

KEY NEWS

Autumn 2018

*Annual
Report*
special



Carnival fun

Pages 12 & 13



Your neighbourhood

Page 17



Ready to Rent launched

Page 20

ongo

HELLO,

FROM STEVE HEPWORTH CHIEF EXEC

Welcome to your annual report special edition of Key News.

Every year we produce an annual report which looks back at our achievements over the last 12 months. 2017/18 was certainly a busy year and there are no signs of slowing down this year either.

The annual report is a chance to reflect on what's gone well for us, and where we can improve to give our tenants an even better service. Highlights for me this last year include seeing the work in Westcliff really take shape, especially the opening of The Arc. It's definitely worth a visit if you're in the area, I can personally recommend a bacon butty and coffee from their brilliant cafe. All the new homes we're building is also something I'm really proud of. Check out page 16 for more info.

The Grenfell fire tragedy was something that had an impact on housing associations across the country last year. It was incredibly important for us here at Ongo to make sure we reassured our tenants, which was why our Board were fully supportive in giving us the go ahead to spend £800,000 installing sprinklers in all our high rise flats. This was to offer our tenants living there some extra reassurance and peace of mind.

We've also moved into our new office this year, it's right in Scunthorpe town centre so is really accessible. We're just a five minute walk from the bus station and there's car parks close by.

It's been six months since I started my role as Chief Exec and it's been both busy and brilliant at the same time. Attending the Ongo Carnival is always one of my favourite events of the year, you can see photos from the day on pages 12-13, and it was great to see record numbers of you attend. We're well underway with our new Corporate Plan too and lots of you have been involved and had your say on what's important to you. Thanks for getting involved, and there'll be lots more opportunities as we progress with it.

I hope you enjoy this edition of Key News; we'd love to hear what you think. Drop our editor a line and let them know if there's anything you'd like to see next time (editor@ongo.co.uk).

Best wishes,

Steve

IN THIS ISSUE

CONTENTS

NOT TO BE MISSED

- 4 – Supporting you
- 5 – Join the conversation
- 7 – Tenant Takeover
- 8-9 – Money matters
- 10 – North Lincs Pride
- 11 – Meet your Customer Service Team
- 12-13 – Ongo Carnival
- 14 – Good Deed Feed
- 15 – Journey to success
- 16-17 – Your homes and communities
- 18 – Fire safety
- 19 – Say hello to your Maintenance Team
- 20 – Ready to rent
- 21 – What's on
- 22-23 – Kid's corner



Pages 12-13: Ongo Carnival fun



Page 7: Tenant Takeover



Page 16: New developments

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

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

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

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

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

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

如果您想本小册子在你的语言, 请致电 01724 279900

Get in touch

Online
www.ongo.co.uk
enquiries@ongo.co.uk

 /OngoHomes
 @ongoUK

Call us
01724 279900
Text us
07500 077829
We record all calls for training
and research purposes

Visit us
Ongo House, 26-30 High Street,
Scunthorpe, North Lincolnshire,
DN15 6NL



Join the conversation

We love to hear from you – get in touch with your stories



editor@ongo.co.uk



Ongo House, 26-30 High Street, Scunthorpe, DN15 6NL



Over £300 raised for Lindsey Lodge Hospice

We charge the food vans that attend our Ongo Carnival, and each year donate to a local charity voted for by our staff.

This year we donated £310 to Lindsey Lodge Hospice, which supports so many local people. One of our tenant volunteers, Terry Chatwin, sadly passed away earlier this year and spent some time at Lindsey Lodge so we donated it in her memory.



Volunteering with us

Twenty year old Jamie volunteers at The Arc youth club in Westcliff once a week, and has a passion for supporting young people.

Along with activities to promote health and wellbeing, mental health awareness is something Jamie has been heavily involved in at the youth club. He said: "It's really important that we're there to support and educate the kids that we work with about mental health."

"I really enjoy getting involved in different projects at The Arc, it's been great experience for me."

Interested in volunteering at The Arc?

Get in touch to find out more: hello@arcwestcliff.co.uk



Get Involved

We launched a competition, asking you to post your best pics from the Ongo Carnival on our Facebook page, for your chance to win a £30 voucher. We received loads of pics, and the winner was Angela Johnson, who was super excited to receive her prize.

When asked about the Carnival she said: "We love it and go every year, it's a great day! We can't wait for the next one."



What's trending on our Facebook and Twitter



#OngoCarnival



Grow and Learn



#rentfirst



@ongoUK



OngoHomes

LIGHT THE WAY, MAKE A DIFFERENCE

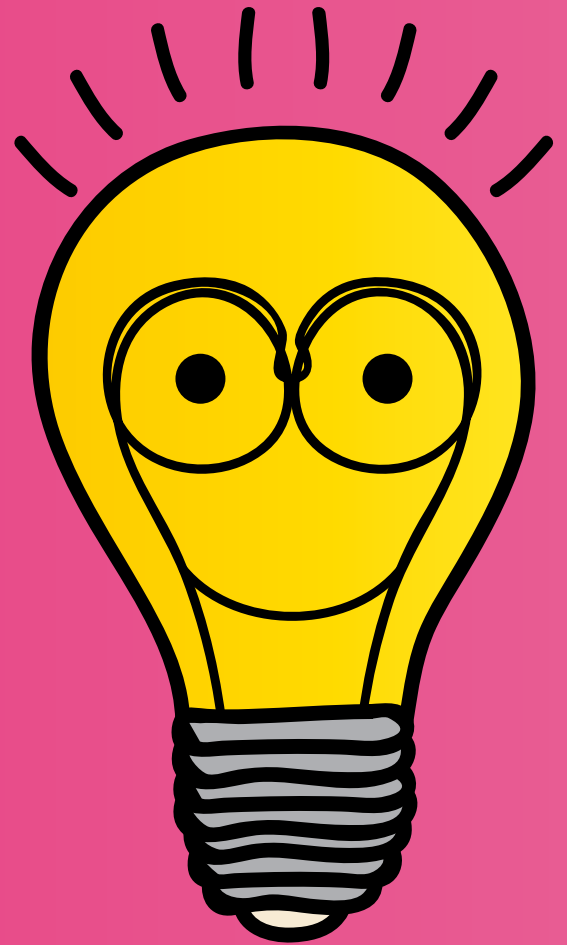
We're looking for enthusiastic people to become tenant Board Members. Do you have the vision and passion to make a difference and help shape the future of Ongo?

We'd love to hear from you.

☎ 01724 279900

@ fiona.ruddick@ongo.co.uk

Ongo.co.uk



Busy schedule?

Book a repair at a time that suits you via the Ongo My Home app and website.



Go to **myhome.ongo.co.uk** or download the Ongo My Home app from the Apple and Android app stores.



TENANT TAKEOVER

In each edition of Key News, we talk to a tenant panel member to find out what they do for their community, this time we talk to Avril.

“I moved into my Ongo home around seven years ago. I was working as an International & UK Audit Manager for the British Safety Council. I loved my job as it enabled me to meet loads of new people and travel all around the world to places in Africa, Canada, North America and India (which was my favourite).

“When I retired, I soon realised I missed working, so when I received an email about becoming a Tenant Board Member at Ongo, I applied straight away.

“In 2012 I became an Ongo Homes Tenant Board Member, helping to make important decisions. I recently moved over to the Ongo Communities board to help shape their direction, and get involved with the amazing work they do.

“The best bit about being a Tenant Board Member for me is being part of an organisation that makes a difference, and truly listens to us. As tenants we’re all a part of Ongo, and can all make a difference in our own way. This really came to light during the recent Chief Exec recruitment process which I, along with other tenants, was involved in.

“To be a Board Member you don’t need specific qualifications, just knowledge and experience to bring to the table and help us make the right decisions. It’s a big responsibility, and what we do really matters.

“We’d love more tenants to be on the board, so I’d definitely encourage anyone thinking about it to seriously consider it.”

To find out more about getting involved, contact the Customer Engagement Team
01724 298678
customer.engagement@ongo.co.uk



5 things about me

- Favourite meal? Fish & chips
- Favourite subject at school? Music
- Favourite place to go on holiday? Anywhere on a cruise
- If you could have a superpower what would it be? Heal people
- Are you a dog or cat person? Dog

MONEY MATTERS

Summer seems like a distant memory now, which means Halloween, half term, bonfire night and Christmas are just around the corner. It can be a very expensive time of year but that doesn't mean you can miss out on paying your rent to pay for presents or days out during the holidays.

Last year we took 40 tenants to court after Christmas for failure to pay their rent – don't be one of them.

Your tenancy agreement states that you need to be ahead with your rent payments, and if you're behind in your rent, the non-payable weeks in December will not apply to you and you will need to continue paying your rent.

If you don't then we will be checking your account in January and deciding if we take action against you.

If you're worried about getting behind on your rent, you must get in touch with us straight away.
Call us on **01724 279900**



#RentFirst

Christmas is getting closer, but don't let that take priority over paying your rent. If you're struggling, get in touch.

ongo.co.uk/rentfirst



INCOME COLLECTION



Every year we report on how our Income Collection team has performed, take a look below at the figures from the last 12 months.

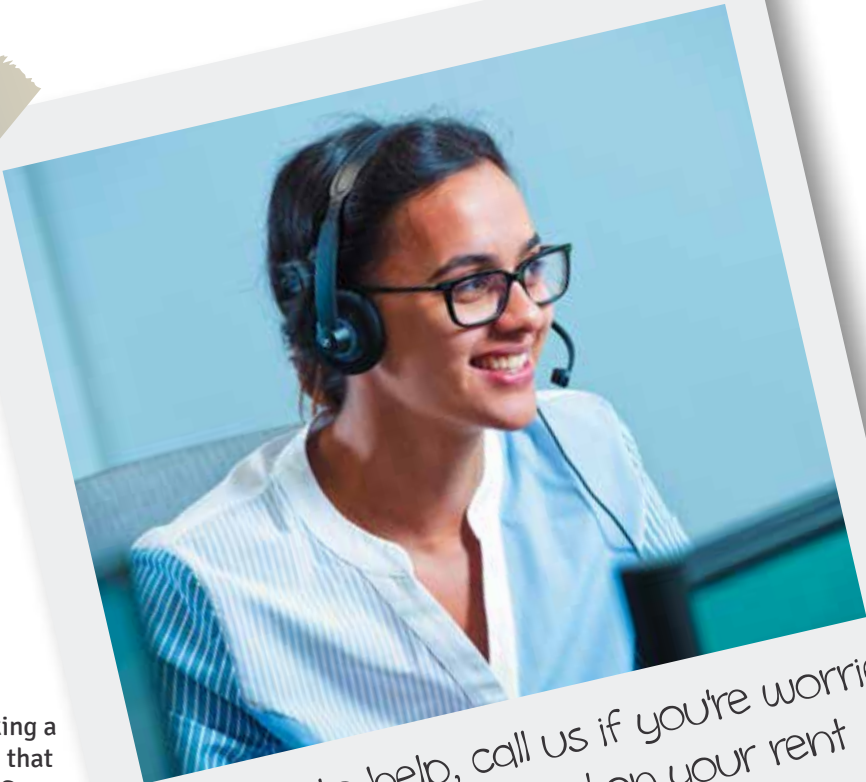
	2017/18	Target
Income collected as percentage of the rent debit (social rents)	99.92%	99%
Number of arrears related evictions	66	No target
Current tenant rent arrears	£873,389	£880,000
Former tenant arrears as a percentage of the debit	2.44%	1.70%

Tenant Scrutiny Review

Our Tenant Scrutiny Panel carried out a review in June 2017, to look at the way we approach Welfare Reform. It was to make sure we’re supporting our tenants affected in the best possible way.

The panel reviewed policies, talked to staff and other organisations to really get a good picture of what we’re doing well and what we could do better.

Recommendations made by the panel included taking a firmer approach in collecting rent, and reinforcing that paying your rent must be the number one priority. So this is exactly what we’ve done.



We're here to help, call us if you're worried about getting behind on your rent

NORTH Lincs PRIDE

On Monday 2 July, we attended the first North Lincs Pride event, organised by North Lincolnshire Council.

At the event, the Mayor of North Lincolnshire, Councillor John Briggs raised the LGBT flag outside the Civic Centre in Scunthorpe, and guests heard from speakers including William McCullion, Member of Youth Parliament for North Lincolnshire.

Organisations including us, British Steel and North Lincs Council then signed a pledge, promising to celebrate diversity and show a commitment to ending discrimination.



To find out more about the day, search #NL Pride18 on Twitter.



We are supporting our armed forces

In July 2018, we signed the Armed Forces Covenant to recognise the value serving personnel, veterans and military families bring to local communities.

The Armed Forces Covenant is a promise to ensure that those who serve or who have served in the armed forces, and their families, are treated fairly. So far, over 1,500 organisations have signed it.

By signing the obligation, we've pledged to uphold key principles, which include:

- Seeking to support our employees who choose to be members of the Reserve forces, including by accommodating their training and deployment where possible
- Signposting veterans that live in an Ongo Homes property to specialised support services should they need them

MEET YOUR CUSTOMER SERVICE TEAM



Our Customer Service Team are usually the first people you'll speak to when you contact us, whether that's on live chat, Facebook or over the phone. In the last 12 months, the team took 105,844 calls, 2,224 conversations were had on live chat, 5,247 enquiries were made through our website and 600 of you got in touch with us on Facebook.

93.8% of you were satisfied with the service we provided, which is great, thanks for your feedback. Our new My Home self serve portal and app launched last year, and we've had 1,860 of you register with it so far. We're looking to develop this and make it even better for you so watch this space.

Managing your complaints

We realise that sometimes we get things wrong and that you'll complain about a service you've received, or if you're not happy with the standard of work we've carried out in your home. We always aim to resolve all issues when you first get in touch with us. We received 309 complaints over the last 12 months.

Take a look at our complaints performance:

	2017/18(%)	2016/17(%)	2015/16(%)	Target (%)
Complaints responded to in target	93	89	92	90
Customers satisfied with the way the complaint was handled	56	65	59	75
Customers satisfied they were kept informed throughout their complaint	56	54	55	No target set
Average days to resolve a complaint	17	12	9	No target set



ONGO CARNIVAL

2018 saw record numbers attending our Ongo Carnival, with over 3,000 of you coming along to enjoy a fun, free day out.

There was something for everyone, including donkey rides, go karts, bouncy castles, face painting and retro rides.

Let us know what you thought about the carnival and any ideas you've got to make it even better next year by visiting our website ongo.co.uk/carnival



Delicious food



Donkey rides



Fun & games



Owls





Go karts



Carnival fun



Challenges



Bouncy castles



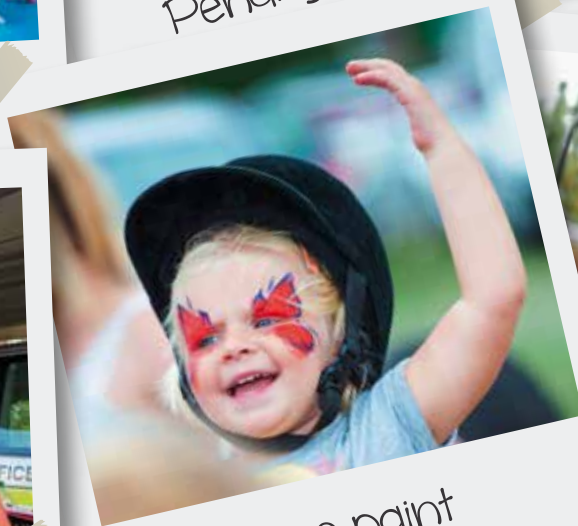
Penalty shootout



Swings



Face paint



Games



Bagpipes



Arts & crafts



Karate

Good deed feed

Here's a round-up of some of the wonderful things you and our staff have been doing for your community.

Clothes for those most in need

Queensway Community Group launched a project to provide interview clothes to those in need.

Ian Bulliment, one of our tenants who started the project said: "Someone we gave a suit to now has a job, and says without us, he wouldn't have been able to attend the interview."

The project runs every Tuesday, Thursday and Saturday between 4.00pm-5.00pm at Queensway Flats, Scunthorpe.

They're always on the lookout for more donations. Email editor@ongo.co.uk to donate.

New cafe opens in Barton

A new breakfast cafe has opened at the Viking Centre in Barton and is open on Thursdays between 10am – 1pm.

The menu has been designed to provide affordable options to suit all ages. This includes kids meals, pensioner specials or vegetarian options, all for under £5, including a drink.

Any profit made will fund community activities to improve the area.



Breakfast in Barton



Volunteering

Liam's journey to work

Liam got involved with our Employment Support Team to help him overcome the barriers he was facing to get a job. He had no confidence and low self esteem when he met the team. But after being involved in the project, his communication skills improved massively. In March 2017 he began volunteering with the Growing & Learning Team.

With support from his Employment Support Coach he began applying for jobs and in May this year and was over the moon to find out he'd been successful in getting a job at The Arc in Westcliff.

Find out more about the about how we could help you, visit ongo.co.uk/employmentsupport.



Liam loves his new role!

Have you done something great to help people or make your area a better place to live? Get in touch, we'd love to share your story editor@ongo.co.uk

JOURNEY TO SUCCESS

Our Next Level Team work with clients that are currently in work to develop their skills and progress in their career.

How we helped Andy

Andy was working for a bank as a Customer Service Advisor and had a long commute each day. He wanted to pursue a career in HR but was struggling to get the break he needed. He approached our Next Level Team for guidance.

The team worked with Andy to create a plan to get him the skills and confidence he needed to achieve his goals. This included social media training, a Microsoft Excel qualification, interview prep and CV writing. They organised a voluntary placement with Ongo's HR Team.

All of this support helped Andy to succeed in securing a HR officer role for a chain of nurseries in North Lincolnshire.

Get in touch with our Next Level Team **01724 844848** or email **nextlevel@ongo.co.uk** to see how they can support you



We're here to help you progress your career

Helping you back into work

Our Employment Support Team has had a really busy year working with lots of people to help them become work ready.

	2017/18	2016/17	Target
People accessing employment support	659	742	552
Work and life skills sessions held	458	356	408
People supported into employment	147	250	150





NEW DEVELOPMENTS

We've had a busy year building great homes for you to live in. Over the last 12 months we've started building 109 homes and completed 115, and we have plans over the next three years to build 800 more. Here's some of our new homes, completed in 2018.

Westcliff, Scunthorpe

We're building 41 two and three bedroom houses and bungalows, including some disability bungalows. The first 10 homes are finished and people are living in them, with the rest set to be ready by the end of 2019.

Burdock Gardens, Scunthorpe

We have 11 homes in this area, with seven for affordable rent and four shared ownership. If you're looking to get on the property ladder but don't have a big deposit, shared ownership could be for you. Find out more on our website ongo.co.uk/sharedownership

Poplar Drive, Brigg

We're building six flats on the site of an old children's home. These will all be accessible and built for people with learning difficulties, to offer freedom and independence in their own home. They will be ready to move in by the end of October 2018, we can't wait!

Want to find out more about our new developments?
Visit ongo.co.uk/developments



Westcliff homes



Westcliff bungalows



Burdock Gardens



IMPROVING YOUR NEIGHBOURHOOD

We're working closely with Humberside Police and North Lincolnshire Council's Safer Neighbourhoods Team to make your communities great places to live.

In July we attended Grimsby Crown Court where we were granted a 14 day possession order on one of our properties in Scunthorpe, resulting in the tenant being served an eviction notice.

This case ended up in court because of anti social behaviour issues and rent arrears. We investigated following complaints about the tenant. They had neglected their property and garden and a large amount of visitors causing anti social behaviour to other residents had been reported.

Claire Coyle, Housing Services Manager, said: "Our teams have done another great job in working with local people to gather evidence and get the best outcome. In this case it resulted in us evicting the tenant from their home."

We take anti social behaviour issues very seriously. If you're having problems get in touch with us [01724 279900](tel:01724 279900) or visit our website ongo.co.uk



Working together to keep you safe

Dealing with neighbourhood issues

	2017/18	2016/17
ASB Cases received	261	230
Breach of Tenancy cases	353	241



FIRE SAFETY

In June 2017, following the Grenfell fire tragedy, we took the decision to fit sprinklers in all our high rise flats. This decision wasn't taken because our fire safety procedures weren't up to standard; but so we could offer our tenants extra reassurance.

Straight away we began the process, and work was completed in May this year. All of our high rise flats now have sprinklers fitted in every room.

Visit ongo.co.uk/firesafety to check out our fire safety procedures



TIPS FOR A SAFER KITCHEN

It is important not to get distracted when cooking. It only takes a moment for a hot pan or grill tray to catch fire.

- Do not leave pans unattended. Take them off the heat if you have to leave the room
- Never leave a child unattended when cooking
- When you have finished cooking, make sure your oven is turned off
- Do not cook when tired, or if you have had alcohol
- Keep the oven, hob and grill clean. A build up of fat and grease can easily catch fire
- Never use water on a hot oil or chip pan fire
- Keep your microwave clean and do not put metal in it
- Keep electrical leads, tea towels and clothes away from the cooker
- Turn off electrical appliances when they are not in use

In partnership with:



HUMBERSIDE
Fire & Rescue Service

**If a pan catches fire, do not take risks –
GET OUT, STAY OUT AND CALL 999**

For more tips visit
www.humbersidefire.gov.uk

SAY HELLO TO YOUR MAINTENANCE TEAM



Your Maintenance Team is made up of forty staff split into two teams, Repairs and Voids. They work together to make sure homes are kept safe, secure and in good quality. The Voids Team prepare all of our empty homes ready for the next people moving in, including any repair jobs, decorating and cleaning to make sure the home is at the standard you'd expect.

Day to day repair work to keep your homes in working order is the job of our Repairs Team. They're the ones that visit you when something's not working quite right or if something needs replacing.

Find out more about how we've performed this year by visiting ongo.co.uk/annualreport

	2017/18	2016/17	2015/16	Target
Number of same day, next day and standard jobs reported	27,783	27,650	28,501	No Target
Percentage of repairs carried out 'right first time'	88%	86%	85%	90%
Percentage of tenants satisfied with repairs and maintenance services	93%	94%	96%	95%
Percentage of tenants satisfied with the quality of work	95%	96%	96%	97%
Percentage of tenants satisfied they were told when workers would call	93%	92%	98%	99%



READY TO RENT

We have just launched our Ready to Rent homes, a selection of homes that are available now with no waiting list. Even better, there's no need to bid, you just take a look at what we have available and contact us to book a viewing.

We have a variety of homes available at any one time, from 1-bed apartments to 4-bed homes throughout North Lincolnshire, Doncaster, Gainsborough, Nettleham and Blyton. This new way to rent homes is in addition to our regular lettings schemes, which are all still available to use.

There is no need to complete an application, simply contact us for a viewing. No deposit or admin fees, just at least one weeks rent in advance!

To see the Ready to Rent homes we have available, visit ongo.co.uk/readytorent

It's as easy as 1.. 2.. 3.

1. Find the home for you and contact us to arrange a viewing

2. View the home and let us know if you like it, we will then start the application process

3. Get the keys to your new home!

A DAY IN THE LIFE OF...

We catch up with Emily, one of our Lettings Officers.

What does your job involve?

My job is really varied, and includes signing up new tenants, organising mutual exchanges, letting the new builds and the most recent addition to my role is promoting the new Ready to Rent homes we have available. I also advertise homes, arrange and carry out viewings, assess applicants to make sure they're suitable for the home they've applied for and finally giving them the keys to their new home

Best bit about the job?

I love that each day is different. It's a really rewarding role, helping people to move into their new home. It's also pretty challenging, but I feel like I learn something new every day.



Lettings Officer Emily

How did you get into the job?

I started as a Housing Management Apprentice seven years ago and worked my way up, as opportunities to progress became available. I spent six months as an apprentice, then a Lettings Assistant and now I'm Lettings Officer.



CALENDAR OF EVENTS

SEPTEMBER

30 - North Lincolnshire Aviation Fest @ Skydive Hibaldstow

OCTOBER

6 - Gin festival @ Hirst Priory, Crowle

29 - Ongo Dine & Dance @ Heslam Park, Scunthorpe

31 - Spooky Disco @ Waters' Edge, Barton

NOVEMBER

2 - Museum Minis @ North Lincolnshire Museum, Scunthorpe

24 - Christmas light switch on @ Church Square, Scunthorpe

30 - Christmas Fayre @ Market Place, Brigg

DECEMBER

8 - An Indie Kinda Christmas @ Cafe Indie, Scunthorpe

18 - Ongo big Christmas lunch @ Lincoln Court, Scunthorpe

Visit our website to keep up to date with all the latest events happening in your area ongo.co.uk/events



Do you have an event happening that you'd like us to promote? Email your events to us editor@ongo.co.uk

WORDSEARCH

Can you find all of Ongo Bears favourite things in our wordsearch?

Spot the following words...

MRS
SONGO
BEAR
CARNIVAL
SELFIES
DANCING
CAVES
HONEY
BALLOONS
HIGHFIVES

PARTIES
CAKE
FUNDRAISING
BUBBLES
FANCYDRESS
RUNNING
JUMPING
TWEETING

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

If you'd like to be with a chance of winning a £30 Love to Shop voucher, fill in your details below.
This information will only be used for contacting the winner.

Name _____

Address _____

Postcode _____

Daytime Telephone number _____

Email address _____

win a
£30
Love to Shop
voucher
see our website
for T's & C's

Entries must be in by Monday 5 November 2018. The winner will be drawn from all correct entries. The Editor's decision is final.

Please return your wordsearch to:

Editor, Key News,

Ongo House, 26-30 High Street, Scunthorpe, DN15 6NL

KIDS CORNER

Colour in this spooky scene

Don't forget to share your finished picture with us



@ongoUK



OngoHomes



HAVE YOU TRIED THE ARC CAFE YET?

Tasty offers to tempt you...

FREE
tea or coffee
with your
breakfast*

(valid until 30/11/18)



Coffee
and a
cake for
£2.50*

(valid until 30/11/18)



Sandwich
and a cold
drink
£3.00*

(valid until 30/11/18)



FREE
tea or coffee
with a
main meal*

(valid until 30/11/18)



We are open

Mon- Fri 8.30am - 2.30pm

Saturday 8.30am - 12.30pm



*T&C's apply, please visit ongo.co.uk for full details.

the **arc**