





Welcome from Chief Exec Steve



This edition contains information from our 2018/19 annual report. It's great to look back over the year to see where we've made great strides in different areas. It's also a chance to see where we can make improvements and make our services the very best that they can be.

It's been a very busy few months since the last edition. The Ongo Carnival took place on Wednesday 7 August, and it was a heart-warming and inspiring day. We estimate that there was a record turnout of over 3,000 people. Check out some photos on pages 10 and 11.

I hosted a Facebook live session in August. Over 100 people participated, and common themes included environmental improvements, fly-tipping, and roads/pavements.

In terms of the work to get our governance rating back to compliant, the Regulator for Social Housing has accepted our Voluntary Undertaking (basically the work we have committed to do to put things right and to improve our governance). A meeting has been held for shareholders to vote on the new governance structure, and interviews are due to be held to recruit for the new common board. The new board structure will formally begin from January 2020.

I'm particularly proud of the range of opportunities that we have created in recent months. For example, our Employment Support team have helped 81 people gain employment since April, and the Viking Centre in Barton has been supporting a group of eight young ladies that were at risk of exploitation. They have learnt a range of life-skills, and were recently treated to a pamper day to celebrate their achievement.

The work in the communities hasn't stopped there. There have been neighbourhood pride days held at Winterton and Queensway, and flowers delivered to the tenants of our 100-year-old homes to mark the anniversary of the Addison Act. You can find out more about these on pages 9 and 24.

Happy reading!

steve

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What's trending



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

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Income performance

Rent arrears are at their lowest ever level. This is due to those who have been ahead with their rent, and the great collaborative work of departments such as our Income Collection, Customer Service and Support teams.

Description	2017/18	2018/19	Target
Income collected as a percentage of the rent debit (social rents)	99.92%	100.58%	99%
Number of arrears related evictions	66	38	No target
Current tenant arrears as a percentage of the debit	3.39%	1.83%	3.5%

Check out a great example of this partnership work

One of our tenants fell into rent arrears when their Housing Benefit payment wasn't made to us. We had received no correspondence from Housing Benefit regarding the missing payment. The tenant's rent account showed high arrears so Jo, one of our Income Collection Officers, had no choice but to serve a Notice of Seeking Possession (NOSP).

Jo worked with the tenant and asked them to pay a certain amount back each week to clear their rent account. However, the tenant said they couldn't afford these payments.

Jo looked into it further and completed an Income and Expenditure form to understand their financial situation.

With the support of Chris from our Benefits Advice Team, they realised the tenant hadn't been claiming the correct benefits for a long time.

Chris advised the tenant that they could claim full Housing Benefit as their daughter was still in full-time education. It was arranged that the money that they hadn't previously been receiving would be paid. This will have automatically wiped out or significantly reduced a Council Tax debt too.

Now, the tenant's rent account is being paid fully in advance in line with their tenancy agreement. They said: "I am over the moon that it is sorted, and I'm extremely happy with the service I received."

A fair and consistent approach for all

When contacting us, you may have been asked to speak to our Income team if your rent account is not currently in advance by your payment frequency (so, if it is paid weekly and you are not one week in credit).

This is part of our Tenancy First approach which aims to bring everyone in line with the conditions of your tenancy agreement. Your agreement states that rent is due payable in advance so, to ensure fairness and consistency, we apply this to all tenants regardless of your payment method or if you receive Housing Benefit. We take everyone's individual circumstances into account and are happy to make affordable agreements with you to allow this to happen gradually.

Universal Credit is well underway to being brought in. This increases the risk of tenants being in arrears which could significantly risk our ability to invest in communities and provide services.

Therefore, we want to put you in the most stable and secure position by helping you get into credit in line with your payment frequency.



Need some help and support?

Get in touch at **ongo.co.uk** or through our Facebook and Twitter pages.

Financial suppor

If you are struggling with paying your rent, want to see what benefits you are entitled to, or would like some help with budgeting, our Support team can help.

There is no cost for this service. Come along to one of our weekly drop-in sessions:

When?	Where?	What time?			
Tuesday	Ongo Communities (Cole Street, Scunthorpe, DN15 6QY)	9am - 12 noon			
Tuesday	Barton Link (Baysgarth, DN18 5DT)	1pm - 4pm			
Wednesday	Ashby Local Link (Ashby High Street, DN16 2RY)	treet,			
Thursday	The Arc (Lichfield Avenue, Scunthorpe, DN17 1QL)	9am - 12 noon (appointments only. To book call 01724 298818)			
Thursday	Ongo Communities (Cole Street, Scunthorpe, DN15 6QY)	1.30pm - 5pm			
Friday	The Arc (Lichfield Avenue, Scunthorpe, DN17 1QL)	9am - 3pm (appointments only. To book call 01724 298818)			





Our Support service has also had a number of other successes in 2018/19:

- ▼ The team supported 3,082 tenants- almost a third of all tenants
- ▼ They generated £786,220 extra income for tenants as a result of financial support
- √ 98% of tenants who were supported sustained their tenancy
- ✓ Tenant satisfaction of the service was 97% an increase from 94% the previous year
- ✓ On average, 94 different activities took place within our Retirement Living schemes each month

We have recently announced a partnership with the Hull & East Yorkshire Credit Union (HEYCU).

Credit Unions are not-for profit organisations that offer easy ways to save money. They also have a variety of low-cost loans, savings plans for all ages and banking services.

They are offering an exclusive £25 bonus to tenants who open a Christmas Saver account, make a minimum of two deposits and keep it open until November 2019. To start, all you need to do is take the voucher below with

you to your local HEYCU branch.



To find out more about HEYCU, you can:

- Visit 162 High Street, Scunthorpe, DN15 6EH (10am - 4pm Monday to Friday)
- Email info@hullandeycu.co.uk
- Check out their website hullandeycu.co.uk
- Telephone **01724 868888**

Aday in the life of...

Jemma Akers, Youth Mentor

When did you start working for Ongo?

I started in 2017. I always wanted to work with children - I had studied primary school teaching at university and then I became a Teaching Assistant. However, it got to the stage where I wanted something different.

What does your job involve?

My role first involved youth mentoring in Winterton but, after a few months, I then began to work in Westcliff. I saw straight away that it was a really positive community with nice, friendly people, and that some children in the area just needed support and nurturing. I help provide positive activities for children, and give them mentoring, support and opportunities to thrive.

I also go to local schools to deliver talks in their assemblies, and to give one-to-one mentoring to secondary school students who may be lacking confidence, being disruptive etc. I attend career days to promote the support on offer, and all of this links into raising the aspirations of local children.

What is your favourite part of the role?

It's definitely the one-to-one mentoring – you see the child in a completely different light to how they may be in front of their friends. You get their honest emotions, true feelings, and ultimately get to know the real person.

It's a role where you feel like you're making a true difference to their lives and futures – I just try to get to the bottom of their issues and help them as much as possible. I have a genuine care for them, and I always try to be a positive role-model for any child I see.



How much have you learnt and developed in the job?

I've learnt so much. It's important to treat everybody as an individual and establish trust before anything else. You can then start engaging them in positive activities, building their confidence, and helping them with goals for the future.

I've learnt that there's always a reason for people's actions, and not to judge them based on what they may have done in the past.

Do you have an inspirational story about somebody you helped?

I once saw a 16-year-old who hated college, and who had low mood and no confidence – he didn't know what he wanted to do. I mentored him for around eight weeks along with providing apprenticeship support, and I found out he liked computers. An apprenticeship opportunity in I.T came up and, despite him initially thinking he wouldn't get it, I encouraged him to apply.

He ended up getting the apprenticeship. I saw him a couple of months ago, and he's a completely different person. He's so much more confident and ambitious – he said that one door had opened, and now a corridor full of doors and opportunities are opening up for him.

What's the biggest challenge that you have faced? Recovering from a chronic illness.

What's your favourite
TV programme (past or
present)? Absolutely
Fabulous.

What's your favourite childhood memory?
Getting Mr Blobby's autograph and giving him a hug. I met him a number of years ago at Blackpool, where he and Jason Donovan were performing.

What was the last holiday that you went on? Alaska last year for two weeks – it was such an amazing experience.



New-found confidence

"I lack self-belief, my anxiety is high, and I don't get out much. What can I do?"

For 28-year-old Amy Ward, these thoughts dominated her every step, her every action, her every moment. Her outlook, as she admits, looked 'bleak', and she didn't know what, if anything, would help.

That was until she started to go along to The Arc's coffee morning and natter group. Before long, she had signed up for the Lone Parents Stepping Stones course run by us.

She said: "It lasted two weeks, and it looked at areas such as confidence building, learning what rights we have, improving our CV's, and raising our feeling of self-worth. I learnt how to control my anxiety, plus how to work in a group and to communicate properly with people.

"I developed a lot of life-skills, and I made a number of lifetime friends through it."

With her new-found confidence, Amy joined the Westcliff Community Group and even helped to set up a weekly arts & crafts group called 'Crazy Crafters' with two other tenants.

Not only have these opportunities given her more selfbelief and a clearer mindset, it has provided her with 'a real purpose'.

Amy added: "All this has given me something to focus on, and to look forward to each day.

"Moving forward, I want to do even more to benefit the local community. The best thing is, I know those opportunities to do so are there."

Would you like to get involved in your community?

Email customer.engagement@ongo.co.uk to find out more.



Amy Ward



people signed up to coaching sessions in 2018/19 - up from 68 in 2017/18.



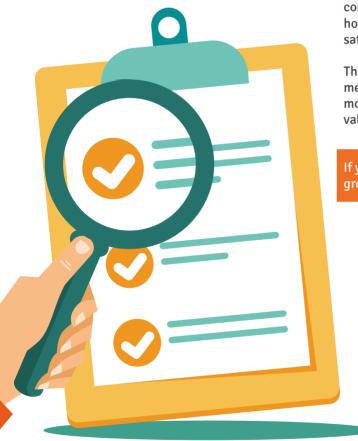
Amy on the Lone Parents course

A focus on complaints

We want to deliver the best quality of service we can, so measuring our performance and highlighting areas in which we can improve is something we do lots of.

Complaints is one area we keep a close eye on to make sure they are handled quickly and effectively so that everyone has the best possible outcome.

The amount of complaints has risen by 43% since 2017/18. This has been a huge focus of ours. We are spending lots of time looking into why this is, and how we can improve this going forward.



Help us to help you

Want to influence how complaints are handled?

Want to give insight and thoughts into our complaints procedure?

Want to help shape our services to make them the best that they can be for you?

We have a Complaints Monitoring Panel made up entirely of tenants. The group looks at a range of complaints to see what common themes there are, what lessons can be learnt, and how the affected services can be improved to increase tenant satisfaction.

They meet every three months but, if you are unable to attend meetings, we are introducing digital methods in the next few months where you can still have your say and give us your valued input.

If you would like to be involved, or to find out more about the group, email **customer.engagement@ongo.co.uk**

Description	2017/18	2018/19	Difference
Number of complaints	308	441	43% increase
Complaints responded to in target	93%	81%	12% drop
Satisfaction with how your complaint was handled	56.3%	56.1%	Little change



You said, we did

Over the last couple of months, there have been many examples of where your feedback has been used to make improvements to communities and services. Here are just a few:

Age restrictions

The last edition of Key News mentioned that consultation had taken place on the age restrictions at high and low-rise flats, and age-designated bungalows.

The online survey and face-to-face event saw nearly 1,700 responses. 61% said these restrictions were unfair and should no longer remain. All the findings were then presented to Community Voice to vote on whether they would remain or be removed.

The group, which is open for any tenant and leaseholder and which has the majority vote on all customer-facing matters, voted to remove the age restrictions. This now means any over 18's will be able to apply for these homes.

There were a number of concerns raised about this change, so we held an event for tenants living in high-rise flats to answer their questions and allay any fears.

Two follow-up sessions, one at Market Hill and one at The Arc for those living at Trent View House, will take place at the beginning of December to update tenants on the progress with this change. A letter will be sent in the next few weeks with a confirmed date and time for both.

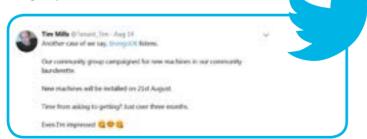
If you would like to have a say on such matters, then we have a number of different ways to get involved. Find out more by checking out the 'Tenant Involvement' section of our website.

Queensway improvements

Following great work by the Queensway Community Group, new washers and dryers have been installed in their community hub.

A number of residents had voiced their issues with the older machines, and so plans were put in place to bring in newer, improved units.

Check out a tweet from Tim Mills, who is involved with the group, to see what he thinks:



A neighbourhood pride day was also held in the community at the end of September. A number of tenants and staff helped with improvement work such as painting, tidying shrubs, edging paths, and removing ivy.



Maintenance plan

A new three to five year plan is currently being devised for our Maintenance (repairs and empty homes) service.

Our Maintenance Panel, made up of tenants and staff, were asked at their last two meetings 'What would an excellent Maintenance service look like in five years time?'

Common ideas that have been raised so far are looking at the current timescales of repairs, being more proactive than reactive, contractors, making the service more consistent, and maintaining homes and neighbourhoods.

Tenants will continue to have the opportunity to give feedback and ideas throughout the process. For example, we will be holding a competition in the next month where you can have your say. Check out page 21 for further details.









Online rent statements are coming

From 1 November 2019, paper rent statements will no longer be posted out to My Home users.

These will be replaced by online statements so that we can reduce paper, spend less on printing and encourage you to use our digital services.

If you sign up to My Home, you will receive digital statements automatically. Money saved from sending paper statements will be used to fund the planting of trees. From 1 October, we will plant a tree for every 100 new My Home users.

Neil Hanson, a tenant who uses My Home, said: "It's such a quick and useful tool that you can use anytime, anywhere. You can pay rent, check your rent balance, book a repair, get financial advice, update your personal details, and so much more.

"I think it's inspiring that the community will benefit from more people signing up."

Jan Williams, our Head of Opportunities, said: "We love giving back to the local community, and this initiative does just that. We hope to be planting 65 trees across the community so, if you haven't yet got a My Home account, do sign up."



Tree planting



Tenant takeover

In each edition, we talk to a tenant volunteer to find out what they do in their community. This time we talk to Simon who is the Chair of the Queensway Community Group, a member of Community Voice, and part of our pool of Tenant Testers.

I was living in supported accommodation for a year before I got my home at Queensway. I already knew of and did some work in the community before through a friend. As soon as I moved in last year though, I wanted to step up and do even more.

A lot of amazing work has already taken place in the last year such as bollards being put in to stop people parking on the grass right next to the flats. It was very humbling to be voted in as the Chair of our community group earlier this year. Everybody has pulled together to achieve great things like the new washers and dryers being installed, and the neighbourhood pride day in September.

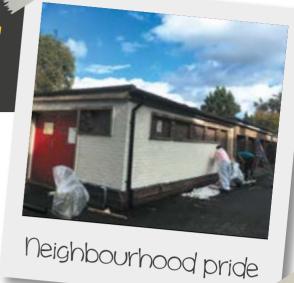
We have a big say in what happens in our community and we can make a real difference. You can feel the community spirit of everybody getting involved, and we're all pulling towards the same aim of making our futures, communities and the services provided to us the very best they can be.

My communication, confidence and connections I've made has significantly improved as a result of being part of the three different groups – so much so that I have recently secured a part-time job. I don't think this would have been possible without everything I've learnt from my work in the community. It really has helped to change my life around in the last two years.

I'm only 25 but the mix of younger and older generations, the learning from each other, the friends you make along the way - it's inspiring. It's also the feeling part of making a difference, and the satisfaction of improving not just yours but other tenants' lives.

That's what makes it all worthwhile.





About me...

What are your major goals in life? To always give something back to my community, to my family, and friends.

What country do you most want to travel to? America. I've already been as a child, teenager, and an adult, but it's a different experience each time and there's so much to explore.

Who is the most famous person you've met? Brian May from the band Queen. It was back in 2013 when I went to a show in London, and his wife was an actress in the production. I managed to speak to him and get an autograph for my Mum – it's something I'll never forget.



To find out more, email
editor@ongo.co.uk or check
out the 'Tenant Involvement'
section of our website
ongo.co.uk

Neighbourhood transformation

The Caistor Road estate in Barton has seen huge changes over the last five years, with more than £40,000 of investment from us and partner agencies.

Before work began in 2014, low employment levels, antisocial behaviour and people leaving their homes were the biggest issues facing the estate.

In a bid to make positive changes, we revamped The Viking Resource Centre, a community hub in the heart of the estate. Other services were also introduced, including free education and training, activities for young people, clean up days and campaigns to improve health and wellbeing.

Addaction, Tesco, Sanctuary Housing, the Police and Crime Commissioner and the National Lottery Awards for All initiative have all been huge supporters, backing the project with involvement and funding.

Partnership work with Humberside Police has played a huge part too, with better relationships within the community and an increase in reported anti-social behaviour.

This has helped towards an almost 50 percent reduction of empty homes from 2016-2019, as more people stay in their homes and move to the neighbourhood.

To help maintain the area, we have a dedicated Centre Manager and two Community Investment Assistants – they both live locally and started out as volunteers.

Sarah Staves, one of the Community Investment Assistants, said: "I have lived on the estate for fifteen years and it's almost unrecognisable from where it was.

"Not only has Ongo changed my life by giving me training and employment, they've changed the lives of my children, and so many families that live here can say the same.

"We are now a stronger, more resilient community, and I am proud to call it my home."

To find out more about our community projects, go to ongo.co.uk/communities



Tenants talk

A number of tenant focus groups have taken place over the last two months to gain valuable insight on some of our services. Here's some more info:

Website navigation

After an initial website user experience workshop held in June, a follow-up session took place in September.

In order to get a wide-range of different perspectives and ideas, eight tenants and nine non-tenants were involved in a card-sorting exercise. They looked at the website's current homepage, what information was available on what part of the site, and whether this should be different.

Greg Carter, who participated, said: "It was a really worthwhile session, and it was nice to be able to give our thoughts and ideas."

A draft version of the website has been created, and work will continue in the coming months.

Empty homes and lettings review

A review of our empty homes and lettings process is currently being carried out to improve the service.

Following two staff sessions, a focus group of six new tenants was held to discuss their experiences when getting a home with us.

Because the tenants had got homes in different areas and through varied ways – for example, Home Choice Lincs and Ready to Rent – a range of different viewpoints were shared that will help to inform the review.

Mark Matthews, who attended, said: "Everybody was listened to and I felt we could be honest about our varying experiences of the process. I'm excited to find out what comes of the review."

All the feedback from the session has been collated, and a report with recommendations will be created.

Trent View and Queensway developments

Two public consultation events have been held to discuss a couple of development proposals.

The plans are for some two-bed bungalows for the car park behind Trent View House, and a site of one-bed flats between the current Queensway/Grange Lane North flats. Some of our staff and some representatives from North Lincolnshire Council were present at both pop-up events.

Keith Riley, a tenant who is part of our New Builds group and who was at both events, said: "It was a great opportunity to look at the plans and to offer feedback and suggestions."

Find out about more upcoming events by visiting ongo.co.uk





New homes



Supported housing

Seven homes for people with learning disabilities have recently been completed.

The one-bed flats are located at Cherry Grove, Ashby, and have been built on a completely new site. They contain features such as digital door viewers, and they are fully carpeted throughout. These help to support tenants in leading an independent and comfortable life in the homes.

The next phase of physical disability homes at Lilac Avenue and Rutland Road. Scunthorpe, has also finished.

One wheelchair-accessible home has been built on each site, and the new tenants moved in during September.

Check out Kelly's story, who is one of these new tenants, on the next page.

Owlet Mews

19 new homes are close to completion in Blyton.

14 are for outright sale, and are a mixture of two, three and four-bed houses and bungalows. It is our first site that contains homes for outright sale.

The other five are two-bed houses for affordable rent. Four of these have already been allocated, and the new tenants will sign up at the end of October.

You can find out more about the development at ongo.co.uk/owletmews

Station Road

A proposal for 37 new homes at Station Road in Scunthorpe has been submitted.

The plan has been developed in partnership with North Lincolnshire Council, and contains a mixture of two, three and four bed-homes. They will be a combination of properties for affordable rent, rent to buy and shared ownership.

A consultation event was held in November 2018 which gave local residents the chance to see the initial plans and to give feedback before the planning application was submitted. If approved, the homes will aim to be completed in autumn 2021.



Keep up-to-date with all of our new developments by visiting ongo.co.uk/developments

A fresh start

"I just can't believe how perfect it is - I have my life back."

Kelly, 36, is a full-time wheelchair user. She had been living in a private rented property with her 15 year-old autistic son Alfie. She was registered as disabled last year following a serious health issue, and it left her 'basically existing within the living room' of her previous home.

Something needed to change. And it did.

She saw the two-bed adapted home on the Home Choice Lincs website, and she 'knew straight away that it was exactly what was needed'. After registering her interest, she soon found out that she had got the home.

"I cried with happiness when I got the news. It still makes me emotional to think about it now, and it's still not properly sunk in yet."

The wheelchair-accessible bungalow has features such as a wet room, a shower chair, grab rails, wider doors, and a garden that Kelly and her son can get to from the bedrooms and living room.

"I couldn't have asked for it to be any more suitable and ideal for our needs – it's above and beyond what I ever thought we would be able to get. It's helped to give me my independence back."

Kelly is particularly thankful of the support that she received.

"The whole process, from first expressing an interest to getting the keys, was faultless. I've had lots of support but Grace (Lettings Officer) was particularly brilliant – she was so supportive, helpful and understanding.

"It's all been so overwhelming and humbling, and I'm so grateful for all the help that I've had along the way."



Could she have imagined, a few months ago, that all of this would happen?

"Not at all! Everything has gone so quick – I still can't believe it's all happened.

"No longer do we have to struggle, no more do we need to worry, no further do we feel our lives are on hold. I'm so excited for what the future may bring."

She also has a wider, important message about social housing.

"I think many people take social housing for granted. I come from London and I always thought that there wasn't much affordable and supported housing like this there. Not everybody realises how vital it is – I don't know where I'd be without it in my case."

"The rest of our lives begin now."

Description	2017/18	2018/19	Target
Number of units started on site	33	202	115
Number of units complete	62	145	132
Amount of empty new builds	16	3	No target
Percentage of new build rent loss	8.11%	2.21%	1%



Fire safety

We want to ensure that you are safe in your home, and that you know what to do to avoid any fire-related risks.

Here's ten top tips:



It's important to know how you would escape safely.

10. Smoking

Smoke outside your home and make sure that a cigarette is fully extinguished. For example, use water to put them out. Always keep matches out of reach of children.

9. Furniture f

Buy furnishings that are 'fire safe' and that comply with the Furniture and Furnishing (Fire) (Safety) Regulations 1988. You can tell if your furniture is safe by looking for the 'permanent' label, which should be stitched somewhere out of sight.

Dispose of unwanted furniture safely. North Lincolnshire Council offer one free collection of up to three bulky items per year.

Do not burn unwanted furniture. Two homes were badly fire damaged earlier this year due to a tenant attempting to burn an unwanted sofa in their garden.

8. Electrical safety

Never overload sockets or leave electrical appliances unattended. Leaving electrical items running when you are not at home increases the risk of a fire starting.

7. Cookina

Always use a deep fat fryer rather than a chip pan and make sure that they are kept clean. Never cook while under the influence of alcohol. Do not leave pots and pans unattended while cooking.

Never use disposable barbecues or fire pits on a balcony. If using one in a garden or outside, ensure that it has been fully extinguished before leaving it unattended. Do not place in your waste bin. Earlier this year, a tenant used a barbecue on a balcony which caused serious fire damage.

Barbecues

3.Be safety conscious

Find out further information at ongo.co.uk/firesafety

For example, don't leave your washing machine or tumble dryer running while you go out. Also, don't remove internal doors and close all doors when you go to bed. Closed internal doors can prevent fire spreading for up to two hours.

4.Candles

Don't leave a candle unattended and don't light them near to soft furnishings.

5.Check your smoke and carbon monoxide detectors

Press the test button until the alarm begins to sound. Don't tamper with smoke, heat detectors or sounders if they are in your home as this may cause them to not work when required.

6. Communal areas

Don't leave anything in a communal area - it creates a fire risk and also poses a trip hazard during evacuation. Emergency exits should be kept clear and unobstructed at all times.



If there is a fire, don't take any risks. Get out, stay out and call 999.



Protect your home

We make sure the building that you live in is insured. Many also believe that we automatically insure the things you own in your home against fire, water damage, theft or vandalism.

You are responsible for your personal belongings and to have contents insurance to cover them. If you don't and there was a fire, flood or burglary in your home, then you would have to replace any damaged personal items.

The below pictures are of a tenant's home that recently experienced a fire. If you had a fire like this, do you have contents insurance or would you assume that we would be responsible for replacing your personal belongings?

We want to help you to ensure something like this doesn't happen again.

We work with Marsh, a contents insurance provider, who offer a flexible insurance policy that you can pay weekly, fortnightly, monthly or yearly. The insurance is arranged with Royal & Sun Alliance Insurance plc, and is available to our tenants only.

Find out more, and apply for the insurance, by searching 'home contents insurance' on our website.

In addition, we work in partnership with Age UK Lindsey who offer a range of insurance products specifically for people over the age of 50.

To find out more, you can:

- Take a look at their website ageuk.org.uk/lindsey
- Email info@ageuklindsey.co.uk
- Call 01507 524242



The Housing team promoting fire safety at the Carnival







Be aware of your appliances

Faulty tumble dryers, washing machines and fridges are among the most-common household items that cause more than 60 fires in UK homes every week.

Data collected over a two-year period showed that faulty washing machines and tumble dryers caused 35% of fires in that time. Cookers and ovens, dishwashers, fridges and freezers were also listed as high-risk.

Recently, some Whirlpool tumble dryers have been recalled.

127 Hotpoint, Indesit, Creda, Swan and Proline models made between April 2004 and October 2015 have been affected after they were found to be a high fire-risk. If the appliance is registered to you, you may have already received information about the product. However, if it was bought second-hand or has not been registered, then you may not have been made aware.

You can check to see if your tumble dryer model is part of the recall at dryerrecall.whirlpool.co.uk
You can also call Whirlpool on 0800 151 0905 to find out.





Dine & Dance does Christmas

When? Monday 16 December, 12 noon - 4pm

Where? Heslam Park, Ashby Road, Scunthorpe

Who for? Any tenant over the age of 55

How much? Completely free!

This event is a chance for tenants to meet and interact with new people, to spend time with friends, and to enjoy a range of Christmas themed music, entertainment and festivities.

A two-course lunch will also be provided.

If you are interested in coming along, call us on 01724 279900. You can also let us know via our website, or Facebook and Twitter pages.







Scunthorpe Christmas Lights Switch On

Come along on Saturday 30 November for the 2019 Scunthorpe Christmas Lights Switch On.

There will be activities throughout the town centre from 10am, including a festive food, craft and gift market, fairground rides, street entertainers, and even a sponsored LEGO walk and fire walk.

From 3.30pm, there will be live entertainment in Church Square with Viking FM. Look out for performances from The Ed Team (Ed Sheeran tribute act), singer-songwriter and former Miss Lincolnshire GB Chloey Rose, and up and coming singer-songwriter Rachel Makena.

Local panto superstar Annie Fanny will then switch on the Christmas lights at 5pm, before a spectacular fireworks display lights up the sky above Church Square.

Visit www.northlincs.gov.uk for more information.

Competition time

As mentioned on page nine, our Maintenance Panel has recently been helping to plan what an excellent Maintenance service would look like in five years time.

We want your thoughts and ideas, and so we will be running a competition in the next month on our Facebook and Twitter pages.

Five key themes were raised as the most important points that should be included in the plan. We will ask you to rank these from 1 (least important) to 5 (most important). There will also be opportunity for you to suggest other ideas that you think should be focused on.

Every response will be entered into a prize draw to win a £30 Amazon voucher. The closing date for entries will be Friday 29 November 2019. Terms and conditions can be found on our website.

Keep a lookout on our social media channels for further information:

♠ OngoHomes
♠ @ongoUK

Here to help



Just over a year ago, Tacy didn't know where to turn. She had just come out of a long-term marriage and had moved in with her Mum. She only had a few hours work each week, she struggled to read and write due to learning difficulties, and she lacked other life-skills that would have given her many more opportunities.

She felt alone, afraid, unsure of what to do next...

Until her experience with the Communities team began. She was signed up to the Next Level project, a course that helps people in employment to enhance their skills so they can progress in their career. Tacy previously had part-time hours at a local pub in Barton, but was supported to gain regular hours at the Humber Bridge Country Hotel.

Tacy said: "Working has been brilliant – it's allowed me to meet so many new people, to learn more skills, and do things that I've never done before."

Fran, a Functional Skills Tutor, met with her weekly at the Viking Centre, Barton. Soon, Tacy could read and write and had been supported in learning things she would need on a day-to-day basis. These included filling in forms, using a mobile phone and understanding bus timetables.

Tacy was also supported in developing her other skills. In less than a year, her Maths and English levels had improved by two to three Functional Skills qualifications.

She said: "It was difficult to begin with, but Fran was very understanding and helped me to learn at a style that worked for me. She's done so much for me."

Soon after, with some further support from Fran and the Communities team, she secured a home in Barton close to her Mum.

Life now, as Tacy admits, is 'so much better'.

"I don't know where I'd be without all the support that I've had. They've helped with my confidence, my skills, my job – I'm so grateful."

"My life was a mess before, but now... Well, it's completely changed my life."

Description	2017/18	2018/19	Difference
Number of tenants with a learning difficulty supported	10	18	80% increase
Number of eligible people registered on Next Level	252	333	32% increase
Number of tenants employed	No figure	69	



A life-changing opportunity

It's safe to say Paul Martin has been through a lot in his life.

Growing up in a children's home, only learning to read and write by the age of 15, helping to bring up four children and nine grand-children, experiencing a wide-range of different jobs, being made redundant in 2006 due to health issues, and losing his sister at the beginning of 2019.

A year ago, he didn't know what to do. For a man who had been used to leading a busy lifestyle for the majority of his 55 years, the 'endless days stuck between four walls' were hindering. By his own admission, they left him on 'a massive downer – even suicidal sometimes'.

One day, he ventured out of his flat. Not knowing where to go and what to even do, he ended up walking past our office on Cole Street, Scunthorpe. Why not, he thought? What have I got to lose? Intrigued, he stepped through the door.

A door – in other words, a gateway to new skills, new opportunities, and new horizons.

Paul said: "It's one of the best decisions I've ever made."

After sitting down with Pete, one of our Employment Support coaches, he signed up for and completed a range of different courses that would help towards his aim of a job in administration. He also got two eight-week work placement opportunities on the reception desk at the Cole Street office.

Paul added: "I can't tell you how much of a difference this has had on me. It's given me new skills, and I've got so much more confidence. I've had a couple of job interviews recently and I didn't even feel that nervous about them.

"I feel like I wouldn't have been able to do all of this years ago and at my age, but Pete and the Communities team have given me the opportunity to prove to myself that I could do it."



So what now for Paul?

"I'm learning all the time and really enjoying things at the moment. The support I've had so far has been fantastic – I can't thank them enough. The great thing is, I know the support will always be there if I need it."

"I'm going to take one day at a time, but life certainly looks a lot brighter now."

Description	2017/18	2018/19	Difference
Number of people in work placements	60	92	53% increase
Number of people in sustainable employment	147	180	22% increase
Number of level 2 qualifications completed	39	65	66% increase



In the spotlight

Community events

Following a request from the local community group Grangefield Committee, a neighbourhood pride day recently took place in Winterton.

The afternoon involved painting a number of fences, a tombola, football and some educational games. The community group provided refreshments, and 10 of our staff gave their help and support.

Around 25 people visited during the day to get involved, chat to staff and find out about upcoming events.

A couple of weeks later, the group also held a teddy bear picnic with food, drinks and fun all on offer for the community to enjoy. Ongo Bear went along and had a great time too!

Would you like to be kept up-to-date with what's happening where you live?
Email customer.engagement@ongo.co.uk or check out our social media pages.

Job clubs

Three weekly drop-in sessions are currently available to any person who would like support with getting into work.

These job clubs allow people to get help with improving their CV, to access training opportunities, and to search for jobs.

The sessions are as follows:

When?	Where?	What time?
Wednesday	The Viking Resource Centre (Fairfield Drive, Barton)	1pm - 3pm
Thursday	Ongo Communities (Cole Street, Scunthorpe)	9.30am – 11am
Thursday	The Arc (Lichfield Avenue, Scunthorpe)	9am – 12 noon

For further help, visit ongo.co.uk/support/help-into-work



100 years of social housing

2019 marks 100 years since the Addison Act was passed, which opened the door to council and social housing.

To celebrate the milestone, our Housing Officers Nicola and Scott visited our 100-year-old homes to deliver flowers and chat to tenants. There are 15 in total on Chapel Lane, Keadby, along with Smith Street and Sheffield Street in Scunthorpe.

Scott said: "Council houses and housing associations have changed and developed so much since 1919, but the reason we're here will always be to provide quality housing to those who need it, and I'm very proud of that."

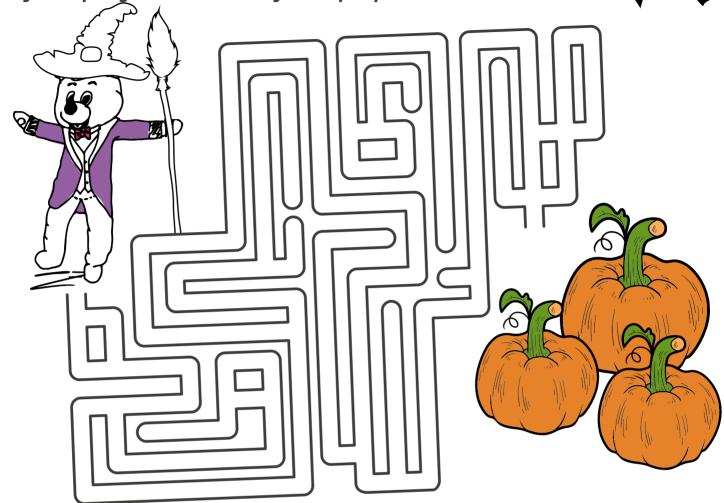
Margaret Drewery, 77, who is an Ongo tenant said: "I've never lived anywhere else and I've seen huge changes over the years.

"It's a lovely idea to celebrate with tenants."



Kids corner

Can you help Ongo Bear find his way to the pumpkins?





Wordsearch

Ongo Bear can't wait for Halloween and bonfire night! Can you help him find everything that he is looking forward to?

Winner
Congratulations to
Pauline Marshall for
finding all the words
in the May
2019 edition

Spot the following words...

TRICK OR TREAT
FIREWORKS
SWEETS
SPARKLERS
PUMPKIN
TOFFEE APPLES
GAMES
DISPLAY

COSTUMES
CELEBRATION
DECORATIONS
COLOUR
MOONLIGHT
FUN
EXCITEMENT
MEMORIES

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If you have an idea for a game we could include in the next edition, email editor@ongo.co.uk

Quiz

Address -

Email address -

Daytime Telephone number ————



Help! Can you remind Ongo Bear of some of the facts and figures from the 2018/19 annual report by answering the following questions? All the answers are based on information found in the magazine.

1. How many new build units did we complete in 2018/19?
2. What was the number of young people who accessed one-to-one mentoring in 2018/19 as part of the Raising Aspirations project?
3. In 2018/19, what were the current tenant arrears as a percentage of the debit?
4. What percentage of tenants were satisfied with the Support service in 2018/19?
5. How many people were in work placements in 2018/19?
5. What was the percentage of complaints responded to in target in 2018/19?
7. What was the percentage increase of the number of eligible people registered on Next Level between 2017/18 and 2018/19?
If you'd like to be in with a chance of winning a £30 Love to Shop voucher, make sure you've found all the words in the wordsearch and answered all the quiz questions correctly. Then fill in your details below: (this information will only be used for contacting the winner.)

E30

Love to Shop voucher
see our website for T's & C's

Entries must be in by Friday 29 November 2019. The winner will be drawn from all completed wordsearches and quizzes. The Editor's decision is final. Please return your entries to:

Editor, Key News, Ongo House,
High Street, Scunthorpe, DN15 6AT

———— Postcode ———

Fancy winning a £30 Love to Shop voucher?

We hope you liked this edition of Key News.

If you'd like to be in with a chance of winning a £30 Love to Shop voucher, complete the survey below. If you're reading this online, you can fill in the survey at surveymonkey.com/r/octoberkeynews

1. How would you rate the edition in terms of how much you felt informed, and how relevant the artic were to you? (1 is poor, 5 is great)						
1	2	3	4			
2. What was you	r favourite part of this i	ssue?				
3. How satisfied etc.)	are you with how your	Key News currently is? (laye	out, content, length of the edition			
Very satisfied	Satisfied	Dissatisfied	Very dissatisfied			
4. Is there anyth	ing in particular that yo	ou would like to see in your	next Key News? Yes/No			
			ws a year. If you would like to receive five			

This information will only be used for contacting the winner.

Name ________ Postcode _______

Daytime Telephone number _______ Email address _______

Entries must be in by Friday 29 November 2019. The winner will be drawn from all completed surveys. The Editor's decision is final.

Please return your survey to:
Editor, Key News, Ongo House, High Street, Scunthorpe, DN15 6AT

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