



ng2 Board Meeting

Saracen House / Microsoft Teams
11 November 2021



AGENDA

Meeting: Board meeting **Invitees** ng2 Board

Location: Saracen House / Microsoft Teams

Date 11 November 2021

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 of Meeting on 10 August 2021	Yes		3
	i) Matters Arising			
5.	Reports for Approval			
a.	Management Accounts to	Yes	BH	11
b.	Risk Register	Yes	DM	17
c.	Annual Leave Carry Forward	Yes	DW	21
d.	2021/22 Festive Arrangements	Yes	DW	23
6.	Reports for Noting			
a.	Operational Report	Yes	DM	25
b.	ng2 Staffing Report	Yes	DW	75
c.	Health and Safety Report	Yes	DM	85
7.	AOCB			
8.	Date of Next Meeting – Tuesday 15 February 2021			

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

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

P	-	PRESENT	X	-	ABSENT
A	-	APOLOGIES	A*	-	LEAVE OF ABSENCE GRANTED
TARGET ATTENDANCE - 80%			AVERAGE ATTENDANCE - 83%		

ng2 Board Minutes

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

Date: Tuesday 10 August 2021 **Time:** 4:30pm

Attendees: G Satti **GS** Chair
 Margaret Thomson **MT** Vice Chair
 Isabella Cross **IC**
 Jim Berrington **JB**
 John Thorburn **JT**

Apologies: Paul Nelson **PN**

In Attendance: John Devine **JD** DCEO - Regeneration
 Bob Hartness **RH** DCEO – Finance
 Diane Waugh **DW** Corporate Services Manager
 Olivia Friary **OF** HR Officer
 David McIntyre **DM** Senior Operations Supervisor

Minute Taker: Joanne Bradley **JPB** OS

	Agenda	Action	Date
1.	Apologies		
	Paul Nelson passed on his apologies to the Board as he was unable to attend.		
2.	Disclosure of Interest and Attendance		
	None		
3.	Minutes of Board Meeting on 8th June 2021		
	Vehicles JD updated the Board that the 3 vehicles expected to arrive in August / September 2021 have been delayed due to continued supply chain issues. A further update will be presented to the Board at the next meeting. The previous minutes were adopted as correct: Proposed MT Seconded IC	JD	Next Meeting

	For Approval		
4.	Reports for Approval		
a.	Management Accounts to June 2021		
	<p>RH highlighted that this set of account was very different, with turnover almost having doubled and the low level of salaries due to delays in recruitment of garden maintenance operatives.</p> <p>Income due to furlough funds was £31k for the period compared to £164k for the previous period, as the furlough scheme is being wound up and employees return to work.</p> <p>Gross profit was £197k in comparison to £139k for FY20-21 and also the year FY19-20.</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>Plant/machinery and vehicle purchase are increasing, with another £100k for 3 vans pending while we await delivery of the vehicles. There is currently an increased Capital Allowance in place, translating to approximately 130% tax relief on Capital expenditure.</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 reminded the board of the discussions surrounding Gift Aid at the previous meeting and highlighted that any decisions relating to the financial year FY20-21 must be made within 9 months of the end of the reporting period. He clarified that the purpose of the Reserves and that this purpose dictated a requirement of around £500k. Reserves now total £869k, an increase of £139k on the previous year and so there is room to increase the Gift Aid donation to the Association while retaining required reserves. It</p>		

	<p>was agreed that a decision would be made on for approval and action at the next meeting.</p> <p>The Board approved in principle an increased Gift Aid donation to the Association, reducing current reserves.</p> <p>The Management Accounts for the period were approved by the Board.</p> <p>Proposed JT Seconded JB</p>		
b.	Statutory Accounts to 31 March 2021		
	<p>RH reminded the Board that the Statutory Accounts had been audited, and that they had been approved at the last meeting. The Accounts have now been finalised and signed off.</p> <p>The Management Accounts were approved</p> <p>Proposed JT Seconded JB</p>		
c.	External Auditors 2021		
	<p>RH stated that there were no comments by the auditors to be presented to the Board and that no Regulator submission or response was required.</p> <p>It was clarified to the Board that the Independence Agreement was unchanged from that previously provided to the Regulator</p> <p>The Board noted the contents of this report as no approval as required. It was requested and agreed that this be presented in future as a paper for Noting.</p>	RH/JPB	Ongoing
d.	ng2 Business Plan		
	<p>RH reminded the Board that the Business Plan for FY21-22 is very late due to the pandemic.</p> <p>The Business Plan for FY22-23 is also in progress as there is a requirement by the Regulator for financial projections to be signed off as viable by our external auditor, one year in advance. It was agreed that it would be prudent to wait for the FY22-23</p>		

	<p>plan for this sign-off, as current circumstances are still changeable, and so financial projections should be based at more normal levels compared to those during the pandemic, including Corporation Tax payment level and Capital Allowances which are currently worth approximately £250k.</p> <p>The plan demonstrates enhancement of the Garden Maintenance contract in order to boost income.</p> <p>The Board noted the contents of this report as no approval as required. It was requested and agreed that this be presented in future as a paper for Noting.</p>	RH/JPB	Ongoing
e.	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>DM highlighted that availability of all group members regularly presents scheduling issues and so it was agreed that a recurring meeting be sent out as a placeholder, to try to work around this issue, as members would have to actively withdraw from a prearranged meeting. It was agreed that 3-4 group members would be accepted as a quorum in order to progress the review meetings. GS requested that people be flexible in their diary dates for this review.</p> <p>JD requested that a cover paper be presented with the risk register in future to summarise any changes made to the document in the period.</p> <p>JD reminded the group that the initial meeting for each year should provide a complete review and that the regular meetings should be for monitoring and review purposes. It had not been possible to schedule this meeting during the reporting period and this would be set at a later date and all findings and mitigations will be presented to the Board for approval.</p> <p>The next review meeting was set for 11/8/21</p>	<p>RH/PN/JT/DM/JB</p> <p>RH/PN/JT/DM/JB</p> <p>DM</p>	<p>Next Meeting</p> <p>Ongoing</p> <p>Ongoing</p>

	Proposed	JT	Seconded	JB		
f.	Internal Recruitment					
	<p>The Board were asked to approve the additional £3.5k spend in order to promote an existing operative to Assistant Estate Services Supervisor to prevent disruption to supervision process when existing supervisors are absent for any reason.</p> <p>The post would be for an initial term of 6 months</p> <p>It was agreed that this seemed to be justified and the Board approved the request.</p>					
	Proposed	JT	Seconded	IC		
5.	For Ratification					
a.	Payments and Benefits Case Number 137					
	<p>Approval was sought from the Board to offer [REDACTED] a temporary post following recruitment for 4 permanent Estate Service Operatives (ESOs).</p> <p>[REDACTED] not involved in the recruitment process and that the correct procedures had been followed.</p> <p>Ratification had already taken place at an Urgent Decision Meeting on 2nd July 2021 where the paper was signed by JD and GS and so the contents of this paper were duly noted by the Board</p>					
b.	Payments and Benefits Case Number 138					
	<p>Approval was sought from the Board to offer [REDACTED] a temporary post following recruitment for 4 permanent Estate Service Operatives (ESOs).</p>					

	<p>██████████ JD asked for suggestions on some form of service recognition for ████████ years of loyal service</p> <p>Proposed MT Seconded IC</p> <p>There being no other competent business, the Chair thanked all for their attendance and closed the meeting.</p>		
8.	Date of next meeting		
	Date of next meeting was confirmed as Tuesday 16 th November 2021 at 4.30pm		



ng2 Board Meeting

For Approval

To: Board
From: DCEO - Finance

SUBJECT: **MANAGEMENT ACCOUNTS – PERIOD TO 30TH SEPTEMBER 2021** DATE: **11 November 2021**

1.	Introduction
	This report is detailing the financial results for the period to 30 th September 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 30th September 2021 amounts to £2.024m (2021 -£1.2m) with £784k (2021 - £160k) of direct costs and £902k (2021 - £910k) of wages leading to a £338k (2021 - £133k) gross profit before other income. This period with furlough we have the Job Retention Scheme which has provided £47k of other income (2021 £176k). So the overall gross profit comes out at £385k (2021 -£309k).</p> <p>Overheads totalled £222k (2021 - £209k). The main elements being motor expenses, management charges, uniforms, rent and vehicle depreciation. After the overheads a £164k (2021 - £100k) net profit was made in the period.</p> <p>The balance sheet position continues to improve with increased reserves. The cash balance increased with £191k more funds being paid into the company than paid out. This was mostly due to less debtors and more creditors as supplier's balances increased due to vehicle purchases. Reserves now total £943k (2021 - £786k)</p> <p>As discussed at previous ng2 Board meetings the company has up to nine months after the financial year end to make gift aid payments that can be carried back into that year. A gift aid payment of £50k was paid within the year to 31 March 2021. It is suggested that a further payment of £180k is made. This will reduce the Corporation Tax charge by £34,200 and leave a remaining tax charge of £2,956.</p>

4.	Recommendation
	<p>Board members are asked to recommend approval of the management accounts of ng2 for the period to 30th September 2021. A report of this will be put to the Board of the Association.</p> <p>Board members are also asked to approve a gift aid payment of £180k that will be carried back into the previous tax year.</p>

**Year to
31/03/21**

**NG 2
Profit and Loss - period to**

30-Sep-21

		Sales	Materials	Wages	Gross Profit
£		£	£	£	£
119,552	Cleaning	233,693	20,966	132,268	80,459
9,018	Joinery	348,429	178,629	84,357	85,443
(15,277)	Electrical	531,541	501,814	16,185	13,541
(8,819)	Other sales	146,517	565	118,008	27,944
53,224	Back court cleaning	68,181	-	31,665	36,515
167,022	Garden maintenance	415,762	66,914	295,206	53,642
(65,605)	Management	1,382	-	38,829	(37,447)
78,992	Concierge	138,486	-	99,439	39,047
60,461	Hit squad	98,330	-	57,699	40,631
(13,118)	Painters	42,230	15,089	28,591	(1,449)
385,450		2,024,549	783,977	902,248	338,324
211,540	Other income	47,148	-	-	47,148
596,990		2,071,697	783,977	902,248	385,472
	Overheads				
60,000	Management charges			30,000	
24,623	Rent and rates			12,610	
204,755	Motor expenses			102,038	
4,000	Telephone and IT support			2,000	
2,816	Printing, stationery and advertising			1,322	
5,437	Professional fees			10,503	
2,875	Container hire			1,595	
24,890	Uniforms, safety equipment and repairs			14,198	
10,810	Training			280	
4,000	Insurance			2,000	
82,817	Vehicle and plant depreciation			44,060	
-	Gain/Loss on sale of fixed assets			-	
196	Bank charges			113	
3,049	General expenses			1,218	
430,268					221,937
-	Loan interest				-
166,722	Net profit				163,535
72,965	Corporation tax/Gift aid				-
93,757					163,535

31/03/21	NG 2 Balance sheet at	30/09/2021			
£			£	£	£
138,792	Fixed assets				314,609
	Current assets				
700,191	Stock and Debtors			692,749	
60,242	Bank and cash			251,147	
<u>760,433</u>				<u>943,896</u>	
	Current Liabilities				
42,548	Trade Creditors	238,293			
77,147	Other creditors	<u>77,147</u>			
<u>119,695</u>				<u>315,440</u>	
<u>640,738</u>					<u>628,456</u>
<u>779,530</u>					<u>943,065</u>
100	Share capital				100
779,430	Profit and Loss account				942,965
<u>779,530</u>					<u>943,065</u>

31/03/21	NG2	30/09/2021
£	CASHFLOW	£
	OPERATING ACTIVITIES	ACTUAL
93,757	Surplus for period	163,535
-	Interest Received	-
-	Loan Interest Paid	-
93,757	Operating surplus excluding int & tax	163,535
82,817	depreciation - vehicles and plant	44,060
(151,947)	Decrease/(Increase)in Debtors	7,442
(63,384)	(Decrease)/Increase in Creditors	195,745
(38,757)	Net Cash In/(Out)flow From Operating Activities	410,782
	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	(219,877)
-	Investment in Activities	-
(830)	Net Cash In/(Out)flow From Investing Activities	(219,877)
(39,587)		190,905
	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	190,905
(39,587)	Movement in Cash & Bank	190,905
(39,587)	Increase/(Decrease) in Cash and Cash Equivalents	190,905



ng2 Board Meeting

For Approval

To: Ng2 Board
From: Senior Operations Supervisor

SUBJECT: RISK REGISTER REVIEW

DATE: 11 November 2021

Apologies: Bob Hartness

Attendees: David McIntyre, Gino Satti, Jim Berrington, Paul Nelson, John Thorburn

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>11 August: Attached is the operational risk register for ng2. Comments are requested on the risks that are detailed within the registers and the scoring of these risks. At this meeting we discussed item 6 Departure of Director/key staff and decided that there is control/action in place, but maybe it should be brought to the boards attention that as part of the control measure the company would look to recruit a suitably qualified and experienced replacement.</p> <p>1 September: JB thought that there had to be 2 members of staff on the board and now that JD has left it leaves BH.</p>
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 • Item 6 on the Risk Register is for noting and discussion • Item 13 on the RR is for noting that we have changed to include the risk of "Sporadic outbreaks of covid due to spikes or winter" and the control/action "Try and encourage all staff to take up the vaccine".

Risk Register : (Operational)

Risk Number	Operational Risk Area/ Hazard	Potential Risk Ng2	Potential impact	Risk Level: (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 Adverse impact on ngh maintenance + procurement programme planning	3	4	12	Board Operational directors Ng2 Management team	ng2/ng2 jointly agreed annual development programme put in place setting out specific proposed works areas/ contracts to be undertaken by ng2, + rationale for same, + contingency plans with 6 monthly review	Regular operational performance, Progress meetings with client, Reports to ng2 Board.	2 x 2 =4
2	Financial and other targets unrealistic	Adverse impact on ng2 delivery and destabilising impact on workforce planning	Deterioration in service/ quality from ng2, need to source alternative contractors at higher cost	3	4	12	Board Operational directors Management team	Annual plans provide basis for firmer, medium term financial planning. Quarterly management accounts review	Regular operational and financial performance. Reports to ng2 Board.	2 x 3 =6
3	Financial losses incurred	Financial viability of ng2 threatened	Potential financial liabilities for ng2 as wholly-owned subsidiary	3	5	15	Board Operational directors Management team	Annual plans as above will reduce risk. ng2 financial regulations in place; Quarterly financial reports provided by ngh Director of Finance	Regular management accounts and operational reports to ng2 Board.	2 x 3 =6
4	Failure to deliver value for money	Loss of business from main customer ng homes	Failure to meet regulatory guidance on group structures, and higher costs. Requirement to wind-up ng2 if moving business away from subsidiary	3	5	15	Operational directors Management team	Jointly agreed 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	Reports to ng2 Board.	2 x 3 =6
6	Departure of Director/key staff	Loss of management expertise, with potential negative impact on the business	Increased risk for parent due to destabilisation/ loss of management expertise within subsidiary.	2	4	8	Board Operational directors	Workforce planning and succession planning in place so that there is a level of expertise within group to ensure business continuity/ ensure interim management for ng2	Staff training. Flexibility in staff group and knowing others roles.	2 x 2 =4
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	Effective recruitment process to ensure suitably qualified and experienced replacement. 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	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	Internal audit of ng2 procurement to provide assurance/ identify action	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	ng2 Financial Regulations in place; full suite of group governance policies in place. Financial controls implemented by ngh Director of Finance Staff training programmes implemented. Regular H&S audit. Review of current risk assessments and method statements (RAMS) to ensure complies with current legislation. Explore requirement for any new RAMS as a result of operations/ review	Reports to ng2 Board External H&S audits	2 x 3 =6

Risk Register : (Operational)

Risk Number	Operational Risk Area / Hazard	Potential Risk Ng2	Potential impact	RISK LEVEL: (very low) to 5 (very high)				Who is responsible?	Control/ action	Monitoring /	Residual Risk
				i) How Likely?	ii) Severity?	i) x ii)	Score				
11	Low staff morale	High staff turnover + high staff sickness absence; increased costs; deterioration in quality; loss of ngh client confidence	- ng group parent Detrimental impact on value for money, tenants, stock maintenance and ngh reputation	3	4	12	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 (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.	Reports to ng2 Board HR reports appraisals Staff surveys	2 x 3 = 6
		Potential Lock Down – Closure of Business (Part or Complete).	Adverse impact on ngh maintenance & procurement programme planning.	4	4	16	16	Board Operational directors. Ng2 Management team.	ng2/ng2 jointly to review their existing Pandemic Plan (Contingency Plan), apply a review / overhaul of the same – taking the Noted Risk / Concerns into consideration & where possible & practicable agree on Process / Procedures that can safeguard on the same with an ongoing review.	Regular operational performance.	2 x 2 =4
12	National Pandemic e.g. (COVID 19).	High Level/s of Staff Absence (Sickness, Self-Isolating, Possible Death in Service).	Staffing / Operative Limitation/s.					Staff & Operative Feedback.		Progress meetings with client.	
		Forced Control/s – Such as Social Distancing and / or Restriction of Movement and / or Access. Sporadic outbreaks of covid due spikes or winter.	Additional Staffing Costs.	4	4			Board Operational directors.	ng2/ng2 jointly to review their existing Pandemic Plan (Contingency Plan), apply a review / overhaul of the same – taking the Noted Risk / Concerns into consideration & where possible & practicable agree on Process / Procedures that can safeguard on the same with an ongoing review. ng2 to look at tapping into any Government aid that may be available. Try and encourage all staff to take up the vaccine.	Reports to ng2 Board.	2 x 2 =4
13	National Pandemic (Continued) e.g. COVID 19.	Additional Cost to Apply Control, PPE, Welfare (Cleanliness), Travel (Social Distancing) etc.	Task / Works Limitations.					Ng2 Management team.			
		Potential Shortage of PPE, Materials, Equipment & Sub Contractor Partners.	Additional Travel Time / Costs. Increased Costs. Work Interruption / Delays					Staff & Operative Feedback.			

Risk Scoring for how likely and how severe:

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

Updated 1 September 21
By D. McIntyre



ng2 Board Meeting

For Approval

To: Board
From: Corporate Services Manager

SUBJECT: ANNUAL LEAVE CARRY FORWARD

DATE: 11 November 2021

1.	Introduction
	<p>Due to the impact caused by the COVID-19 pandemic the UK Government have introduced legislation to allow up to 4 weeks of unused annual leave to be carried into the next 2 leave years, easing the requirements on businesses to ensure that workers take their statutory amount of annual leave in any one year.</p> <p>The Working Time (Coronavirus) (Amendment) Regulations 2020 amends the Working Time Regulations 1998 to create a further exemption relating specifically to COVID-19. Where it is not reasonably practicable for a worker to take some, or all, of the holiday to which they are entitled due to the coronavirus, they have a right to carry the 4 weeks under regulation 13 into the next 2 leave years. This will not apply to the 1.6 weeks under regulation 13A leave, but this can be carried forward one year by agreement between workers and employers.</p> <p>Due to the COVID-19 pandemic a large number of staff were subsequently placed on furlough with others being part of the initial 'essential worker' group. The length of time staff members were on furlough has varied depending on their individual job roles. Staff members who were placed on furlough were unable to use their annual leave during this period. It should also be noted that staff who were classed as 'essential workers' during this period were also unable to use their annual leave due to business needs.</p> <p>As the COVID-19 pandemic has had a significant impact on the ability for staff to take their annual leave across the organisation, it was previously agreed that ng2 Ltd would follow the above legislation to allow all staff to carry forward a maximum of 4 weeks leave into the next 2 years.</p> <p>As we are now coming to the end of year 1, a number of staff still have annual leave remaining which will be carried forward to year 2022. All staff have been reminded and will</p>

	<p>be encouraged throughout the year to use their annual leave, prior to the 31 December 2022.</p> <p>As members will be aware we had some problems with the recruitment of seasonal staff and we have been managing staffing numbers which have been further stretched due to COVID-19 related issues. As the above is already in place for some members of staff, who were directly impacted by COVID-19 last year, it is proposed that all staff who have annual leave remaining be able to carry this over to 2022, only, in recognition of the hard work of staff who delayed their annual leave plans to suit business needs.</p>
2.	Recommendation
	Board Members are asked to APPROVE the carry forward of annual leave for all staff into the 2022 leave year.



ng2 Board Meeting

For Approval

To: Board
From: Corporate Services Manager

SUBJECT: 2021/2022 FESTIVE ARRANGEMENTS

DATE: 11 November 2021

1.	Introduction <p>This report provides a proposal for consideration in relation to an early closure of the ng2 office during the 2021/2022 Christmas and New Year period:</p> <p>Christmas and New Year Holiday</p> <p>The ng2 office will be closed on Monday 27 and Tuesday 28 December 2021 and again on Monday 3 and Tuesday 4 January 2021. The proposal is allow staff an early finish on Christmas Eve and New Year's Eve by closing the office at 12.30pm on both days.</p> <p>As is normal practice, to facilitate the closure detailed above staff will use two days from their 2021 annual leave entitlement and two days from their 2022 annual leave entitlement.</p> <p>Please note: due to the 24/7 nature of our Concierge service the above early closure would exclude Concierge staff.</p> <p>Staff Recognition</p> <p>In recognition of the excellent work done by all of our staff over the course of this year it is proposed that all staff should be awarded a ½ day Christmas shopping holiday. This ½ day holiday is to be taken over the course of late November/December with the date to be agreed between the staff member and their line manager to ensure that there is no detrimental impact on service provision.</p>
2.	Recommendation <p>Board members are asked to APPROVE the proposals detailed in this report.</p>



ng2 Board Meeting For Noting

To: ng2 Board
From: Deputy CEO (Regeneration)

SUBJECT: ng2 OPERATIONS REPORT
JULY – SEPTEMBER 2021

DATE 11 November 2021

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 recent 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 with an average of 500 voids being completed and returned to ng homes per annum. During the previous financial year, 781 voids have been received with 745 having been 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>

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.

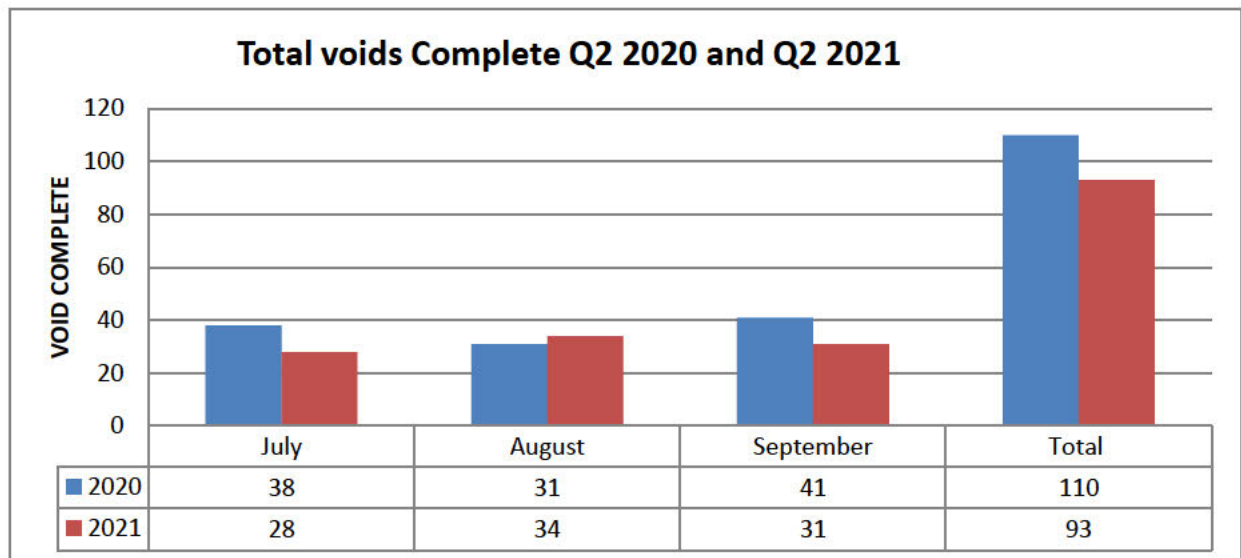
Vehicle Safety – Where possible, a two-person limit has been put in place for all ng2 vehicles. Where more than one operative must be in a vehicle, face coverings must always be worn. Staff must clean and sanitise their own vehicles at the end of each working day.

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.

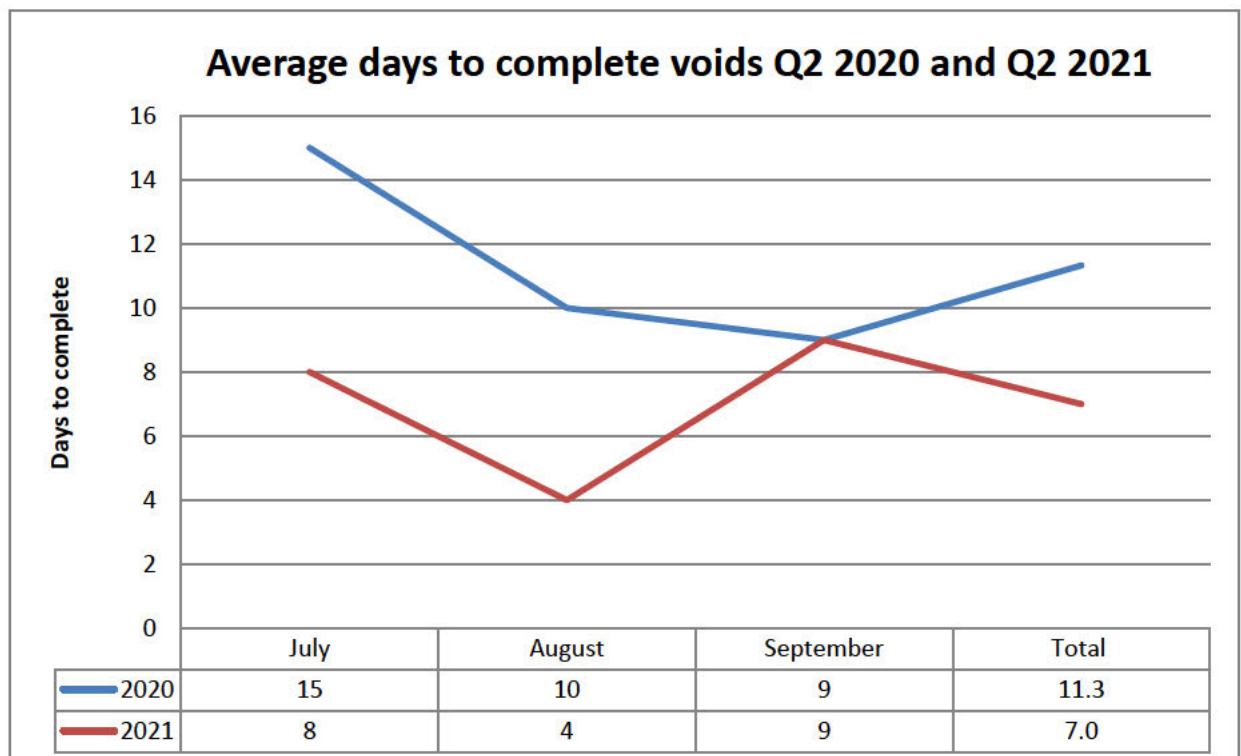
Guidance for Staff – A flowchart has been produced to provide staff with guidance on what their responsibilities are as an employee if they test positive for Coronavirus. The flowchart is included in Appendix 1.

4. Void Monitoring and Management

The Chart below show the total number of voids completed during Q2 2020 and Q2 2021. The number of voids completed during Q2 2020 was 101 with the comparative figure for 2021 being 93. These figures are now more in line with the average number of voids ng2 was receiving before the Covid-19 lockdown.



The chart below shows the average days to complete voids received in Q2 2020 and the comparative figure for the same period of 2021.



	<p>ng2 continue to thoroughly clean, sanitise and electrostatic spray each void before returning key to ng homes. Tradesmen working within voids practise social distancing at all times.</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. The contract was complete in November 2020 as per the Service Level Agreement, and season 2021 commenced in March 2021. An additional list has been provided to ng2 by GHA who have now withdrawn their assisted gardening service. This list consists of another 500 addresses which ng2 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>As of July, the garden maintenance contract was fully staffed. 15 operatives were employed during the period, 6 of whom left in August and September. The teams have concentrated on grass cutting during the dry weather, moving onto hedge cutting during rainy days/periods. Cycle 5 commenced at end of June with 6 grass cutting cycles completed in the period. Cycle 11 commenced on 20th September and was due for completion in early October. 3 cutting cycles remain to be completed before the end of the season to bring the total of completed cuts to 14. This has been a challenging season due to staffing issues caused recruitment issues in addition to Covid spikes within the team and weekend working has been necessary to keep up with the contract requirements.</p> <p>A number of variations to the contract have been carried out in the period, mainly tree works, where trees have been deemed to encroach on another property or where safety concerns have been identified. There have also been numerous additions in the form of one-off cuts to some addresses which are on the GHA list and not yet added to the contract. These have been mainly for vulnerable tenants.</p> <p>The Garden Maintenance contract duration was extended from 30th September to 5th November to allow all contracted cuts to be completed.</p>

Some positive feedback was received in the period: -

Bardowie Street

"Can I just get you to pass on my thanks to the Grass cutting team they were out this morning, and they never cut [REDACTED] back garden... [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] cut all the back grass [REDACTED]

[REDACTED] I know it was tough but they have no idea how much of a difference this has made [REDACTED]

[REDACTED]

From Robert Tamburrini

"The guys have transformed the hard landscape at 157-163 Balgrayhill Rd. Please pass on my appreciation."

Kippen Street

"The tenant of the above has called to say that she is delighted with the work Garden Maintenance have done re the Hedges"

Avonspark Street

[REDACTED] has called to thank everyone involved in helping out [REDACTED] with getting [REDACTED] garden sorted. [REDACTED] can't help the [REDACTED] anymore so are very grateful for all our help – says a fantastic job was done."













We will provide a further update on this in the Q3 report for 2021.

See Appendix 1 for photographs of garden maintenance works.

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>We carried out jet washing in Killearn Street to remove moss from a wall and the tenant commented as follows: -</p> <p><i>"the job completed was excellent but the reason for ■■■ call was to praise the staff member, ■■■■ for his professionalism, his excellent manners and the commitment he gave to ■■■ as a tenant. he is an absolute credit to ng2/ng homes"</i></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 Q2 of 2020-2021 an average of 4 tons of bulk per week was dumped, compared to 17 tons per week during the same reporting period of this year; an increase of 325%. This increase is due to a mix of bulk uplifts and fly tipping which has continued to be an issue.</p> <p>The Hit Squad has been put under pressure by the dramatic increase in fly-tipping within the area as 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 may account for around 25% of the Hit Squad's workload. 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>In addition, daily checks to Heras fencing in Ashfield/Crowhill Street commenced in the reporting period and will continue until further notice.</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>See Appendix 1 for photographs of close cleaning and back court works.</p>
9.	Painting Division
	<p>During Quarter 2 the painting division have been carrying out preparation works for door entry programme in addition to working in void properties and carrying out reactive painting works within individual properties and closes</p> <p>See Appendix 1 for photographs of painting works.</p>
10.	Electrical Division
	<p>During Quarter 2 the electrician's focus has continued to be close lighting repairs as well as emergency lighting repairs highlighted in a recent report to the Association by ECG.</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 2 the joiners have continued to work through the backlog of voids that were delayed due to lockdown, and new voids coming in.</p> <p>We continue to employ [REDACTED] joiner 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. 133 joinery jobs were received in the reporting period, compared to 71 in Q1, an increase of 87%.</p> <p>National supply issues have caused some delays in securing joinery materials to complete joinery works and there has been a knock-on effect on completion dates. The cost of materials has also increased, with some timber items doubling in price.</p>

	<p>The door entry programme which was halted in March 2020 has recommenced and will be completed during Q3.</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 have been appointed as the principal contractor for balcony renewal project of the tenanted properties at Carron Place. All necessary Health and Safety paperwork for this contract completed and submitted to ng homes for inspection and approval with a view to works commencing in October/November. ng2 have produced a programme of works and construction phase plan, in conjunction with Nixon Consultants.</p> <p>Letters for residents were approved by the Investment team and works are due to commence on 11th October 2021, subject to weather conditions as the paint cannot cure in temperatures below 10°C.</p> <p>A further update will be provided at the next board meeting</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 pipe are currently underway. We are providing joiners in addition to Hit Squad operatives who are clearing properties and moving furniture where necessary to also works to proceed</p> <p>A further update will be provided at the next board meeting</p>
14.	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, new vehicles have been ordered from Allied Vehicles to reduce this requirement. 3 of these were received in April, with the remainder being further delayed until October 2021.</p> <p>A further update will be provided at the next board meeting</p>																																		
15.	Key Performance Indicators																																		
	<table border="1"> <thead> <tr> <th>Repairs</th><th>Number</th><th>Target</th><th>Target Achieved QTR</th></tr> </thead> <tbody> <tr> <td>Day to day repairs</td><td>346</td><td>5 Days</td><td>  67% jobs completed within 5-day target 33% day to day jobs outwith target. 11 emergency jobs (100%) within 2 hour target </td></tr> <tr> <th>Capital Projects</th><th>Number</th><th>Target</th><th>Target Achieved</th></tr> <tr> <td>Door Entry</td><td>6</td><td>N/A</td><td>Recommenced previous programme in August 2021. 100% completed within target</td></tr> <tr> <th>Void Works</th><th>Number</th><th>Target</th><th>Target Achieved</th></tr> <tr> <td>On Target</td><td>3</td><td>6 Days</td><td>  </td></tr> <tr> <td>Before Target</td><td>4</td><td>6 Days</td><td>  </td></tr> <tr> <td>Outwith Target</td><td>82</td><td>6 days</td><td>  82 voids fell outside the 6-day target: - 57 (70% of failures) were returned within 7 days of the target date 4 (5%) were returned late as a result of additional works required 15 were carried forward from previous quarter; </td></tr> </tbody> </table>			Repairs	Number	Target	Target Achieved QTR	Day to day repairs	346	5 Days	 67% jobs completed within 5-day target 33% day to day jobs outwith target. 11 emergency jobs (100%) within 2 hour target	Capital Projects	Number	Target	Target Achieved	Door Entry	6	N/A	Recommenced previous programme in August 2021. 100% completed within target	Void Works	Number	Target	Target Achieved	On Target	3	6 Days		Before Target	4	6 Days		Outwith Target	82	6 days	 82 voids fell outside the 6-day target: - 57 (70% of failures) were returned within 7 days of the target date 4 (5%) were returned late as a result of additional works required 15 were carried forward from previous quarter;
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	<p>Void targets were severely impacted in the period by annual leave, carrying over of 15 voids at the start of the reporting period in addition to the delayed return of 4 voids due to the requirement for additional works.</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>
16.	Client / Tenant Communication
	<p>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.</p>
17.	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> <p>The risk register has been reviewed in the period to take a national pandemic into account (Covid-19).</p>
18.	Operational Issues
	<p><u>ng2 Overtime</u></p> <p>During this Quarter ████████ have continued to work overtime to recoup time lost due to lockdown when voids were at an all-time high, increase in joinery repairs, door entry programme and staff shortages due to annual leave and Covid spikes. All overtime continues to be approved, in advance, by Depute CEO.</p> <p><u>Materials supply</u></p> <p>We continue to experience some delays in materials supply due to transport issues. Whilst we are able to source materials, it is often a minimum of 12 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>

19.	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>See Appendix 1 for photographs</p>
20.	Recommendation
	Members are asked to note the content and progress highlighted within this report.



Appendix 1

Operational Report



**COVID-19
RESPONSE**

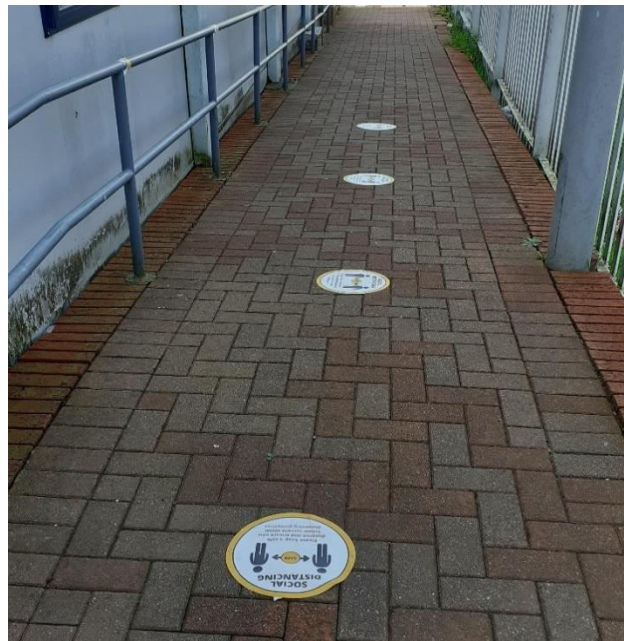
Contents

COVID19 RESPONSE	3
Office Safety.....	3
Office Cleaning.....	5
Guidance for Staff	6
HIT SQUAD	7
Voids	8
Hit Squad Service.....	12
Bulk Uplift Service / Fly Tipping.....	13
GARDEN MAINTENANCE.....	16
Weeding and Back Court	16
Garden Maintenance	18
Heras Fencing Checks (St Monance Street).....	20
CLOSE CLEANING	21
TRADES	25
Joinery.....	25
Painting	26
Electrical	27
KEY PERFORMANCE INDICATORS.....	28
Voids	28
Breakdown of voids by type	28
Breakdown of Target Failure/Success by type	28
Performance Against Target by Category	29
Day to Day Repairs.....	33
Breakdown of Day to Day Repairs by type	33
Day to Day Repairs Performance Against Target by Category	34

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



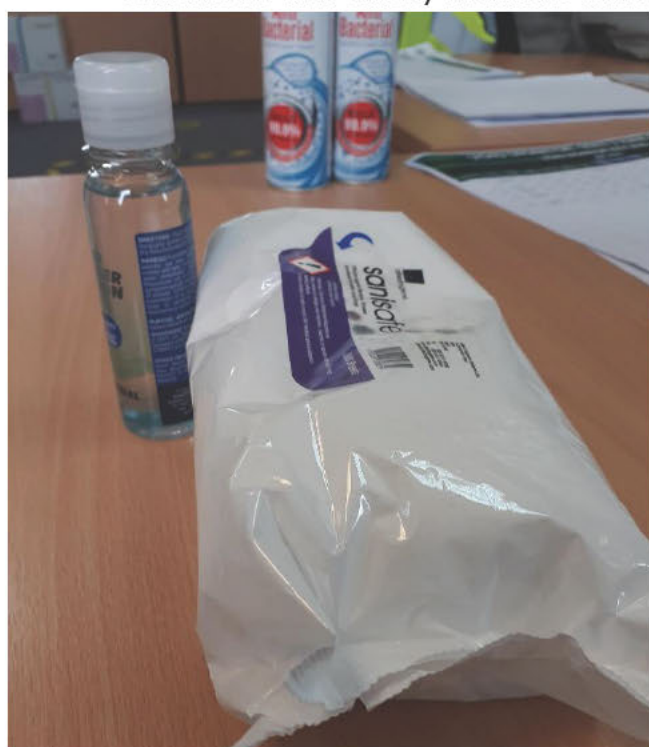
The one-way system has made the required social distancing measures achievable.



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.

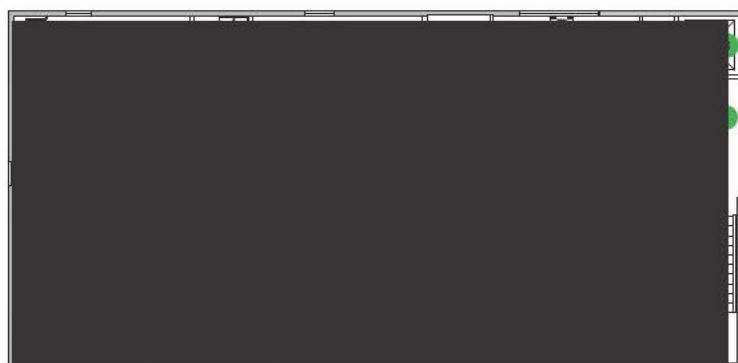
NG2 - 350 DARNICK STREET, GLASGOW G21 4AA

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. TAP / FLUSH |
| 5. SHREDDER | 10. LIGHT SWITCHES |



FIRST FLOOR PLAN -NG2

50 REIDHOUSE ST, GLASGOW G21 4LS

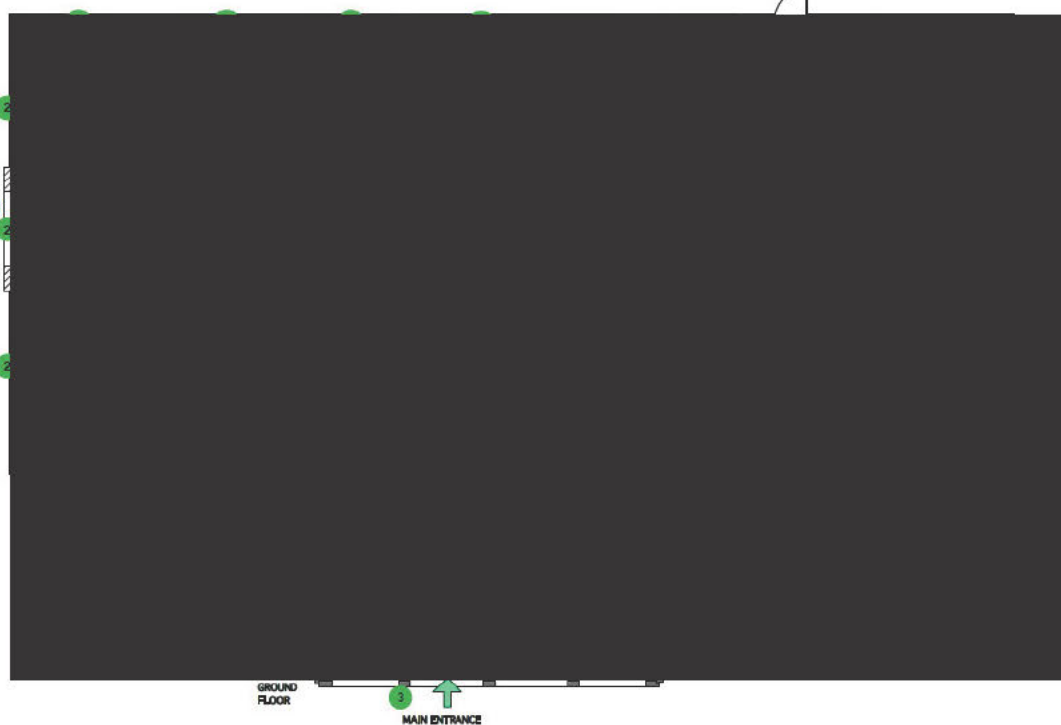
NG HOMES OFFICES

NED DONALDSON HOUSE - OPTION 1

NG2 OFFICE

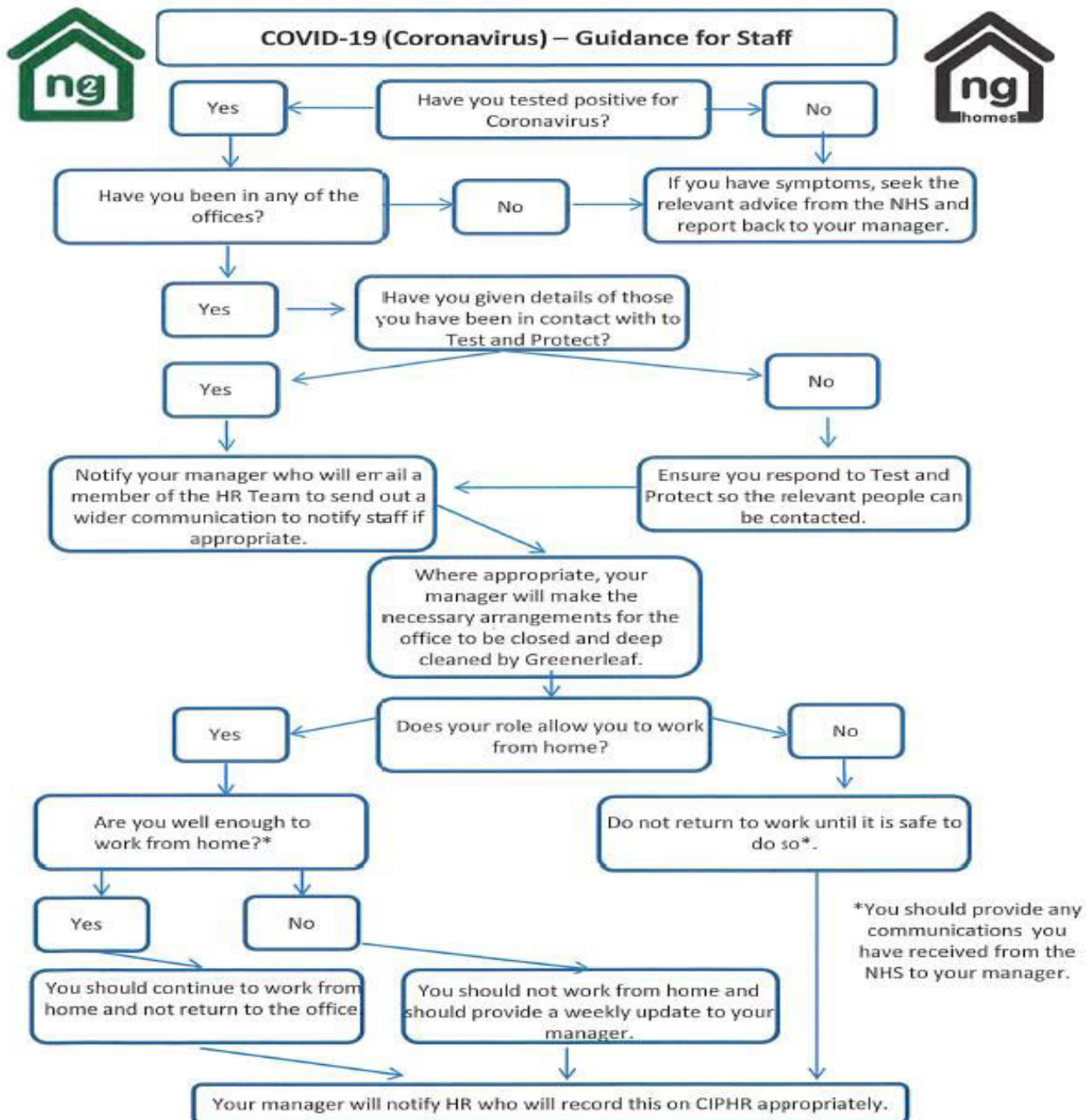
AREA OF TOUCH POINTS TO BE CLEANED

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



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.

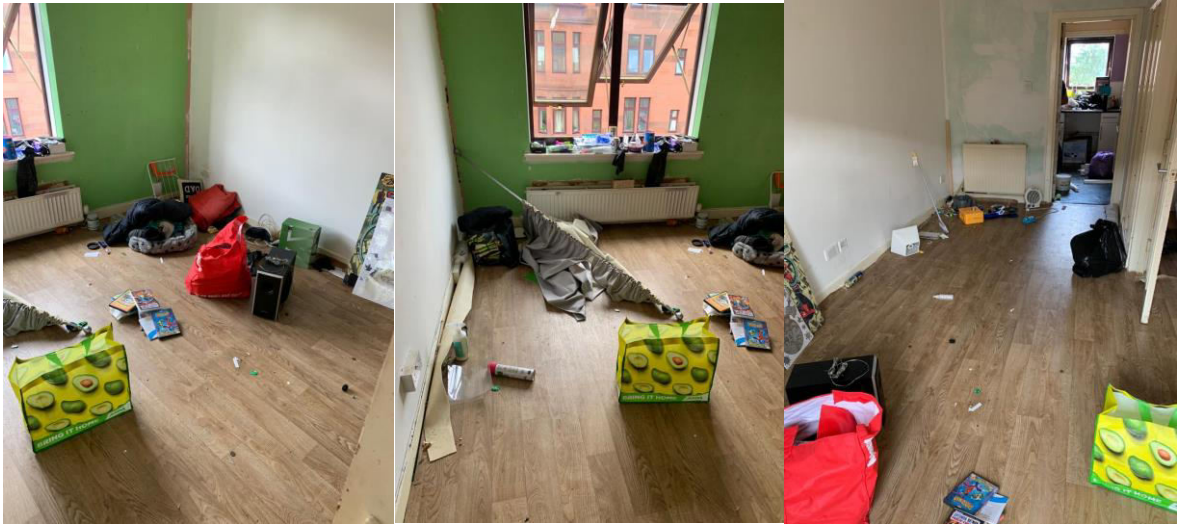


Void properties are fully cleared and disinfected in advance of tradesmen entering properties to commence works. A second clean is completed upon close of works and before post inspection stage to ensure infection control during the handback stage.

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



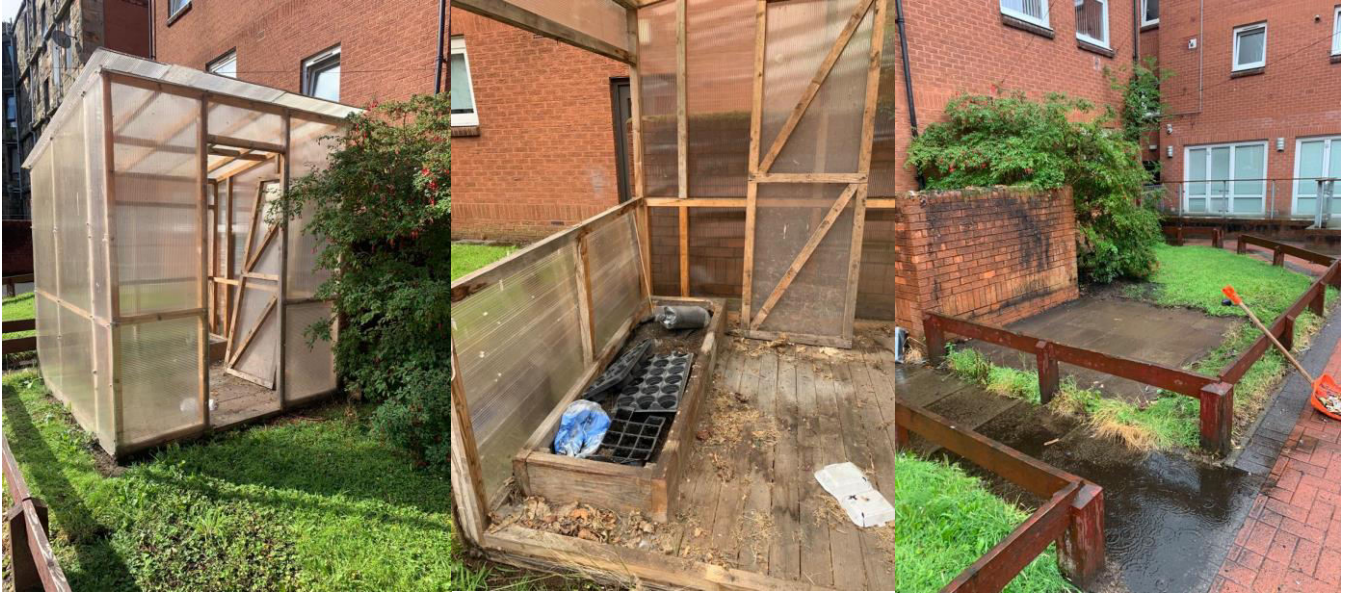


All the items pictured above and below were cleared from one void property and processed as household waste.



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 are being carried out on Heras Fencing on hire 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)



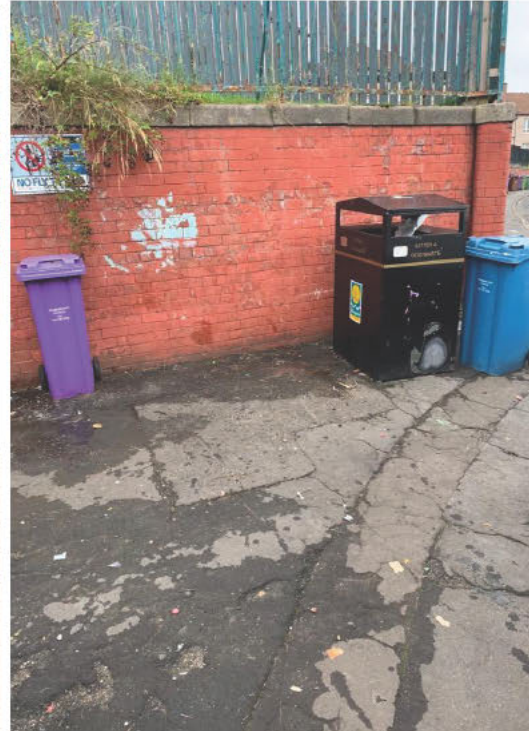


More fly tipping before and after





More fly tipping before and after

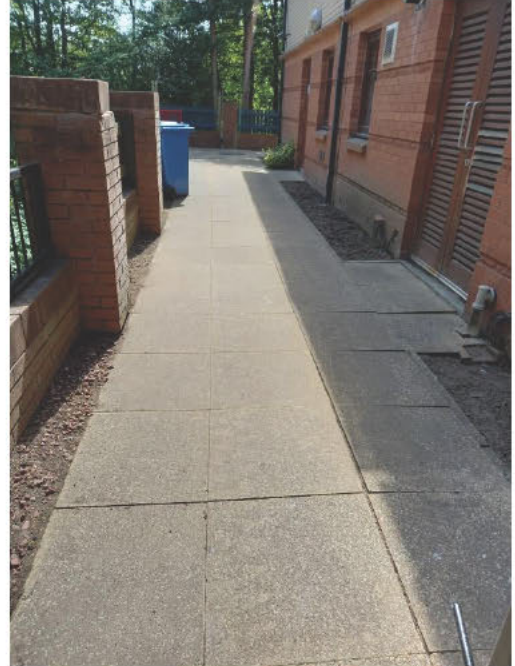


GARDEN MAINTENANCE

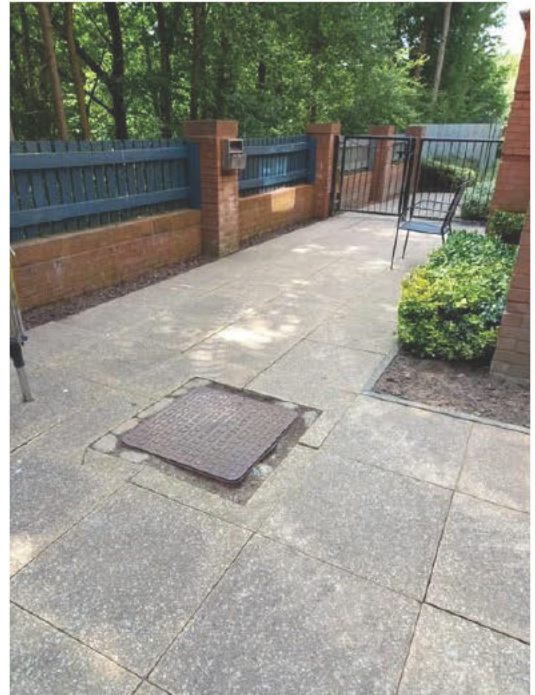
The contracted maintenance commenced in April 2021.

Periods of sunshine followed by rain has caused weeds to thrive in a very short space of time.

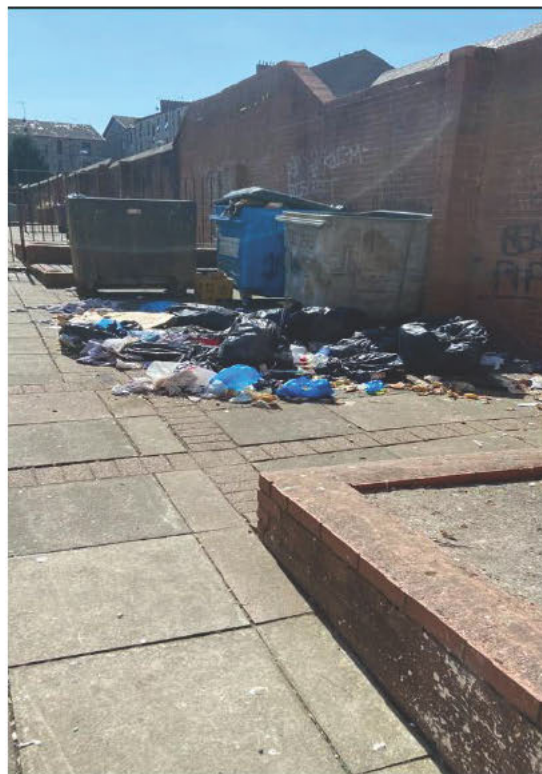
Weeding and Back Court



Before and after weeding



Before and after back court tidy up



Garden Maintenance



Before and after hedge cutting





Before and after grass cutting





Before and after grass cutting. It is sometimes necessary to employ an outside contractor to remove dog fouling or obstructions before the grass can be cut.

Heras Fencing Checks (St Monance Street)



Operatives continue to undertake 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

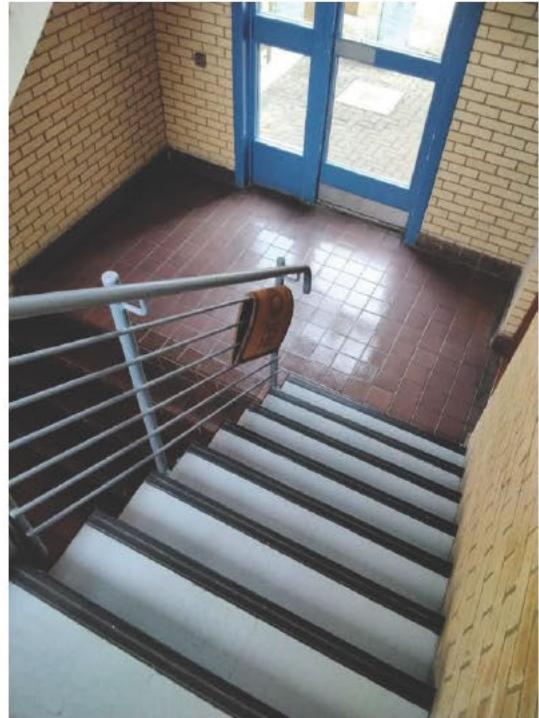
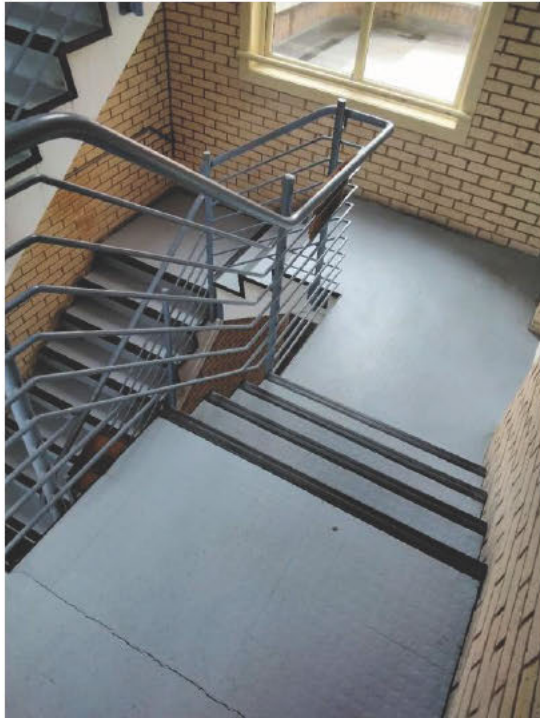


Common touch points are disinfected in every close

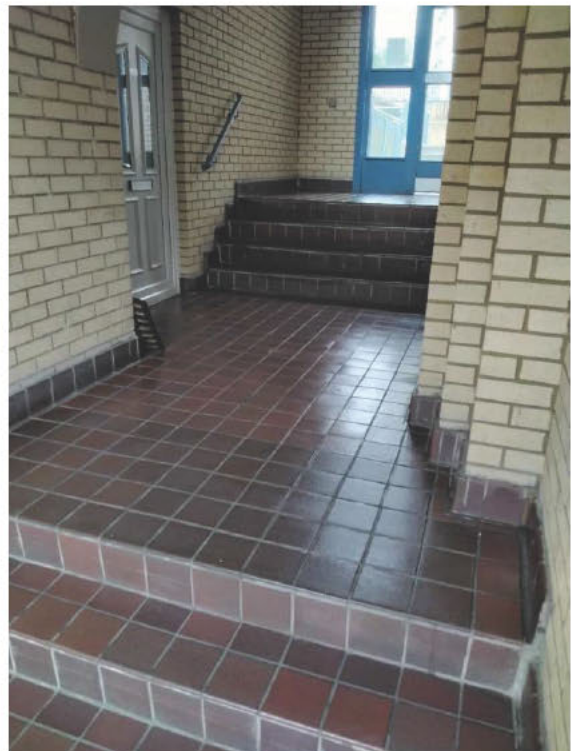
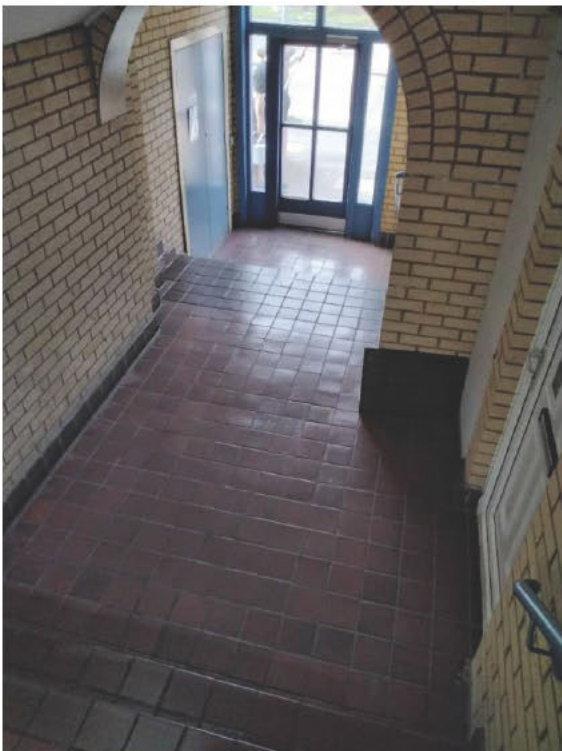


Before and after close cleaning





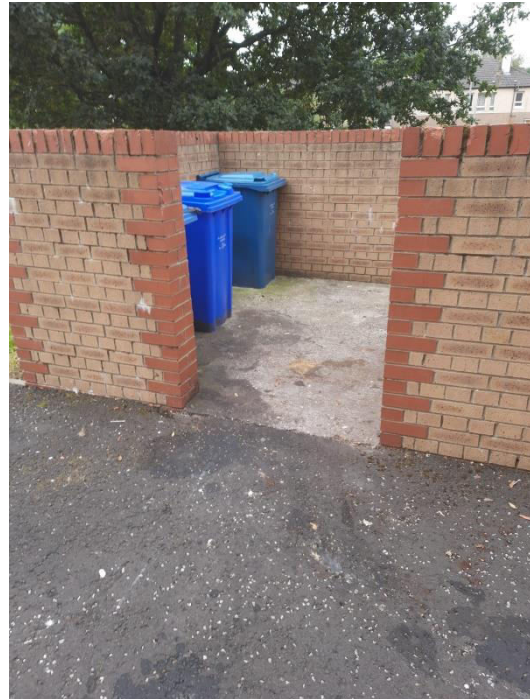
Close cleaners continue to work hard to keep the closes as clean as possible.



Back Court and Bin Sets



Before and after back court and bin set tidy up



TRADES

Joinery



Above: Joiners erect a fence at Broadholm Street

Below: Door Entry upgrade before and after at Crowhill Street



Painting

Painters have mainly been carrying out work within void properties. These pictures show where hearth was made good after the removal of a fire.



New markings were painted to in the Allander Street car park



Electrical



Before and after lighting repairs within the multi-storey flats

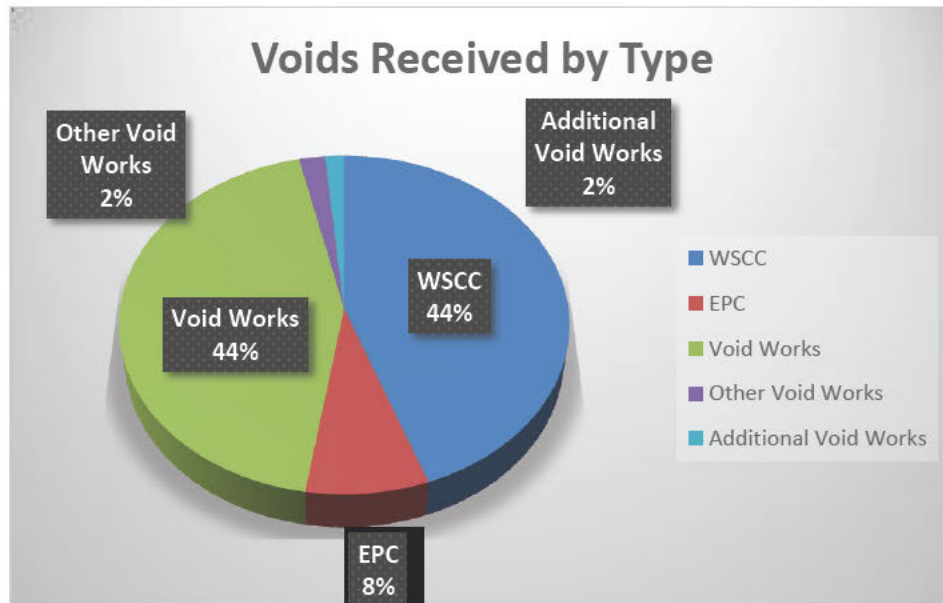


KEY PERFORMANCE INDICATORS

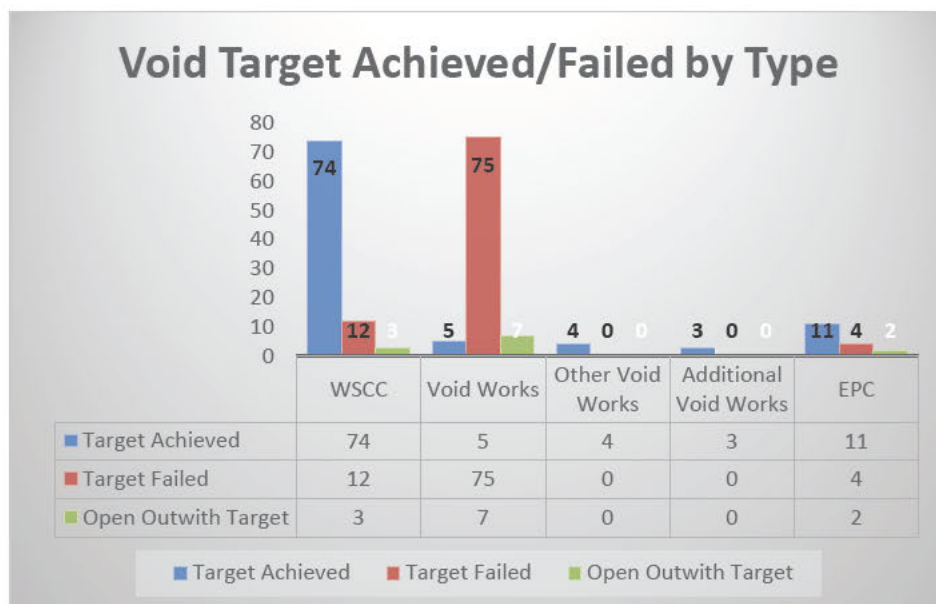
KPIs have been impacted by the implementation of labour-intensive safety measures

Voids

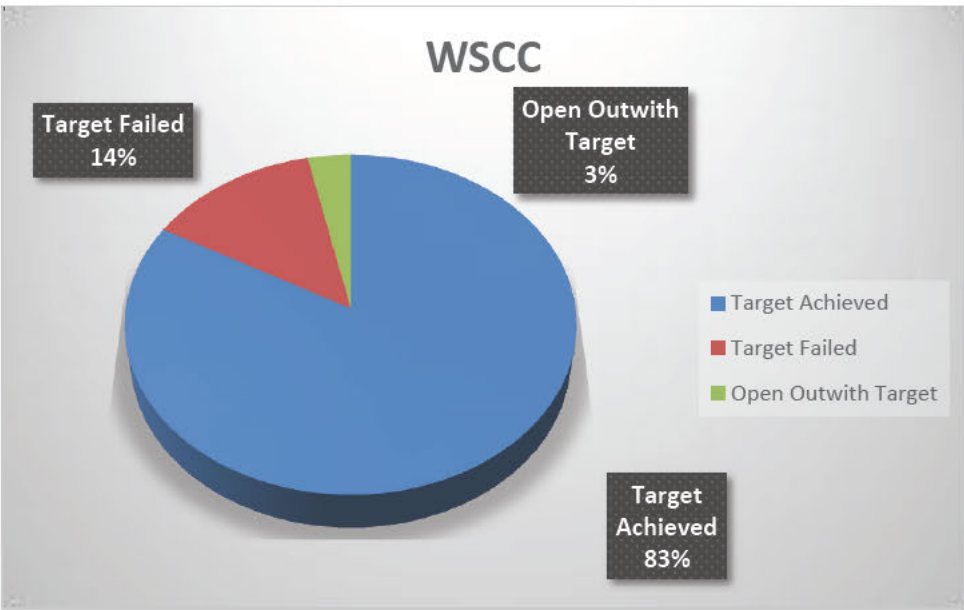
Breakdown of voids by type



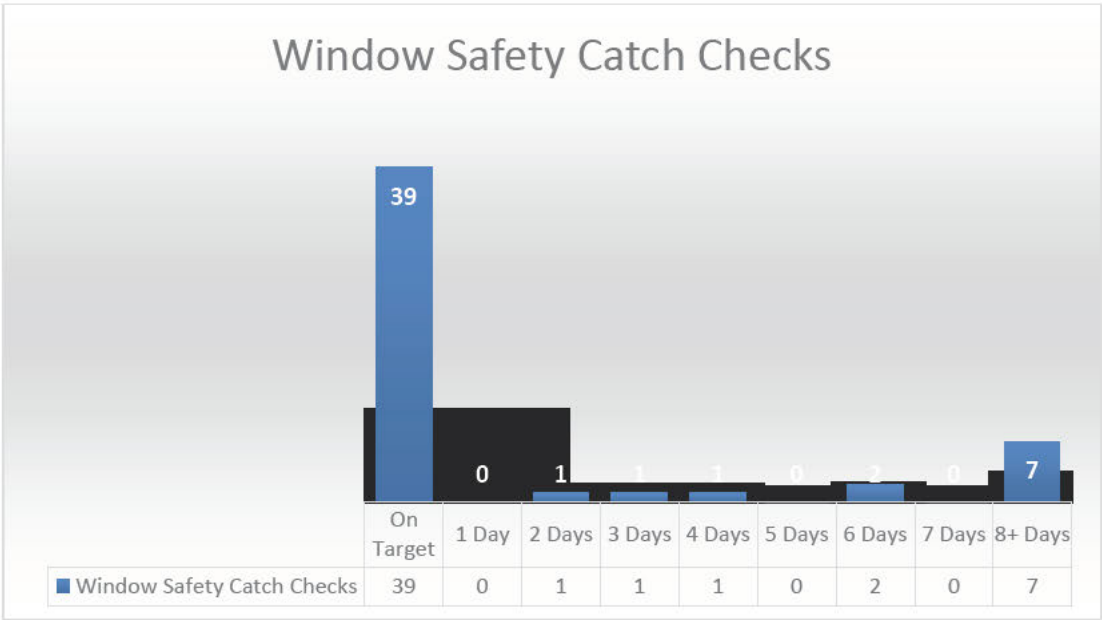
Breakdown of Target Failure/Success by type

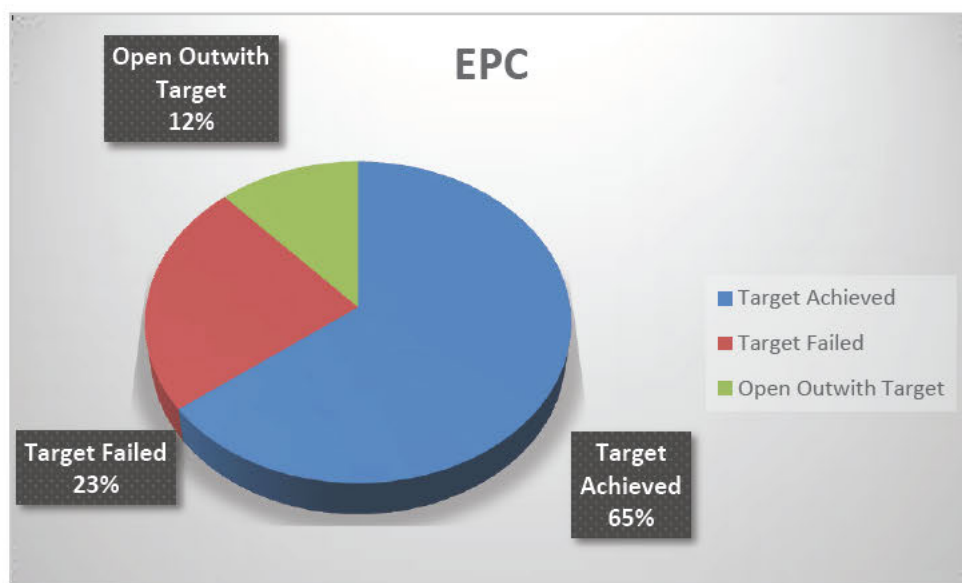


Performance Against Target by Category

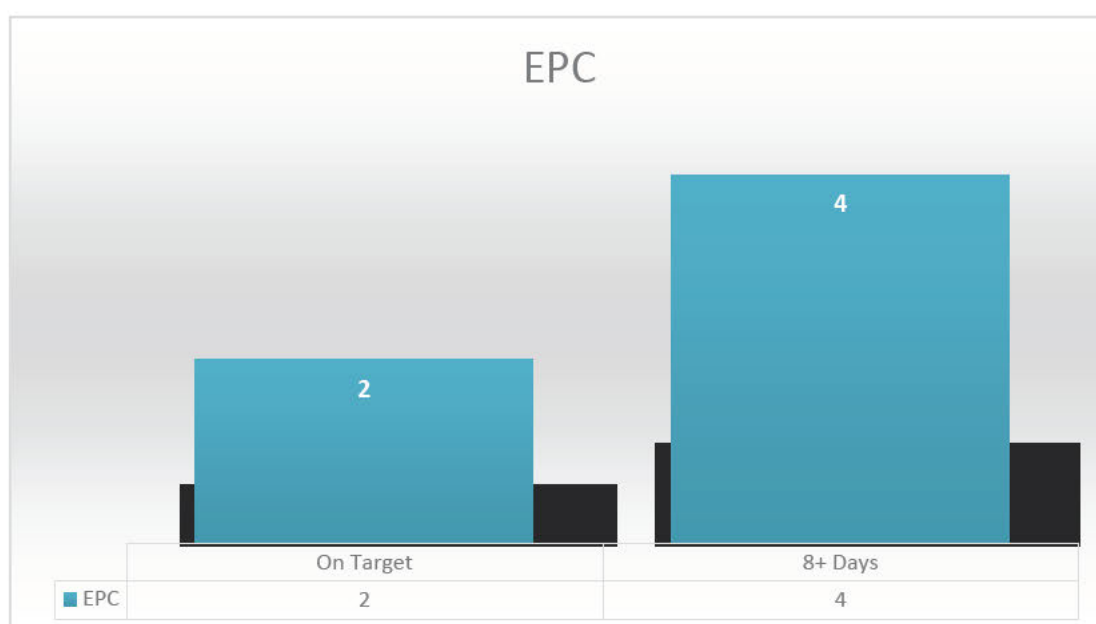


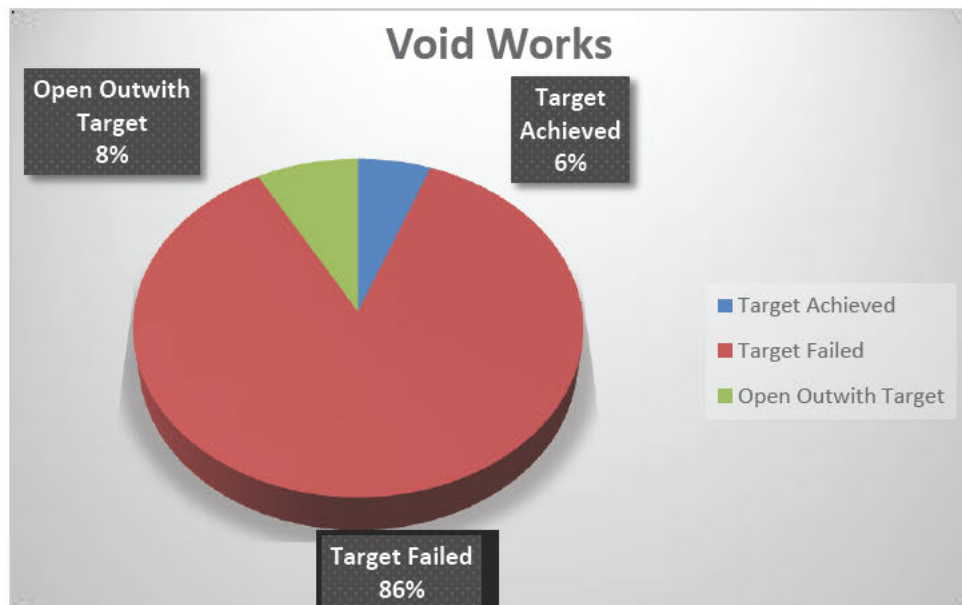
12 window safety catch checks ran over target due to failure of the initial safety check and requirement for remedial works. 5 of those which ran over target were completed within 7 days of target date. There have been ongoing issues with materials supply for glazing repairs



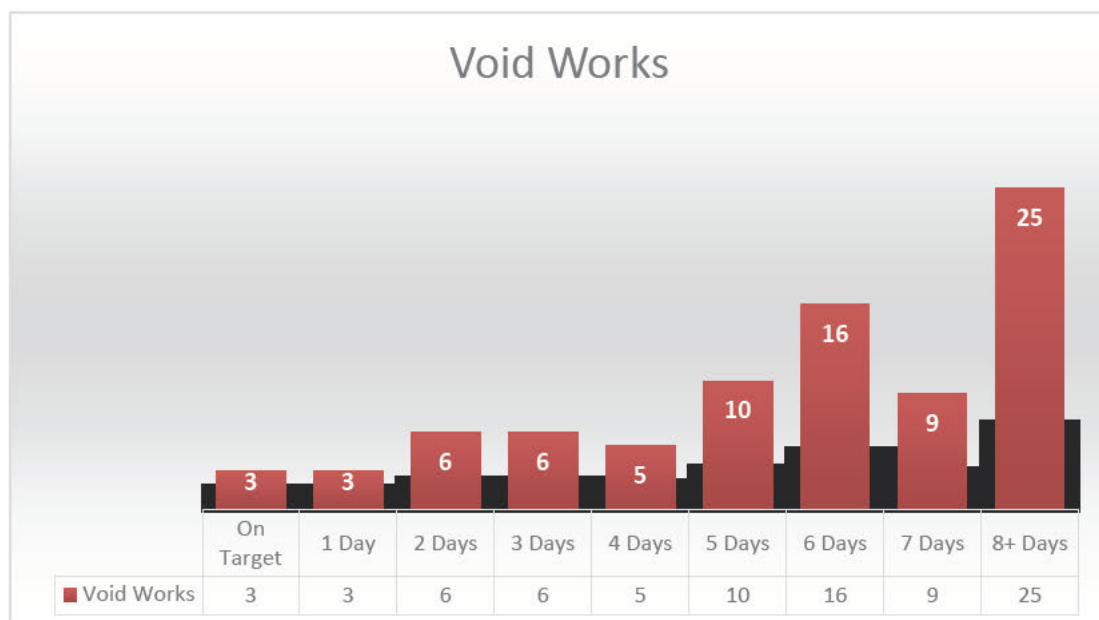


4 energy performance certificates were issued past target

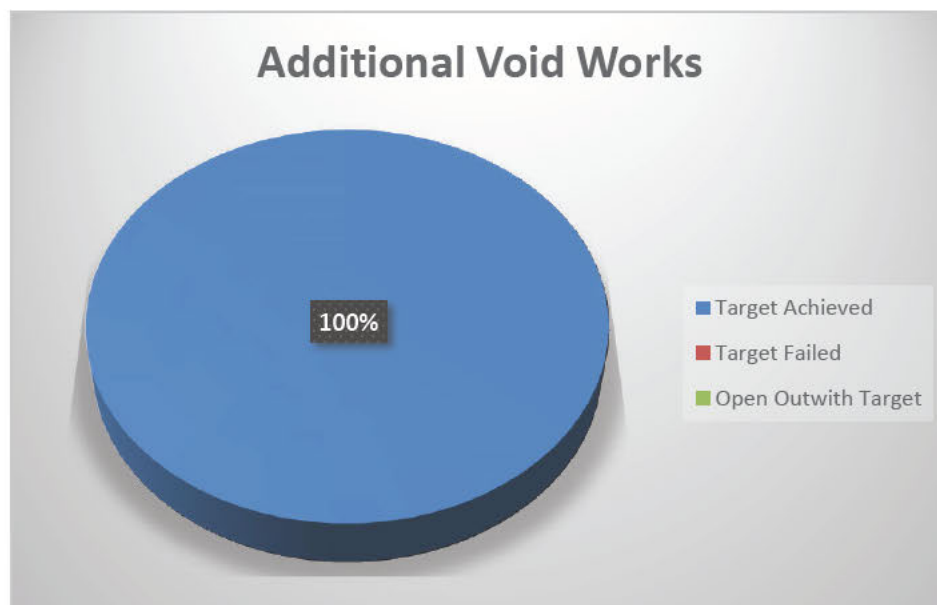




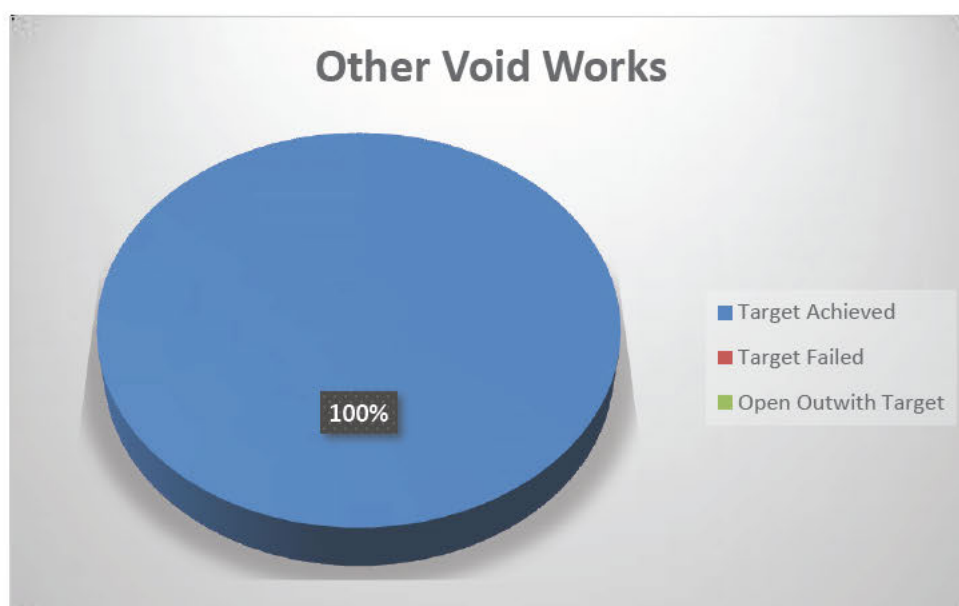
15 void properties were carried forward from Q1, which in conjunction with the new, labour-intensive safety measures, has directly impacted the achievability of the 6-day target.
3 voids were also delayed due to the requirement for additional works.



55 (69%) of the 80 voids which were returned outwith the 6-day target, were returned within 7 days of the target date despite the challenges.



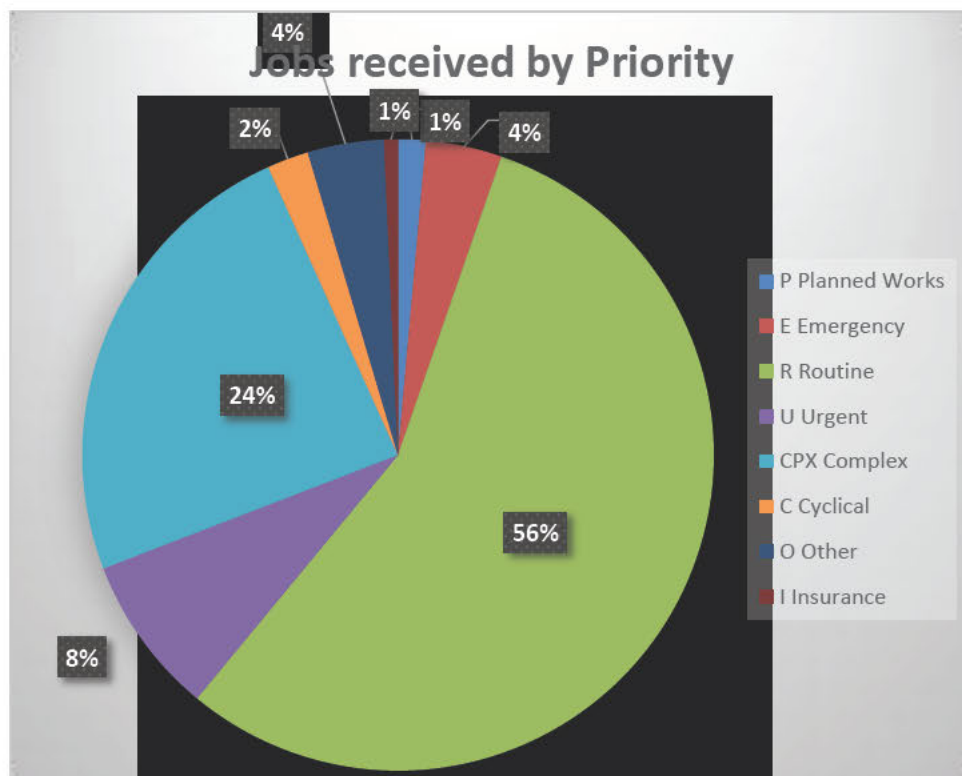
All additional void works jobs were completed within target.



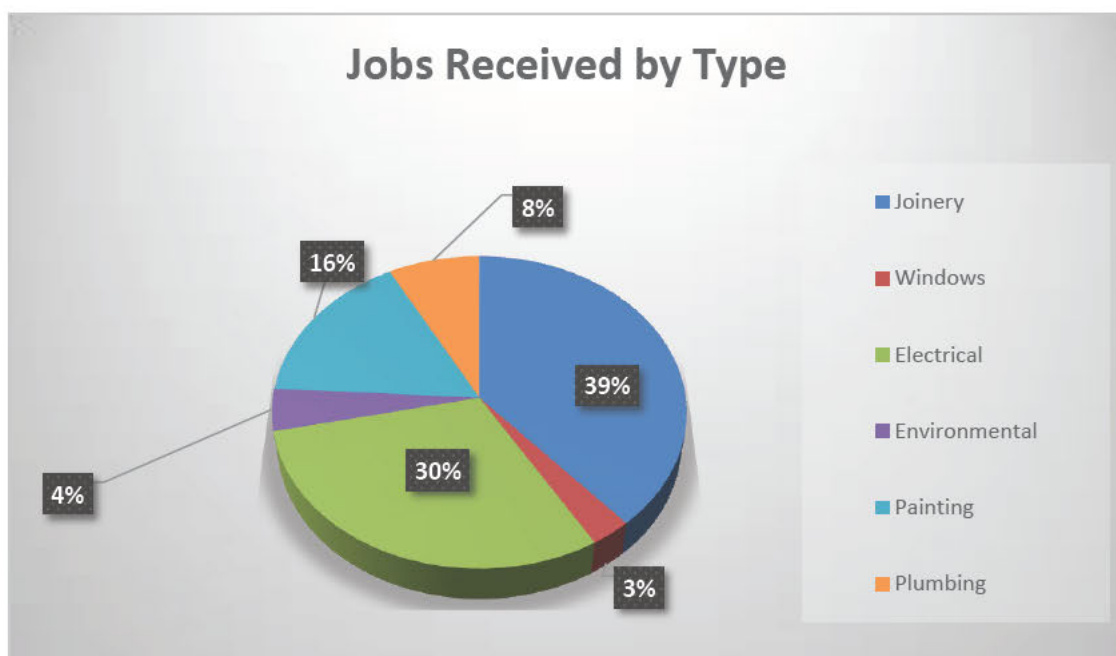
All "Other" work in void properties (such as drain downs or reinstating water supply), were completed on target despite high volume of work orders received.

Day to Day Repairs

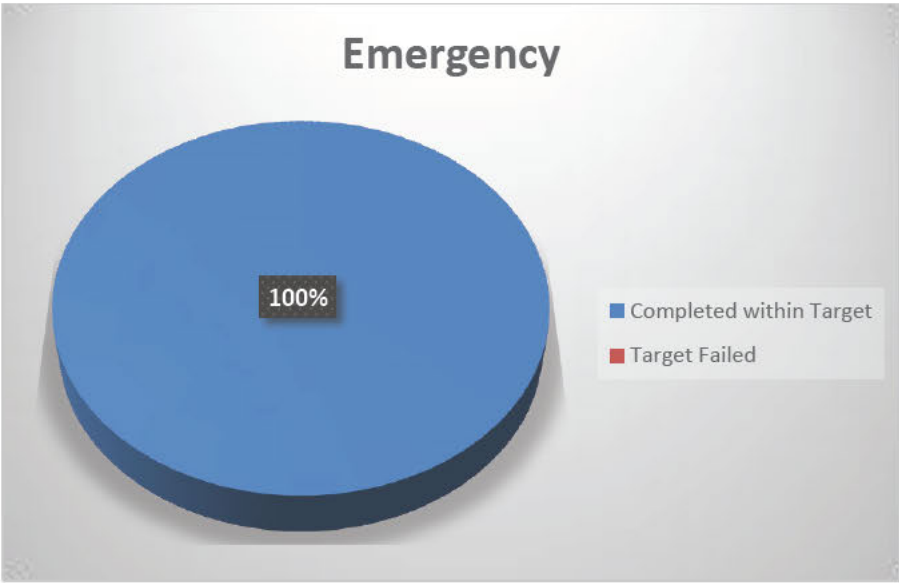
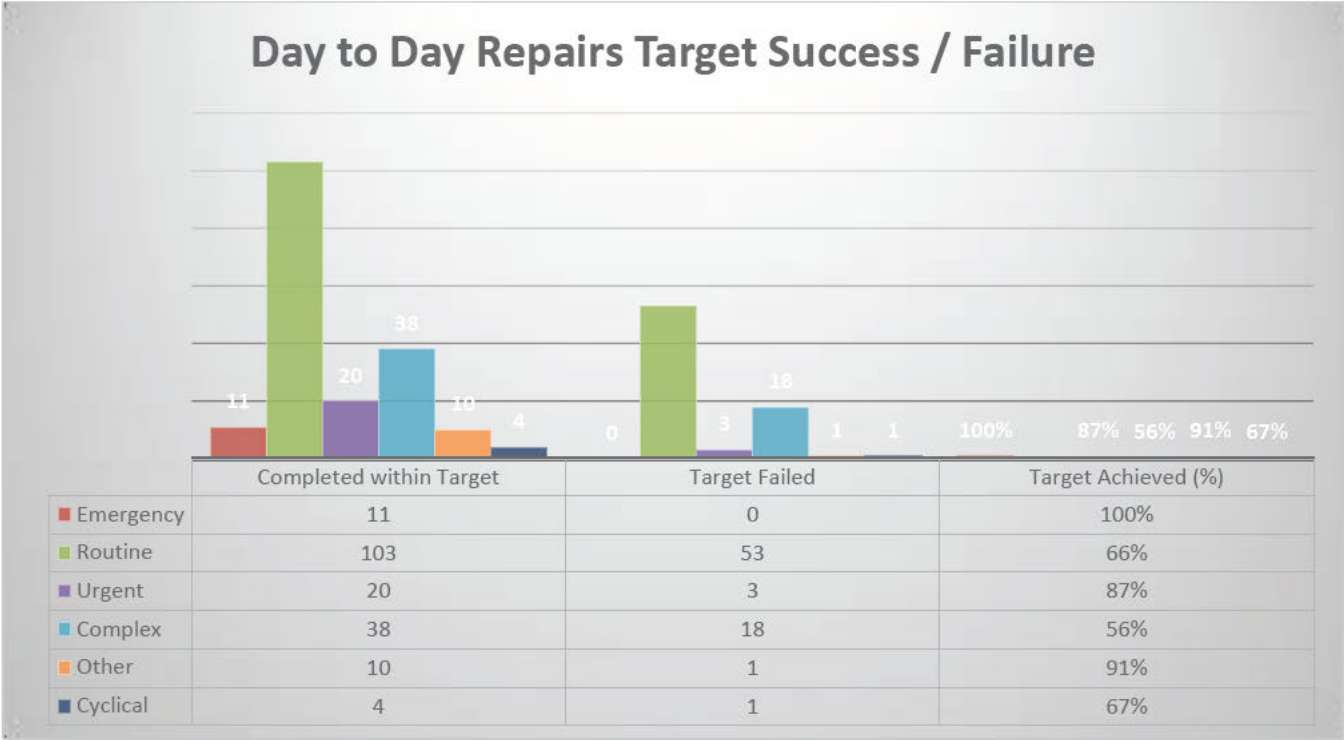
Breakdown of Day to Day Repairs by type



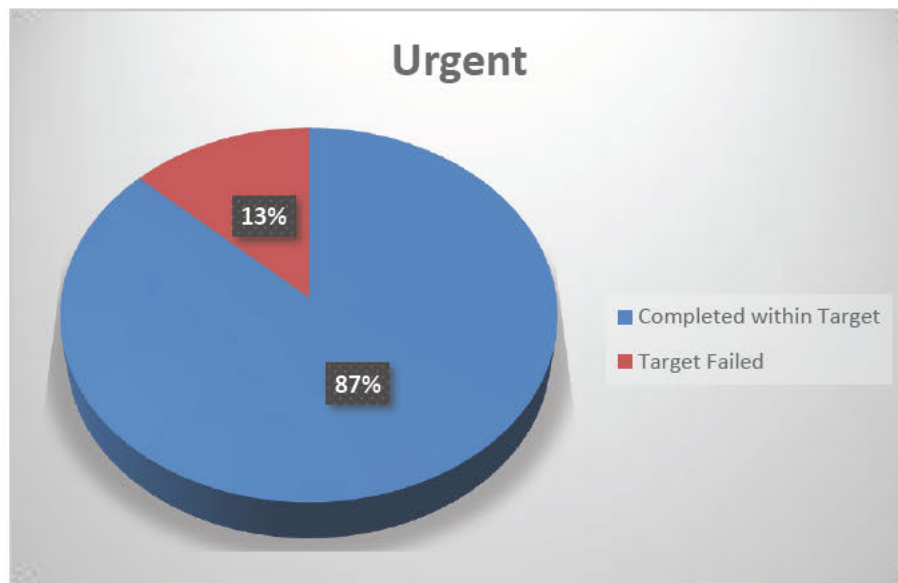
Day to day repairs have achieved an average of 78% success rate against targets.
Emergency repairs have achieved 100% success rate.



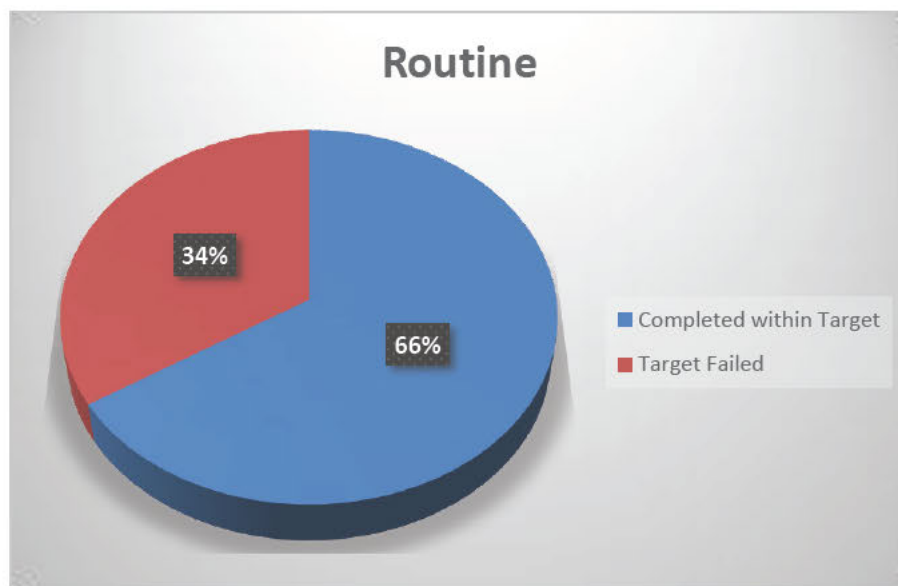
Day to Day Repairs Performance Against Target by Category



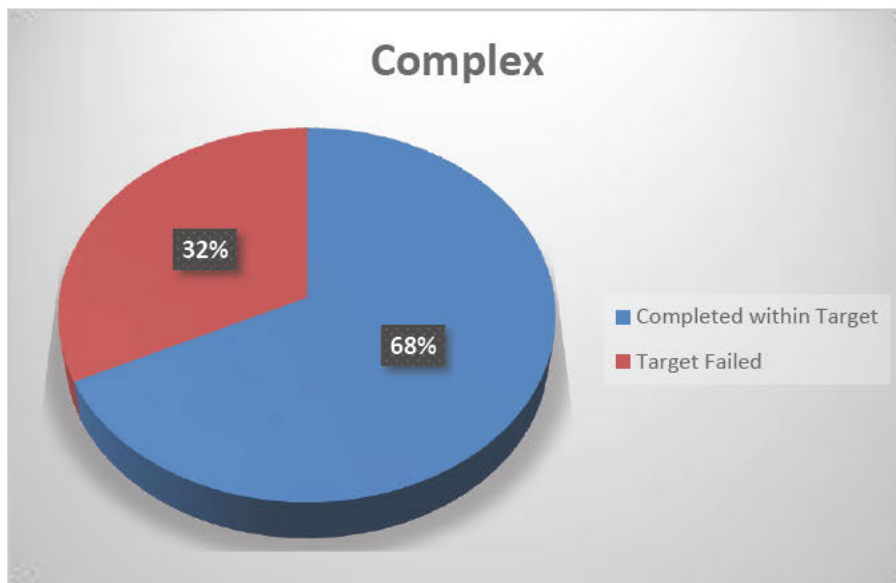
Emergency works must be completed within 2 hours of logged time.



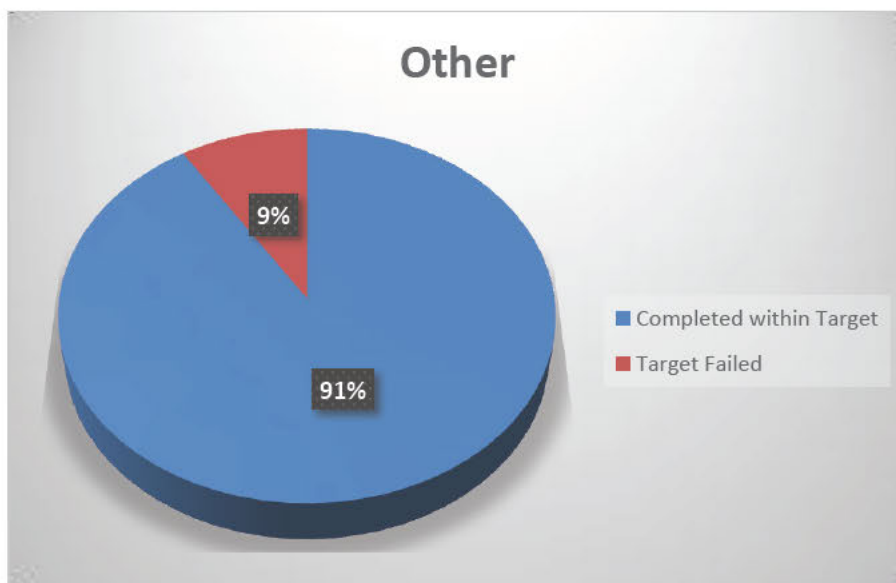
Urgent job lines have a 3 days target



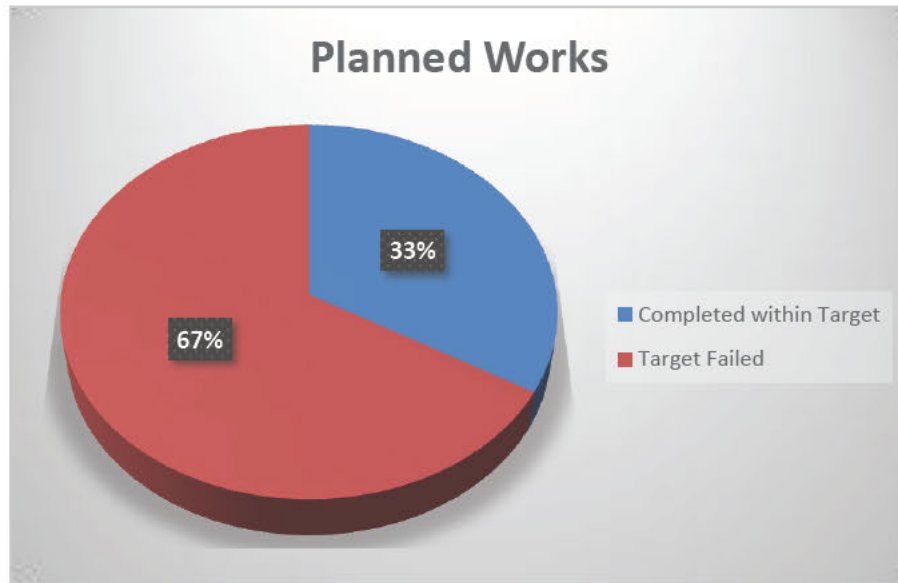
Routine work orders have a 5 day target



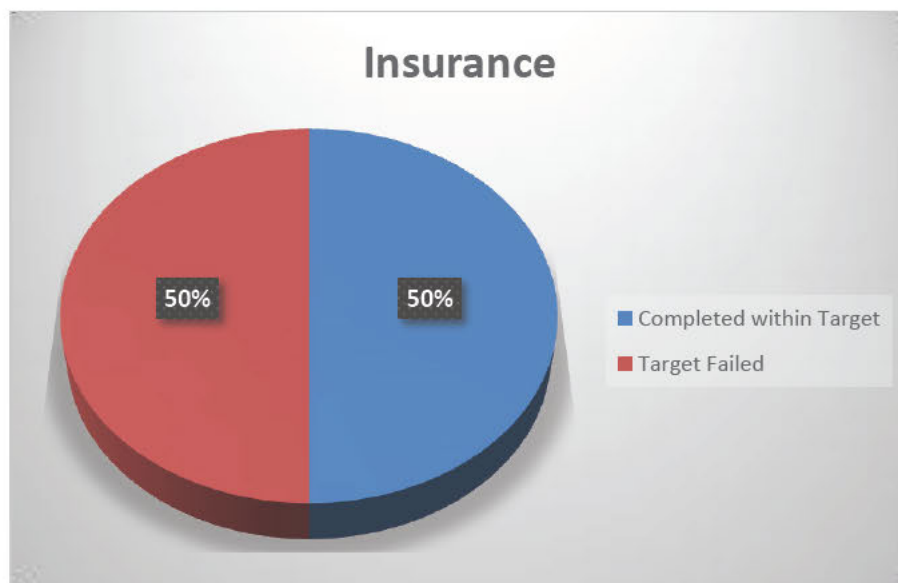
Complex repairs carry a longer target period of 6-8 weeks



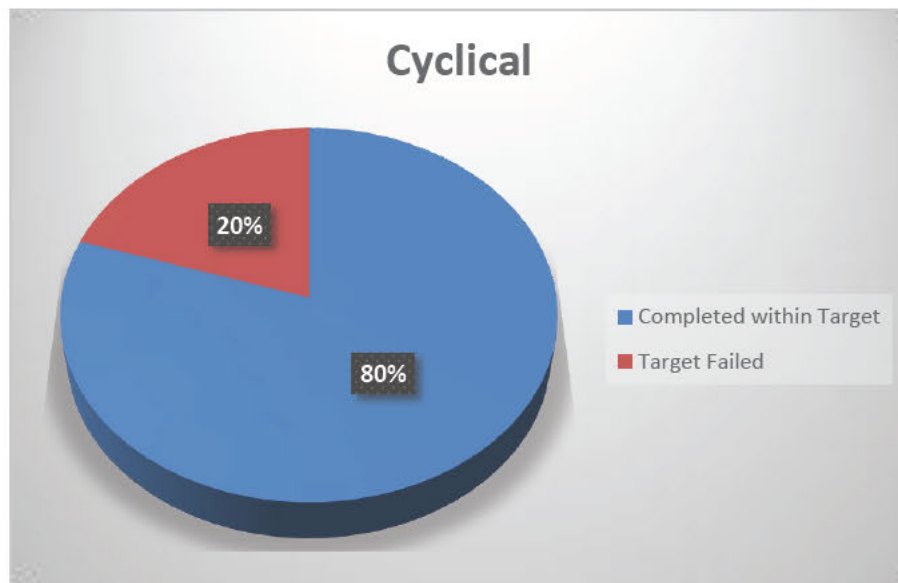
"Other" repairs generally include jobs for fob programming and materials supply



Planned works include programmed works and often rely on other works being completed by other contractors in advance of ng2 attendance



Insurance works include jobs where fire damage has occurred



Cyclical works include emergency lighting repairs



ng2 Board Meeting For Noting

To: Board
From: HR Officer

SUBJECT: STAFFING REPORT (NG2)

DATE: 11 November 2021

1. Introduction

This report refers to the period of 1 July 2021 – 30 September 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 30 September 2021, 79 staff were employed by ng2 Ltd.

Attendance and Absence

During this reporting period, 75 staff had perfect attendance (95% of the workforce). As well as this, 13 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 0.13%. 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 %
5,251	7	0.13

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	■	0
Number of employees	■	0
Percentage	0.13%	0%

The organisation will continue to manage staff attendance in a supportive manner in line with good practice and the organisation's policies and procedures. There were no staff in the 'long

term sick' category due to the furlough scheme being extended until 30 September 2021, therefore, these staff were supported through furlough.

Absences due to Self Isolation (COVID-19)

During the reporting period, 12 members of staff required time off to self isolate. The total number of days lost due to self isolation was 41 days. The average absence length was 3.5 days due to the change in Government rules regarding self-isolation. This meant that most staff were able to return to work once they received their test outcome (if this was negative and they had received their second COVID-19 vaccination more than two weeks from the date of the incident).

The reasons for self isolating are broken down as follows:

Reason for Self Isolation	Number of Staff
Developed symptoms or tested positive	5
Contacted via Test and Protect	3
Member of household developed symptoms or tested positive	4

Furlough

During the reporting period, a total of 11 members of staff were on furlough. These numbers were made up of staff [REDACTED]

The furlough scheme ended on 30 September 2021 and many staff have expressed their thanks to the organisation for supporting them via the furlough scheme and the difference it made to their circumstances.

Learning and Development (L&D)

During the period covered by this report a total of 9 ng2 staff benefitted from 15.5 hours of formal training and development as detailed in the table below. The direct cost of this training equates to £50.

Course Title	Number of staff attending	Number of staff hours	Direct cost of Training (£)
COVID-19 Risk Assessment for Housing Associations	1	1.5	50.00
Cyber Security	2	2	0.00
Mental Health in the Workplace	6	12	0.00
Totals	9	15.5	£50

Recruitment and Leavers

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

Job Title	Contract	Start Date	Contract End Date	Internal or External
Assistant Estate Services Supervisor	Fixed-term	6/9/21	5/3/22	Internal
Concierge (x3)	Fixed-term	N/A	N/A	Post is being advertised externally due to no applicants

During the reporting period, 10 staff left the organisation via resigning. Eight of these resignations related to fixed-term seasonal staff. Where possible, exit interviews are conducted to gain feedback. Due to circumstances, no exit interviews were conducted.

Company Health Plan – Simplyhealth

Simplyhealth have provided us with a report on claims made by staff for the period 1 April 2021 – 30 September 2021. 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.

2. Recommendation

Members are asked to note the contents of this report.



Management Information pack

N G Homes



Membership Summary

Client
N G Homes \ G88908863

Report Data From :
Jan 21

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

Policy Summary by Level and Type

Policy Type

Single

71

71

Policies

Lives

Total Summary Figures

Total Policies Covered Current Year: 71
Total Policies Covered Previous Year: 65
Total Lives Covered Current Year: 71
Total Lives Covered Previous Year: 65

Monthly Joiners

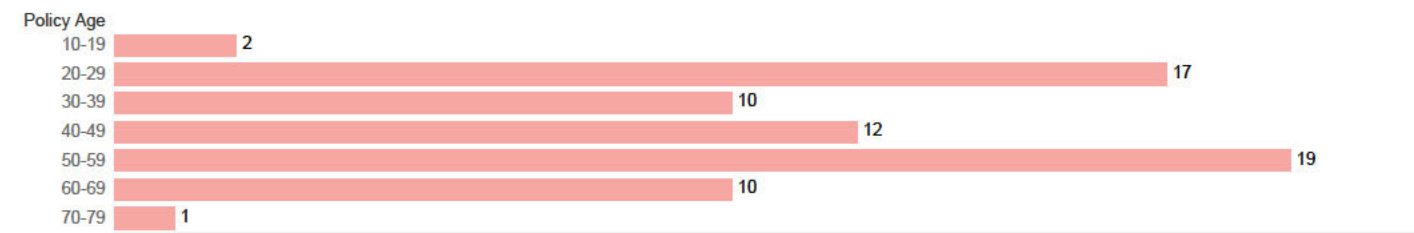
2021	February	1
	March	0
	April	0
	May	11
	June	0
	July	1
	August	18
	September	0
	October	1

Monthly Leavers

2020	December	3
2021	January	0
	February	3
	March	0
	April	0
	May	4
	June	0
	July	2
	August	1
	September	3
	October	6
	November	3

Policy Demographics

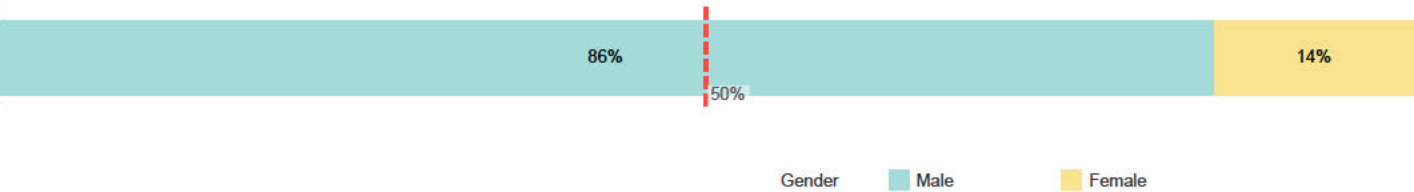
Age Groups



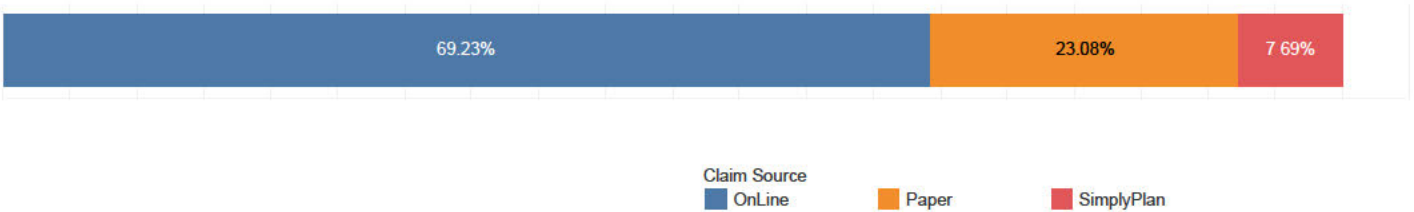
Average Age

The average age of a policy holder is 44 years

Gender Split



Claim Source



The average amount of claims per policy is 0.32

Claim Data Review - Current Year

Date Range
01/04/2021 to 01/10/2021

Current Year

Benefit Type	Benefit	% of Total Claim Volume	Average Claim Amount	Claim Count	Claim Value
Dental	Dental	46.15%	£41.57	6	£249.44
Optical	Eyes	46.15%	£117.83	6	£707.00
Podiatry/Chiropody	Podiatry/Chiropody	7.69%	£75.00	1	£75.00
Grand Total		100.00%	£79.34	13	£1,031.44

Claim Data Review - Previous Year

Date Range
01/01/2021 to 01/10/2021

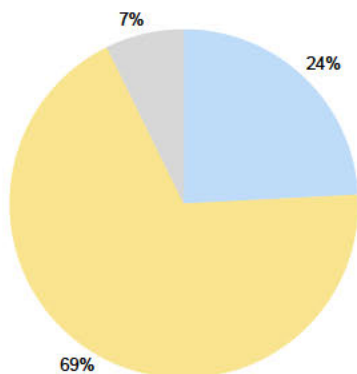
Previous Year

Benefit Type	Benefit	% of Total Claim Volume	Average Claim Amount	Claim Count	Claim Value
Dental	Dental	44.44%	£58.18	8	£465.44
New Child Payment	New Child Payment	5.56%	£200.00	1	£200.00
Optical	Eyes	44.44%	£117.00	8	£936.00
Podiatry/Chiropody	Podiatry/Chiropody	5.56%	£75.00	1	£75.00
Grand Total		100.00%	£93.14	18	£1,676.44

Health Plan - Claims Data Review

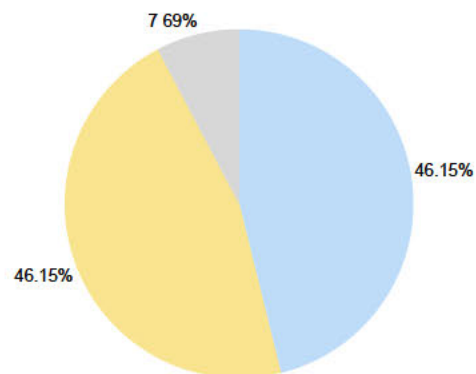
Date Range
01/04/2021 to 01/10/2021

Claims by Value



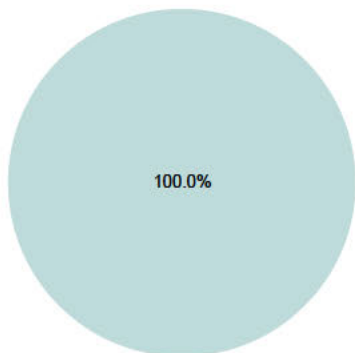
Benefit Group
Dental
Optical
Other

Claims by Volume

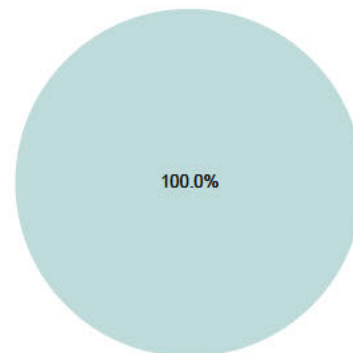


Benefit Other
Podiatry/Chiropody

Value (Other)



Volume (Other)





ng2 Board Meeting For Noting

To: ng2 board
From: Senior Supervisor

SUBJECT: HEALTH AND SAFETY

DATE 11 November 2021

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 April 2021 – June 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 a 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-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 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 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
26 July 2021	[REDACTED]	[REDACTED] [REDACTED] Reminded operatives to be mindful when carrying out repairs.	No

3. Recommendation

Members are asked to note the contents of this report.



After clearance of back court



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Glasgow
G21 4AA
Tel: 0141 630 4252
www.ng2works.com

ng2 is a subsidiary of ng homes

Registered Office: 50 Reidhouse Street Glasgow G21 4LA
Company No. SC381740
Registered charity in Scotland No. SC 030635