

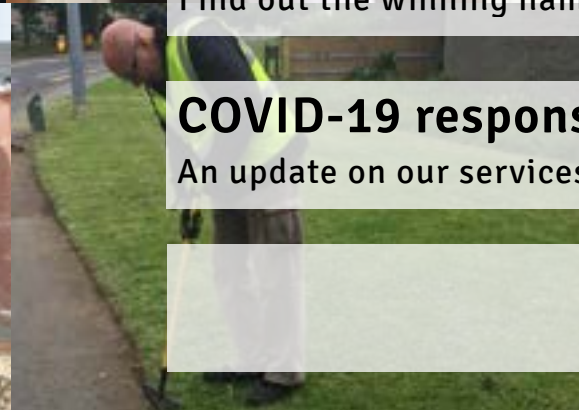


# Key News



## Dementia scheme competition

Find out the winning name for the homes



## COVID-19 response

An update on our services and support



July 2020

**I'm so proud of how all our tenants and staff have been helping one another during the COVID-19 situation.**



We are continuing to monitor government and public health advice, and we are having regular digital meetings to update and review our Recovery & Renewal plan. We've been maintaining our safe systems of working in order to prioritise our three main aims during this time:

**Health & Safety**

**Essential services**

**Business continuity**

Lots more great work has taken place since the last edition. Click on each below to find out what just some of our teams have been doing:

**Empty Homes and Lettings**

**Maintenance and Repairs**

**Income Collection**

**Housing and Tenancy Enforcement**

**Ongo Talk**

**Employment Support**

It's been great to see tenants helping in their communities too. You've helped to name the first dementia scheme that we're building, and lots have got involved in the competitions we've been running and celebrated events such as Armed Forces Day and North Lincs Pride.

The Regulator of Social Housing observed our Group Common Board meeting last month as part of their ongoing work to assess our governance. We will get feedback shortly and are hopeful that, by completing all our commitments in our Voluntary Undertaking, we will be in a good position to return to a compliant rating later this year.

Finally, I will be hosting a Facebook live session on Friday 18 September at 11am to answer questions you may have about anything Ongo related. Head to [facebook.com/OngoHomes](https://www.facebook.com/OngoHomes) on that day and ask away.

I want to thank you all for your patience and understanding over these last few months. Keep well, stay safe, and we'll get through this together.

# Helping to keep you safe

## Safeguarding is one of our main priorities

This is to ensure that every young person and vulnerable adult that we come into contact with, regardless of their age, gender, religion or ethnicity, can be protected from abuse, neglect and exploitation.

We work closely with other agencies such as the Local Police and Safer Neighbourhoods. Click on the statements below to find out how we can help:

Someone may tell you something, or you may just notice or hear something, that doesn't feel quite right. You might feel at risk yourself, and not know where to turn for help and support.

If you are concerned about a vulnerable adult or child, then please contact Humberside Police (telephone 999 if you or somebody else is at immediate risk) or your local Safeguarding team. [Check out these contact details](#)

Read our [Safeguarding Policy](#) for further information on how we can support those at risk of harm and abuse. You can also visit our [website](#) to find out more.



**Partnership working to keep the community safe**



# Our response to Coronavirus

## Check out an update on some of our services

We've still been providing essential services, but often in different ways to ensure that everybody is safe. Click on the buttons below to find out more:

Non-essential repairs

Office closures

Lounges and communal areas

Grounds maintenance

New developments

Wellbeing calls and food parcels

Face-to-face appointments

Equality, diversity and inclusion



## Extra help and support

We're always glad to be able to help and support tenants, especially during the recent difficult times. Check out just a couple of examples of this:



Some of our Maintenance team pre-lockdown Emma helping a tenant receive a food parcel

Thank you for all your understanding and patience during this time. We are still fully available for you to contact us if you need any help or support.

My Home

[ongo.co.uk/  
coronavirus](https://ongo.co.uk/coronavirus)

OngoHomes

Enquiries

For the latest government and health advice, visit [gov.uk/coronavirus](https://gov.uk/coronavirus) and [nhs.uk/coronavirus](https://nhs.uk/coronavirus)

# There's no place like home

**“I can't believe the amount of help and support I received – I now have a place that I can call home.”**

A few months back, Michael split up with his partner and moved out of their home in Brigg. He stayed with his Mum but wasn't able to long-term, and he soon lost custody of one of his twin daughters. He then became homeless, resorting to staying on friends' sofas whenever he could.

Michael admits: “It was a really worrying time for me, it made me wonder if I would ever get a home and get my life back on track.”

Thankfully, help wasn't far away. Click on the statement below to find out what support he has had, and what this has meant to him.



**Our Employment Support team**

Visit our [website](#), [Facebook](#) or [Twitter](#) pages to find out about how the team could help you.

# A day in the life of...

**Lindsey Moody, Youth Worker and Ongo tenant.**

Click on each of the following questions to find out Lindsey's answers.

**When did you start working for Ongo?**

**What does your role involve?**

**How has the current situation changed things?**

**What has the community spirit been like recently?**

**How have you been using Amazon Wish List to help?**

**Why have you wanted to help?**

We provide a range of support to help people in the local community.

Check out our website [ongo.co.uk](http://ongo.co.uk) to find out how we could support you.



**Lindsey (left) with a young person she helped pre-lockdown**



**Click on the above image to see how else Lindsey and her family have been helping**



# Get #InvolvedWithOngo

## New ways of making a difference

Whilst we've all been living through a pandemic over the last few months, this hasn't stopped us getting together virtually with our tenants. It has led to innovations in you having your say and making a difference.

Check out just some of these new ways:

### Virtual meetings

Our main tenant group, Community Voice, have been meeting virtually each month via a digital tool called Microsoft Teams.

Teams has enabled the group to still discuss and decide on the matters that directly affect customers. In the last two months alone, they have influenced things such as:

Engaging digitally like this means you can get involved from the comfort of your own home. If you would normally struggle to attend face-to-face meetings, then you can still help shape yours and fellow tenants' lives in this way. It's a great addition to our involvement offer.



The group's Officers meeting at a social distance

Find out more on our website about how you can get involved and to register your interest.

One of our Customer Engagement team will then be in contact with you to discuss the opportunities further.

## Young tenants' voice

To help engage more with young people, we will be texting tenants aged 30 and under with some questions. These will help to involve younger tenants in making a difference to our services and in their local community. Because we have a wide and vast tenant base, we want all tenants to be represented in making decisions.

If you are aged 30 and under and would like more information, email our team on [customer.engagement@ongoco.uk](mailto:customer.engagement@ongoco.uk).



## Handbook

Tenants in our Publications Panel have helped us to update our Customer Engagement handbook.

The booklet provides details of the range of tenant groups and involvement opportunities that we have – it will soon be uploaded to our website [here](#). It has been updated to include things like our new #InvolvedWithOngo postcard which you can complete to let us know which method of volunteering interests you.

Check out and complete the postcard on [My Home](#) or on our [website](#).

# Volunteering project

## Build your CV up with new skills

The Ongo Volunteering Programme is a referral service that gives you training in a range of areas including health & safety, social distancing and COVID-19 safety, equality & diversity, and professional boundaries. It's an ideal way to add new skills to your CV, to improve your confidence and to help your local community.

The training is done online meaning you can learn in the comfort of your own home and at a time that is suitable for you. However, if you can't do it digitally, there will be an option for socially distant face-to-face training.

**Maurice has volunteered with us for three years - take a look at his volunteering journey and how it's changed him for the better.**

Why did you begin to volunteer?

What type of volunteering have you done?

What has it given you?

Why should others look to volunteer too?



To find out more or to sign up, email our [Employment Support team](#) or use the [Live Chat](#) feature on our website.

# A bright future ahead

Just a few months ago, 20-year-old Selina was suffering from low confidence and regular panic attacks. She has foetal alcohol syndrome and mild learning difficulties which makes it difficult for her to understand and retain information.

However, through it all, she never lost sight of her dream – to look after elderly people. The only thing was, she didn't know where to turn for help and support to work towards that dream.

That was until she was referred to our Employment Support team.

Click on each of the buttons below to find out the rest of the story:

Training and courses

Work placement

Hall Farm trip

Lockdown support

What it means to her



Selina walking an alpaca at Hall Farm

To find out more about how you could gain new skills, improve your confidence and be supported to find work:

[employmentsupport@ongo.co.uk](mailto:employmentsupport@ongo.co.uk)

[ongo.co.uk/employmentsupport](https://ongo.co.uk/employmentsupport)



# You said, we did

## Tenants having an impact and making a difference

There's been lots of positive changes made to our services thanks to your involvement. Take a look at a couple of examples:

### New rent statements

In the February edition of Key News, we reported that a number of tenants had been involved in interactive focus groups to help re-design our rent statement.

We have since used this tenant feedback to create a new, simpler design that is now only two pages. This includes three stand-out boxes containing info such as your current rent balance, a new section of ways to pay, a clearer table of transactions, and updated methods of contacting us. This new design has been used in the latest rent statements that came out earlier in July.

We have also collected tenants' feedback on accessing and viewing your rent statement on My Home.

In their second feedback session, our Digital Tenants group gave their thoughts and ideas.

Feedback

Improvements



We have a number of workshops for tenants to give their feedback on different services, and to help us make them the very best they can be.

If you would be interested in future opportunities, check out how you can become a part of our testing panels.

## Anti-Social Behaviour (ASB) Policy

Last month, a full review of our ASB policy was carried out.

A number of amendments were proposed to our main tenant group, Community Voice, to vote on. The group, which is open for any tenant or leaseholder to join, have full decision-making on all customer-facing matters and so could either approve or vote against the recommendations.

The group approved the policy - click on each of the statements below to find out more about the changes:

The policy will be reviewed again in three years, but will be looked at sooner if any regulation or legislation changes.

Take a look at the full policy [here](#).



Interested in influencing and deciding on matters like these?

[ongo.co.uk](https://www.ongo.co.uk)

Customer Engagement team

OngoHomes

# New homes

(click on each of the photos to see more)

## Dementia scheme name

We are building the first dementia scheme in North Lincolnshire and, following an online competition, its name has been decided.

It will be called Myos House, chosen by Jessie Stocks (aged eight) from Gainsborough.

**Find out more details...**



**Building work well underway**

## Chesleigh House

Some homes are still available to rent at our new retirement scheme in Gainsborough.

The Chesleigh House development is made up of 24 one and two-bed flats, and five of these homes remain open for applications from anybody over the age of 55.

**Check out some further information...**



**Part of the new development**

## Maple Close, Kirton in Lindsey

Work on 16 new homes in Kirton is progressing well and due to be completed by the end of the year.

The six two-bed houses and ten two-bed bungalows will be close to local amenities, and are surrounded by fields on three sides making for some fantastic views.

**Read more about the development...**



**Some of the new houses being built**

# New life

## Our first-ever Rent to Buy properties were recently completed

Located on Collum Avenue in Ashby, Scunthorpe, these homes help tenants who wish to become future homeowners to rent the home from us at around 20% less than market rent. This allows them to save the remainder as a deposit and, after five years, they can then buy the home.

Find out from one of the new tenants why this scheme is ideal, the support he received to get the home, and what he likes best about his new surroundings.

**How did you first find out about this scheme and the new development?**

**What was the process like in getting your new home?**

**What's your favourite part of your new surroundings?**

**Does the future look bright and positive in your new home?**

**Find out on our [website](#) about the other Rent to Buy schemes we are building.**





# Struggling to pay your rent?

## We have lots of support available to help you

We understand that the COVID-19 lockdown has affected a lot of people financially.

If you are struggling with your rent, you are not on your own - we are here to help you. We have a range of teams who can help in different ways. Our Income Collection team will offer advice and guidance, and they'll work with you to set up a plan that works for you. Our Support team can help see what benefits may be available to you.



Also, our Employment Support team can offer you training to learn new skills, to improve your CV and to help you find work. We can also signpost to other agencies such as the Citizens Advice Bureau who can offer specialist advice on debt issues.

These are just some of the many teams who can support you during this difficult time. When you contact us you will speak to real people that live and work in the area, who will take your personal circumstances into account, and who want to provide the support you may need.

My Home

ongo.co.uk

OngoHomes

Enquiries

# You can book all repairs again

We temporarily put on hold all non-essential repairs during the coronavirus lockdown, to ensure the safety of our staff and our tenants.

Since the beginning of June, we have been working on going through our backlog of repairs and we aim to have all these completed by the end of July.

With lockdown measures now being relaxed, we are working hard to get to a 'new normal' and one of the first steps is to allow our tenants to book non-essential repairs again.

We have been experiencing high numbers of calls for our repairs service, so we suggest that you use My Home to book your repairs online. You are able to book a slot at a time that suits you and you don't have to wait in the queue to do so.

My Home is available on mobiles, tablets, plus desktop laptops and computers. Log in at a time that suits you via the My Home app or via the website [myhome.ongo.co.uk](https://myhome.ongo.co.uk). Why not join over two-thirds of tenants who have been using the app to book repairs?

**Not yet got a free My Home account? Registering takes just a few minutes and all you need is a few personal details. Go to [myhome.ongo.co.uk/registration](https://myhome.ongo.co.uk/registration) or search for 'Ongo My Home' on the Android and Apple app stores.**



## Book all your repairs on My Home



# Becoming involved

## Last month, one of our tenants became a board member

Amanda Caladine successfully applied for a vacancy on our Communities Board, meaning we now have two tenants at board level providing key input and decision-making. Check out how she got the role, how she has found it so far, and her other tenant involvement with us.



I have been a tenant for...

For the board interview...

My role will involve...

So far there has been...

I feel very privileged to...

I'm also involved in...

If you want to be involved...

Check out how you can make a difference by visiting our [website](#) or email our [Customer Engagement team](#).

# New beginnings

## “We wouldn’t have got the home without her help – she’s done so much for us.”

Earlier this year, Matthew and his partner Rose were looking for somewhere to live. Rose had experienced domestic abuse from a previous relationship, had a one-year old daughter called Scarlett-Rose to think about and was staying with a relative. Matthew had been staying at his grandmother’s, but both he and Rose wished to find a place they could both call ‘home’ and to start their life together.

That’s where Fran, our Estate Co-ordinator based in the Westcliff community, was able to help.

She spoke to the team at The Arc and found out about a nearby home that had become available. Fran contacted Matthew who attended the viewing, and a week later he found out that they’d been successful for the home.

### Find out how Matthew felt when he found out this news

Matthew said: “If Fran hadn’t contacted us in the first place, then we wouldn’t have got the home and things would be a lot different now. She has done so much for us, always going above and beyond in her support.



Matthew, Scarlett-Rose and partner Rose

“We can’t thank her enough – she’s helped to give us the opportunity of a fresh start for the family.”

Find out more about how we can support you.



# Competition corner

During lockdown, we've held some competitions to give you a chance to win some great prizes

## Glorious gardens

Our summer gardening competition launched towards the end of June, with tenants having the opportunity to complete an online form and submit a photo of their garden from a list of different categories.

There was a category solely for children aged between 5 and 12 along with six other categories – these ranged from best individual large garden to best hanging baskets.

The competition closes on Friday 31 July. After that, each category will be shortlisted to five entries by a staff panel, and the shortlisted entries will then be looked at by the Officers of our main tenant group, Community Voice. They will decide on a winner, who will receive £50 and a certificate, and a runner-up getting £25 and a certificate too.

We've had loads of great, colourful entries sent through to us – have a look at just a couple:



## Time capsule winners

Five children recently won a fun family night-in hamper after entering our time capsule competition.

People aged 4-14, with adult supervision, were asked to send us the three things they were most looking forward to when the COVID-19 lockdown and restrictions are over. The top five entries would receive a hamper containing food, treats and a family board game to play.

We received lots of inspiring and heart-warming entries, with many looking forward to seeing family and friends, going back to school and going for days out and holidays. A panel of staff shortlisted the entries, and then the four Officers from Community Voice chose the lucky winners.

Check out more about the winning entries below:

Winner one

Winner two

Winner three

Winner four

Winner five



Thank you to everybody who entered the competitions. Check out our [website](#) for more family fun and activities, including a time capsule activity pack.



# Celebration events

**We've been virtually honouring and celebrating some great events over the last month**

## Armed Forces Day

Taking place on Saturday 27 June this year, our staff and tenants showed their appreciation for the Armed Forces community by doing a thumbs-up or salute.

We also lit up Ongo House red, white and blue, along with North Lincolnshire Council's Church Square House, in the week leading up to the virtual celebration.

**Check out what the day meant...**



## North Lincs Pride

We asked our tenants and staff to send us their most colourful photos to celebrate the event on Friday 3 July.

Pride celebrates the LGBTQ+ (Lesbian, Gay, Bisexual, Transgender, Queer +) community. Its main values are equality, diversity and respect for every single person who is part of the community.

We proudly waved our flags virtually throughout our communities, and we can't wait to come together to celebrate next year.



**Click on the above image to see more**

# Making a difference

**One of our tenant volunteers has been added to the national list of social housing influencers**

Tim Mills, who is a part of our main tenant group Community Voice and is also a board member, received the recognition last month. Click on each question to find out what it means to him, his work during lockdown, and how important being involved is.

**How did you find out about becoming a social housing influencer?**

**What does this recognition mean to you?**

**What is it like being a board member?**

**You also became a Tpas board member in July 2019. What does this role entail and what work have you been involved in?**

**How have you found the involvement and engagement with tenants especially since lockdown began?**

**What has being involved meant to you through the years?**



Like Tim you can directly impact and influence the homes you live in, the communities you're a part of, and the services that are on offer to you. No matter how much time you have to spare or what commitments you have, there is a way of getting involved that suits you.

Check out our **Customer Engagement handbook**, visit [ongo.co.uk/customerengagement](https://ongo.co.uk/customerengagement) or email [customer.engagement@ongo.co.uk](mailto:customer.engagement@ongo.co.uk) to find out more.



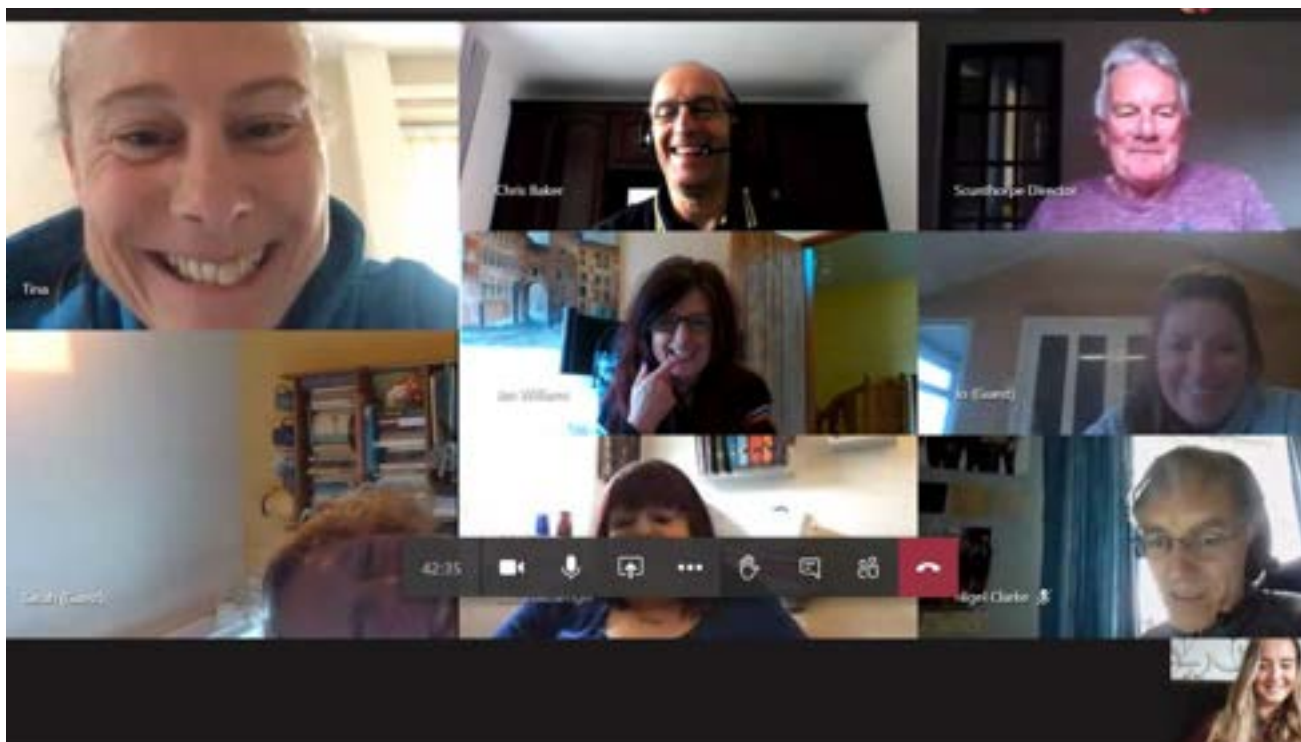
# Community celebration

## Last month we held a virtual celebration for the groups successful in our latest round of community grants

Seven local community groups and good causes received a share of £10,155 to help them support local people even more. The celebration event, which took place via Microsoft Teams due to the COVID-19 restrictions, gave these groups the chance to celebrate their achievements, and to show how the funding had already begun to make a difference.

Chris Baker, our Community Investment Co-ordinator, said: "It's been great to run the community grants scheme again this year and to support the brilliant services that these local groups offer."

"This scheme will be running until at least 2022 so we're looking forward to helping even more groups over the next couple of years."



Check out from Jamie Strudwick, founder and director of The Well Minds Project who were one of the successful groups, and how important the funding is

# Cooking up a treat

Check out some quick and easy recipes to try

## Spaghetti Bolognese

### Ingredients

500g beef mince

350g spaghetti

Tin of chopped tomatoes

1 tablespoon of olive oil

300ml beef stock

Extras of your choice such as onion, garlic, mushrooms, salt and pepper

### Method



## Breakfast pancakes

### Ingredients

100g plain flour

3 medium eggs/2 large eggs

300ml milk

1 tablespoon of sunflower or vegetable oil

Toppings of your choice such as fruit, sugar, sauce



### Method

## Apple crumble

### Ingredients

3 - 4 cooking apples

100g granulated sugar

150g plain flour

75g salted butter

### Method



We'd love to hear about any tasty recipes you have to include in future editions. Let us know by emailing [editor@ongo.co.uk](mailto:editor@ongo.co.uk)

# Fancy winning a £30 voucher?

## We hope you enjoyed this edition of Key News.

Your feedback is really important in shaping how your future Key News look.

We had nearly 200 responses in the survey competition to the May edition - this helped to influence the content and layout of this issue.

Congratulations to Heather Finley who was selected at random as the winner of a Love to Shop voucher.

If you would like to be in with a chance of winning a £30 gift card, **complete this survey** and include your email address at the end to be entered into the prize draw.

Alternatively, you can complete the survey at [surveymonkey.co.uk/r/keynewsjuly2020](https://surveymonkey.co.uk/r/keynewsjuly2020)

Any personal information you provide to us will be treated in accordance with current UK data protection law and our data protection policies, procedures and privacy notices in place from time to time. For full details visit our website.

Entries must be in by Friday 28 August 2020.

The winner will be drawn from all completed surveys. The Editor's decision is final.

You can find terms and conditions on our website.

**Want to help decide the content for future edition of Key News, and to make sure all documents available to tenants are easy-to-read and relevant?**

We have a Publications Panel, a largely digital group, who review and influence all publications. Being a part of the group could boost your CV, help you to learn new skills, give you the chance to make a difference and much more!

**Visit our website**

**Email our Customer Engagement team**

