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A BRIGHTER OUTLOOK

Find out how our Reconnect project is helping people gain confidence and learn new skills.

Home comforts

Read about our new tenants and plans for the future.

Achieving against adversity

Inspiring stories to celebrate Autism Acceptance Week and International Women's Day.

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Proud to Care

What we can offer you and the care sector.

Contact
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Online



ongo.co.uk
enquiries@ongo.co.uk

 OngoHomes
 @ongoUK

Call us



01724 279900

We record all calls for training and research purposes

My Home



Log in or register at:

myhome.ongo.co.uk

Or to download the app, search 'Ongo My Home' in your app store

WhatsApp



A message from Chief Exec Steve

I'll be answering any
Ongo-related questions
you have on Wednesday
16 March between
2pm – 3pm.
[Join in on Facebook.](#)



Welcome to the first Key News of 2022. As you may know we returned after the Christmas break to high levels of absence from Covid and had to restrict our repairs service. I am pleased to say that we have returned to a normal service again and I want to thank everybody for their patience and understanding during this time. [Click here for further updates.](#)

A new year brings new opportunities, and what better way to make a difference than helping to improve things for yourself and all residents?

The Regulator for Social Housing (RSH), as a result of **the White Paper**, are consulting with tenants on a set of satisfaction measures that will help you to see how we're performing and where we could do better. **Your feedback is crucial on this, find out more on the [Government website.](#)**

Just a reminder that you are able to view our performance information [here](#). This influences our future plans and makes sure we are focusing on the areas that are important to you.

We have just reached our 15th anniversary as Ongo (previously North Lincolnshire Homes). I'm so proud of what has been achieved so far and, for the year ahead, we want to continue supporting you in the best way possible. We also want to continue towards our aim of building over 2,000 new homes by 2031, and carry on investing in work to existing homes.

Happy reading!

Steve

Reconnecting you

We have officially launched a project aimed at improving confidence, enhancing communities and helping people's current and future outlook on life.

£138k of funding has been secured to deliver the Reconnect project until the end of June. It will include a range of classes, training and get-togethers both in person and digitally to develop wellbeing and resilience.

Carol Richardson, Project Co-ordinator, explained:

"A recent report by the Office for National Statistics found that nearly 70% of respondents were stressed, anxious and worried about Covid.

"Reconnect therefore looks at improving this mindset, helping people to see that they can still lead a happy and successful life.

"We've started by talking to residents out in the communities and building connections, including holding sessions at Tesco Extra in Scunthorpe. They supported us straight away, and I'm hopeful that other local businesses will do the same."

[Click here](#) to find out further details about the project.



// This project is available for
all in North Lincolnshire
aged 16 and above. //

Why not sign up today?



Festive fun

Check out just two examples of communities spreading seasonal cheer.

Being together

One of our community hubs, The Arc, opened its doors on Christmas Day to welcome 20 residents who would have otherwise been alone.

Each received a Christmas dinner, a box of chocolates and plenty of companionship as part of the special day.

Mark Beesley helped at the event: “I don’t do much at Christmas so I thought this would give something back to others and make sure they were provided for. Everybody was really grateful and had a great day.

“I volunteer on other things such as [the bike project and on the Ongo allotment](#) too. They’re great ways to meet people, learn and have fun all at once.”

Party time

Residents at Chesleigh House in Gainsborough held their own Christmas buffet, karaoke and quiz.

One of the tenants, Phil Stafford, was the DJ and proclaimed ‘Karaoke King’ for the day.

He said: “There was 16 of us in total and everybody had lots of fun. It was that popular that we decided to hold another one on New Year’s Eve and we’re planning another to celebrate two of the residents’ birthdays.”



Events are back to normal and there’s lots to look forward to, including planning for the Ongo Carnival!



We’d love to feature more community stories in the next edition! Send us your ideas:



A day in the life of... Evelina

Our new Research & Development Engineer talks about an exciting plan.

What does your role aim to achieve?

Our vision is to create smarter and safer homes through smart home technology.

Can you explain more about smart home technology?

It can allow you to monitor different aspects of your home such as temperature and energy usage. This not only improves energy efficiency and leads to lower costs for you, but it also benefits the environment and can prevent issues such as damp and mould.

What work is planned?

We will be assessing the different technology available and carrying out pilot tests to see what the best options are.

It is important to focus on a long-term view rather than just short-term solutions.

How can readers contribute?

We want you to be involved throughout the project, as you will have many great ideas and we can’t wait to hear them. We have created a survey to get your initial views, and there will also be some focus groups soon.

Where can I find the survey?

[Click here](#)
to give your thoughts.

All entries will be entered into a prize draw to win one of three £20 shopping vouchers.

[Click here](#) to find out more from Evelina.



Involved with Ongo

You said, we're doing

You asked for more info on what we're doing to improve your neighbourhoods, so we've launched a specific page on our website.



Did you know...

You can pay rent, book repairs, report some issues and lots more on the tenant portal, My Home. [Click here](#) to sign up.



Investigating repairs

The Resident Scrutiny Panel (RSP) have started their latest investigation into a particular service – this time the average amount of days it takes to complete standard repairs.

The tenant group receive performance data which influenced their decision to choose this service. Their investigation will include reviewing a range of info and work, interviewing staff and checking how we at Ongo compare to other housing providers. They will then produce a report and put forward any recommendations for service improvements to Community Voice for approval.

Keith is a current member of the group: "I love the range of areas that we look into. We are the ones receiving these services so it's only right that we're able to influence them."

The group is looking for new members. If you want to help make improvements and shape the services that you receive, [click here](#)



Making decisions

Have you ever thought 'I wish I could decide on things that directly impact me as a tenant'? Well you can with our main tenant group, Community Voice!

For example, at their January meeting, members decided on the Unacceptable Behaviour Policy and approved changes to the Ongo Homes Rules. They also discussed the proposed rent and service charges for 2022/23.

[Click here](#) to read more from the meeting.



Influencing the future

The sale of new diesel/petrol cars will be banned from 2030 and, after 2035, all new vehicles will be 100% electric. These type of vehicles are more environmentally friendly and often cheaper to run and maintain.

We want to hear from you:

- Do you own an electric vehicle? Or have you owned one before?
- If yes, what are your thoughts on them?
- If not, would you consider such a vehicle in the near future?

Your feedback will be used as part of the environmental work we are carrying out to reduce our carbon footprint and move towards net zero emissions.

Let us know by completing [the survey](#) which closes on Friday 25 March. You can also [email](#) your answers or send us a message on [Facebook](#).



New Homes

Flats finished

12 new homes have been completed in Scunthorpe.

The one-bed flats are situated in the Queensway area close to a retail park, schools and restaurants with nearby transport links. The development also includes additional parking and pleasant green-spaces to benefit the area.

[Click here](#) to read from one of the new tenants.

A new beginning

New tenants are settling into the 37 homes in the recent Station Road development within Scunthorpe town centre.

// When I was homeless less than six months ago, I never thought something as perfect as this would happen so quickly.

Gemma Ellis, resident



[Click here](#) for more from Gemma.

Corringham opportunity

We have only one home left for sale in a scenic site close to Gainsborough.

The three-bed house is part of Pheasant's Walk in Corringham and has modern features that is perfect for any aspiring homeowner.

Will Baldock bought one of the other homes. He explained: "I like everything about the home, in particular how spacious it is. Tracey (Homeownership Officer) was really helpful and made the process straightforward.

"There's a real sense of community here – it's peaceful, safe and exactly what I was looking for in a first home."

[Click here](#) to view this remaining home for sale.

Check out the latest news on all our new homes by visiting:
ongo.co.uk/developments

Featuring Queensway flats



Discounted garages for your car or items storage

We have more than 100 garages available to rent in Scunthorpe, Barton, Epworth and surrounding areas.

- **No long-term contract. Rent a garage for as little as one week**
- **Generous discount for tenants. From just £8 per week**
- **Lower your bills. Your car insurance is cheaper when it's in a garage, and it's also safer**

Visit ongo.co.uk/garages to see what's available, or call 01724 289697 to discuss further.

Turning my life around

For most of his early years, Jamie's life had been a struggle. He has Asperger's and ADHD, he had gained limited qualifications and, seeking an outlet, he was charged with criminal damage.

However, Jamie has since been supported to find another more fulfilling focus – a mechanics apprenticeship.

Jamie received CV, interview and life skills training, plus he gained experience helping on our bike project. Soon afterwards, he was successful in gaining the Kickstart employment opportunity at a garage.

He said: "I love what I do now. I was so happy when I found out I'd been successful for the role – it's in an ideal location and everybody there is really nice."

"I'm very grateful for the support I received. It helped me with so much, gave me skills I never thought I could have and it's got me to where I want to be in life."

// **This support allowed me a second chance – an opportunity to move on from the past and create a better future for myself.** //



[Click here](#) to read more of Jamie's story.

Our Empower project will finish in March, but there's lots more support available to you.

[Find out more here](#)



Since March 2021, Empower has:

- ✓ Supported **136** former offenders
- ✓ Created **80** CV's
- ✓ Helped **86** people into work or training

Overcoming barriers

Did you know that there's a project to help over 300 people into work, education or training?

Ozzy: "I had a fantastic counsellor in Emma (Mental Health Specialist) and the courses I got on were really helpful. 10/10!"

Richard: "Thank you all for your help and advice, very much appreciated."

Both Ozzy and Richard are now in sustainable employment.



Andy also explains how much of a difference the project has had for him:

"Vicky (Employment Support and Life Coach) has listened to me, helped me and got me into things like the walking club and the coffee mornings."

"I've been so grateful for the support – if I didn't have it, I would just be on my own struggling and not going out anywhere."

[Click here](#) to discover more about the project.



Find out how you can become just one of the many people we have supported to realise your dreams:



Making a difference

Defying stigma

World Autism Acceptance Week takes place at the end of March, and Ryan is a prime example of achieving despite adversity.

The 30-year-old has autism and epilepsy, is bipolar, experiences depression and was neglected as a child meaning he spent most of his youth in care. However, in his own inspiring words, **'he refuses to let these define him'**.



Ryan explained: "I see all these things as challenges to rise up to and overcome. They won't stop me in being the best I can be, helping others and proving that I can still have a fulfilling life."

This was shown when he won a Special Recognition Award for helping the community, something which helps to keep him going.

He said: "I'm very determined and won't let this work stop until my feet drop."

// **Autism plays a big part in my life, but it doesn't change who I am deep down.** //

[Click here](#) to read Ryan's story in full.

Taking the next step

Wahida, 20, has volunteered with our Employment Support team to learn new skills.

She takes up the story: "I gained so much from the month that I was shadowing Kelly (Employment Support Coach). It improved my confidence, I achieved an Occupational Health & Safety certificate and to support on an interview skills session gave me important tips to use for the future."

"It was a privilege to have worked with a really supportive and welcoming team. I had a very positive experience and I would definitely recommend it to others."



// **I now know what it's like in a workplace so, when I do start work, I won't feel anxious.** //



There will be an Ongo takeover afternoon on **Thursday 3 March at Scunthorpe Jobcentre** to learn more about our employment support. **Contact your Work Coach to book a slot.**



We will be celebrating International Women's Day on **8 March**. [Click here to learn more.](#)



[Click here to read about our LGBTQ+ campaign.](#)

Proud to Care

Want to make a real difference to people and help the community?

Then we have a programme that is just for you.

The Proud to Care project, funded by North Lincolnshire Council, is designed to help people find work in a care setting.

It features:

- ✓ A two-week training course fully paid for
- ✓ Free childcare
- ✓ Free membership to The Pods leisure centre
- ✓ Free pass to Normanby Hall
- ✓ Working with local providers to find a suitable role

[Click here to read more.](#)

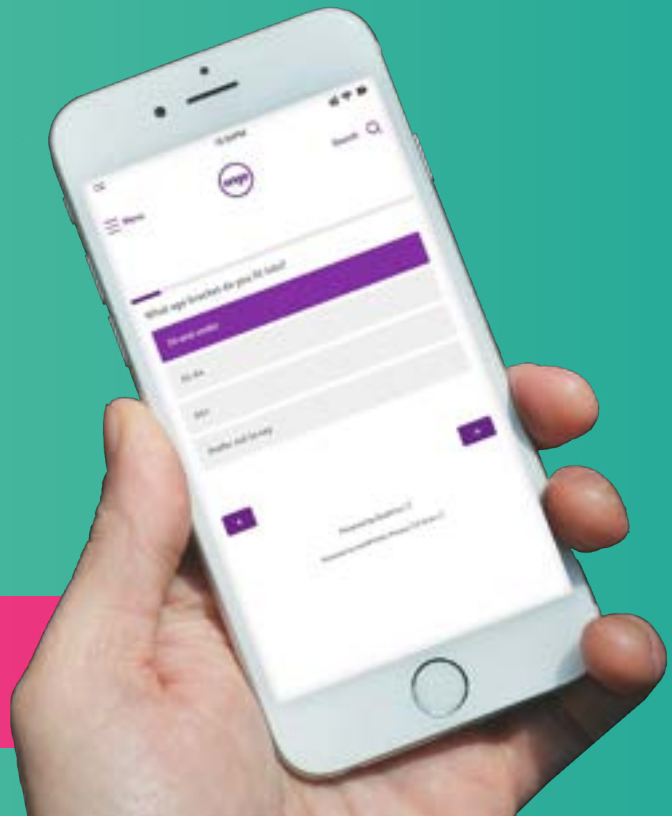


This is a great chance to learn new skills, gain qualifications and find work that is truly rewarding.



Lisa Breslin, Project Co-ordinator

To find out more and sign up, email **recruitment@ongo.co.uk** or call us on 01724 844848.



Don't forget to let us know what you thought of this edition!

[Click here to give your feedback.](#)

