

KEY
NE
WS



COMMUNITY GRANTS

A range of local good causes have received funding.

Ongo Carnival

The community fun-day will return even bigger and better.

Help to be happy

Recognising Mental Health Awareness Month.

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We need you

A chance to become a tenant Board member and be part of change.

Contact
us

Online



ongco.co.uk
enquiries@ongco.co.uk
f OngoHomes
t @ongcoUK

Call us



01724 279900
We record all calls for training and research purposes

My Home



Log in or register at:
myhome.ongco.co.uk
Or to download the app, search
'Ongo My Home' in your app store

WhatsApp



A message from Chief Exec Steve

Welcome

I'm really looking forward to our upcoming events such as the Customer Conference and Ongo Carnival. You can talk to us, have your say plus enjoy plenty of activities, and I can't wait to see lots of you face-to-face again. Read page six for more.

There's an exciting opportunity for you to become a Board member and help decide on everything Ongo-related. For me having tenant experience at this level is vital.

Scan the QR code to find out more and apply.



2021/22 brought a huge amount of positives in which we:

- Invested **£6.1 million** in improving existing homes
- Provided mental health support to **298** people
- Helped **888** people with employment support
- Let **775** homes (excluding new builds)
- Spent **£1.7 million** on community projects and initiatives
- Built and bought **219** new homes

More information will be in our Annual Report later this year, so keep a lookout for that. In the meantime, you can view how we're performing each month by searching '**performance reports**' on our website.

Happy reading!

Steve

£20k for the community

Fifteen local groups and good causes have received funding from our latest round of community grants.

There was £20k available to bid for in total, with huge thanks to Ashbridge Roofing who contributed £10k to the funding.

Jo Wagstaff, Service Manager at Changing Lives through Changing Minds (who were given £1k), explained: "We will now be able to hold more sessions, plus we've been able to furnish a lodge so we can provide a space for parents and carers to meet. They have already said how welcoming and relaxing this new room feels."



We will be launching our community grants again next year. In the meantime, visit [ongo.co.uk](https://www.ongo.co.uk) for news from your neighbourhood.

// Thank you Ongo – initiatives like this really help small projects like ours. //

To see the full list of groups, or to find out more, scan the QR code.



Take part in the celebrations



Customer Conference

When? Wednesday 1 June, 10am - 3pm

Where? The Wortley House Hotel, Scunthorpe, DN16 1SU

What? Learn more about Ongo and the range of support, projects and opportunities. Thank you to those of you that have signed up, we can't wait! If you're not attending but have a question, message us on **Facebook** or email customer.engagement@ongo.co.uk



Jubilee celebration

When? Sunday 5 June, 12 noon - 3pm

Where? Viking Centre, Barton, DN18 6ER

What? Honour The Queen's Platinum Jubilee! Visit facebook.com/OngoVikingCentre for more info.



Ongo Carnival is back!

When? Wednesday 3 August, 11am - 3.30pm

Where? Manor Park, Scunthorpe, DN17 1PN

What? For the first time since 2019, our fun-day will return later this year.

It promises to be bigger and better than ever before with a range of games, activities, rides, animals, performances and information stands all completely free!



We'd love to see your Jubilee photos! Email editor@ongo.co.uk or send them on social media.

A day in the life of... Clint

One of our Customer Resolution Officers.

What does your role involve?

I help to manage any complaints that come in and ensure that these issues are resolved quickly. For me, the best thing is working alongside you in making improvements to ensure a certain service is better for the future.

Plans for the future?

We want you to know all about our complaints process, and to be transparent with you. Therefore, we are looking into the possibility of hosting some drop-in sessions so you can find out more and ask any questions.

Can you explain the difference that the team has made?

Since our team was first introduced in February 2021, the amount of complaints we have received has fallen to **233** in 2021/22 compared to **337** the previous year.

The average amount of days to resolve a stage 1 complaint has also reduced from **13** to **11**. **94%** of these complaints have been handled within 10 working days, plus the number of prevented complaints has quadrupled from **84** to **336**.

How about the new Housing Ombudsman Complaint Code?

This was first introduced in July 2020, with some further changes from 1 April 2022. It set out the universal definition of a complaint, ensures easy access to and understanding of our complaints procedure and gives clear timeframes for responses. **Scan the QR code for more info.**



We recently completed a self-assessment against the Code with our tenant-led Complaints Monitoring Panel. This panel is open for you to join, so visit ongo.co.uk/customerengagement to express your interest.

If you'd like to learn more, contact us at ongo.co.uk or message us on Facebook.



A greener future

Five students with learning disabilities are enjoying a work placement on the Ongo allotment.

For two days a week until the end of July, the teenagers will learn a range of skills, gain experience and increase their wellbeing.

Tom Whieldon, one of the students from John Leggott College, said: “I didn’t have much gardening knowledge beforehand, but it didn’t matter as the guidance and support was there immediately.

“I’m really enjoying it so far, and everybody has made me feel at home. I’ve learnt things such as planting vegetables, woodworking and sculpting too, plus it’s allowed me to meet new people and make friends.”

// I feel more confident now in myself than I did before, and it’s certainly given me experience that will help in the future. //



The Growing & Learning project is available to anybody who wants to develop as a person.

Scan the QR code to begin your volunteering journey.



Helping the environment

Two neighbourhood environmental days have taken place recently, with lots planned for the year ahead.

Residents of Allenby Close (Lincoln) and Market Hill (Scunthorpe) had the chance to meet up and talk about their community. There was a recycling game and info, wildlife activities, seed planting, litter-picks and staff from agencies such as Healthwatch and Safer Neighbourhoods.

Dana Hewitt attended one of the days. She said: “I only became a tenant earlier in 2022, so it was nice to learn about Ongo and see how I can get involved in my community.”



We are committed to helping the environment as part of our work towards reaching Net Zero carbon emissions. However, we can’t do it without your help and involvement.

One way is to become an Environmental Champion. All you need is to live in one of our homes and want to improve your neighbourhood – that’s all! Scan the QR code to learn more.



New Homes

Environmental commitment

Work has started on eight carbon neutral homes in Scunthorpe.

Based near our community hub, The Arc, in Westcliff, the open-plan homes will have energy efficient features such as air source heating, increased insulation and underfloor heating. The mixture of three and four-bed houses will also include electric vehicle charging points, and batteries to store electricity generated from the solar panels to help with running costs.

The build is due to be completed by early 2023. This will be one of many carbon neutral developments we build for the future as part of our Net Zero pledge.

Progress on site

41 brand new family homes on Broadwater Drive, Hatfield, are being built.

The development is less than five miles away from Doncaster town centre, with convenient transport links to the M18 and M180. It will be a combination of two and three-bed houses and bungalows, and environmental features including electric vehicle charging points are also part of the plans.

Scan the QR code
to discover more.



Plans for specific needs

Three Scunthorpe developments that will feature some wheelchair accessible homes have been submitted for planning permission.

- ✓ **East Common Lane** – 28 bungalows in total with two disability friendly homes
- ✓ **Warley Road** – four bungalows including one that is fully accessible
- ✓ **Ville Road** – a two-bed bungalow

"These all received positive feedback at the public consultations, and it's important that we build homes for a range of different needs."

Hayley Ackers, Development Project Manager

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











Featuring carbon neutral homes



You said, we're doing

Your Tenancy Services team work with you to ensure you live somewhere that you feel proud to call home.

We have listened to what you have been telling us:

You wanted...	What we've done...		
Tenancy Officers to be more visible in your community, especially in rural areas	We will be holding Community Focus days throughout the area we cover. Keep a check on our website and social media for when these will be		
Easier ways of reporting anti-social behaviour (ASB)	You can now report ASB and receive updates on the My Home app		
Be proactive in the support we provide	We now offer pre-tenancy support to anyone who requires that extra help		
Deal with ASB issues quicker	Reports of ASB are now triaged and appropriate advice and assistance is provided immediately		
Use different tactics to deal with ASB	We have a wide toolkit in resolving ASB, which increases early resolution and less evictions		



Doing what we say

Partnership working has succeeded in helping a vulnerable tenant's health and wellbeing when it was needed most.

Scan the QR code to check out the full story.



Search 'your neighbourhood updates' on our website to discover what we're doing in your community.

A focus on... Repairs

Following your feedback, we are working hard to improve this service for you.



In 2020/21, **88%** of you were satisfied that your repair was done 'right first time' whilst **95%** were satisfied with the overall quality of the work. Last year, these figures dropped to **81%** and **87%** respectively.

In response to this, we will soon begin a 12-month trial of using technology to help clearly diagnose a repair. This will allow you to show a Customer Advisor what the issue is so the repair is completed right first time.

We've made changes so that our empty homes are prepared quicker for a new tenant moving in. But we want to do even more to meet our target of 25 days (on average) between a home becoming empty and a new tenant moving in.

We've increased our resources too, meaning we completed **3,784 more repairs in 2021/22 compared to the year before.**



Scan the QR code to learn more about the service, including who is responsible for what and videos on how to fix some common issues.



If you have a lift, stairlift or hoist, we have a legal duty to service your equipment to ensure it remains safe for you to use.

Kone PLC are our appointed servicing and repairs contractor. They will need access to your equipment to perform a service twice per year.

Bureau Veritas will also need to attend to carry out a Lifting Operations and Lifting Equipment Regulations (LOLER) inspection annually.

You can now book more repairs than ever before straight away on the tenant portal, My Home.

Head to myhome.ongo.co.uk or download the app.



Involved with Ongo

How should we invest in your home?

You have been giving your thoughts on our draft Asset Management Plan.

This will include continuing to deliver and improve areas such as our repairs service and kitchen and bathroom replacement programmes. It will also feature future plans with the upcoming consultation and implementation of the Social Housing White Paper, Building Safety Bill, Decent Homes 2 Standard, plus work towards Net Zero by 2050.

Stewart, a tenant who was involved in this first workshop, said: "This is very important now but for the future as well, as these are all things that impact on us as tenants. It was a great and open discussion, and I'm looking forward to helping shape what happens from here."

From the initial feedback, two priorities were identified – carbon reduction and the maintenance of homes.

Scan the QR code to see how you can get involved in discussions and decisions.



Repairs progress

The Resident Scrutiny Panel (RSP) have almost concluded their latest investigation into the average amount of days it takes to complete standard repairs.

The tenant group interviewed relevant staff, received appropriate information and researched other housing providers. They will soon produce a report containing recommendations for approval at Community Voice, a group open for all tenants and leaseholders who decide on all customer-facing matters.

Dawn Johnson is a new RSP member. She explained: "I used to be a tenant volunteer at my previous housing association, but it feels a lot better here. It's more friendly, more informative, and everybody believes and is passionate about us being involved in improvements."

Search Resident Scrutiny Panel on our website to learn more.



We need people like you.

For more information, have a chat with us:

 customer.engagement@ongoo.co.uk

 01724 279900

 www.ongoo.co.uk/getinvolved



Here to help

With rising costs for many everyday essentials, we can offer monetary advice and support to make sure you don't struggle.

If you are worried about your finances, search '**financial support**' on our website or call **01724 279900** to speak to our team.



Check out ongoo.co.uk and our social media channels for opportunities to have your say and influence improvements.

Tenant takeover

Eddie recently joined several of our tenant groups and is proud to be part of change.

How long have you been a tenant for?
I became a tenant just over two years ago in March 2020.

How have you found your involvement so far?

Absolutely brilliant. It's given me a greater insight into Ongo's commitment to us as tenants, our homes and communities.

What's been the best thing about it?

Being able to influence a range of services. For example, as a Tenant Inspector, we help ensure homes meet the standard before a new tenant moves in and we also check different neighbourhoods for any issues.

Why should others get involved?

We make sure things are done as they should, and if they're not we hold Ongo accountable. You can have your say and feel a sense of achievement when you see the impact you can make.

For example, in one of the areas that I cover as an Environmental Champion, we have a car park that had a lot of moss on the ground. A disabled resident didn't know who to contact until she saw me doing an inspection and, after a short discussion, it was highlighted there was a possible slip hazard.

I raised this in my report and within days it was cleared up. It left me with that feel-good feeling that I made a difference.

Scan the QR code to see how you too can make a difference.



// Instead of not saying where you think things could be better, why not tell Ongo and make sure your voice is heard? //

Help to be happy



To celebrate Mental Health Awareness Month, tenant Andre shares his story of struggle, support and success...

To begin with, I was just coping with things as best as I could. However, as soon as I was referred to the wellbeing improvement project Ongo Talk, I realised how much from my past was still impacting me now.

I've never had such an opportunity before – a chance to talk about what worries me, reflect on positive and negative influences, and begin the steps towards what I want my future to be. It made me think about everything differently, and I'm now a lot more open with my feelings than I was before.

I found my sessions so invaluable. I can prepare and react to things a lot better now – for example, I've since been accepted onto a physiotherapy undergraduate degree which shows how much of a better place I'm in after the support. I didn't expect it to help as much as it has.

Speaking from experience, there isn't much wellbeing support as therapeutic and accessible as this. A lot of mine was focused on self-care and being kinder to myself, but it's made personal to what you want to get from the support.

// It's been such a healing and life-changing experience – it's allowed me to become a better person. //

We supported

298

people with their mental health and wellbeing last year.

Don't suffer or struggle in silence.

Contact us to find out how we can help you:

☎ 01724 279900

✉ enquiries@ongo.co.uk

👉 ongo.co.uk/supporting-you



Cooking up a

treat!

Veggie packed spag bol

Feeds
a family
of five for
under £3

What will I need?

- 100g tomato purée
- 3 cloves of garlic
- 2 beef stock cubes
- 1 brown onion
- 3 closed cup mushrooms
- 400g chopped tomatoes
- 1 large carrot
- 1 stick of celery
- 500g 20% fat beef mince
- 300g spaghetti

Yummy! How can I make it?

1. Before cooking, peel and grate your cloves of garlic, grate your carrot, and then finely chop up your celery, onion and mushrooms.
2. Grab a large, wide-based pan and spoon and pop onto a medium to high heat. Add in your beef mince with a splash of water so it doesn't stick. Stir until the meat starts to all turn brown.
3. Add in your celery, onion, mushrooms and garlic and continue to stir for around 4-5 minutes until the added vegetables start to soften and the onions are turning translucent. (If at this point the ingredients start to stick, simply add another splash of water)
4. Mix in your grated carrot and the tomato purée and cook for a further minute.
5. Pour in your tin of chopped tomatoes and crumble in your beef stock cubes. Now, lower the heat to low - medium and allow the ingredients to simmer, only mixing when needed.
6. Whilst the bolognese is simmering, cook your spaghetti. Add your spaghetti to a pan of salted water and cook on a high heat according to the packet instructions.
7. Once your spaghetti is cooked, save a small cup of the starchy pasta water, then drain your spaghetti and add to your bolognese sauce. If you feel that the sauce is too thick, add the water you saved from the spaghetti a bit at a time whilst stirring.
8. Give everything a good mix through, plate up and enjoy!



**Send us pics of your family
enjoying the meal.**



Fish, chips and confidence boosting

Fish & chips at Cleethorpes, a visit to Scunthorpe United and a walk and talk at Central Park are just some of the wellbeing trips that our Reconnect team have provided.

Steve Dolby is currently on the project. He remarked about the Cleethorpes trip: "It was a thoroughly entertaining day. We enjoyed a nice walk along the seafront where we all chatted and joked, and afterwards we had some fish & chips and an ice cream."

// The day allowed us to interact together and it made us all happy. //

In less than three months, people have also:

Benefitted from an employment support course, including one person who is now in work

Achieved a health & safety qualification

Attended a benefit talk

Enjoyed other days out at Elsham Hall, Bransby Horses Rescue, Brigg Garden Centre and Waters Edge plus many more



**Why not sign up today?
Call 01724 279900 and select
option six or scan the QR code.**



Learn and celebrate

Check out what's been happening in your community.

Viking Centre (Barton)

Youngsters were treated to a science workshop to mark British Science Week. Their experiments included self-inflating balloons, colour-changing roses plus Cola and Mentos rockets.

Marie Merrison, Community Regeneration Assistant, said: "It was really good to see all of the children having fun and learning."

A wildlife meadow has also been grown in the neighbourhood. This is more environmentally friendly, creates an eco-system for local wildlife and reduces the amount of cutting and maintenance which supports reducing our carbon footprint.

Check out a before and after below.



Talking with you

We have visited several communities over recent months.

Sessions have been held at Barton, Killingholme, Ulceby, Riddings and Haxey, plus one will be held at Westwoodside in June. They've allowed you to speak to us and to be more of a presence in rural areas.



40 years of achievements

One of our tenants is celebrating 40 years of delivering the Scunthorpe Telegraph.

Derek explains how much this means to him:
“It makes me feel incredibly proud. When I first began in 1982 I was just looking for something to get me out of the house, but it quickly became so much more.”

“It’s allowed me to meet new people, make friends, improve my wellbeing and has given me a sense of purpose – something to look forward to each week.”

He is also planning his next charity swim for August 2023, having done five previous fundraising events. In total, Derek has raised over **£48k** and wants to keep helping local causes close to his heart.

“This time I’ll be raising money for the Health Tree Foundation, and in particular Ward 19 of the Scunthorpe General Hospital, after everything they did for me following my cancer diagnosis and treatment last year.”

“Previously I’ve done the swims for Brake (road safety charity after a close friend was killed in an accident), SUDEP (Sudden Death from Epilepsy - I have epilepsy myself) and Sheffield Children’s Hospital (some of my family had treatment there).”

“These life experiences could have set me back, but instead they’ve inspired me to raise awareness and funds for the amazing work that is happening out there day in, day out.”



Check out other inspiring stories:

A row of four icons: a smartphone, the Facebook logo, the Twitter logo, and a white curved arrow pointing to the right.

Wordsearch



Mr and Mrs Ongo Bear are excited for the Carnival in August! Can you help them find what will be there on the day?

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- SUMMER
- FOOD
- ANIMALS
- ACTIVITIES
- DANCING
- INFORMATION
- RIDES
- FUN
- CELEBRATION

We want to hear what you think about this edition, and what you would like to see in the July issue.

Scan the QR code to give your feedback.

A square QR code with a black and white pixelated pattern.



We need you

light the way... make a difference



We're looking for a new Board member, ideally with lived in experience - this could be a tenant or someone living in one of our homes.

£5,500 per year

apply now!



ongo

If you would like Key News in another language, call 01724 279900.

Jeśli chcesz tę ulotkę w języku polskim, zadzwoń na 01724 279900

Jei norėtumėte šio lapelio, savo kalbą, susisiekiu su mumis 01724 279900

Ja vēlaties šo instrukciju savā valodā, lūdzu, zvaniet mums uz 01724 279900

Se você gostaria deste folheto na sua língua, por favor ligue para 01724 279900

আপনি আপনার ভাষায় এই লিফলেট চান, অনুগ্রহ করে আমাদের সাথে 01724 279900 উপর কল

如果您想本小册子在你的语言, 请致电 01724 279900

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