



# Key News from



Consultation on Service Standards  
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## November 2016

# Have your say...

Our previous service standards were put in place 3 years ago and so it's now time to have a complete refresh, with new standards being agreed and launched early 2017.

We have already been talking to our involved tenants and have agreed with them that the new set of standards will be based on the following principles. They will be:

- \*Important to you & customer focused
- \*Simple and deliverable
- \*A manageable number that can be easily measured

Following initial consultation, we are now proposing to move to 10 overarching promises – [click here to take a look](#)

Send us your feedback by Friday 16<sup>th</sup> December & you will be placed in a prize draw to win a Christmas hamper. Contact us on 01724 279900 or email [customer.engagement@ongo.co.uk](mailto:customer.engagement@ongo.co.uk).

Please also let us know whether you would like the proposed new standards to keep their name of 'Service Standards', or to change to 'Our Promises' in 2017.

Ongo Homes scrutiny panel scooped up two awards at the Customer Scrutiny Inspection Awards (CSI) in October.

The group won 'Most inspiring scrutiny panel' and 'best overall service impact' and were also shortlisted for the 'excellence in communication' award too.

[Click here for more information](#)

## Hate Crime Update

Ongo Homes are no longer a hate crime reporting centre as the Police have now requested that people go straight to them. Crimes committed against someone because of their disability, gender-identity, race, religion, beliefs, or sexual orientation are hate crimes and should be reported.

[Click here for more info on how to report](#)

## Dancing the afternoon away

Our annual Dine and Dance event was held at Heslam Park on Monday 7 November which saw over 120 of our residents enjoy a two course meal and a good old fashioned disco.

The event is organised by our Support Services team and aims to tackle social isolation & included entertainment from Scunthorpe Theatre Group as well as a raffle.

[Click here for pictures](#)

[Click here more information](#)



Want to learn more about how to get involved? Contact the Customer Engagement Team on 01724 279900 or email [customer.engagement@ongo.co.uk](mailto:customer.engagement@ongo.co.uk)

# News in Brief

**Be vigilant.** As Christmas is getting closer, please be vigilant to any scams – don't ever give out any personal information over the phone & if it seems 'too good to be true' it probably is!

**Jumpers for Jerry Greens.** The knit and natter group at Haxey made and donated around 20 jumpers, from donated or recycled wool, for the dogs at Jerry Greens. The group of residents hand delivered the jumpers to the charity and are already busy knitting away making hats and scarves for vulnerable people.

**Big Christmas Lunch** Are you going to be alone on Christmas Day or know someone who will be? Contact the Support Services Team now 01724 279900 & book onto our Big Christmas lunch on 22<sup>nd</sup> December.

**My account** Have you ever used My account? We would really like to hear what you think of it, please [click here](#) to complete our survey

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February  
2017