



Welcome to the annual report

Welcome from Matthew, Chair of ongo partnership

What a great year it has been for North Lincolnshire Homes. There has been a lot of regeneration and development work over the last 12 months with 120 new homes being built, as part of the Affordable Homes programme. This includes our first specialist Care & Supported Housing development at Haig Avenue for eight people who were previously housed out-of-area away from their support network. Customer satisfaction has been another key focus over the last 12 months, with positive results showing from customer satisfaction surveys throughout the year. [add in about results for ASB and repairs]

There is a rising demand for homes in North Lincolnshire so it is really positive to see that North Lincolnshire Homes is playing its part in supporting this need. And not just providing a roof over someone's head – but to be able to provide a good quality, safe and secure home that people can be proud of. The work ongo communities has been doing over the last 12 months to support our tenants has been brilliant. Such as helping our digitally excluded tenants to get online to see how this can benefit them, or the affordable furniture store; choose to reuse and not to mention the employment support service that Crosby Employment can offer people looking for that extra help to prepare them to get back into employment.

I think lots of tough challenges lie ahead for 2015/16 with some undoubtedly difficult decisions to be made in light of recent Government changes. I have confidence in the leadership team to make the right decisions which will ensure the business continues to move forward.

Welcome from Andy Orrey, Chief Exec of ongo partnership

Welcome to the 2014/15 ongo annual report. It is a great opportunity to reflect on the work we have done, the challenges we have faced and the things we have achieved together as an organisation.

Growing the business was something I was really keen for us to do this year and I think we have achieved a lot over the last 12 months. Over the last 12 months, with Crosby Employment fully integrating into the group and the acquisition of a roofing business – Ashbridge roofing – to provide the capability to repair our own roofs as well as make profit on external work.

We've had some great businesses join the ongo partnership which has strengthened our promise to help and support local communities. Crosby Employment has been supporting our tenants and the wider North Lincolnshire community back into training and employment. Our roofing business – Ashbridge Roofing is a well established, successful company; with all their profits being reinvested straight back into the community. Our locksmiths service does the same; any profit they make is spent improving homes and communities.

2014/15 has also seen the beginning of our maintenance service being contracted out externally to local businesses to support their maintenance needs. We have been carrying out work commercially for Scunthorpe General Hospital and Lindsey Lodge Hospice. This is something I hope to see grow in the coming months and years.

Looking forward, I think the next year will be tough. Following the governance judgement by the HCA, we have strengthened the Board and those new skills and experience will be critical in meeting the challenges brought about by the July 2015 budget which introduced the 1% pa rent reduction for 4 years running. Whilst this is good news for tenants financially, it will impact on our ability to build new homes and provide the level of services you have come to expect.

Overall though, we are in good shape to tackle the future with strong finances, great staff attitude, ambitious plans, a strengthened Board, greater tenant involvement in operational decision making and greater organisational capacity.



A bit about ongo

Ongo is, a housing and communities group based in North Lincolnshire which is dedicated to a single vision:

creating and
sustaining
truly vibrant
communities

To us, a truly vibrant community is one where people look out for each other. They take pride in their homes and their environments and they are inspired to reach their full potential.

Ongo represents the ongoing commitment we are making to invest in our communities...the people and the places.

We like to call this our ‘ongo promise’.

Delivering the very best value services helps us maximise the impact we can have in people’s communities and on their lives.

Our strategy for delivering our vision, and keeping our promise, follows four key objectives. These are:

doing the basics well
improving lives
growing our business
being financially strong

We apply these objectives to our business planning so we know that everything we do, and every penny we invest, all contributes to us delivering our overall vision.

The following pages are our assessment of our approach to making sure we deliver services that not only offer good value for money, but that give us maximum opportunity to create and sustain truly vibrant communities.



A snapshot of our performance

Twice a year we carry out an independent telephone survey with 800 tenants to ask them their opinion about our services. This tells us what we are getting right, and where we need to get better. Here’s the latest results.

We asked	2012/13 results	2013/14 results	2014/15 results
Satisfaction with our overall services	91%	90.2%	89.4%
Satisfaction with quality of your home	89.9%	91.9%	91%
Satisfaction you are treated fairly	91.3%	93.4%	90.7%
Satisfaction your rent is value for money	86.5%	86.5%	88.8%
Satisfaction with your neighbourhood	89.6%	90.8%	89.1%
Satisfaction our staff are friendly and approachable	94.3%	95.8%	90.8%
Satisfaction we listen to and act on your views	85.4%	87.8%	83.1%
Satisfaction we keep you informed	89.9%	90.9%	89.2%



A bit about our Boards

Within ongo, we have four areas of business which all come under the ongo Partnership.

We have North Lincolnshire Homes (a social landlord & registered charity), Crosby Employment (local employment & training business), a commercial business and a community-focused business (also a registered charity).

Each part of the business is governed by its own Board. Click [here](#) to find out who sits on each Board and what their role is.

Thank you to our outgoing Board Members:

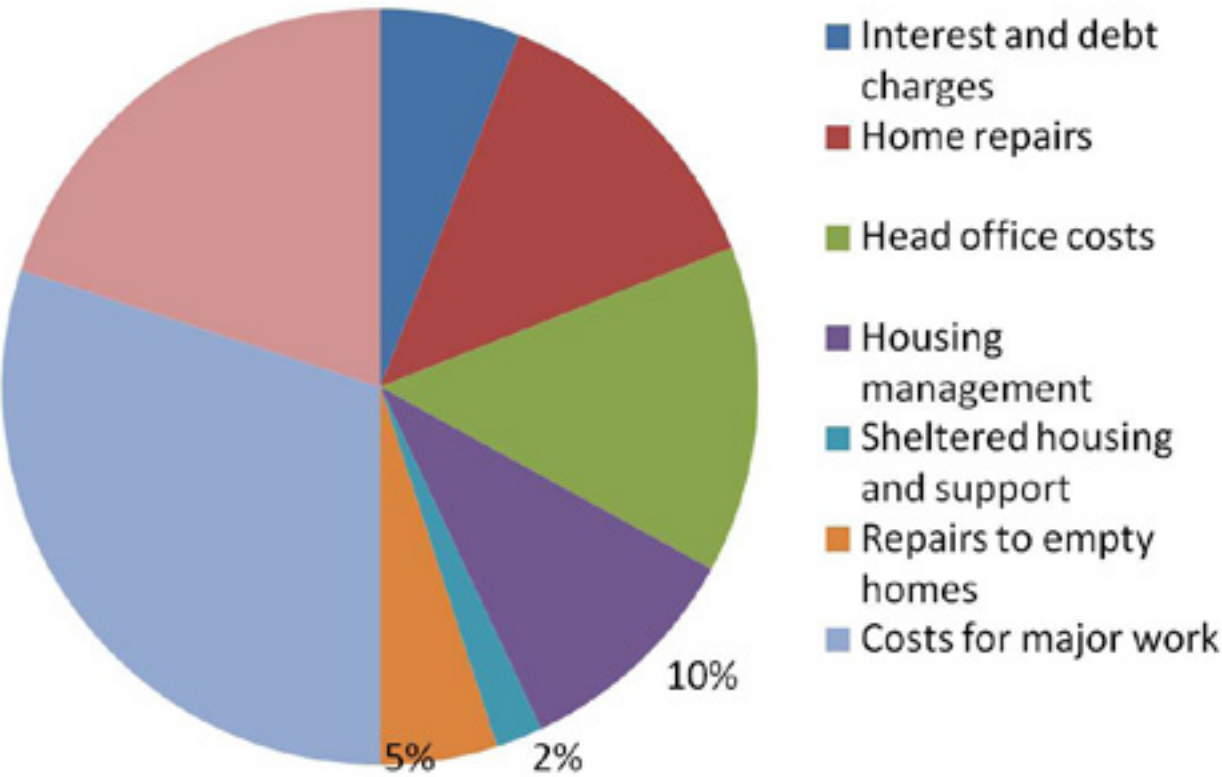
We'd like to say a big thank you to the three Board members who are leaving our Boards this year.

Good luck to Tony Lightfoot who is stepping down as Chair of North Lincolnshire Homes Board. We would also like to wish the best of luck to the following people: Cheryl Leaning, Trevor Lewis, Cherrill Page, Francesca Cullen, Steve Wilson, Mary Southgate, David Scott, Jane Laird and Carl Sherwood.



How our money is spent

Ever wondered how the rental money we receive is divided up to pay for the services we provide and run our business. This is how.



A bit about our housing business

We rent 9,716 homes for people across North Lincolnshire – 500 of which are for older people. Our rents are quite a bit lower than what you'd pay for a similar private rented home in North Lincs, but for the money, our tenants get a whole lot more than somewhere to call home. We also offer a range of support – from access to training and employment support, to home repairs and help with their budgeting – all within the price of their rent. And, let's not forget the fun stuff that they enjoy too, such as the increasingly popular ongo carnival. ([hyperlink?](#))

This is why we believe that social housing in general, and ongo in particular, is a great choice for future generations of people wanting to live in vibrant communities.

Types of general needs homes	Average weekly rent	How this compares with average private rent in our area*
Bedsit	£59.62	No data
One bedroom	£69.01	£78
Two bedroom	£77.13	£102
Three bedroom	£86.40	£116
Four bedroom	£92.56	£162
Five bedroom	£94.54	No data

*this data is estimated and is taken from [nlido.northlincs.gov.uk](#) which calculates monthly private rent charges. These have been recalculated to come up with a weekly equivalent. This does not take into account the four rent-free weeks our tenants enjoy each year .

Rental costs for social housing in North Lincolnshire remain the best value across our region too and are quite a bit lower than the national average. Take a look at how we compare.

Areas	Average weekly rent for 2014
North Lincolnshire	£75.92
West Lindsey	£76.54
Kingston-upon-Hull	£76.92
North East Lincolnshire	£78.46
Doncaster	£78.67
East Riding of Yorkshire	£87.64
England	£92.30

*this data is taken from [nlido.northlincs.gov.uk](#)



Awards & accreditations



Awards we have won

Gold healthy workplace award - North Lincolnshire Council

Social landlord of the year – medium sized - in the Housing Excellence awards

Regional organisation of the Year - The Association of Gas Safety Managers (AGSM) Gas Safety Awards

CIH Rising Star 2015 - Julie Wass was crowned winner of the CIH competition

Awards we were shortlisted for

LABC Building Excellence awards - Shortlisted for the Best Social or Affordable Housing Development category for our specialist development Karen Court

TPAS Tenant of the Year award - Active tenant Margaret Kiddle was shortlisted as tenant of the year

Accreditations we have achieved

Best Companies top 100 – Ranked 39th in the top 100 not for profit companies to work for in the UK.

Health & Safety sword of honour - The award is the highest accolade internationally and presented, by the British Safety Council, to just 50 organisations worldwide for their excellence in the management of health and safety. Five stars were achieved in an audit carried out by the British Safety Council in 2014 which meant ongo could go on to compete for the sword of honour.

Health & Safety – We have attained the BS OHSAS 18001 Occupational Health and Safety Management

Customer Service Excellence – awarded the Customer Service Excellence accreditation for the second year running.

Home Ownership and Leasehold accreditation – Our Home Ownership Team successful were re-awarded the HQN Accreditation for Leasehold Services.

Matrix accreditation – Crosby Employment was awarded the internationally recognised Matrix Accreditation.

We have also retained the Investors in People (IIP) Gold along with the TPAS accreditation for another year.



Giving back to local communities



How we're giving back to communities

Supporting local charities

Our links with charities has seen us raise thousands of pounds for good causes. From sunset walks to santa strides, members of ongo staff have been involved in many fundraisers to help raise money & awareness.

Our staff members are always keen to come up with their own initiatives to raise money too. Whether it's holding a Bake Off competition to judge each other's Victoria Sponges, a staff car wash, or a cycle challenge, staff are always keen to get involved.

At Christmas alone staff raised £2,000 for worthy causes, including £1,000 to Lindsey Lodge Hospice for walking 5km in the Santa Stride (wearing santa outfits, of course) and another £1,000 through a raffle, with money being donated to Scunthorpe Cat Rescue & SOBS (survivors of bereavement by suicide).

Ongo bear is always part of the action too; he walked with 20 ongo staff to complete the 8-mile Sunset Stride for Lindsey Lodge Hospice. We got great links with The Forge Project too, who offer warm & nutritious meals to people who are homeless or who are struggling with poverty, as well as advice & support. Some of our fundraising for The Forge has included Fish & Chip lunches, which raised £73.00.

Mark Batunas, an electrician here at ongo has formed close links with Scunthorpe charity Magic Moments, who support children on the autistic spectrum in the area. A charity close to his heart, he's even helped them to refurbish their new charity shop in his own time.



Our complaints performance

Looking at our performance in handling customer complaints, it is clear that there are improvements to be had. So, we’ve been working with tenants to improve the way we deal with complaints. With their feedback, we’ve totally re-written our policy and now we hope to resolve complaints much more quickly within two stages, rather than three.

Our new policy, which only came into play in April 2015, also introduces a Tenant Complaints Challenge Group which gives tenants the job of monitoring the handling and outcomes of complaints to make sure we do what we say we are going to do. We hope by this time next year, we’ll see better results for complaints handling.

Our measure	2013/14 results	2014/15 results	Target
% of complaints responded to with agreed target	97%	98%	99%
% of customers satisfied with the way complaint was handled	51%	60%	70%
% of customers satisfied they were kept informed	51%	63.2%	75%
Average number of days to resolve a complaint	12	13	10

We’ve improved in all areas of our performance; from response times to handling the complaint, but that doesn’t mean we’ll stop there. (after ‘results for complaints handling’ but before the graph).

Most complaints are handled within Stages 1 & 2; with just five of 321 complaints being escalated to Stage 3.



Our customer service performance

You always remember great customer service and that’s what we strive for.

We want our customers to feel listened to and supported. People need to know how they can contact us and what they can expect from us. That is why we worked with tenants to create our Customer Charter which sets out very clearly the standard of customer service we will deliver for everyone, equally and fairly. We have a translation service within the ongo partnership now, and we sign up to Language is Everything for telephone calls with tenants who speak no or little English.

We have also designed our website, ongo.co.uk, to meet W3C/WAIG standards to achieve AA accessibility compliance. That’s basically ‘geek speak’ for the industry standard for making websites easy to access for people with different disabilities.

Our measure	2013/14 results	2014/15 results	Target
Average number of seconds to answer a telephone call	8	10	10
Number of telephone calls received	102,446	103,193	No target
% of calls abandoned	0.82%	1.44%	1%
% of customers stating their request was understood	98.1%	98%	98%
% of customers stating they were shown respect & courtesy	99.1%	99%	98%
% of customers satisfied with overall customer service	97%	97%	96%



Income Management

Supporting people as they manage changes to the welfare system has been our key focus throughout 2014/15 and we have increased our income management team to make sure more people are helped to pay their rent on time.

The introduction of the Spare Room Subsidy has also meant that more people have needed help to move into smaller homes in order to avoid paying extra for a spare bedroom.

Our measure	2013/14 results	2014/15 results	Target
Current rent arrears as a % of the debit	2.3%	1.97%	2.5%
Spare Room Subsidy arrears as % of arrears		24.2%	20%
% of tenants evicted for rent arrears	0.56%	0.91%	0.03%
The number of tenants helped to access benefits		864	No target
The sum of benefits accessed for tenants	£583,000	£932,309	No target

Help to access £1 million in unclaimed benefits

Our Financial Inclusion Team helped tenants access more than £1 million in extra entitlements in 2014/15.

The team spends time with tenants to understand their situations and help cut through the complexities of benefits claims.

In one case, a disabled couple who need help day and night were successfully awarded an enhanced rate of Attendance Allowance totalling £162.60 per week.

In another case, a disabled woman already received a Personal Independence Payment and mobility payment, but after a further assessment she now receives an additional disability payment totalling a further £200 a week.

Gareth Roebuck, Income Collection Manager, said:

“This is about helping those people who are entitled to extra help but don’t know, or are unable, to access it themselves.

“It’s a great feeling to know that by taking the time to listen, we can make a real difference to peoples’ lives at a time when they are at most need.”



Empty Homes & Lettings

It is essential that as soon as a tenant moves out of one of our homes, that home is repaired and ready to relet as quickly as possible. This is for two reasons. Number one is that whilst a home is empty we are not getting rent for it and number two is that we have a long list of people wanting one of our homes.

In 2014/15 we let 1,264 of our homes – that’s a turnover of 13% of all our homes.

Our homes are let through homechoicelincs.org.uk – an online lettings service set up with other local housing associations in 2011. All our homes available for let are advertised weekly on the website and potential tenants are invited to bid online for those they are eligible for.

Our measure	2013/14 results	2014/15 results	Target
Standard empty homes as a % of all our homes	1.3%	0.99%	0.94%
% of rent lost through vacant homes	2.4%	1.3%	3%
Repair and let empty homes within 28 days	41%	64%	90%
% of new tenants satisfied with the quality of their homes	81%	85%	90%
% of new tenants satisfied with the lettings service	95%	95%	95%
% of tenants satisfied they were kept informed in lettings process	81.5%	89%	87%



Tenancy Enforcement

Helping people who are victims of anti-social behaviour is a critical part of our job. We want to make sure our communities are places people enjoy living in, places they feel safe and happy in. Of course, reducing incidents of anti-social behaviour is our number one priority, but when incidents do happen, our tenancy enforcement team aims to act quickly and confidently, taking a tough stance with offenders and supporting victims and their families.

We set ourselves targets to aim for and measure our performance against these targets. We also ask for feedback from everyone who seeks our help. Here’s how we performed.

Our measure	2013/14results	2014/15 results	Target
Respond to racial, harassment, hate incidents within 24 hours	100%	100%	100%
Acknowledge reports and start an investigation with five days	87.2%	95%	90%
Number of cases	908	608	No target
% of customers satisfied they were kept up to date	78%	82%	84%
% of customers contacted at least monthly with updates	83%	92%	80%
% of customers satisfied with the handling of their complaint	75%	76%	84%

Creative ways of working

Our Tenancy Enforcement Team deal with serious anti-social behaviour & tenancy breaches, including taking enforcement action through the courts – but this is really a last resort.

Instead, the team look at creative ways to work with individuals, providing them with advice & helping to change their outlook & mindset, to benefit them as a person and to ensure our other tenants, homes & communities are safe and looked after.

One lady, who had been living in one of our 3-bedroom properties, was an excessive hoarder and a victim of domestic violence. The team worked closely with her to provide advice and support, as well as to help her change her mindset about her belongings. Once the team had managed to encourage the lady to dispose of some of her things in order to make space in the house, they helped her through the moving process to a new 1-bedroom property, where she was safe and could begin her life again. She couldn’t believe she ever lived in that way.

The Enforcement Team work closely with our Home Skills Coaches too, and will refer cases to the Coaches when it is felt that a more longer term approach to providing support is necessary.

Resident Involvement

Carnival brings more smiles

Our ongo Carnival is becoming a firm fixture in the summer events calendar as it continues to draw in the crowds.

As a way of giving something back to our communities, we host a free day of family fun in the heart of Scunthorpe.

The loveable ongo Bear opens the event, which, in summer 2014, attracted more than 600 families.

There were bouncy castles, games, competitions, rides, farmyard animals and funfair stalls to enjoy at the day-long carnival.

We also welcomed along our partners and community groups too – who take the opportunity to sign up people to their services and hand out information.

Organiser Wendy Wolfe, our Resident Involvement Manager said: “To see so many children with big smiles on their faces enjoying the free rides and attractions is lovely. This is our way of giving back and bringing our communities together.”



Tenants get a greater say

Our tenants have taken greater influence over major decisions affecting their homes & communities, seeing their voting share rise from 33% to 51%.

They also have greater involvement in operational decisions affecting them, part of our commitment to ensuring that tenants have a strong collective voice in the investment into their homes & communities.

A tenant also sits on our Board too; helping to represent the views of the wider community whilst ensuring that the business is financially viable, meets the requirements of the Government’s Homes & Communities Agency and operates within the law.

We see our tenants as having a crucial role to play in the governance of North Lincolnshire Homes and the future direction of the business.





Estate Services

Neighbourhood pride

Communities got stuck in to clear waste & enjoy a fun-filled day. One event saw over 350kg of waste being collected!

Our educational & fun events were delivered by our Resident Involvement, Caretaking, Housing Officers & Tenancy Support Teams across the county to bring our local communities together & advise them of our services.

The events took place from 30 March – 25 June 2015 across different locations across the county; Market Hill, Scunthorpe, Caistor Road, Barton, Westcliff, Scunthorpe, Hibaldstow, Brigg, Lodge Moor, Scunthorpe, Fieldside, Epworth, Winterton, Scunthorpe & RUG, Brigg.

A fun-filled action packed afternoon of activities awaited residents as they took part in arranging garden areas, enjoying coffee & cake & playing along with bingo, bowls and quizzes.

A group of our caretakers ran stalls at the events, where they gave advice and ran the activities. Topics included graffiti and fly-tipping, where information was given out about the bulky item collection service, recycling, and the environment.

Children also had a go at 'growing your own' with a sunflower or pansy as a way of promoting National Gardening Week.

One resident, Sarah Christmas, commented: "I had a lovely time, the kids really enjoyed it, and the tenants and residents are happy with the work done."



Repairs & Maintenance

We continue to aim to carry out homes repairs ‘right first time’, saving time and money by not having repeat visits but also reducing inconvenience for tenants.

Also for our tenants’ convenience, we’ve introduced an appointment system for repairs, meaning that tenants get to choose when they want us to attend rather than have to be available within our timeframes. This was introduced after feedback from tenants and helps us retain high levels of customer satisfaction for our in-house repairs service.

Our measure	2013/14 results	2014/15 results	Target
% of repairs carried out ‘right first time’	85%	88%	90%
% of tenants satisfied with the repairs service	96%	94%	96%
% of tenants satisfied with the quality of repairs work	96%	96%	97%



Tech helps turnaround empty homes

New technology has helped get more empty homes ready for let to the next tenants much more quickly.

In 2014/15, 70% of our empty homes were ready for letting within 28 days – compared to just 40% in 2013/14.

Not only is this great for new tenants, but it means we’ve reduced the amount of rent we lose from homes standing empty for longer than they have to.

To make this happen, we launched Project Planner, a programme developed by Kirona to help plan the repairs and cleaning work needed for each empty home. This directly links to our databases via 1st Touch technology, which our staff access out on site via their tablets.

1st Touch allows us to see where our teams are at any one time, what work is being carried out when, and helps our Lettings Team better plan when they need to start marketing homes.





Regeneration

Every one of our 9,716 homes meets the Government’s Decent Homes standard*, which means they have modern fittings and are secure and warm.

Our investment work has now moved from inside homes to outside in communities, giving a much-needed facelift to some of our properties such as St Peters Court and Ancholme Gardens.

A big investment for us going forward will be making our homes as energy efficient as they can possibly be. We’ve already started doing this with things like combi-smart valves being fitted to boilers to reduce fuel costs and installing wall insulations to reduce heating bills. The installation of solar panels will be a next big project to benefit approximately 2,500 of our households. You can see the full benefit of this, and our other regeneration work, in this year’s Value for Money Statement. ([hyperlink](#))

Our measure	2013/14 results	2014/15 results	Target
% of tenants satisfied with quality of investment work	94%	96%	96%
% of tenants kept informed during investment work	92%	92%	94%
% of tenants satisfied with overall investment	95%	95%	96%
Average SAP rating of our homes	71	71	71

Health & Safety

We pride ourselves on our approach to protecting the Health and Safety of our staff and tenants and so to be awarded the British Safety Council’s prestigious Sword of Honour in 2014 was a great achievement for us. We also attained the BS OHSAS 18001 Occupational Health and Safety Management.

Having already been awarded five stars by the BSC following a Health and Safety audit, the Sword of Honour – the industry’s highest international accolade – was the icing on the cake.

One big piece of work in 2014/15 was to improve our asbestos procedures – we are now surveying every one of our homes and tenants can find out if there is asbestos in their home by going onto our online ‘asbestos checker’ at [ongo.co.uk](#)

Our measure	2013/14 results	2014/15 results	Target
% of homes with valid gas certificates	100%	100%	100%
% of tenants satisfied with service from gas engineers	96%	98%	96%

*Where we have been able to access the homes to carry out the work. There have been some instances where tenants have not wanted this work to be completed.

Tenancy Support

Our tenancy support team don’t just help our older tenants, they help and advise younger tenants and customers from minority backgrounds too.

We have successfully delivered a contract on behalf of North Lincolnshire Council, providing tailored support for our customers.

Whilst supporting people is a serious and incredibly responsible job, our team has great fun with customers too – arranging a whole host of events to bring communities and people together, warding off loneliness and isolation for a large number of quite vulnerable people. It’s the ongo vision to create and sustain truly vibrant communities and they don’t get more vibrant than inside some of our newly-refurbished older peoples’ housing schemes.

Our measure	2014/15 results
Number of older customers we support	1,460
Number of minority group customers we support	44
Number of young tenants we support	29

Creating communities

Tackling social isolation is the job of our Wellbeing Activity Co-ordinator who brings fun, fitness and a bit of frivolity to the lives of our older tenants.

With a programme of over 11 different activities, Julie spends her days making sure others make the most of theirs.

From ‘knitter-natter’ and ‘arts and crafts’ to ‘armchair exercising’, Julie’s classes have become a regular feature on the weekly calendars at our sheltered housing complexes.

“Whilst it is great fun, there is a serious side to the work too,” said Julie.

“I’m there to prevent older people withdrawing or becoming lonely and isolated. We are creating communities which not only have fun together but look out for each other too.”



Proud to be dementia friendly

In 2014/15 every one of our 300+ workforce took part in dementia awareness training, run by the Alzheimers Society.

This was part of our proud pledge to become a Dementia Friendly organisation.

Now, eight of our staff are qualified to provide the training, which means everyone here will continue to understand the effects and impact of dementia, on our tenants and on our wider communities.

Eight members of ongo staff deliver Dementia Friends training throughout the organisation and to our tenant volunteers. We’re also a member of Dementia Action Alliance, a group of like-minded organisations brought together to tackle local issues.

Helen Wright, our Tenancy Support Manager and chair of the local Dementia Action Alliance, said: “Over 2,000 people are living with dementia in North Lincolnshire alone. Our training helps raise awareness of the disease and tackle social isolation.

“There are still so many misconceptions about dementia which is why it is important to increase people’s understanding not only of what it is, but how it affects their everyday lives. With greater knowledge we have a better chance of improving peoples’ lives which is, after all, what we



Investing in people

Helping tenants get online

We know that by being online you can shop around for the best deals, keep in touch with friends and family, set up services or pay bills any time day or night.

However, our research tells us up to half of our tenants are either not online or lack the skills and confidence to access the web.

We are tackling that in two ways – by helping our tenants understand the benefits of being online and helping them grow their confidence, and by improving our own online services.

Our online account gives tenants the opportunity to check their rent account and pay online, change their personal details, request a repair, sign up for our digital magazine and contact their housing officer all via our website. Over 1,600 tenants have already signed up for the service.

They can even check to see where there might be asbestos in their home, with our online ‘asbestos checker’.

Plus, the creation of our online Choose to Reuse pre-loved furniture shop is proving a big hit with shoppers.

We are now working on new online services, such as digital quarterly rent statements and improved repairs booking function.

Meanwhile, our programme of ‘get online’ workshops continue across North Lincolnshire, attracting more than 1,000 attendances in the last year. They are now run by our team of community volunteers who have so far dedicated over 1,000 hours of their time, worth around £14,000.



Healthy workplace gold award for ongo

Committed to promoting healthy living

It was Gold for us in the Healthy Workplace Awards for the second year running by North Lincolnshire Council.

From support with eating a more balanced diet, to help with stopping smoking & support with taking more exercise, a number of steps have been taken to encourage health & wellbeing amongst our staff.

In fact, staff absence due to mental health issues fell by 50% because of the initiatives taken.

It doesn't just stop with our staff, though. Tenants are offered free, tailored fitness & wellbeing services including children's boot camps, free monthly classes & access to a free, online advice & wellbeing centre.



Our other services - Crosby Employment

Getting people into work, or training, is now a big part of what we do at ongo. In 2013, a local employment agency, Crosby Employment, came into the ongo partnership. This means we can do even more to help our tenants improve their lives through work, training and volunteering. We’ve also upped our community investment work to put even more back into local communities. We invest 1.5% of our housing income into supporting communities. After all, that is the ongo promise. Here’s an idea of how many people we helped in 2014/15.

Our measure	2014/15 results	Target
Number of people accessing intensive employment support	389	250
Number of people engaged in meaningful volunteering	74	50
Number of people now in sustainable employment	143	50
Number of apprenticeships created through our agency	51	50
Number of new business or social enterprises set up	1	1
Number of work and life skills training delivered	545	250



Employment and housing go hand in hand

One of our biggest, and most exciting, stories for 2014/15 was when local recruitment agency Crosby Employment became part of ongo.

This made us pretty unique in the world of housing as we are yet to come across another housing group which has its very own employment agency.

Whilst we help people across North Lincolnshire, and beyond, secure training and employment, we are now able to better focus on helping our tenants into work.

The partnership has gone from strength to strength and those that are reaping the rewards are the communities we are there to help.

Jan Williams, Managing Director of Crosby Employment, said: “We are very proud of our track record in helping people into work and training.

Customers tell us our approach is what makes us different– we don’t turn anyone away and we offer more than just job opportunities.

We support people through the whole process, from volunteering and training to applying and going for interviews. We even help some with suitable clothing for interviews if they need it and have qualified coaches to help others build their confidence and social skills.

“Making the link between employment and housing has just strengthened the opportunities we both have to support people in building their own success.”



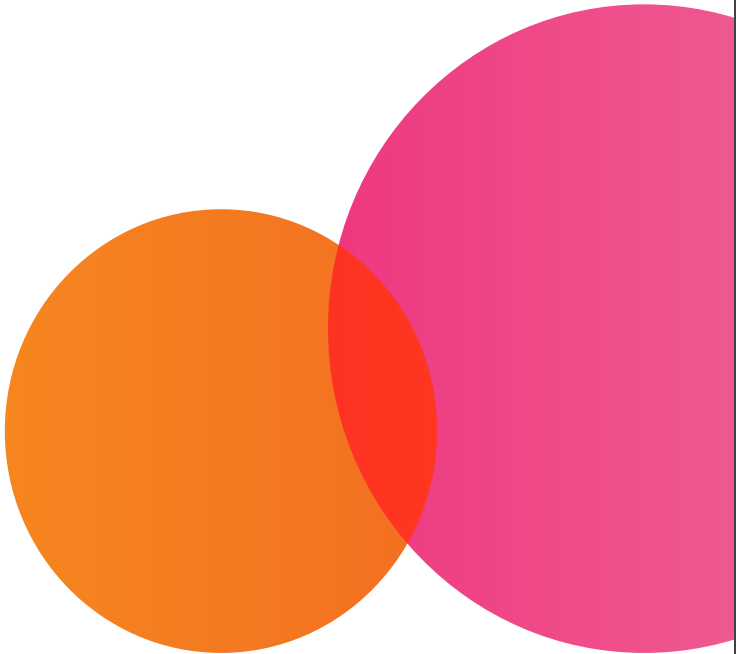
Our other services - ongo Locksmiths

Sharing skills to save lives

Ongo locksmiths have teamed up with Humberside firefighters to provide training on how to gain quick access through modern doors, without causing damage. This initiative could save lives by cutting the time it takes to force a modern, secure door open from thirty minutes to just two minutes.

It also saves on the cost of replacing the doors when the worst happens.

Jason Frary, Watch Manager at Humberside Fire and Rescue Service, said: “This training could potentially change the way in which the Fire Service currently gain entry to properties and, if successful, will be rolled out across the whole of the Humberside area, with the potential to go even further afield.”



Our financial information

Here’s our income and expenditure accounts for the last three years.

Income & expenditure	2012/13 (£,000)	2013/14 (£,000)	2014/15 (£,000)
Turnover (income mainly from rent collected)	36,341	39,807	41,865
Operating costs (all the costs of managing homes)	(28,220)	(31,242)	(30,173)
Operating surplus before past service cost	8,121	8,565	11,692
Operating surplus	8,121	8,565	11,692
Surplus on sale of properties (proceeds from ‘right to acquire’)	289	910	958
Interest receivable	17	19	28
Gift Aid			20
Interest payable (the interest we pay on our loans to carry out improvement work)	(2,810)	(2,894)	(2,580)
Surplus for the year	5,617	6,600	10,118
Pension actuarial (loss)/gain for the year			(7,118)
Total recognised (defecit)/surplus for the year			3,000



Our financial information

Our balance sheet shows the value of our assets. Take a look over the last three years.

Balance Sheet	2012/13 (£,000)	2013/14 (£,000)	2014/15 (£,000)
Fixed assets			
Housing property works	94,851	102,526	107,960
Other fixed assets	451	300	205
Long term debtor	71	171	140
Total fixed assets	95,373	102,997	108,305
Current assets	10,333	7,155	10,562
Current liabilities	(6,945)	(6,094)	(5,189)
Net current liaibilities	3,388	1,061	5,373
Net assets	98,761	104,058	113,678
Long term loans	71,283	69,994	70,037
Pension creditor	6,043	6,590	13,167
Revenue reserves	21,435	26,519	30,474
Designated reserves		955	
	98,761	104,058	113,678



