

Key News

October 2020



More homes, more opportunities
pages 6 - 8



Our 10,000th home completed
page 15



Investing in communities
pages 22 & 23



Welcome

from Chief Exec Steve



This edition contains information from our 2019/20 Annual Report, and allows us the chance to reflect on the last year. It shows us the areas in which we've exceeded our targets, but also where we can make improvements. It's been great to get tenants' views and feedback in shaping the report – check it out in full at ongo.co.uk/annualreports

It's been another busy few months since the last edition. We've continued to provide essential services whilst ensuring the safety of all tenants and staff, and we are constantly monitoring government guidance. Over the last couple of months, we have been able to open our Employment Support and Recruitment office for appointments only and also The Arc based in Westcliff. Check out an update on some of our services on page five.

We have officially launched the ways in which we will achieve our main objectives over the next three years. Our plan is to offer quality homes, to be a great landlord, and to create opportunities for people – these were developed in consultation with tenants, staff and board members. Find out about what work will be done towards these on pages six to eight.

Lots of development work has taken place in recent months, including some Rent to Buy homes and lots more due to be completed next month.

We've also celebrated the completion of our 10,000th home. It's been an honour to build much-needed housing for a range of needs through the years, and to help make a positive difference to many people's lives. We're excited to build more homes in the future, and in various locations throughout the region too. Take a look at a timeline of some of our most significant builds on page 15.

Finally, we have completed our voluntary undertaking as we work to get back to a compliant governance rating. Our Group Common Board approved this in September, and the Regulator of Social Housing is now due to review our grading.

I'd like to express a heartfelt thanks to you all who have shown resilience, togetherness and understanding in recent months. We'll all continue to work together and support one another to make sure we come through this for the stronger.

Steve

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What's trending



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

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Jeļi norētumēte šio lapelio, savo kalbā, susisiekite su mums 01724 279900

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Also available in the Android
and Apple app stores

Call us
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We record all calls for training
and research purposes

Visit us

Unfortunately, you still
cannot visit us at Ongo
House for the foreseeable
future due to the
Coronavirus situation.



Life-changing support

Although the last six months have had a financial impact on many people, we've been able to support you.

Check out just one example with Lucy's story:

A couple of years ago, it appeared that she had it all. She was engaged, she was due her first child, and her full-time job meant she was financially comfortable.

However, that all quickly changed. Her partner left, she couldn't maintain her three-bed house and, though she got another home with us and gave birth to her son Chester, the difficulties continued. She fell seriously ill, almost losing her life three times, and Chester was diagnosed with a hole in his heart.

Soon, Lucy fell into rent arrears and bailiffs turned up at her home for other debts. Completely overwhelmed and under intense pressure, she decided to go to The Arc to see what help was available.

That was where things started to drastically improve.

She had a meeting with Chris, one of our Benefit Advice Officers, before having a visit from Sunita in our Support team. Before long, she helped Lucy to access funding to clear her previous debts and to get appliances such as a cooker and washing machine.

Not only that but, after a successful application to the Vicars Relief Fund, Lucy's rent arrears were cleared and she is now fully in credit.

She said: "I can't begin to explain how much of a difference all the support has had on me and Chester. Everyone has been so nice – nobody ever once judged me and the situation I was in. Sunita has been like a guardian angel to me, and she's still going above and beyond to help me now.

"Because of caring for my son, I didn't used to get out much. However, I was encouraged to attend tea-time club at The Arc

3,210 tenants were supported in 2019/20 - an increase from 3,082 in 2018/19.



which I loved, and people in the neighbourhood have been very kind too offering to get shopping and other necessities.

"Sunita and Danielle, from the Income team, have not only helped to sort my past and present, but they've supported me in terms of my future too. Earlier in October I started a Social Sciences undergraduate degree, and it's been great so far.

"Everything has completely changed for the better. Without the help and support, we wouldn't be in the positive place that we're in now."

We are here to help and support you. Get in touch at [ongo.co.uk](https://www.ongo.co.uk) or through our Facebook and Twitter pages.

Description	2018/19	2019/20
Current rent arrears as a percentage of the debit	1.83%	1.79%
Former tenant arrears as a percentage of the debit	2.92%	1.84%
Percentage of tenants successfully completing their probationary tenancy and converting to an Assured Shorthold tenancy	97%	100%



Our response to Coronavirus

Our priorities continue to be:

- The health and safety of you, our staff and members of our communities
- Providing essential services that keeps everybody safe
- To ensure the business operates effectively during this time so we can recover quickly once the current situation is over

We are continuing to monitor all government and public health advice, and we are prepared to act responsively if the guidance is updated.

Our offices

Our main headquarters, Ongo House, remains closed for public access.

Our Employment Support and Recruitment office on Cole Street is open for appointments only between 9.30am–4.30pm (email employmentsupport@ongo.co.uk or message us on Facebook to arrange an appointment).

The Arc re-opened at the end of September 9am until 5pm Monday-Friday. We have safe systems of working and measures in place at all of our premises to ensure we follow social distancing guidelines and to ensure the safety of all visitors.

Repairs

You have been able to book non-essential repairs again since the end of July.

Many of you have done so using the My Home app, which only takes a couple of minutes and can be done from the comfort of your own home.

We want to thank every tenant who has been using the app to book repairs. It's allowed us to get our maintenance service fully running again, and has also meant that more appointment slots have been released for you to book.

Check out page 17 to find out more about what is available on My Home.

Head to ongo.co.uk/coronavirus for further updates. The latest government and health advice is available at gov.uk and nhs.uk



Wellbeing calls and food parcels

We are awaiting the outcome of a funding application to the Barclays COVID-19 Community Relief Programme.

If successful, the grant would help us to provide over 7,000 more safe and well calls, deliver 3,000 more food parcels and set up a telephone counselling service for 30 hours per week for ten weeks. It would also create some temporary jobs to further support our most vulnerable tenants.

(All information correct as of 5 October)

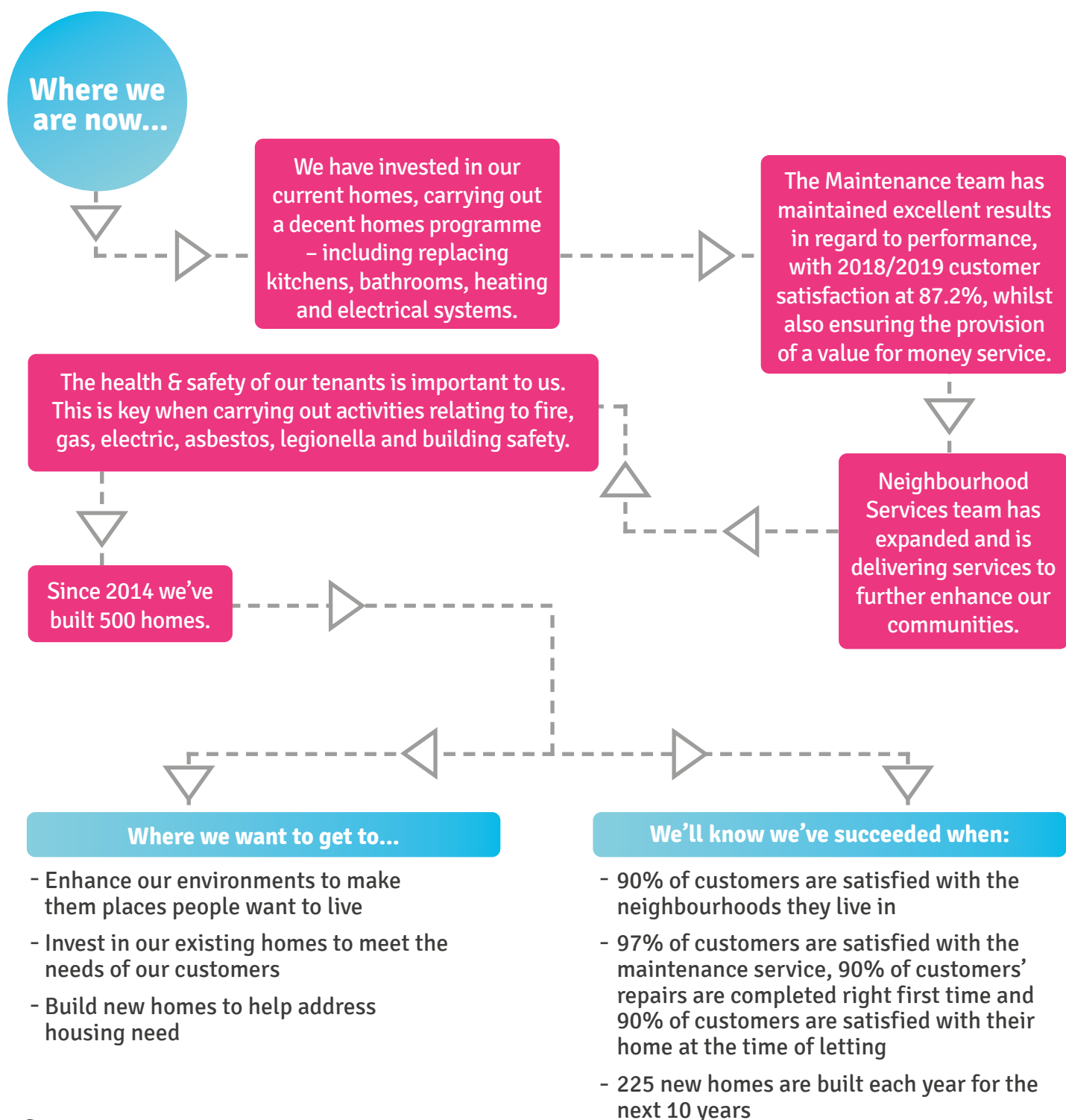
Shaping the future

Last year, we asked for your views on what our priorities should be in our four-year Corporate Plan. Lots of you got involved and, based on your feedback and ideas, we then launched the plan which included three aims that you thought were most important.

What are these objectives, and how will we achieve them? Find out more:

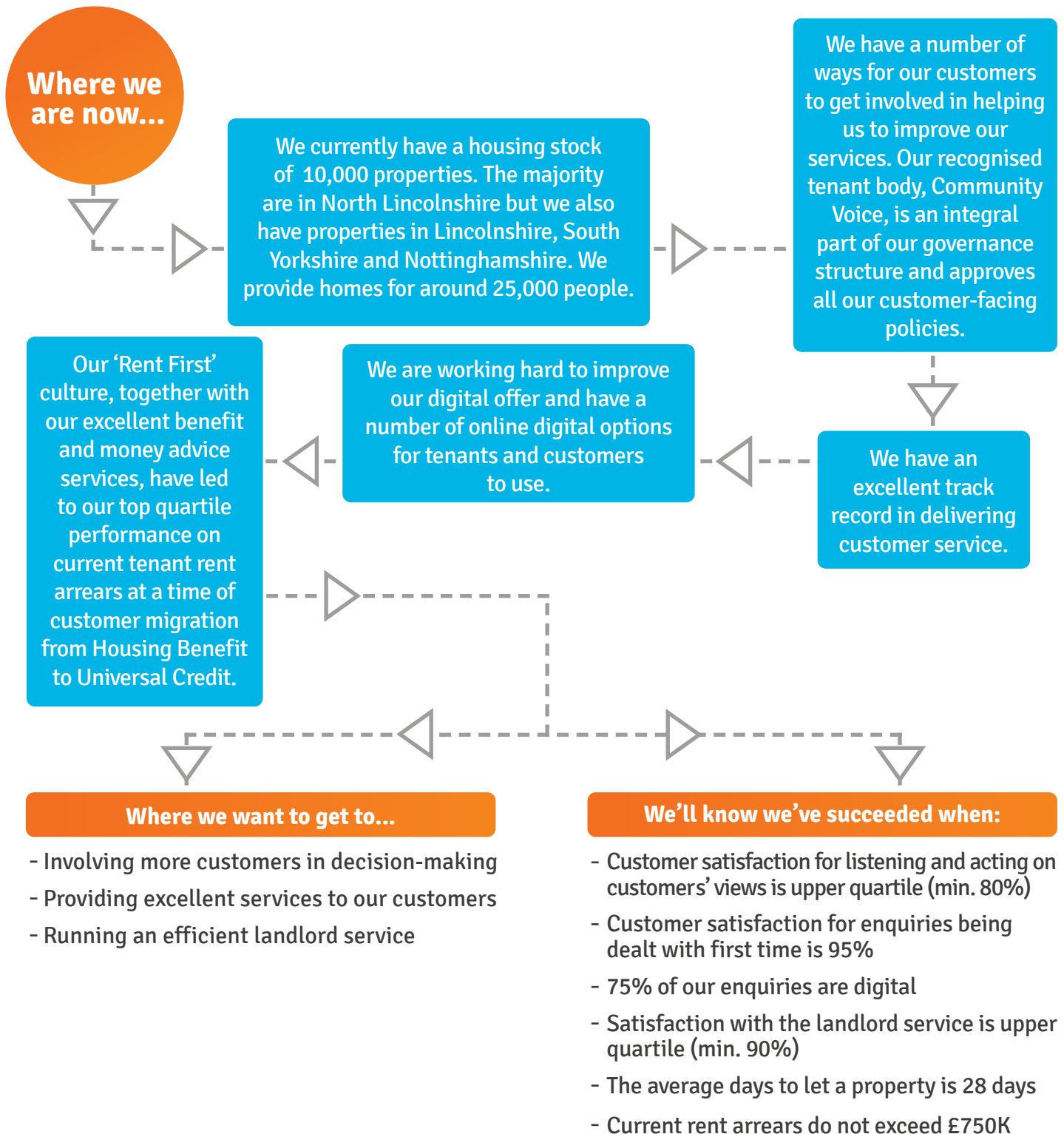
Offer quality homes

This sets out our vision to offer quality homes to all our customers. **It details our future ambitions to make sure all our customers live in homes, neighbourhoods and communities that not only meet, but exceed their expectations.**



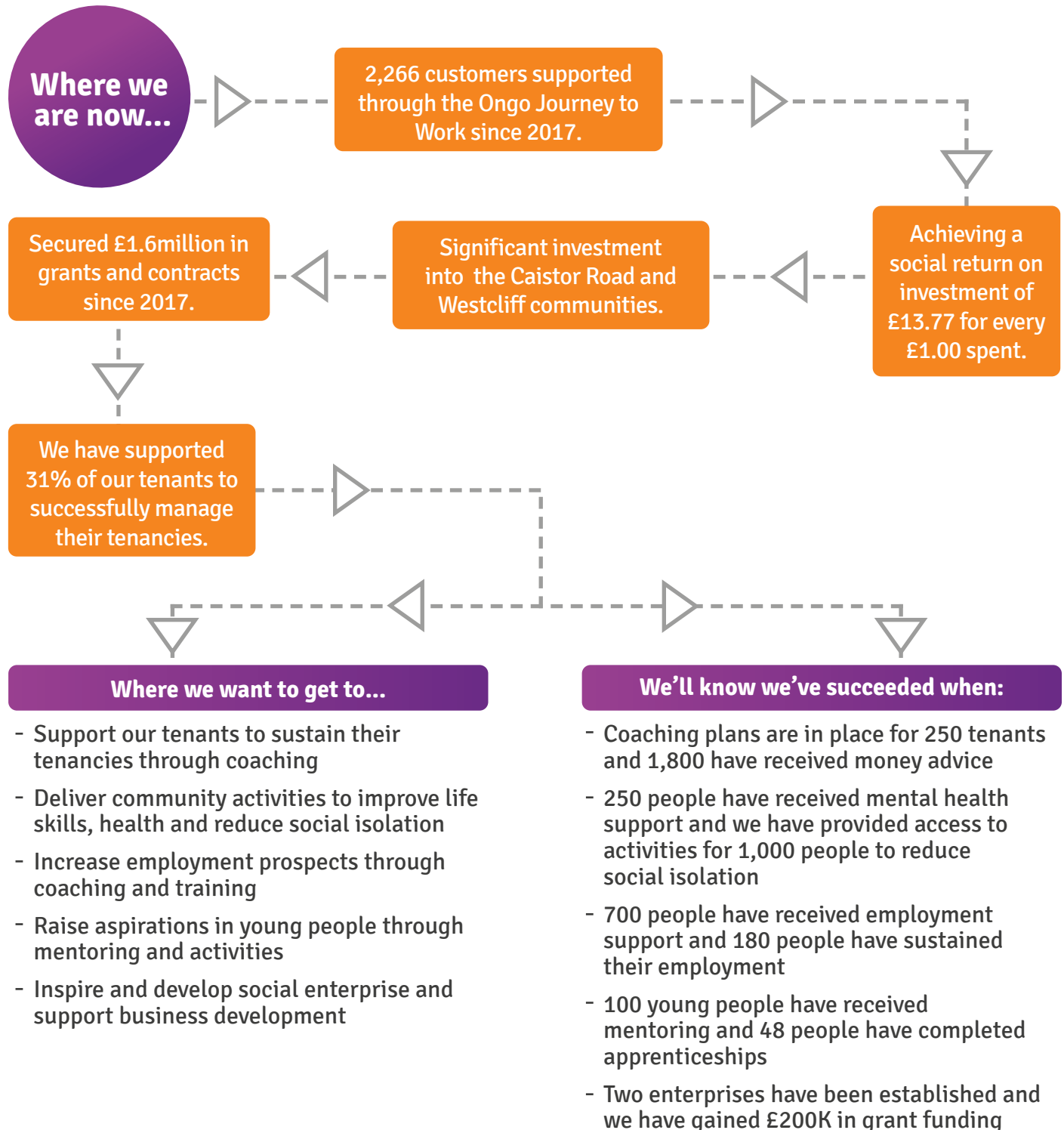
Be a great landlord

This looks at how we can fulfil our aim to ensure that our landlord service meets and exceeds our customer expectations. **Over the next three years this strategy will move us from being a good, to a great landlord.**



Create opportunities

This sets out how we will develop a clear customer journey across the company, creating opportunities for tenants and customers. **We want people to sit up and say ‘wow, what a difference Ongo makes’.**



If you'd like to get involved in helping us achieve these, email customer.engagement@ongo.co.uk

Find out more at ongo.co.uk/threestrategies

#InvolvedWithOngo

We've been engaging with you in different and digitalised ways over the last six months, meaning you've still been able to influence and improve many of our services.

Neighbourhoods and communities

After some virtual meetings, our Tenant Inspectors group began to start green-space and estate inspections again from last month.

The group normally do inspections on neighbourhoods, homes and services to help ensure any issues are raised, and that improvements are made. A safe system of working has been developed and a risk assessment updated to allow the outdoor inspections to recommence.

Kath Tuck, a new member, said:

"I've loved being able to start these inspections, and to start learning from more experienced members of the group. It's nice to go out and make sure our communities are the best that they can be."

Younger tenant representation

In the last edition, we mentioned that we would be texting tenants aged 30 and under monthly with some questions to further involve them.

We sent out our first text survey last month. This focused on Key News and what our younger tenants currently thought about the magazine - we got a lot of great responses and ideas.

These included having a regular feature on opportunities and support for young people in the local community, more competitions, and further promotion of local activities and events.

All the suggestions have been collected, and will be included in an action plan for future editions.



If you are aged 30 and under and would like further information, email our team on customer.engagement@ongo.co.uk

Lettings Policy

We are currently reviewing this policy, and we will soon be sharing a draft of it along with a survey on our website and on social media. This is to ensure we get your views to help us make our policy just right.

All the feedback from tenants, staff and the agencies we work with will be used to finalise our Lettings Policy. It will then be presented to our main tenant group, Community Voice, who will either approve or vote against the updated policy.

Keep up-to-date at ongo.co.uk and on our social media pages.

Whether you want to add to your CV, help influence yours and fellow tenants' lives, learn new skills, meet new people or just simply have your say, there's many ways in which you can do so at a level and time that suits you.

Head to ongo.co.uk/customerengagement to find out more, including our updated Customer Engagement handbook.

Energy efficiency

Our Support team can help you in a number of ways – one of these is offering money-saving tips and helping you with your finances.

We've already done a lot of work to make your home efficient with the latest heating systems, quality roofing, wall insulation and modern windows and doors.

But there are always extra things that we can all do to save money, and the environment too.

- 1. Turn your thermostat down** - reducing your room temperature by 1°C could cut your heating bills by up to 10% and typically saves around £50 per year.
- 2. Check your boiler** - your cylinder thermostat should be set at 60°C/140°F.
- 3. Close your curtains at night** - this helps to keep heat in the room.
- 4. Turn off lights** - when you leave a room, flick that switch or turn down that dimmer.
- 5. Don't leave appliances on standby** - as well as TVs, don't forget laptops and mobile phones which may be on charge unnecessarily.
- 6. Try not to part-load machines** – did you know that a full-load of a washing machine, dishwasher or tumble dryer uses less energy than two half-loads.
- 7. Only boil as much water as you need to** - make sure the elements of the kettle are covered with water.
- 8. Use energy saving light bulbs** - they last up to 10 times longer than ordinary bulbs, and using one can save you at least £45 over the lifetime of the bulb.
- 9. Do a home energy check** - walk around your home and work out where you can make the best savings.
- 10. Wrap up warm** - consider an extra layer of clothing rather than turning up the thermostat.
- 11. If it gets hot, turn down the thermostat** - don't open the windows, as you are paying for heat to escape through the window.
- 12. Use your timer** - so your heating goes off just before you go to bed and comes on again just before you get up.

2,657 tenants were provided with financial support in 2019/20 – an increase from 2,516 in 2018/19.



You could be eligible for a Warm Home Discount rebate. The 2020/21 scheme opened on 12 October and you could get as much as £140 off your electricity bill.

Check [gov.uk](https://www.gov.uk) to see if you are eligible.



Did you know?

North Lincolnshire Council re-introduced their free bulky item collection service last month. You can request a collection for a day that suits you – book online at northlincs.gov.uk

A day in the life of...

Pete Tedde, Employment Support Coach

When did you start working for Ongo?

I started in December 2016. I had previously worked on the Empowering Project in 2012 which was based around supporting current and ex-offenders into employment, housing and training. I've also previously worked in supported housing, and as a welder/fabricator for four years.

I love this job and I've learnt a great deal from it both personally and professionally. I've had some amazing training opportunities, and I've been fortunate to gain some qualifications that I might not have had the chance to do elsewhere.

What does your role involve?

The main focus is on employment and training to meet the needs of as many clients as possible.

We also provide careers advice and guidance, writing and updating CV's, job applications, interview and in-work support, plus counselling and life coaching.

We do lots of distance learning courses, and we can also support people to maximise their finances through funding applications.

What is your favourite part of the job?

Spending time getting to know a client and watching them grow. It's something that's inspired me from day one and still motivates me to this day.

I watch our whole team complete some truly inspirational work with clients every day, and it's a pleasure to be able to help people in some way.

How has your role changed during the COVID-19 situation?

It changed in the sense that we offered support through telephone calls and digital means to begin with, but we were then able to offer some face-to-face appointments.

It's been a blessing to work closely alongside our other teams in order to best support a client. Many of my colleagues have been completing safe and well calls, plus attending The Arc to pack and deliver food parcels for tenants. Personally, I've just tried to do the best that I possibly can in order to best support my clients who need it the most.



Pete



Pete's view on a walk

About me:

What is the main lesson that lockdown has taught you?

To never take my loved ones for granted.

What do you like to do in your spare time?

I enjoy walking – I've previously completed some walking events for charity across Italy and the Peak District. I also like to wild camp especially after a busy week at work. Other than that, I enjoy watching old re-runs of boxing classics.

You said, we did

You've helped to make a positive difference to a number of our services since the last edition. Check some out in more detail:

Key News review

We want our tenant magazine to be of interest and include relevant information that's important to you. That's why we asked for your opinion last month.

The online survey asked questions such as if you read Key News when you receive it, why you might not read it, what you think of the articles and design of each edition, and how we could improve the magazine. Everybody who completed the survey was entered into a prize draw to win a £20 Amazon voucher.

We received 195 responses, and you had lots of great feedback on how we could make the magazine the best it can be. These ideas included more community news from local villages, more tenant stories, and more promotion of nearby events.

All the feedback has been collated, and will be used to change the magazine from the December edition onwards.

If you have any feedback on Key News, let us know at editor@ongo.co.uk



Annual Report consultation

Lots of you have helped to shape the content and layout of our 2019/20 Annual Report.

An initial concept was presented to the Officers of our main tenant group, Community Voice, who decided on a new, innovative design for the report. They also recommended ideas such as including figures to make performance easier to assess, and to feature more tenant case-studies.

Over 55 other tenants then took part in a survey about what they would like to see in the report. Drafts of the report were uploaded to our website for your feedback. The final draft was shared with Community Voice, our tenant Publications Panel and respondents from the survey who had wished to get involved.

Drawing upon all your feedback, a final version was created. Check it out at ongo.co.uk/annualreports



Community Voice Officers meeting at a social distance



If you would like to get involved, email customer.engagement@ongo.co.uk or message us on Facebook.

Helping the community

One of our new commercial leaseholders has opened a wellbeing centre for local people.

Based in Scunthorpe, Creative Therapy provide a range of support and activities including one-to-one therapy, family work, and yoga aimed at improving people's wellbeing.

They also run a day provision for students who struggle to go to school because of their mental health. Students can attend and receive a package of support providing them with techniques and skills.

Hayley, who organises the support, explained:

“ We have lots available here for children and adults. Whether it's mindfulness and yoga sessions, anxiety groups, hosting art and family sessions or just being a place where people can feel comfortable and happy, then there's something here for everyone. ”

Creative Therapy have had the premises since July, and this allows them a space to host even more wellbeing sessions and help even more people.



Hayley at the new premises

Hayley said: “I used to store all the resources in the playroom of my own home, but having this building opens up so many more possibilities. We still go into schools in North and North East Lincolnshire to offer different talking and creative therapies, and having this base means we have more space to offer more support.

“We did some fundraising during the summer holidays which meant we could start holding some free sessions almost straight away. We're excited to hold even more in the coming months and years.”

“ We don't dictate what kinds of sessions will be held – instead, we allow people to let us know how we can support them. We've got the flexibility to try different things, provide a number of different sessions and see what helps people the most. ”

Email creativetherapyforcayp@gmail.com, check out creativetherapyforcayp.co.uk or visit Creative Therapy at 134 Healey Road, Scunthorpe.

It's great to see something new to benefit the community. If you're interested in finding out how you could get your own premises like this, email homeownership@ongo.co.uk

New homes

Rowland Road

Thirty-two homes have recently been completed, and new tenants have started to move in.

The development is made up of four Rent to Buy homes, two for shared ownership and 26 for affordable rent. They are close to a number of amenities including schools, shops, parks and various transport links.

New tenants have also settled into some more Rent to Buy homes that were finished in August.

16 properties are situated on the site of the old Ashby Star pub on Lancaster Road, Scunthorpe. Eight have been completed, and the remaining homes will be finished in November.

One of the new tenants, Ryan, said: "This house is not only bigger, in a nice area and perfect for our little family, but it gives us the option of getting on the property ladder which is what we've always wanted.

"It's just ideal for us and we can't wait to get settled in."

Find out more about Rent to Buy at
ongo.co.uk/renttobuy

Investing to regenerate

Thirteen new homes have been built on a previously derelict site.

The development, which are two and three-bed properties on Ancholme Road in Scunthorpe, is situated where empty shops and flats used to be.

It has been built in partnership with North Lincolnshire Council, and is part of major investment to provide more homes in the local area whilst also improving a neighbourhood.

Martin Phillips, our Development Manager, said: "These new homes help to show our commitment to building new homes and to be a great landlord."

“We had a great consultation event with local residents right back at the beginning, and it's been nice to see the development grow to the modern, spacious homes that are now there. We can't wait for new tenants to move in and to begin a new chapter of their lives.”



Rowland Road



West Street

West Street and Frodingham Road

Two developments have been worked on in Scunthorpe town centre.

The first contains 22 new homes on West Street. A mix of two and three-bed properties, the homes have modern features such as car charging points. They were completed in August, and families have since moved in.

There will also be 24 new properties on Frodingham Road which are a combination of two, three and four-bed homes. The first five were completed and handed over last month, with the remaining homes due to be finished soon.

If you are interested, keep checking our website and social media pages for when applications open on homechoicelincs.org.uk (subject to eligibility).



Ancholme Road

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

A landmark moment

We have recently celebrated the completion of our 10,000th home. Since we first started out as North Lincolnshire Homes in 2007, and then became Ongo in 2012, one of our main aims has always been to build new homes and provide much-needed housing in the local region.

It's been a great and memorable journey so far, with lots of significant and life-changing developments down the years.



2009

The first new development after stock transfer

Parklands and The Croft in West Butterwick and Nookings Drive, Hibaldstow



2014

Our first purpose designed care & supported housing

Karen Court, Scunthorpe



2016

The Westcliff regeneration scheme begins



2018

Our first new homes built outside North Lincolnshire

White House Road, Bircotes



September 2016

Our first shared ownership homes completed
Ennerdale Lane in Scunthorpe



2019

First homes for outright sale
Owlet Mews in Blyton



2020

First Rent to Buy development
Collum Avenue, Scunthorpe

Over 130 new homes built in the last year

181 more homes due to be completed in 2020/21

October 2020

10,000th home, Westcliff

In the future...

Many more new homes including our first dementia scheme and an exciting development in Doncaster



A focus on complaints



Description	2018/19	2019/20
Number of complaints received	441	459
Percentage of complaints responded to within 10 working days	81%	80%
Percentage satisfied with the way their complaint was handled by Ongo	56%	64%

We want our services to be the best they can be, so recognising and highlighting areas where we can improve is something we always strive for.

Complaints are just one area which we monitor closely. This is to ensure they are handled quickly and effectively so that you have the best possible outcome.

We received more complaints in 2019/20 than in the previous year, and we were under the percentage for the amount of complaints responded to in target.

Since then, we have carried out lots of work to improve further. We’ve simplified our complaints system and reporting, a project team was set up to monitor any themes, and we now have a dedicated Customer Relations team whose role is to improve complaint handling and to ensure learning takes place for the future.

In recent months, the Housing Ombudsman has published a new complaint handling code – check it out at housing-ombudsman.org.uk. We are currently working on our self-assessment against this, and considering what changes are required to be compliant with the new code. When completed, it’ll help us to further improve our complaints procedure for the coming year.

Did you know?

We have a Complaints Monitoring Panel made up of tenants. The group meet every two months to look at how complaints have been processed, to see if there are any themes, and to help improve the complaints process for all.

This means that you can help to shape and influence our complaints procedure from start to finish. If you would like to find out more, check out: ongo.co.uk/customerengagement



Online success

More of you have been getting in touch with us online through social media, email, live chat and My Home.



Your handy online portal, My Home, has become increasingly popular. Nearly **2,000** of you signed up to the app over the last year, and we now have over **5,000** tenants registered in total.

We've developed the app in the last 12 months to include features such as a simpler registration page, and an update which means you can book a repair appointment without having to be called back. On average, 70% of you have been booking your repairs online since non-essential repairs could be booked again from the end of July.



If you want to pay your rent, book a repair, view your rent statement, or check your tenancy details, you can do so anywhere and at anytime. There's so much more you can do on My Home too, and signing up couldn't be easier.



“ I used My Home for the first time recently to book a repair, and I couldn't believe how simple and easy it was. I'll definitely be using it more from now on! ”
Denise, 76, tenant

Simply head to myhome.ongo.co.uk or download the My Home app on Google Play or the Apple app store.



There were **1,958** new registrations to the My Home app between September 2019 and September 2020. This is compared to **1,116** for the previous year.

Description	2018/19	2019/20
Percentage of digital contacts	13.53%	20.18%
Total number of calls received	104,583	99,862

Being fair and respectful to all

October marks Black History Month, which is an opportunity to celebrate and recognise the inspiring contributions that the black community have made through the years and continue to make.

Our Equality, Diversity and Inclusion (EDI) group met at the start of the month. They discussed previous meetings and a roundtable that focused on the recent Black Lives Matter protests. Also, the group looked at the way forward for Ongo in terms of opening up the conversation about race, and they agreed an initial action plan that aims to focus on race equality and education.

Darwin Bernardo also joined the meeting to lead a discussion on the topic of Black History Month. He is the co-founder of Nutmeg Community, a youth empowerment charity that engages with young people who are at risk of being involved in youth crime in London.

Maz Abd-Alhak, who was part of a recent meeting, said: "The meetings and discussions have been really enlightening to me."

“ I’ve felt able to be open and honest in the welcoming and respectful environment. It’s nice to have the chance to talk about challenging things like this to further promote fairness and equality. ”

If you would like to be a part of the conversation, email customer.engagement@ongo.co.uk



Want to find out more about the EDI group, and how you could be involved? Check out our Customer Engagement handbook, which shows all our involvement opportunities, and complete an [#InvolvedWithOngo](https://www.ongo.co.uk/customerengagement) postcard at [ongo.co.uk/customerengagement](https://www.ongo.co.uk/customerengagement)

Artistic achievement

One of our tenants has recently been part of an art exhibition in Barton.

Jessie has lived in one of our bungalows for six years, and graduated with a first class honours degree from the Hull School of Art and Design earlier this year.

Her exhibition, which opened at the Wilderspin National School Museum on 3 October, was entitled 'Climate Change: Wetlands' and focused on the Humber estuary wetlands.

She said: "I first got into the subject when I started doing art at adult education classes. Before long, I began visiting and researching the wetlands, studying them in great detail.

"The three large paintings that feature in the exhibition were all created in my Ongo bungalow during lockdown. I cleared a space in the living room and, for several weeks, I just painted. I was really grateful when Jon at Wilderspin Art Group offered me the exhibition space."

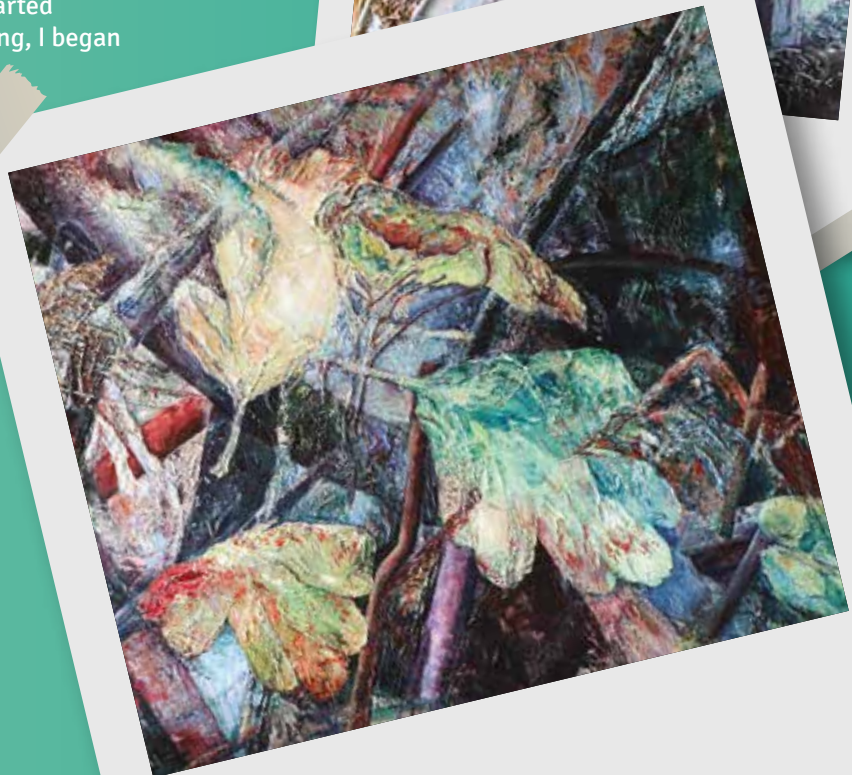
Jessie also has nine paintings as part of a 'Practice in Place' exhibition at the Humber Street Gallery in Hull. This will run until 13 December, and entry is free.

She added:

“ Being a wheelchair user means I encounter the wetlands from a different perspective. I often paint whilst sat on the ground, close to the foliage, and I hope to capture the external sights, sounds and textures that I experience. ”

Check out Jessie's website at jessiedaviesart.co.uk

If you have a good news story like Jessie's, we'd love to hear it! Let us know at editor@ongo.co.uk or on social media.



A range of support

Two of our employment support projects have recently received some good news.

In August, our Looking Up project received a further £90,000 from the Department of Work & Pensions to continue helping our clients who are struggling with their mental health.

The specialised support includes one-to-one counselling and coaching and helps people to feel more confident, enhance their aspirations and move closer to finding work. The project is available to any Job Centre client who is referred by their work coach.

Over the last four years, the Looking Up project has helped almost 400 local people.

Furthermore, our Building Better Opportunities (BBO) project has achieved the highest performance rate among 14 partners in Humberside and North Lincolnshire.

The free programme, which is jointly funded by The National Lottery Community Fund and European Social Fund, helps people to learn new skills and aims to get them into work.

Reports have shown that our team has achieved 89% of their performance target, which has meant they are currently first in the HLC's (Humber Learning Consortium) league of performance along with other contract providers.



Employment Support team

Description	2018/19	2019/20
Clients supported with mental health/wellbeing	75	217
Number of people in sustainable employment	180	188
Number of tenants in sustainable employment	60	72

155 people have signed up to the BBO project since the start of the year, with 32 now in employment and 38 in education.



Find out how we can help improve your skills, confidence and aspirations by emailing employmentsupport@ongo.co.uk or by visiting ongo.co.uk

Turning a life around

Not so long ago, D.A seemed to have everything. He was assistant headteacher of a special needs school, his marriage was successful, and he had lots to look forward to.

Or so it appeared. He soon began to experience issues at work and, combined with a stressful work schedule, his mental health quickly went downhill. By the end of last year, D.A's marriage had broken down and he became homeless before moving between hostels and even spending around three months in a tent.

Through it all though, he never lost sight of his faith – his care and belief in others, his love of charity work and helping people to feel good. Soon, help was at hand for him too.

He was referred to our Employment Support service and Clare, who works in the team. She explained our Building Better Opportunities (BBO) project which includes mental health support.

D.A said: "I felt trusted and at ease straight away. I used to put on an act and say I was okay when I wasn't, but I could be myself when I met Clare and the team."

He soon enrolled on a MindWorks course, part of our life-coaching and emotional wellbeing service Ongo Talk, and other training available through our partnership with Adult Skills. He also went on a trip to Hall Farm to increase his confidence.

Coronavirus lockdown hit, but D.A continued to receive regular phone calls and support from Clare whilst doing distance learning courses. Before long, he signed up as an NHS volunteer to help the most vulnerable people, and his improved self-belief has led to him applying for full-time work at some local care homes.

He explained: "I have a passion in helping peoples' mental health, and I dedicate my life to supporting others. If I'm able to help just one person, then I've made a difference for them and that's all that matters."

Months ago, D.A's dismay and despair was clear to see. Now with improved self-esteem, a future to look forward to, and a new positive outlook – life has certainly changed for the 47-year-old.

Did you know?

D.A writes songs, poems, jokes and quotes in his spare time – he's even got a CD coming out soon!

Check out one of his own sayings:

'The finest people, like the finest steels, are often tempered in the hottest of furnaces.'



He said:

"Without the help and support I've had from Clare and the team, I wouldn't be anywhere near where I am today.

"Everybody in the team has been excellent –they've always had time for me, they have a real passion for putting others first and to know that they genuinely care for you and your future cannot be underestimated.

"They've completely changed what my future looks like – I'm so grateful for that."

To find out more about the support available, email employmentsupport@ongo.co.uk or visit ongo.co.uk/employmentsupport

In the spotlight

£550,000 has been awarded to further improve the Westcliff estate.

The bid was made by us and the office of the Police & Crime Commissioner for Humberside from the Home Office Safer Streets Fund. The grant will fund a project aiming to improve the security of homes and the community.

Features of the project being considered include installing new entrance doors and systems for communal flats on the closes, secure cycle storage units, and communal fencing to reduce crime and anti-social behaviour.

There will also be new communal gardens built, a £10,000 community grant that groups of Westcliff residents can apply for, and a community fund encouraging residents to submit ideas for what would make them feel safer in their home and neighbourhood.

Lots of tenant consultation has already taken place. An initial letter was sent to all residents of the closes, and numerous pop-up events have safely taken place throughout the neighbourhood for local people to give their feedback.

A specific web page has also been created to provide further updates and where people can submit their ideas, plus there have been regular online videos to keep residents informed.

Rachel Woodliffe, chair of the Westcliff (and surrounding areas) Association, said: "It's great news that this funding has been secured, and it'll help local residents and the community in so many ways.

"Not only will it help to offer even more support and security, but it will also provide even more opportunities for us to thrive and make it an even prouder place to call home."

Keep up-to-date with the project at ongo.co.uk/saferstreets and facebook.com/TheArcWestcliff



Viking Centre turns five



Our community hub in Barton is celebrating its fifth birthday.

The award-winning community centre and youth club has hosted lots of events, provided many opportunities and reinvested into the local neighbourhood throughout the years.

Check out a timeline of the key moments:



2015

Inherits the previously derelict building and turned it into the Viking Centre



September 2015

Launches the tea time club



February 2016

Awarded funding to install CCTV cameras in the neighbourhood



May 2018

Holds a Royal wedding street party with over 200 people attending



June 2017

Grand unveiling of new, transformed garden and gardening workshops begin



December 2016

Secures £8,000 of funding to revamp the garden and create a new kitchen garden



July 2018

New breakfast cafe opens



November 2018

Wins the Best Community Project on a Social Housing estate award in the Groundwork Community Awards



2019

Hosts a number of youth club activities, summer, Halloween and Christmas events and a trip to Scunthorpe United



August 2020

Holds some socially distanced games for children in the neighbourhood

Keep up-to-date with what's happening at the hub by visiting facebook.com/OngoVikingCentre

Competition corner

Glorious gardens

In July, we asked you to send us a photo of your garden and to enter into a list of different categories for the chance to win a certificate and gift voucher.

We had lots of great entries that the Officers of our main tenant group, Community Voice, judged. They chose a winner and runner-up in each category.

Scott Charlton (South Killingholme) won the hanging baskets category: “I can’t tell you how happy I was when I found out I had won. At the same time I had just finished my cancer treatments and was feeling low due to it all so this helped to put a big smile on my face.

“Having a beautiful garden and caring for it is not only rewarding, but it’s also good for my mental health.”

Leanne Fowler, Scunthorpe, whose two children won the kids vegetable patch category, added: “We started growing vegetables during lockdown as something positive to do together, and we’ve all loved it. The pumpkins were the first-ever vegetable the children had grown from a seed.”

Take a look at some of the winning entries:



Be decorative and festive

We have an exciting competition to announce. We're asking you to send us photos of your Christmas tree, decorations, displays – basically anything that makes your home look festive! Whatever way you celebrate the holidays, we'd love to see your photos and to spread some cheer during the festive season.

The competition will open on 1 December, and all entries must be in by 31 December. There will be different categories for you to enter, and all you need to do is complete a form and submit a photo. The form will be available from 16 November so, if you are interested, email customer.engagement@ongo.co.uk. All entries received will be shortlisted for final judging, and the winners and runners-up from each category will win a prize and be featured in the February 2021 edition of Key News.

Keep a lookout on our website and social media pages for further information.

Home comforts

Children have a chance to win a £100 voucher to celebrate the recent completion of our 10,000th home. We'd like kids aged 4-14 to draw the favourite part of their home. This could be sat in a certain room with their family, perhaps their bedroom, the garden – anything that they like best about where they live.

The competition closes on Friday 20 November, and a judging panel will look at all entries before deciding on a winner and two runners-up. The winner will receive a £100 voucher, and the two runners-up a £50 voucher each.

Entries can either be drawn in the box below, or drawn on a piece of paper. You can then take a picture and email them to customer.engagement@ongo.co.uk, or send them to us on social media. You can also post them to: **Editor, Key News, Ongo House, High Street, Scunthorpe, DN15 6AT**. Check out our website for the competition T&C's.

Drawn by:
Age:

Cooking up a treat

Check out some quick and easy recipes for you to try.

Vegetable stew

Ingredients

- Vegetables such as potatoes, carrots, cauliflower, swede, green beans, peas
- 1 tablespoon of olive oil
- 1 onion, finely diced
- 600ml vegetable stock
- Extras of your choice such as onion, garlic, parsley, salt and pepper

Method

1. Wash your hands thoroughly before preparation and cut the vegetables into small chunks.
2. Pour the olive oil into a large pan, and put it on a medium heat. Once medium-hot, add the vegetables (apart from the green beans and/or peas) and any additional extras of your choice as mentioned above.
3. Cover the pan and cook until the vegetables soften.
4. Add the green beans and/or peas and cook for a further 5 minutes.
5. Turn off the heat, sprinkle with herbs and spices of your choice and serve.

Cottage pie

Ingredients

- 500g minced beef
- 450g mashed potato
- 1 beef stock cube
- 400g tin of chopped tomatoes
- 1 tablespoon of sunflower oil
- Vegetables to add such as onion, carrots, mushrooms

Method

1. Wash your hands thoroughly before preparation.
2. Pre-heat your oven to 200 Celsius/gas mark six. Peel the potatoes and mash.
3. Heat the oil in a frying pan, add the extra vegetables and cook on a medium heat until the vegetables have softened.
4. Add the mince to the pan. Keep stirring to break it up until it browns.
5. Drain the fat from the mixture before pouring in the tin of tomatoes and adding the stock cube. Continue to stir and bring the mixture to the boil until it starts to thicken and the vegetables are tender.
6. Spoon into a large ovenproof dish, and add the potato to the top of the mince.
7. Cook for around 20-30 minutes until the pie is golden-brown and the filling is bubbling.

Delicious muffins

Ingredients

- 250g plain flour
- 1 medium egg
- 175ml milk
- 100g caster sugar
- 75g butter
- 1 tablespoon of baking powder
- An extra to add into the muffins such as bananas, blueberries, chocolate chips
- Paper muffin cases

Method

1. Wash your hands thoroughly before preparation.
2. Pre-heat your oven to 200 Celsius/gas mark six. Line a muffin tray with the paper muffin cases.
3. Add the flour and baking powder into a bowl, and stir in the sugar and butter.
4. Beat together the egg and milk, and stir into the bowl until just blended.
5. Add in the chopped bananas, blueberries, chocolate chips, or the extra of your choice. Stir and divide the mixture evenly between the paper cases.
6. Cook for around 20-25 minutes until they have risen and are golden-brown.

Don't forget
to have a
grown-up
helper!

Wordsearch

Ongo Bear has been keeping himself busy since the last edition. Can you help to remind him what he's been up to?

Spot the following words...

GARDENING
EXERCISING
ONLINE
ACTIVITIES
BOARD GAMES
CLEANING
PLAN A TRIP
CREATIVE

SUNBATHING
WATCHING TV
BAKING
READING
LEARNING
VOLUNTEER
VIRTUAL QUIZZES
VIDEO CHATS

G	M	R	A	C	P	F	X	E	B	N	P	P	V	S	R	M	V	P	A	X	J	G	M
X	N	P	H	R	A	P	J	O	F	H	K	J	D	E	E	X	J	Z	C	W	A	I	P
X	K	I	V	U	U	X	A	U	H	D	Q	P	X	Z	E	H	M	H	T	M	Z	L	P
G	V	S	K	U	A	R	T	L	D	O	T	Y	Q	Z	T	K	O	W	I	B	R	Z	R
V	I	L	H	A	D	K	U	C	L	E	A	R	N	I	N	G	Q	V	V	E	Y	E	F
U	O	L	G	G	B	P	P	B	K	H	C	Z	N	U	U	C	P	T	I	H	A	F	D
G	D	S	A	E	N	I	L	N	O	M	A	L	D	Q	L	R	H	V	T	D	Y	E	P
V	N	M	S	T	A	H	C	O	E	D	I	V	L	L	O	E	N	L	I	H	F	I	Q
U	E	I	H	H	Q	R	Q	L	Y	A	Q	L	G	A	V	A	N	N	E	J	R	M	O
S	L	B	N	F	A	J	S	M	E	Y	S	N	K	U	E	T	G	P	S	T	Q	O	M
Q	R	U	V	E	Y	K	E	H	B	A	I	R	P	T	J	I	Q	N	A	R	W	O	B
K	U	O	X	Q	D	B	B	O	J	H	N	Z	G	E	H	V	M	N	D	M	Y	U	O
R	N	W	B	B	G	R	J	Q	T	B	J	I	F	I	B	E	A	F	W	Z	A	S	G
E	P	T	A	H	J	S	A	A	W	B	X	S	N	V	D	L	L	A	N	G	Q	C	S
U	X	A	A	T	X	T	B	G	E	Y	I	E	G	G	P	W	I	H	S	B	F	G	D
I	B	B	B	Q	C	N	I	F	Z	X	H	A	S	O	G	Q	R	R	G	Y	X	T	Z
B	X	U	V	V	U	H	A	K	I	Q	X	F	W	M	G	Q	K	K	W	W	V	Z	W
Z	E	C	I	S	L	J	I	D	Y	W	Y	G	Z	T	N	Z	R	A	V	B	T	E	O
E	X	E	R	C	I	S	I	N	G	M	A	E	F	T	Q	H	G	Q	D	K	L	Y	B
I	M	L	V	R	B	J	M	Q	G	S	Z	E	I	M	G	Q	E	L	E	X	Q	N	V
J	C	U	F	Z	F	S	W	X	E	T	Y	B	C	P	A	C	L	I	R	X	B	T	D
V	Q	C	U	S	L	K	C	I	C	E	V	S	U	A	V	W	M	W	X	Z	C	G	B
Q	B	Y	U	R	Y	V	Q	M	K	U	W	W	I	D	X	T	X	V	M	J	O	S	Q
R	L	Y	L	Y	T	W	M	T	X	Y	W	Z	F	C	M	J	S	C	J	Z	C	O	O

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

Fancy winning a £30 shopping voucher?

Scan to complete the online survey!



We hope you enjoyed this edition of Key News.

Your feedback is important to influence future editions. If you'd like to be in with a chance of winning a £30 Love to Shop voucher, please complete the survey online at surveymonkey.com/r/keynewsoctober2020 or scan the QR code on your smart device. However, if you can't do it online, then you can complete the survey below:

1. How would you rate the edition in terms of how much you felt informed, and how relevant the articles were to you? (1 is poor, 5 is great)

1 2 3 4 5

2. What was your favourite part of this issue?

3. How satisfied are you with how your Key News currently is? (layout, content, length of the edition etc.)

Very satisfied

Satisfied

Dissatisfied

Very dissatisfied

4. Is there anything in particular that you would like to see in your next Key News? Yes/No

5. If you currently don't receive your Key News via email, you will only get two Key News a year. If you would like to receive five copies a year, please provide your email address below to be added to the mailing list:

Fill in your details below to be entered into the prize draw for the shopping voucher. This information will only be used to contact the winner.

Name _____

Address _____

Postcode _____

Daytime telephone number _____

Email address _____

Terms & conditions can be found on our website ongo.co.uk

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 ongo.co.uk

Entries must be in by Friday 20 November 2020. 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