health & Safety risks associated with Covid, trip hazards and vermin caused by excess rubbish.</p> <p>We received praise in the period for the efforts of the Back Court team</p> <p><i>"Can I start 2022 with high praise for the NG2 cleaning staff who attended to 675-695 Hawthorn St & 175/185 Fernbank Street back court.... did a fantastic job cleaning up but more so the rear car park area, which was a tip, no way of saying otherwise, in part as no GCC bin collects for 5 weeks and messy residents The lads had an unpleasant job but undertook it very well. Thanks to each and every one of them."</i></p> <p>See Appendix 1 for photographs of close cleaning and back court works.</p>
9.	Painting Division
	<p>During Quarter 2 the painting division have continued to work in void properties and to carry out reactive painting works within individual properties and closes.</p> <p>Carron Balcony replacement project commenced on 11/10/21 and paint works were carried out throughout the ground floor balconies.</p> <p>See Appendix 1 for photographs of painting works.</p>
10.	Electrical Division
	<p>During Quarter 2 the [REDACTED] focus has continued to be reactive lighting repairs.</p> <p>We also continue to program fobs for GDX and Videx systems on a reactive basis.</p> <p>See Appendix 1 for photographs of electrical works.</p>
11.	Joinery Division
	<p>During Quarter 3 the joiners have continued to work through voids.</p> <p>We continue to employ [REDACTED] who continues to work in void properties.</p> <p>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. 59 joinery jobs were received in in the</p>

	<p>reporting period, compared to 133 in Q2, a decrease of 56%.</p> <p>The door entry programme recommenced in August 2021 and will continue through the reporting period with the last property being upgraded week beginning 27th November 2021.</p> <p>See section 3 for a detailed breakdown of voids completed during the Quarter.</p> <p>See Appendix 1 for additional photographs of joinery work and full breakdown of key performance indicators.</p>
12.	Carron Balcony Replacement
	<p>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.</p> <p>Portacabin was delivered to site and set up as site office/welfare facility. Scaffolding was also erected on site and secured to allow commencement of the works. Painting was completed throughout the ground floor properties however the project was halted until March 2022 due to weather conditions.</p> <p>A further update will be provided at the next board meeting</p> <p>See Appendix 1 for photographs of works.</p>
13.	Multi Storey Flat Investment Project
	<p>ng2 continue to provide support to ng homes at the MSF project where works involving heating and soil/waste pipe are currently underway. We are providing joiners to force access and change locks in addition to Hit Squad operatives who are clearing properties and moving furniture where necessary.</p> <p><i>"This project is running very smoothly thanks to the input of ng2 joiners and Estate Services Operatives who are forcing access to properties where required and undertaking clearances in MSF properties to facilitate the Heat Pump and Soil Pipe works current in progress."</i></p> <p>Investment Team, ng homes.</p> <p>A further update will be provided at the next board meeting</p>
14.	Door Entry Upgrade Programme
	<p>ng2 continued with the programme which commenced in Q2. 13 upgrades were completed within the period and the programme is now complete.</p> <p>Discussions are ongoing in relation to future programme of works.</p>

	<p>A further update will be provided at the next board meeting</p> <p>See Appendix 1 for photographs of works.</p>
15.	Vehicles
	<p>To ensure compliance with Government Covid-19 guidelines, the following measures have been put in place for anyone using a ng2 vehicle:</p> <ul style="list-style-type: none"> - Social distancing must be adhered to where possible - Masks must always be worn when more than one person is in any ng2 vehicle - All vehicles are stocked with sanitising materials - Vehicles are fully sanitised at the beginning and end of each day <p>Operatives are reminded, via regular toolbox talks, of their individual responsibilities for their safety and that of their colleagues, our Client (ng homes) and their residents. 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.</p> <p>Vehicle trackers remain in place within all vehicles and there have been no reportable incidents within the reporting period.</p> <p>We continue to hire vehicles from ACL however to reduce this requirement, 7 new vehicles were ordered from Allied Vehicles in March 2021. There were significant supply chain issues which delayed delivery of these vehicles however 6 have been received to date, 3 of which were delivered within the current reporting period. The remaining beavertail vehicle has been further delayed until January 2022.</p> <p>A further update will be provided at the next board meeting</p>

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	Recommended previous programme in August 2021. 100% completed within target
	Void Works	Number	Target	Target Achieved
	On Target	9	6 Days	
	Before Target	17	6 Days	
	Out with Target	47	6 days	 47 voids fell outside the 6-day target: - 19 (40% of failures) were returned within 7 days of the target date 20 voids were carried forward from previous quarter
	<p>Void targets were severely impacted in the period by annual leave, carrying over of 20 voids at the start of the reporting period.</p> <p>National supply chain issues have also caused delays in supply of materials.</p> <p>A full breakdown and analysis of target success / failure is available in Appendix 1</p>			

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
	<p>The risk register was reviewed in order to fully encapsulate all associated risks in contract operations.</p> <p>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.</p>
19.	Operational Issues
	<p><u>ng2 Overtime</u></p> <p>During this Quarter the operatives have continued to work overtime to recoup time lost due to staff absences owing to Covid spikes and annual leave and the continued door entry programme. All overtime continues to be approved, in advance, by CEO.</p> <p><u>Materials supply</u></p> <p>We continue to experience some delays in materials supply due to transport and customs-related issues. Whilst we can source materials, it is often a minimum of 8 weeks before delivery. We are working hard to ensure continuous supply of parts required to complete repairs. Prices of materials have risen across the trades, translating to an increase in repairs costs. This situation continues to be monitored on an ongoing basis and a further update provided at the next meeting.</p>
20.	ng2 in the Community
	<p>ng2 continue to provide support in aiding ng homes' regeneration projects in the local community by delivering food and furniture.</p> <p>Abandoned furniture in good condition is taken from void properties to our regeneration unit to be cleaned, checked for safety purposes, and donated to local people in need.</p> <p><i>"ng2 staff have been a vital support to ng homes Regeneration Activities in the lead up to and throughout the Festive period. They helped to distribute emergency food supplies which were left at the concierge station to tenants who found themselves in hardship and passed on key details to staff to provide further support. Their professionalism, friendly</i></p>

	<p><i>manner and ability to react quickly to emergencies has made a real difference to tenants."</i></p> <p>Margaret Fraser – Deputy Director Regeneration</p> <p>See Appendix 1 for photographs</p>
21.	Recommendation
	Members are asked to note the content and progress highlighted within this report.



Appendix 1

Operational Report



COVID-19
RESPONSE

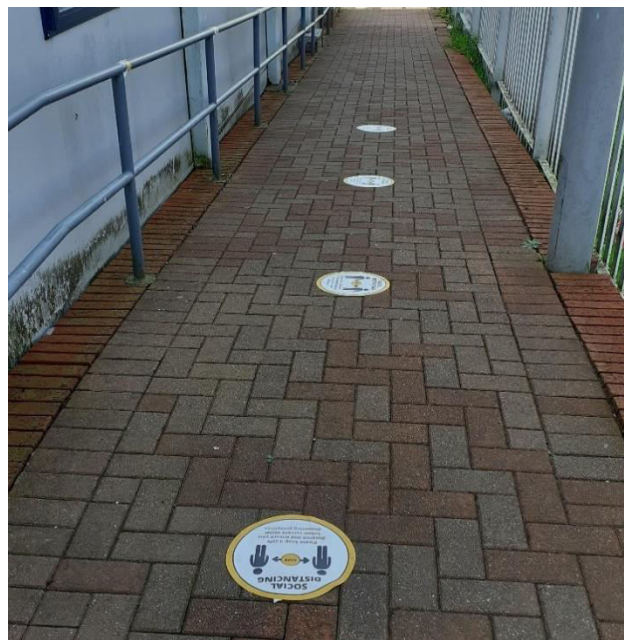
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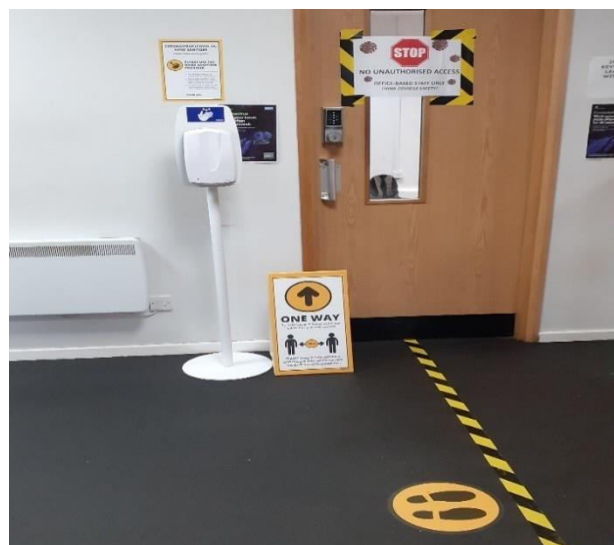
COVID19 RESPONSE

Office Safety

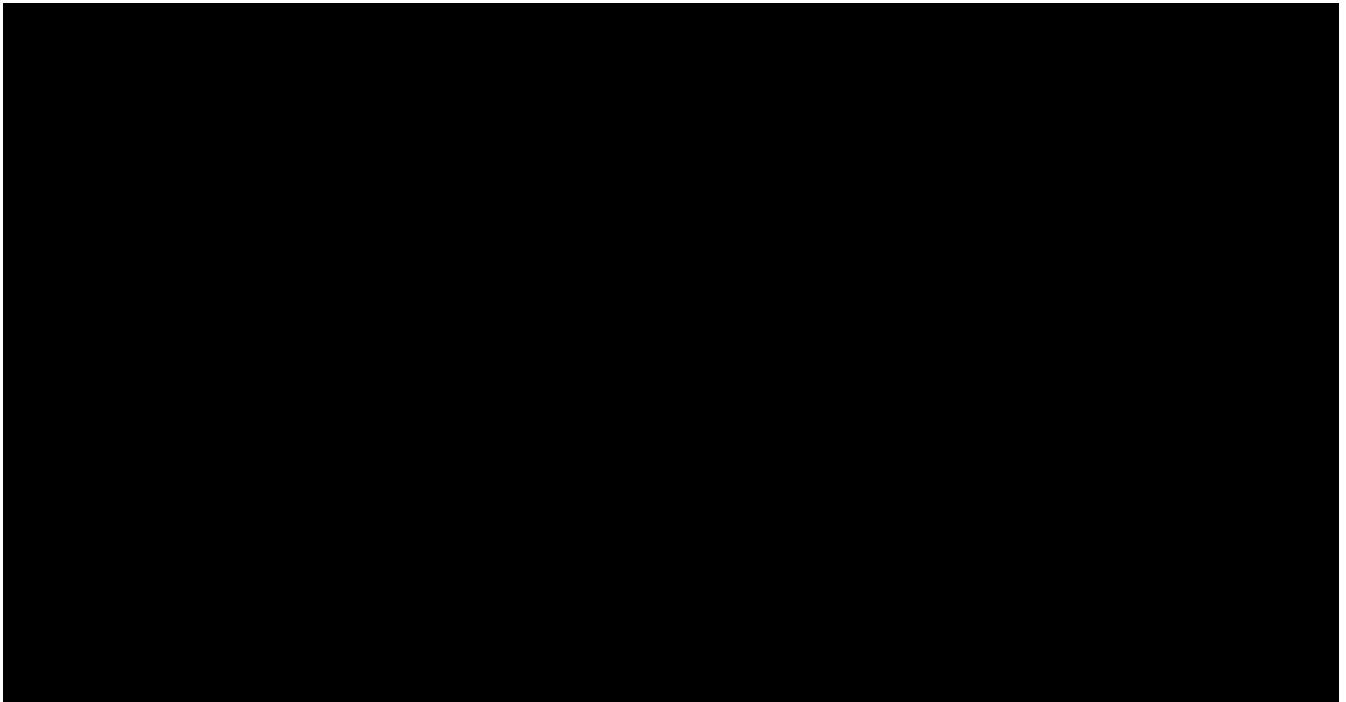
Social Distancing and other Covid19 safety measures remain in place within, and around, the office to ensure the continued safety of our workforce



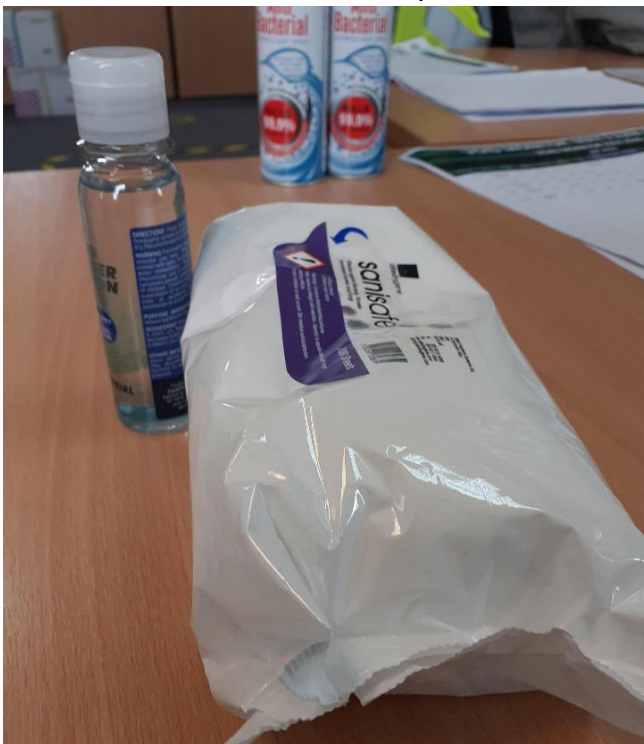
The one-way system has made the required social distancing measures achievable.



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.

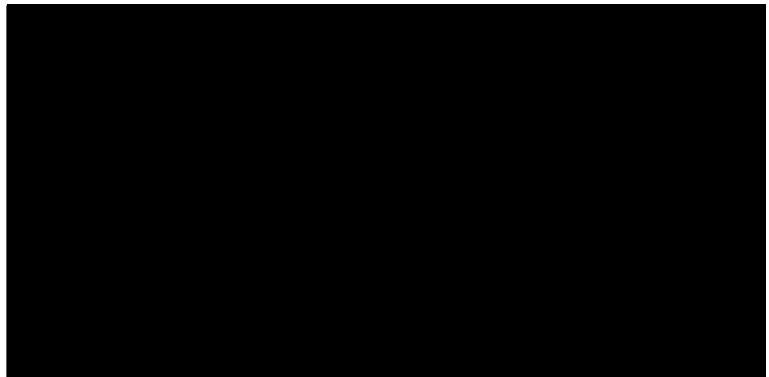
NG2 - 350 DARNICK STREET, GLASGOW G21 4AA

NG HOMES OFFICES

NG2 OFFICE

AREA OF TOUCH POINTS TO BE CLEANED

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



FIRST FLOOR PLAN -NG2

50 REIDHOUSE ST, GLASGOW G21 4LS

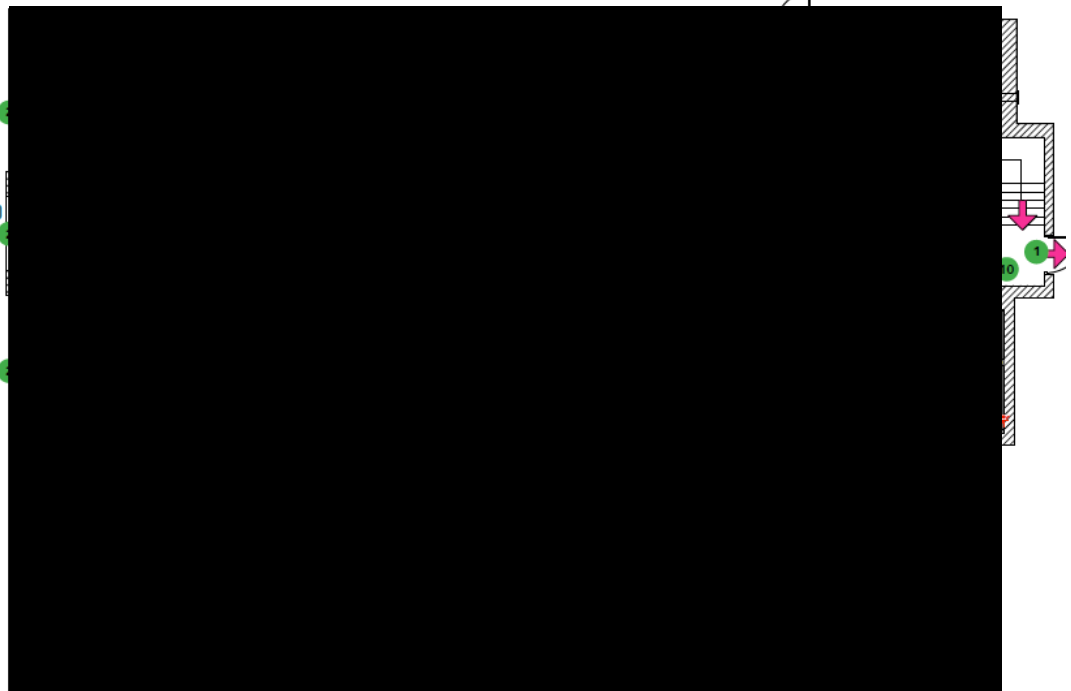
NG HOMES OFFICES

NED DONALDSON HOUSE - OPTION 1

NG2 OFFICE

AREA OF TOUCH POINTS TO BE CLEANED

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

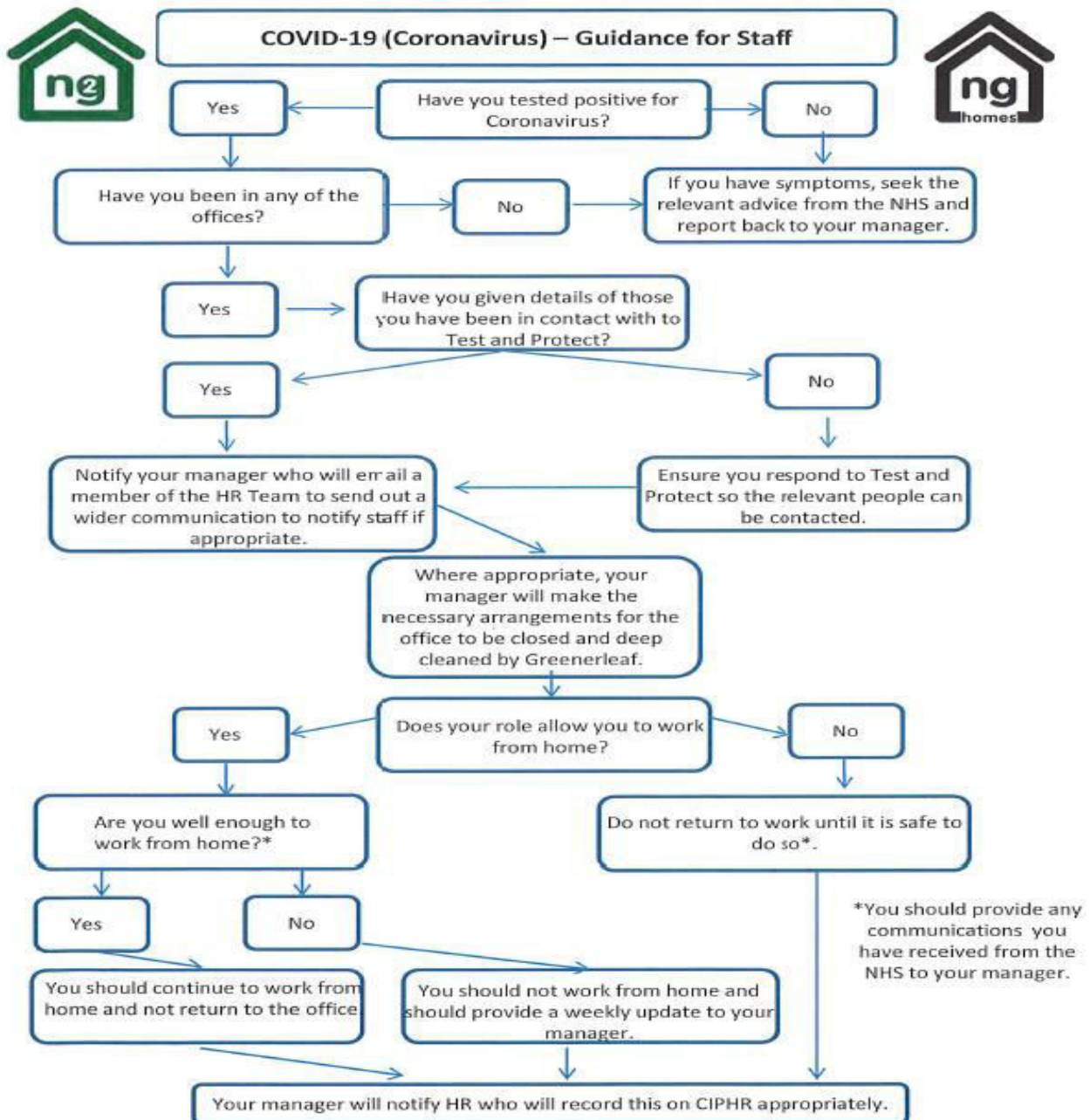


GROUND
FLOOR

3
MAIN ENTRANCE

Guidance for Staff

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



HIT SQUAD

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

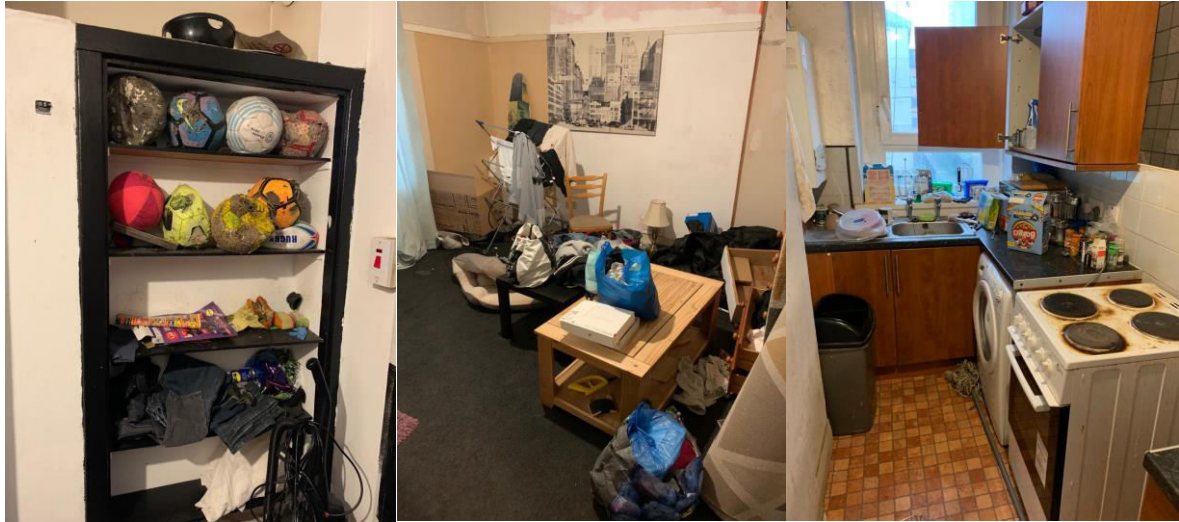


Void properties are fully cleared and disinfected in advance of tradesmen entering properties to commence works. A second clean is completed upon close of works and before post inspection stage to ensure infection control during the handback stage.

Voids

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

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



Before



After

Before



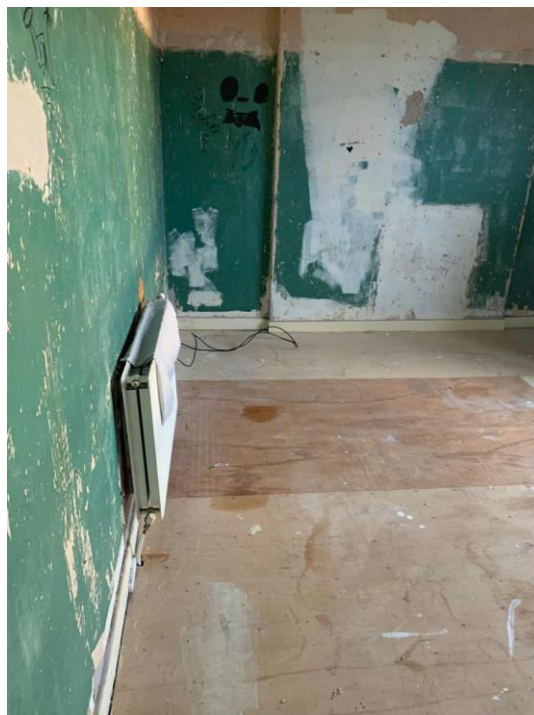
After

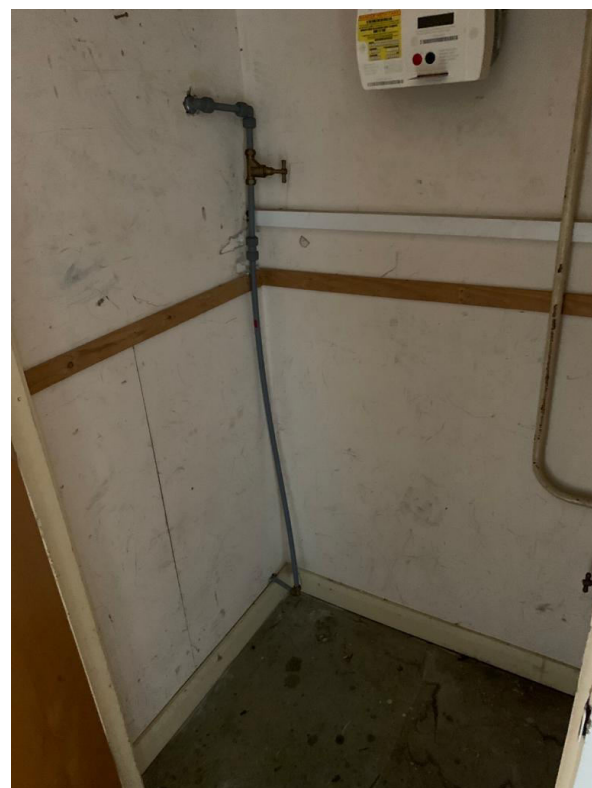
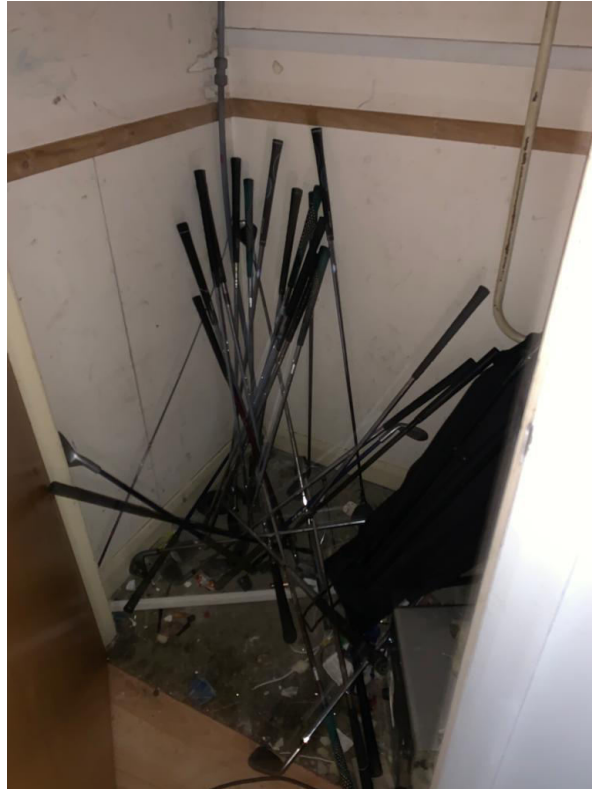


Before



After





Hit Squad Service

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

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)





More fly tipping before and after





More fly tipping before and after



GARDEN MAINTENANCE

The contracted maintenance commenced in April 2021.

Seasonal works are now underway now that cutting season has ended.

Back Court Tidy Up



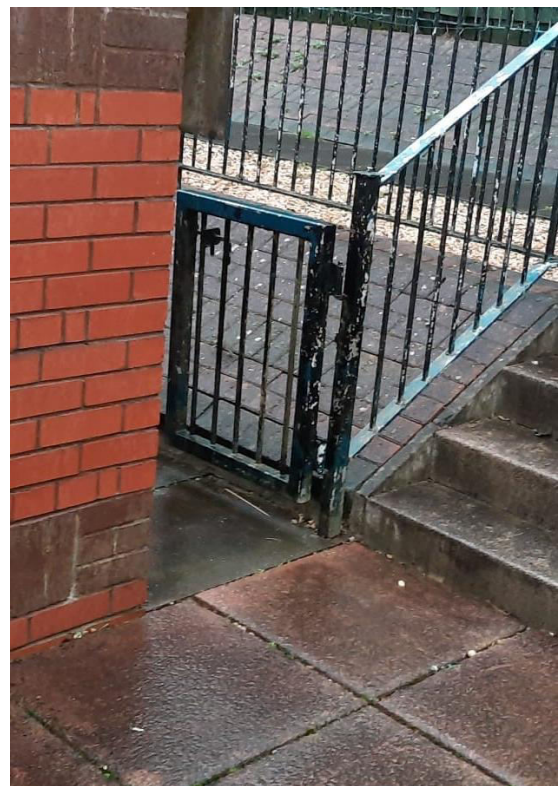
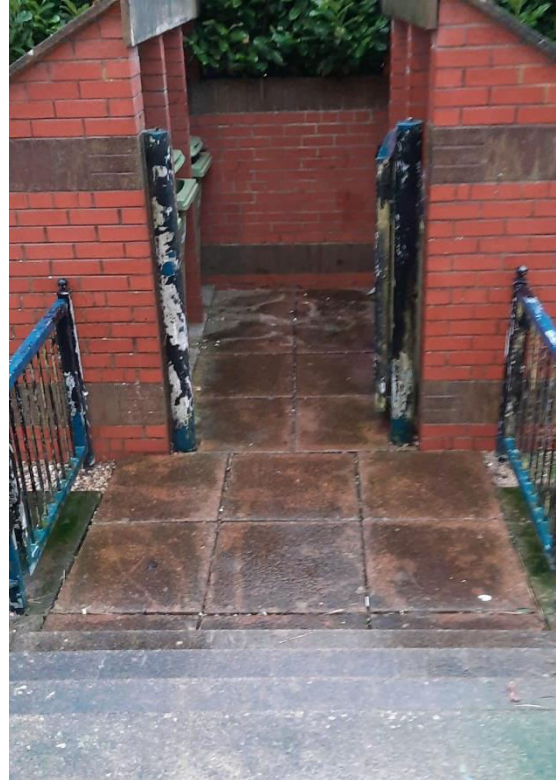
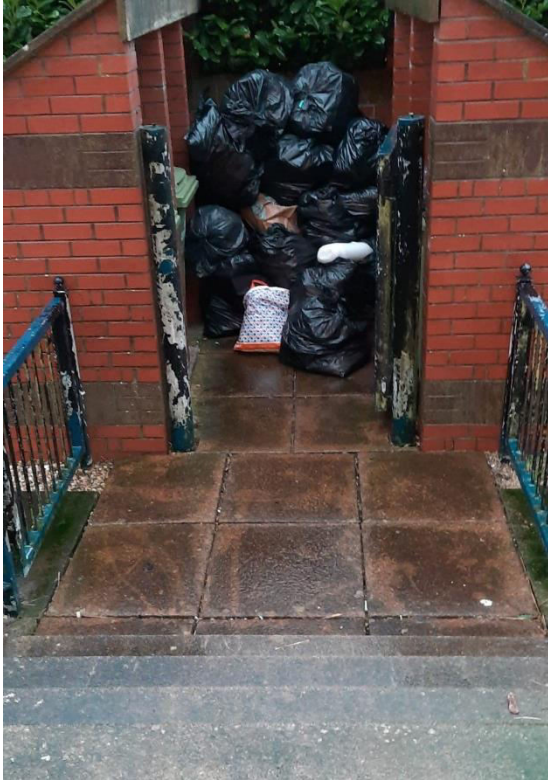
Before and after back court tidy up at Carron Street



Before and after weeding and back court tidy up



Bin Sets Before and After



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

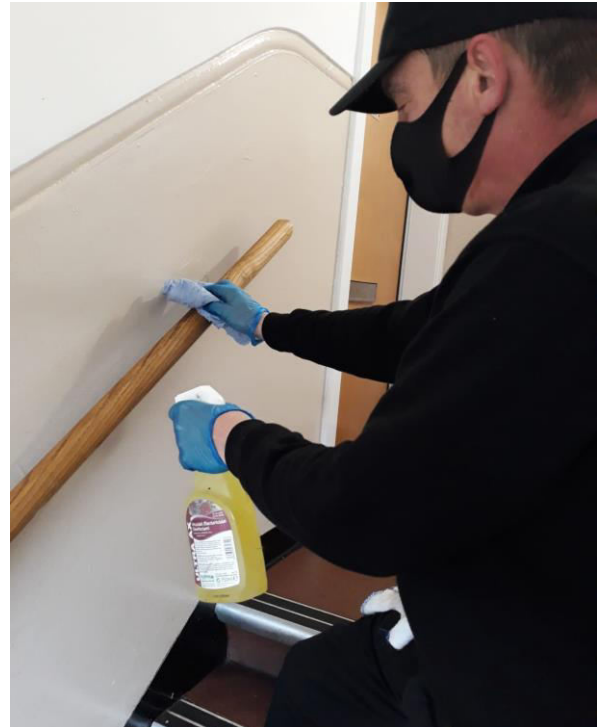


Operatives perform weekly checks on Heras Fencing hired by the Association, at St Monance Street, rectifying minor positioning issues and reporting damage.

HERAS FENCING CHECK					
Address	St Monance Street				
Date	20/12/20	Start Time:	8am	Finish Time:	9am
All relevant fields should be complete before submitting timesheet					
Name of Tradesman					
Visual Inspection Findings					
Item	Check	Y/N	COMMENTS		
1	Are all panels in place?	/			
2	Are panels secured together?	/			
3	Are any of the panels damaged?	/			
4	Are any of the connectors damaged?	/			
5					
6					
7					
8					
9					
10					
11					
12					
Total time taken:					
Description of works carried out/materials used			PO/Stock	Cost £	
1					
2					
3					
4					
5					
6					
7					
8					
10					
Total cost of Materials:					
Signature of tradesman					

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



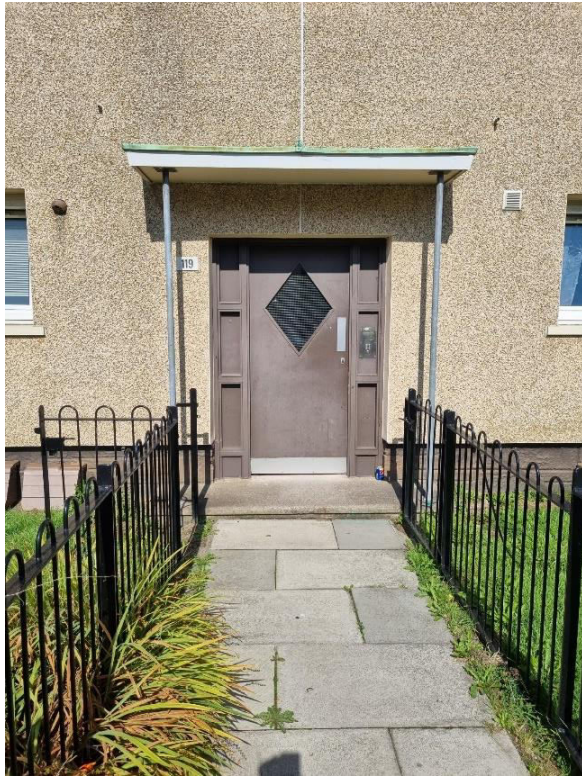
Before, during and after close cleaning



TRADES

Joinery

Door Entry upgrade before and after



Collapsed fence made safe and replaced



Painting

Painters have mainly been carrying out work within void properties.



Before and after decoration works



Electrical



Before and after lighting repairs within the multi-storey flats



CARRON ESTATE BALCONY REPLACEMENT



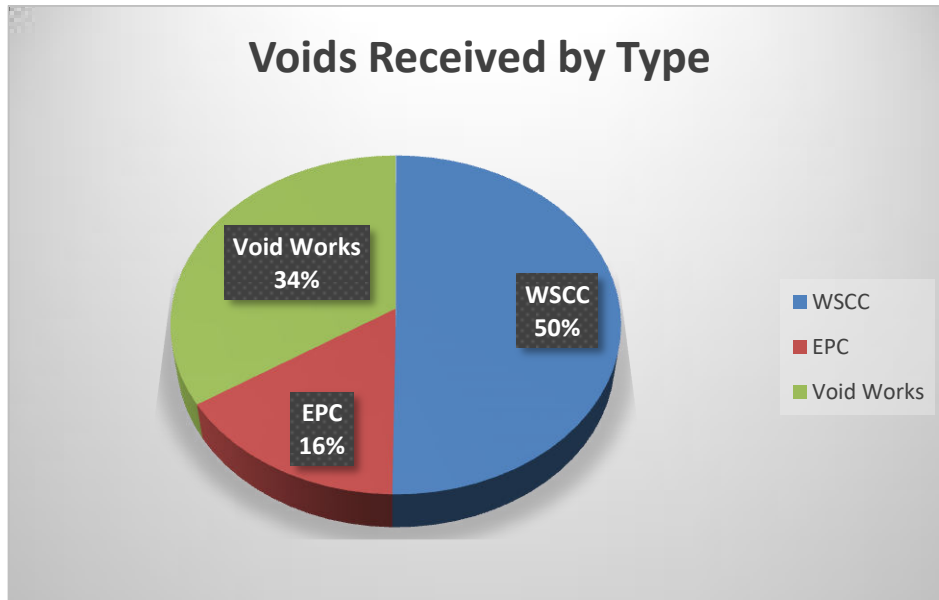


KEY PERFORMANCE INDICATORS

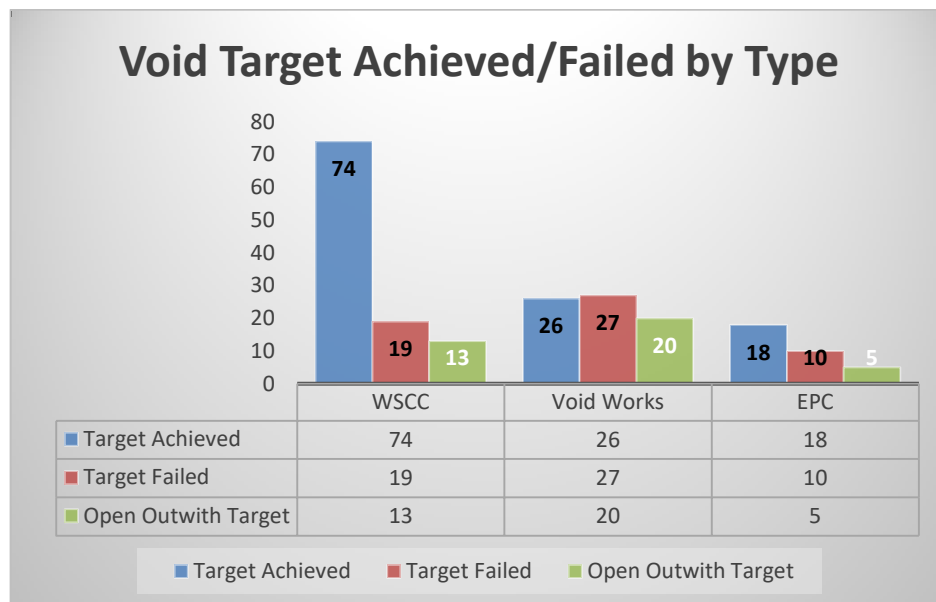
KPIs have been impacted by the implementation of labour-intensive safety measures

Voids

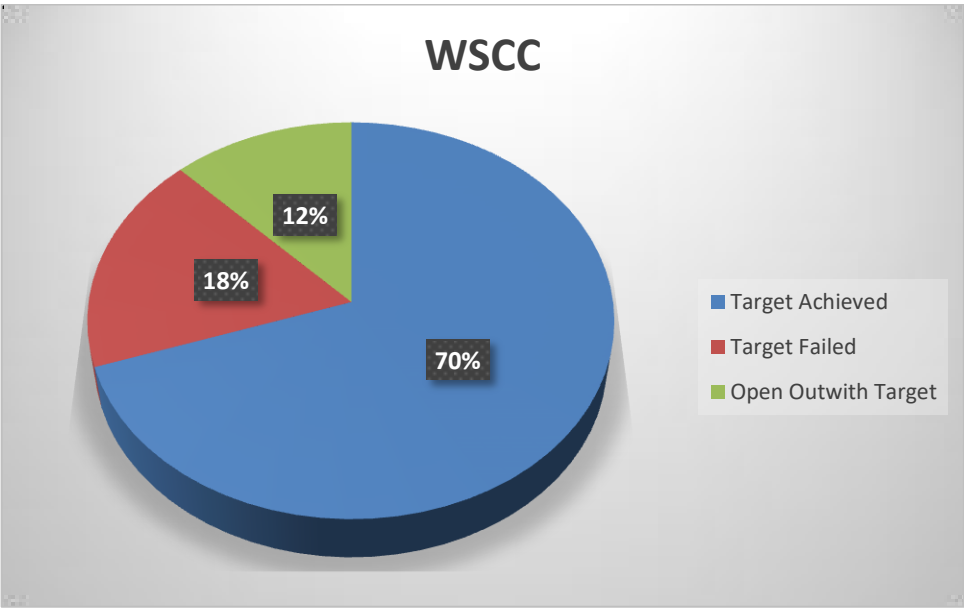
Breakdown of voids by type



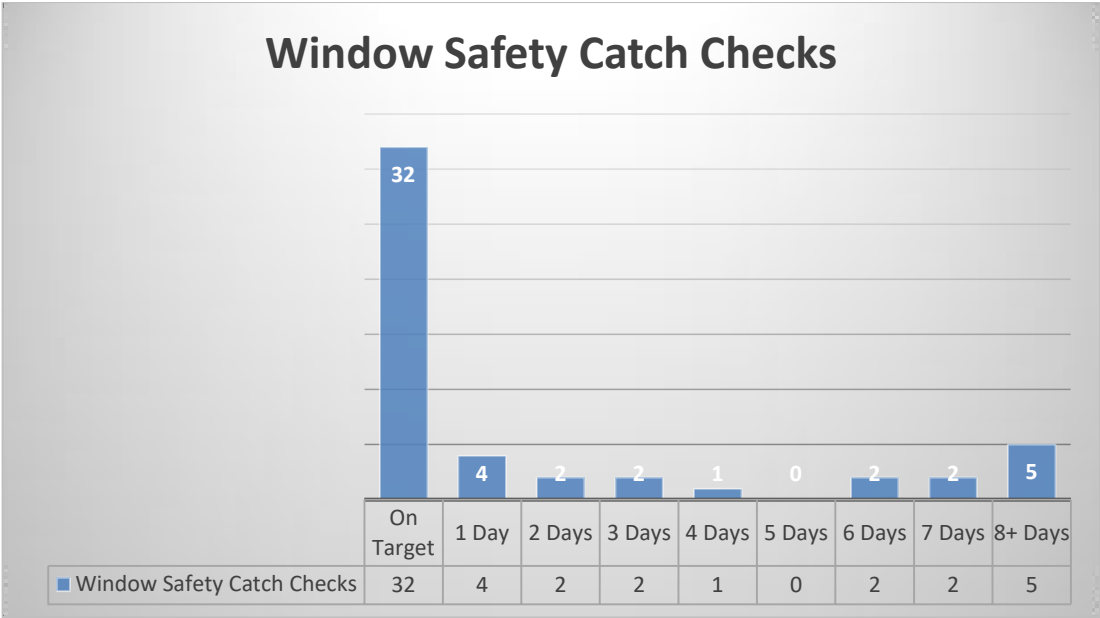
Breakdown of Target Failure/Success by type

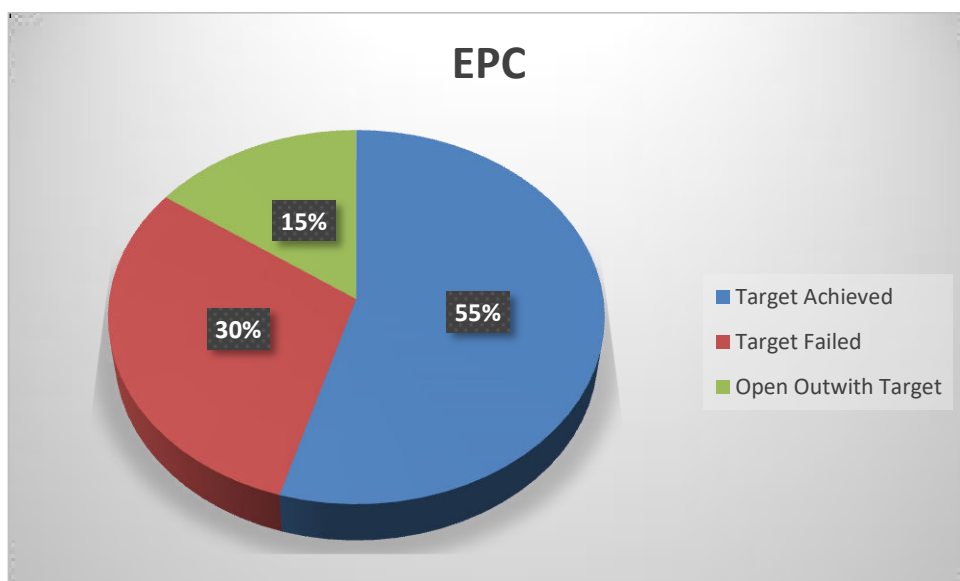


Performance Against Target by Category

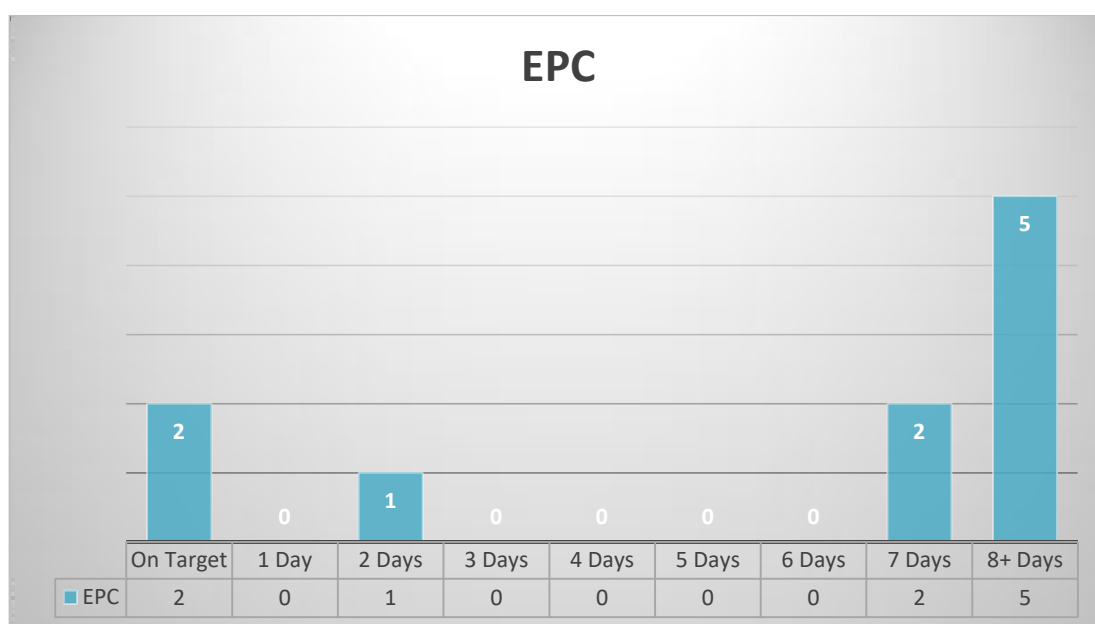


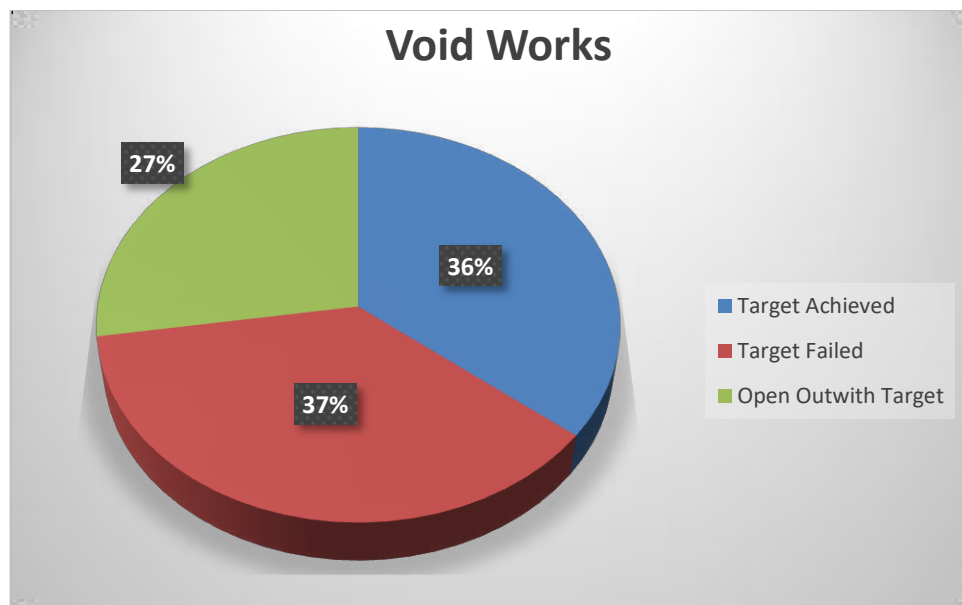
36 window safety catch checks ran over target due to failure of the initial safety check and requirement for remedial works. 18 of those which ran over target were completed within 7 days of target date. There have been ongoing issues with materials supply for glazing repairs



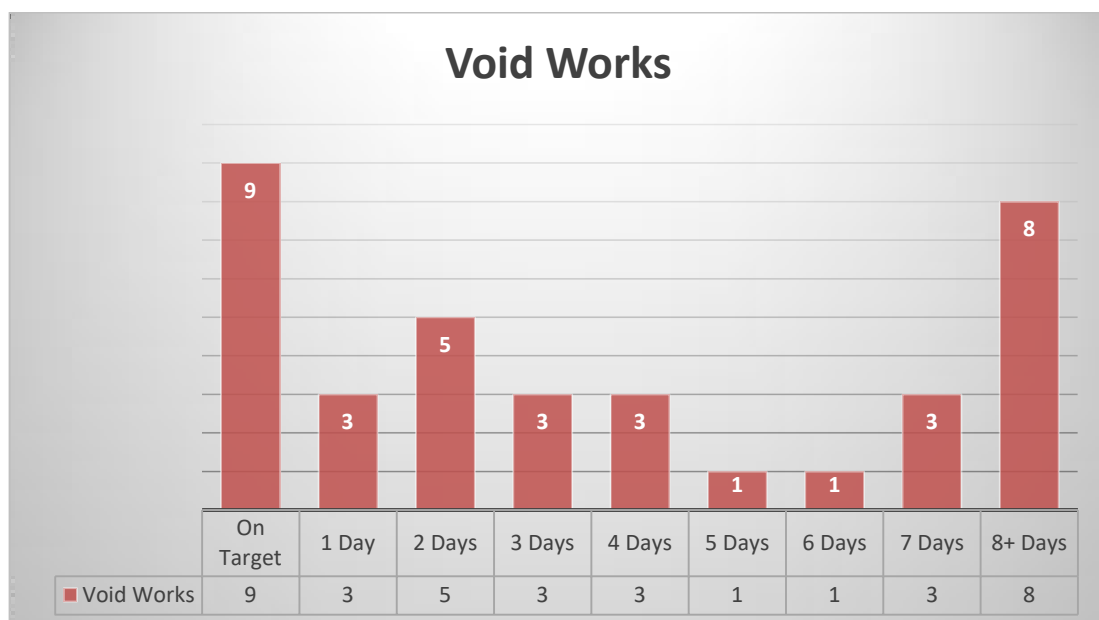


8 energy performance certificates were issued past target





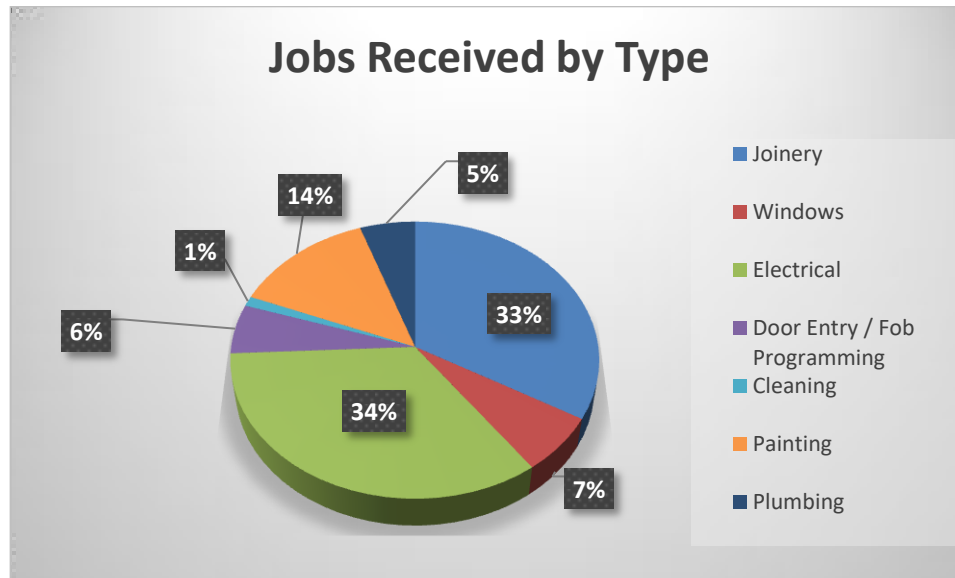
20 void properties were carried forward from Q2, which in conjunction with the new, labour-intensive safety measures, has directly impacted the achievability of the 6-day target.



19 (40%) of the 47 voids which were returned outwith the 6-day target, were returned within 7 days of the target date despite the challenges.

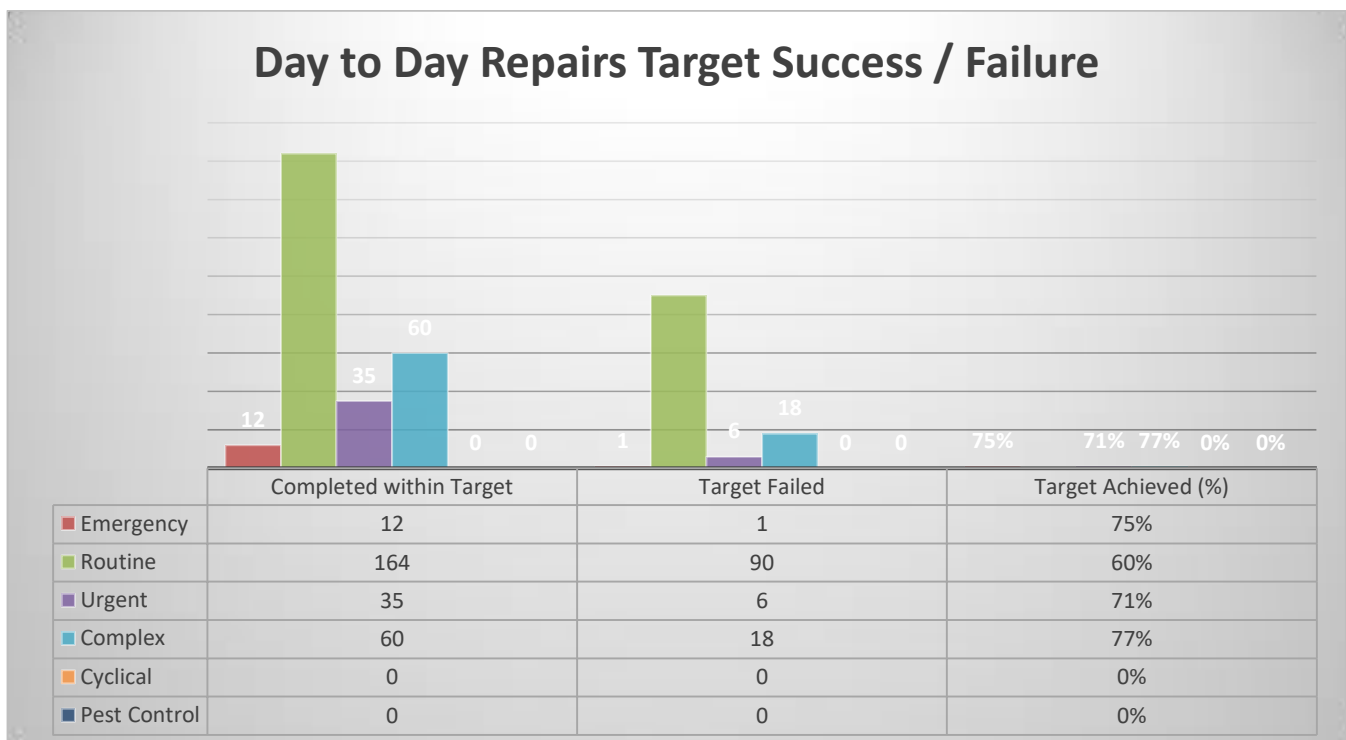
Day to Day Repairs

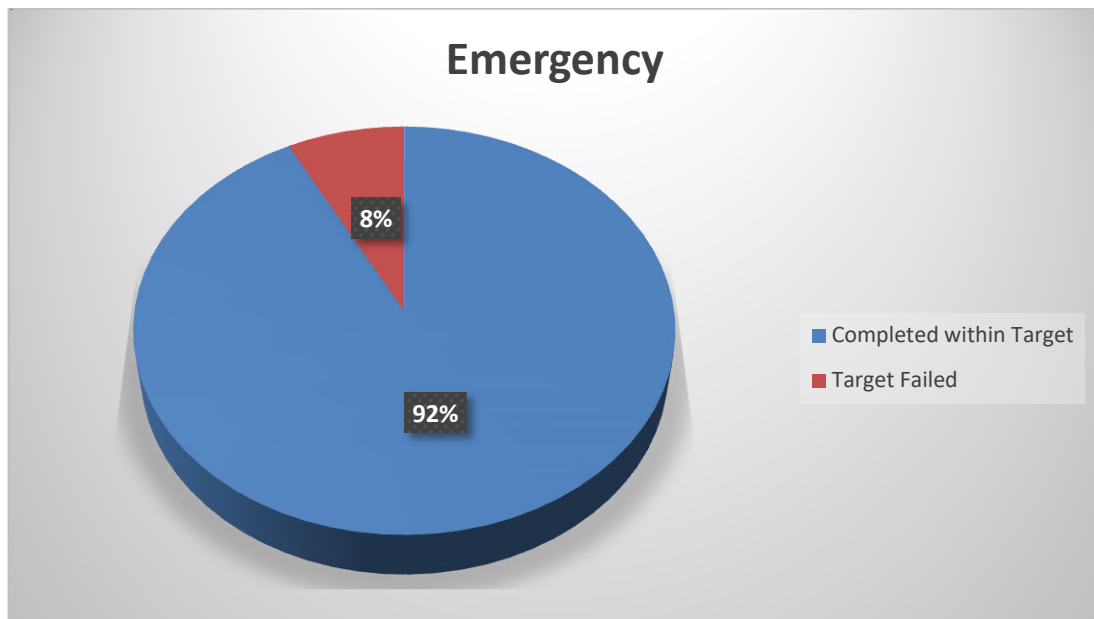
Breakdown of Day-to-Day Repairs by type



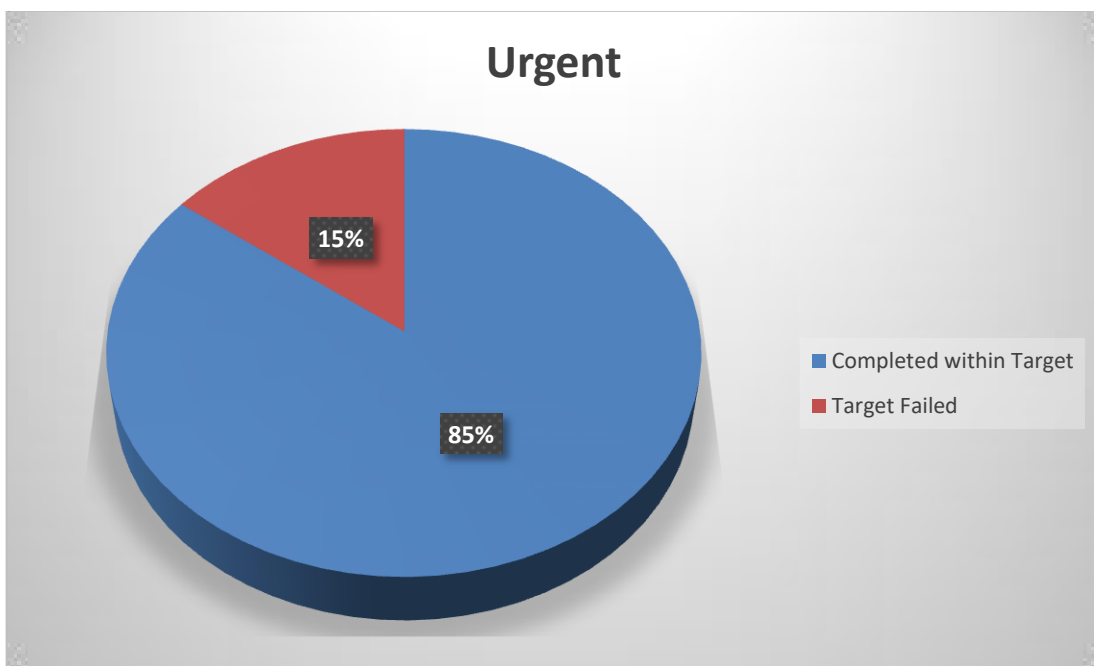
Day to day repairs have achieved an average of 78% success rate against targets.
Emergency repairs have achieved 100% success rate.

Day to Day Repairs Performance Against Target by Category

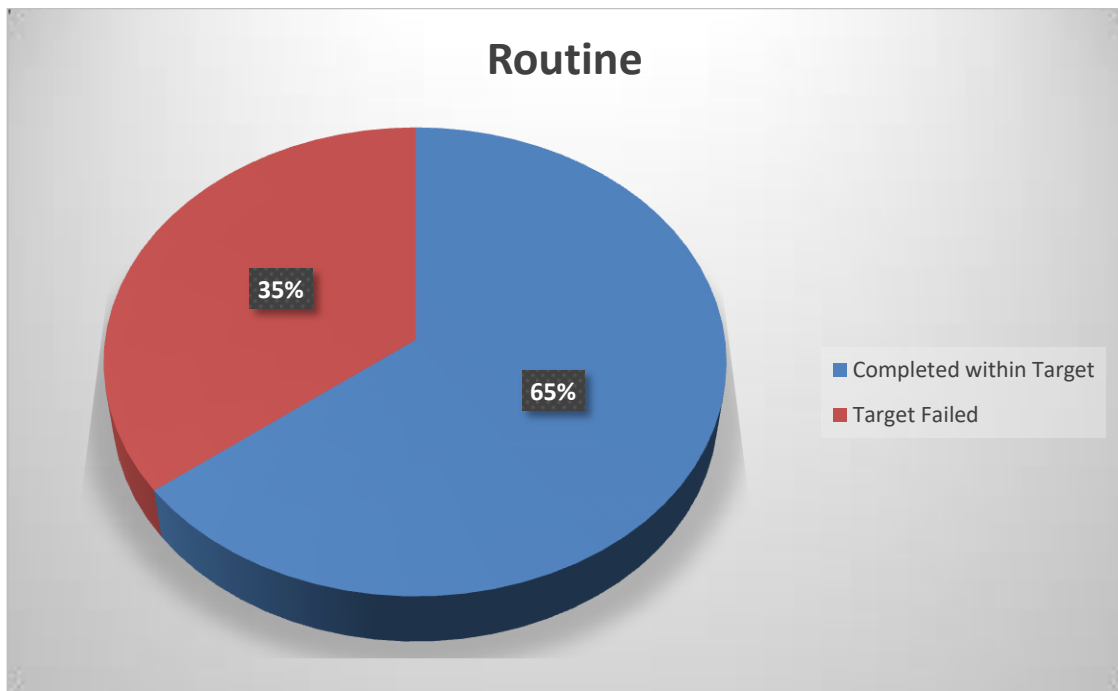




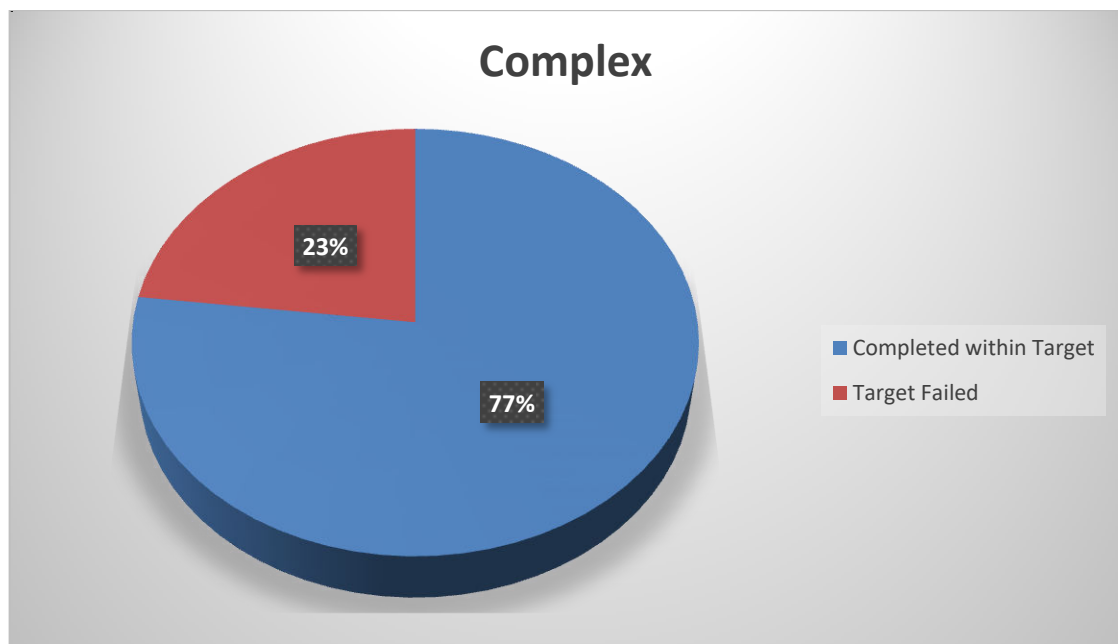
1 emergency job was completed out with 2 hours of logged time.



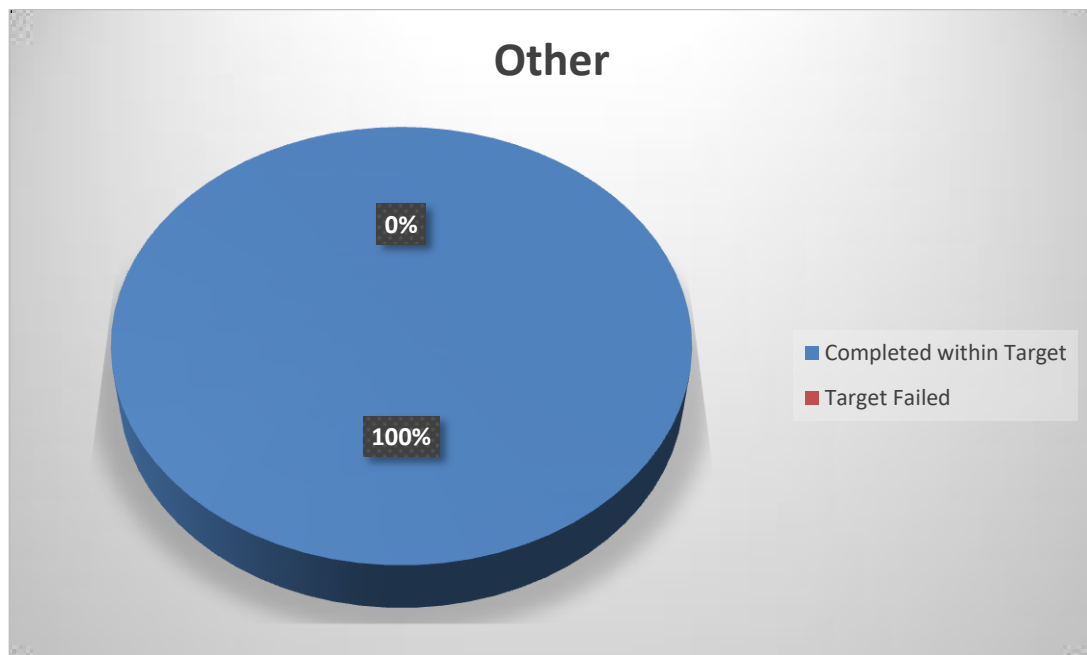
Urgent job lines have a 3 days target



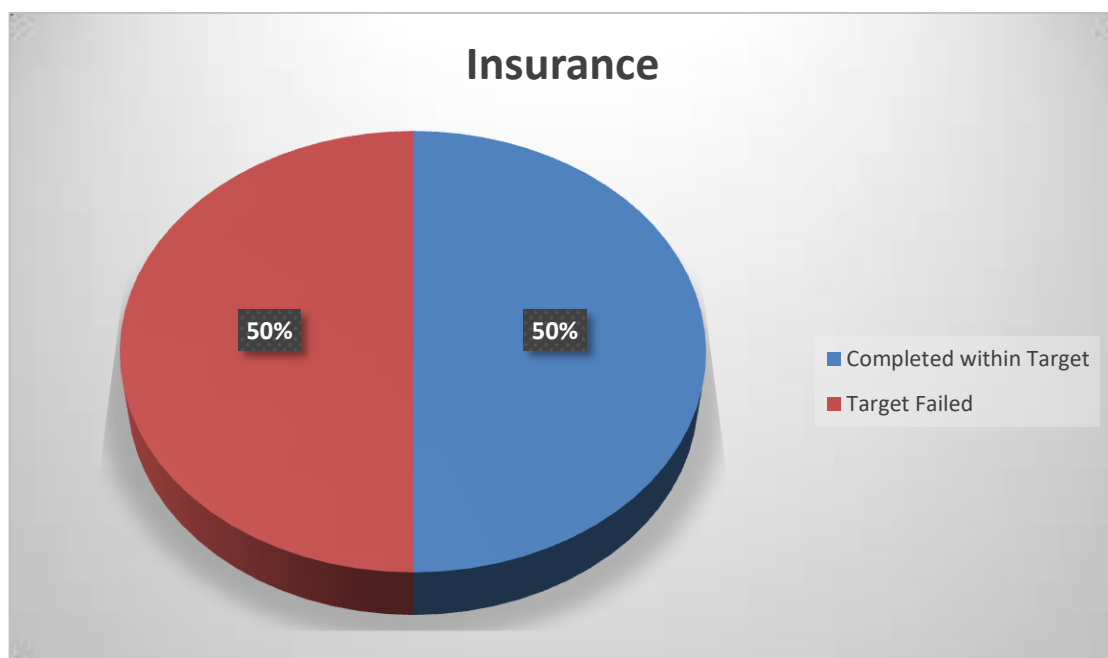
Routine work orders have a 5 day target



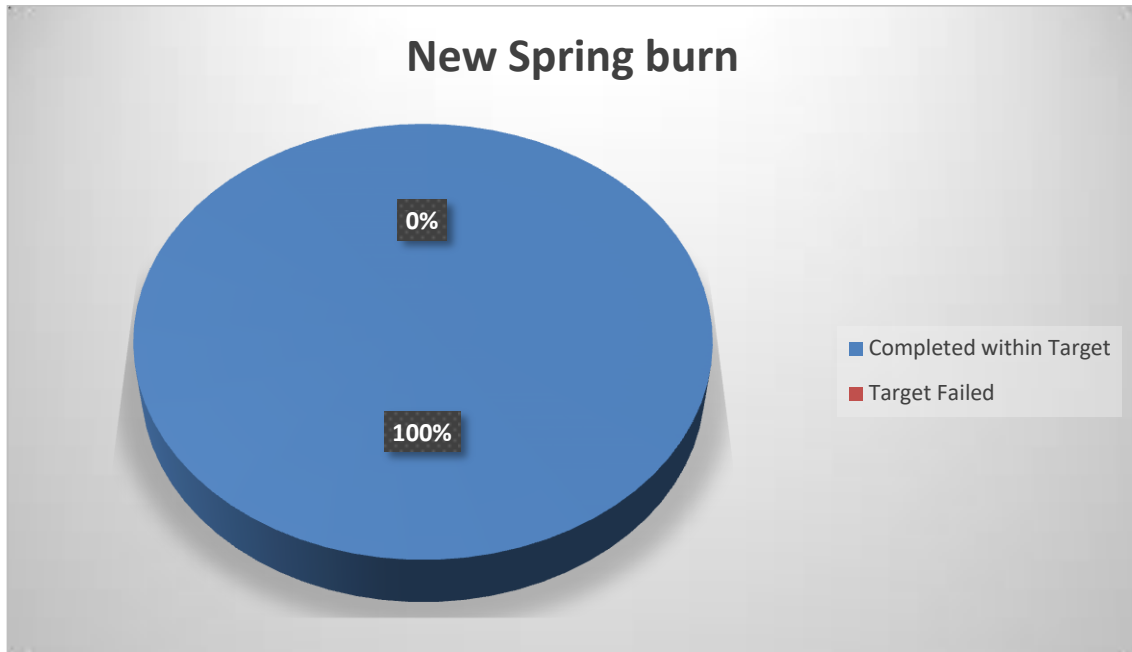
Complex repairs carry a longer target period of 6-8 weeks



"Other" repairs generally include jobs for fob programming and materials supply



Insurance works include jobs where fire damage has occurred



Work carried out within ng offices



Board Meeting For Noting

To: Board
From: HR Officer

SUBJECT: STAFFING REPORT (ng2)

DATE: 15 February 2022

1. Introduction

This report refers to the period of 1 October 2021 – 31 December 2021, 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 December 2021, 67 staff were employed by ng2 Ltd.

Attendance and Absence

During this reporting period, 70 staff had perfect attendance (80% of the workforce). As well as this, 15 staff members qualified to receive their two day 'no sickness reward'.

The overall staff sickness absence percentage was below the 3% target and for this reporting period was 2.62%. 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 %
4,397	115	2.62

The 7 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	49	66
Number of employees	10	■ ■ ■
Percentage	1.1%	1.5%

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

as per the ng2 Ltd Attendance and Absence Management policy.

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	■
Close contact/Test and Protect notification	■
Member of household developed symptoms or tested positive	■

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	1020

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 ■■■ resignations, ■■■ end of contracts (seasonal programme) and ■■■ dismissal. Where possible, exit interviews are conducted to gain feedback. Due to circumstances, one exit interview was conducted.

■■■■■ spoke highly of ■■■ time with ng2 and ■■■ development opportunities over ■■■ length of service. ■■■■.

Company Health Plan – Simplyhealth

The Simplyhealth cash plan has been renewed for 2022 and a report on the usage data will be provided at the next meeting.

3. Recommendation

Members are asked to note the contents of this report.



After clearance of fly tipping



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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