

# key news

Autumn/Winter 2017

## Ongo Carnival 2017

Two page feature on a  
“fantastic day”



### Value for Money

Check out our Value for Money statement



### Annual Report

Our performance information for 2016/17



### Fire safety

Our response and actions taken



# HELLO

**W**elcome to our Autumn/Winter edition of Key News. We're nine months through what has been a busy year for us. It's been our 10th anniversary, so we've been taking a look back at what we've achieved over the years and how things have changed since 2007. We've also been looking ahead to the future and been building new homes, launching commercial businesses and even had our first shared ownership homes for sale.

We've also seen some changes to the way we do business. As we can't rely on Government grants to build new homes, we've had to look at other ways to bring money into the business. This is why we've set up our commercial services, so all the profit made from them can be invested straight back into building homes and improving local communities.

Something I'm really proud of is the way we work to involve our tenants in lots of our big business decisions. Our Community Voice group challenges us and debates issues and make recommendations on ways to improve the services we offer to our customers. In the last 12 months we've seen the group take charge of making all operational decisions, which is a big change for us. You can read more about the ways you can get involved on Page 17.

Throughout this edition of Key News you'll see lots of information about how we've performed over the last 12 months; what we've done well and where we can improve. This is all taken from our annual report which you can look at in full online. Just visit [www.ongoannualreports.co.uk](http://www.ongoannualreports.co.uk)

Finally, I'd like to say thank you for all your support over the last 10 years and for helping us make Ongo the organisation it is today. We truly couldn't have done it without you. I would like to say a special thank you to all our volunteers who give up so much time to make the organisation better.

So, 2018 looks to be an exciting time for us, with lots of new challenges on the way.

Andy Orrey, Chief Exec.



Andy

## A message from Jill Milner, Community Voice member

**S**o, what and who are Community Voice? This is the question I asked myself three years ago when I was invited to one of their monthly meetings. And now I can tell you.

Community Voice (CV) is a voluntary group of people who are tenants or leaseholders and we, alongside staff from Ongo Homes, meet monthly to discuss the policies that make our homes and communities a safe, clean and happy place to live.

We vote on operational policies and influence change. We don't need any qualifications other than the time and desire to be a part of this decision making team. We are also invited to various training

sessions and can become members of other panels. I really enjoy being a part of this and have made many new friends and learnt a lot about what is happening with government policies and other housing associations.

So why not talk to someone from Ongo Homes about joining us and being a part of our team.

It won't cost you anything but you will get a lot from it.

Jill Milner



Jill

### GET IN TOUCH

Got a story to share? Send your ideas to the Editor by emailing [customer.engagement@ongo.co.uk](mailto:customer.engagement@ongo.co.uk) or writing to Ongo, Meridian House, Normanby Road, Scunthorpe DN15 8QZ





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

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

Jei norētumēte šio lapelio, savo kalbā, susisiekite su mumis 01724 279900

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

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

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

如果您想本小册子在你的语言, 请致电 01724 279900

## Get in touch

### Online

visit us at [ongo.co.uk](http://ongo.co.uk)  
(remember to sign up for your online account where you can manage your tenancy online)

 /OngoHomes  
 @ongoUK

**Call** 01724 279900

**Text** 07500 077829

Please note that we record all calls for training and research purposes.

### Pop in

Customer Centre, 15-19 Cole Street, Scunthorpe,  
North Lincolnshire, DN15 6QY

### We are open

Monday	9.00-5.00	Thursday	10.00-5.00
Tuesday	9.00-5.00	Friday	9.00-4.30
Wednesday	9.00-5.00		

# Join the conversation

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



**Email the Editor** - [customer.engagement@ongo.co.uk](mailto:customer.engagement@ongo.co.uk)

or write to Ongo, Meridian House, Normanby Road, Scunthorpe, DN15 8QZ



## New HQ

Work has started on the brand new Ongo HQ. Chief Exec Andy Orrey joined with bosses from local building firm Britcon, British Steel and North Lincolnshire Council to mark the official start of work.

The Ongo HQ is part of a wider £60m plus regeneration of Scunthorpe town centre which was announced on Thursday 13 July.

The three-storey HQ will be on the corner of Church Square, Scunthorpe, and will provide a new, modern customer centre and office space for up to 250 staff.



## Westcliff hub name reveal

The brand new community hub in Westcliff will be called The Arc.

As part of a £9million regeneration project, The Arc will be a community space where everyone is welcome. It will have a pre-school, café, social zones and private meeting rooms.

Keep up to date with the latest news and progress of The Arc by following them on Facebook and Twitter.

f /TheArcWestcliff  
t @ArcWestcliff

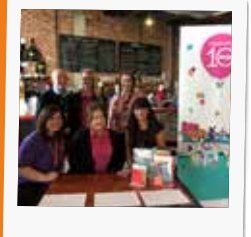


## Employability day success

To celebrate National Employability Day, staff at Ongo held an event at Café Indie, Scunthorpe on Friday 14 July. The event was aimed at secondary school students to give them practical advice and insights into various career paths which could be available to them once they leave education.

"I really enjoyed the employability day because I got to know some more information about my dream job, it was pretty cool" **Laura Bramwell**

"I have really enjoyed learning things about my potential future career options" **Owen Ramsay**



## Customer Service Excellence (CSE)

We have achieved the CSE accreditation for the second time.

An inspection was carried out which looked at how staff at Ongo interact with customers, the ways that we offer efficient, effective services, and how we involve our customers in decision making.

Tim Mills, Community Voice Secretary, said: "It's a validation of the hard work and efforts Ongo put into communicating and responding to tenants."

## What's trending on our social channels?



Ongo Carnival



New tenant portal



Second shared ownership home sold



@ongoUK



/OngoHomes

# Update on fire safety in tower blocks

**Following the awful fire at Grenfell Tower in London on Wednesday 14 June we have been reviewing our fire safety processes in our four high rise buildings in Scunthorpe.**

Within hours of the incident, Humberside Fire and Rescue officers visited Trent View House, Crosby House, Sutton House and Princess House to conduct inspections and offer advice and reassurance to residents.

We quickly established that the cladding on our buildings is different to that on Grenfell Tower, however, additional tests were taken as a precautionary measure. The results have confirmed the cladding is not combustible.

We have also decided to install additional sprinkler systems in all four blocks. This work will take place in the next six months.

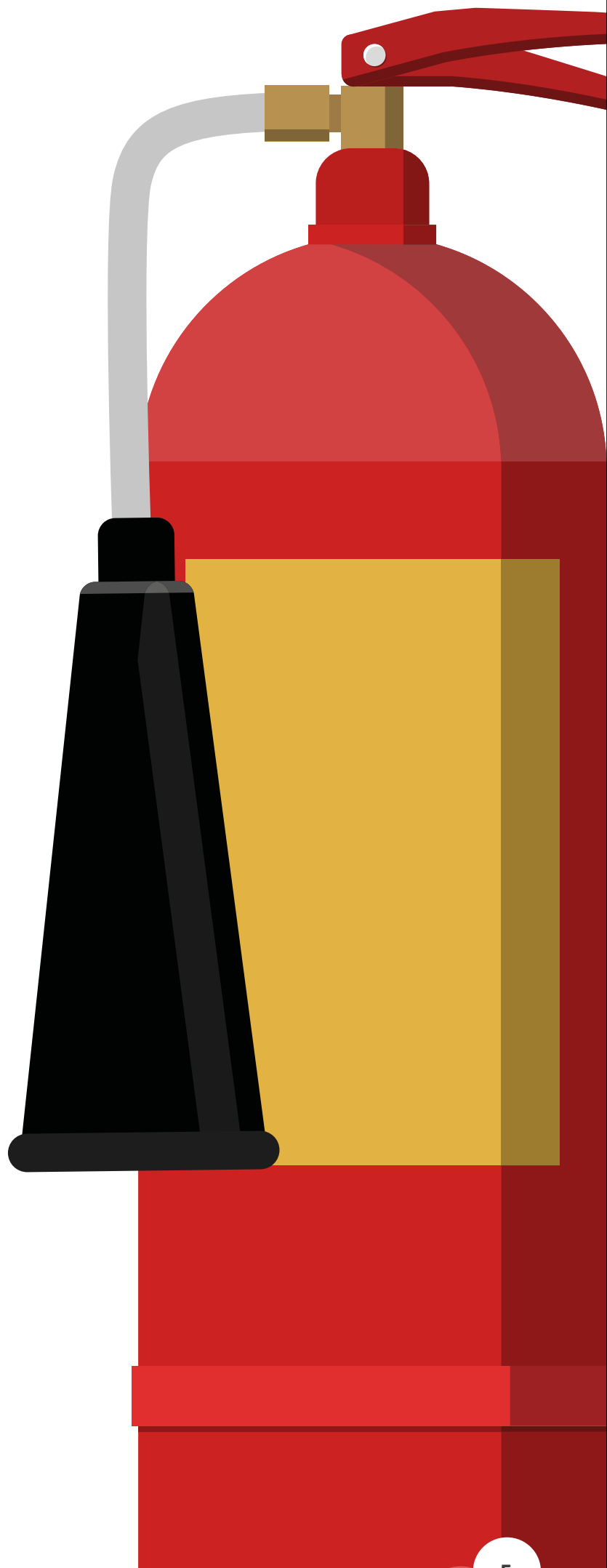
If you live in one of our tower blocks and have any concerns or questions please get in touch with us. We have also posted some Q&A's on our website [ongo.co.uk](http://ongo.co.uk)

To get in touch with us  
call 01724 279900

## What to do in a fire

- Raise the alarm immediately. All high rise buildings have alarms to break in the event of a fire.
- It is your responsibility to leave the building by the safest route, ensuring all doors are closed behind you.
- Do not attempt to use lifts when evacuating the building.
- When you have evacuated the building, wait at your fire assembly point.

It's important that all fire exit routes are kept clear at all times. Please do not leave any items in the communal areas.



# Value for Money

## “Committed to giving you the best value for money”

For us, Value for Money means getting the biggest benefit we can from every investment we make. We give good value when our costs are low and our customer satisfaction is high – something which is very important to us.

We know we are on track when we can spend less but still offer services that work and you are happy with.

**During last year we made savings of £1.02 million, this was against a target of £500k.**

Check out our **Value for Money statement** on our website [ongo.co.uk](http://ongo.co.uk)

**£126k**

was in efficiencies, such as saving staff time

**£86k**

worth of savings were made through the re-procurement of a number of contracts.



**£895k**

was actual cash saved, such as saving money on a new contract



## Sign up for the new tenant account

My Home, your new online tenant account, is coming soon! We'll be bringing you more and better features, such as booking repairs for your home choosing time slots that suit you, checking your rent statement, paying your rent online, and more. If you'd like to be one of the first to get access to My Home, **register your interest at [www.ongo.co.uk/my-home](http://www.ongo.co.uk/my-home)** and we'll email you as soon as it's launched.

## There's lots of ways you can help us reduce our costs and offer even better Value for Money

### Change from printed Key News to receive digital versions

Why not have your Key News sent to your email instead of being sent out in the post? Not only will you receive three extra editions a year, it's better for the environment too.

### Dispose of your waste

Lots of money is spent each year collecting and transferring waste which has been left on estates. Do your bit for the environment and make sure you pop your rubbish into bins. Also, make sure you take advantage of your free bulky items collection which you get each financial year. For more details visit North Lincolnshire Council's website at [northlincs.gov.uk](http://northlincs.gov.uk)

### Make sure you keep to any appointments

Missed appointments cost at least £30.60 each visit. If you have an appointment with us that you will no longer be able to make, let us know well in advance so that we can rearrange with you.

# Annual Report

## A look back over the past year

Every year we produce a report which tells you how we have performed and sets out our financial position. To see the full report and our annual financial statements, go to [ongoannualreports.co.uk](http://ongoannualreports.co.uk)

## A bit about our business



How many general needs homes we have  
**9,447**



How many homes for older people  
**439**



Total number of lettings for the year  
**901**



Total accommodation we own and manage  
**9,700**

## Customer Service

We know people's time is valuable so we always try to resolve enquiries at the first point of contact. This is how we've performed in 2016/17:

The percentage of enquiries dealt with at the first point of contact by our Customer Service Team, in **2016/17** was **87%** compared to the **target** of **80%**.

The number of online enquiries dealt with by our Customer Service Team in **2015/16** was **1200** compared with **2657** in **2016/17**

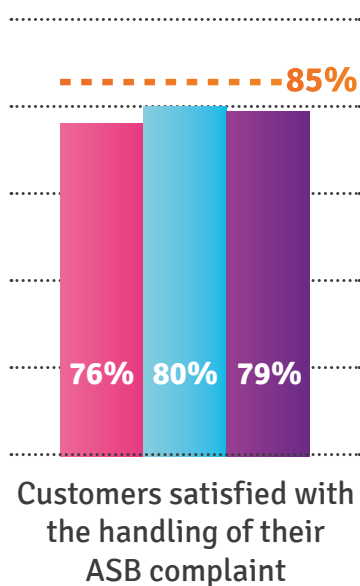
In 2016/17 we took **105,857** calls from our customers.

## Tackling anti-social behaviour

In 2016/2017 a total of **827** cases of anti-social behaviour have been reported to us

### Key

- Target
- 2014/15
- 2015/16
- 2016/17



## Building homes/selling homes



New homes completed  
**51**



Tenants using Right to Buy  
**41**



Began work on building homes  
**227**



Shared ownership homes on the market  
**2**



First homes out of North Lincolnshire built  
**10**



## Money matters

18 October 2017

### Universal Credit arrives in North Lincs!

Later this year, there will be major changes to the way you claim benefits. The Government's new benefit called Universal Credit (UC) will be rolled out in full. This means that anyone who needs to claim benefits for the first time or is currently claiming benefits and has a change in their circumstances will have to claim UC.

**Anybody claiming UC will have to do it online, and they must have a bank account and an email address.**

Would you like to know more about Universal Credit?  
Visit [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit)

The most important thing for you to know is that if you claim UC, **you will have to pay your rent personally rather than have it paid to us automatically by housing benefit.** If you do not pay your rent, you are at risk of losing your home. Please get in touch to discuss any difficulties you have with paying your rent.

**Our Support Team is here to help you with this change, to get in touch with them visit our website**

[ongo.co.uk](http://ongo.co.uk) or contact  
01724 279900.

#### Awarded for our customer advice and support

We have been recognised for the quality of advice and support we provide for our tenants.

We have achieved the Advice Quality Standard – the quality mark for organisations which provide advice on social welfare issues.

The accreditation was awarded following a detailed assessment of our advisory services by recognising excellence.

The Advice Quality Standard is awarded by the Advice Services Alliance. More information can be found at [www.advicequalitystandard.org.uk](http://www.advicequalitystandard.org.uk)

Read more about our Support Service on **Page 16**.



# Keep Safe – Carbon monoxide information

**Keeping you safe is one of our main priorities. We want to give you some information on Carbon Monoxide (CO) and top tips on what to look out for.**

Carbon Monoxide is a poisonous gas produced by incomplete burning of carbon-based fuels, including gas, oil, wood and coal. When breathed in it prevents the blood from bringing oxygen to cells, tissues and organs. You can't see, taste or smell it but it can cause some serious risks to your health or potentially death – so it's really important to know what to look out for.

Early symptoms of CO poisoning can be similar to those of food poisoning, viral infections, flu or simple tiredness. However, symptoms will usually disappear when you leave home, and others in your home may experience them at the same time.

## **Symptoms to look out for include:**

- Headaches or dizziness
- Breathlessness
- Nausea
- Loss of consciousness
- Tiredness, drowsy
- Pains in the chest or stomach
- Erratic behaviour
- Visual problems

## **What to look out for on your appliances:**

- Yellow or orange rather than blue flames on gas appliances, especially cookers and fires
- Sooting or yellow/brown staining on or around appliances
- Pilot lights that frequently blow out
- Increased condensation inside windows when appliances are in use

## **If you suspect CO poisoning:**

1. Get fresh air immediately, open windows and doors
2. Turn off any fuel burning appliance, if you can, and exit the property into fresh air
3. Contact us on 01724 279900.
4. For gas appliances call the National Gas Emergency Service on 0800 111 999

**If you or your family believe you may have been exposed to carbon monoxide you should seek urgent medical advice from either your GP or an Accident & Emergency department**

## Top tips

**Allow our staff and our contractors access to your home to carry out essential servicing & maintenance of appliances**

**Never do a DIY installation or repair work on any gas, oil, wood or coal burning appliances**

**Never block or cover any air vents into the room containing a fuel burning appliance**

**Never attempt to remove a gas appliance yourself, it can be very dangerous**

**Only burn fuels that are suitable for the appliance**

**Avoid using portable gas heaters in your home**

**Open the window when using your gas cooker to keep air flowing through the kitchen**

## **Gas cookers**

If you have a gas cooker, you're responsible for having it regularly serviced & maintained by a Gas Safe Registered engineer. This is NOT carried out by us as part of your tenancy agreement.

## **Carbon Monoxide alarms**

You can purchase an audible alarm which will alert you to the presence of the poisonous gas in your home. Make sure it is marked to EN 50291 & has the British Standards Kitemark approved mark on it. Read the instructions for guidance on the correct place for the alarm in your home.



# MOULD

## and damp



At a recent Community Voice meeting, members asked for some more information about mould and damp. It's important to look out for damp and mould developing, especially in the winter months, as there's more chance of condensation in your home

### What causes it?

It's caused when warm air settles on cold surfaces such as windows and walls, and becomes water. The water feeds on fungal bacteria that naturally exist in every home and this becomes mould.

You need to act as soon as you spot damp appearing to prevent further mould developing. You may see it as a 'tide mark' on the walls and there may also be a musty smell.

### How can you help prevent it in your home?

**You can cut down the chances of mould and condensation by:**

- Using an extractor fan in your kitchen and bathroom
- Keeping your bathroom door closed
- If you are drying clothes in a room, close the door and open a window
- Keep furniture well away from the walls
- Keep unheated rooms ventilated

**If you do have mould in your home:**

- Don't ignore it – it won't go away on its own
- Wipe down your walls and window frames with a fungicidal wash
- Re-decorate with a fungicidal paint to prevent it coming back

**If mould continues to grow within your home after these steps have been taken, please contact us on 01724 279900.**

This information  
is from our  
Annual Report

### Repairing your home

Number of same day,  
next day and standard  
jobs reported.



2016/17
<b>27,650</b>
2015/16
<b>28,501</b>
2014/15
-

Percentage of tenants  
satisfied with repairs and  
maintenance services



Target  
**96%**

2016/17
<b>94%</b>
2015/16
<b>96%</b>
2014/15
<b>94%</b>

# Good deed feed

Tell us about the great things you've been doing.  
customer.engagement@ongo.co.uk

or write to  
Key News Editor, Ongo, Meridian House, Normanby Road, Scunthorpe, DN15 8QZ.

Here's a round-up of all the wonderful things tenants and staff have been doing for the community.

## Celebrating 50 years of Lincoln Court

Tenants living at Lincoln Court celebrated 50 years since it opened with a birthday party on Thursday 3 August.

Over 40 people attended the party which took place in the lounge area of Lincoln Court. There was a buffet lunch, games and entertainment throughout the afternoon which everyone enjoyed.

Edna Moore, resident at Lincoln Court, said:

“I've had a really nice time at the event, there's always something going on here to get involved in. The atmosphere is definitely the best thing about living at Lincoln Court, it's great.”

Helen Wright, Support Services Manager at Ongo, said:

“2017 is a milestone year for us here at Ongo. It's 10 years since we became a housing association, so it's been great to be able to celebrate this big milestone year for Lincoln Court too. We love organising events like these, seeing everyone getting together to have a good time.”

We're committed to reducing social isolation for our older tenants, and putting on get togethers like this is a great way to do that.



Take a look at the money raised so far for charities in 2017.



£320 donation to the foodbanks

£600 Employment Support Lindsey Lodge fundraising

£110 Lindsey Lodge book stall

£775 from Castle to Coast to Castle

£87.10 to Marie Curie (tea party)

£80 to Sue Ryder from the Mascot Gold Cup

£52 to MIND

£350 to Lindsey Lodge from staff survey donations

£1,321 Pretty Muddy

## Carnival stall for local charity

Staff sold donated books, DVDs and CDs at one of our Carnival stalls this year. All money raised was donated to Lindsey Lodge. Thank you to everyone who donated to such a great cause and helped raised £110. We delivered the rest of the unsold books to the Lindsey Lodge book shop in Ashby.



Christine Fowler  
@nlhomes\_ChrisF

Going the extra mile for our @ongouk tenants. Tenancy Support Officer has printed Aphasia cards to help a tenant who has suffered a stroke.

14 Jul 2017





# ONGO CARNIVAL 2017

With it being our 10th birthday this year, we aimed to make it our biggest Carnival yet. With over 2,000 of you attending – it was our best ever turnout.

There were bouncy castles, a mini petting zoo, retro fairground stalls and a circus workshop to name just some of the fun and free activities available.

We enjoyed demonstrations from talented performers including the Scunthorpe District Pipe band, Messingham Martial Arts and many more, along with information stalls run by Ongo and our partner organisations.

## Here's what you had to say:



Thank you for having us at your great event. We all enjoyed the day and our junior students really enjoyed the rides and stalls.  
- Messingham Martial Arts

What a brill event, thank you Ongo!  
- Lauren Froggitt



Had a fantastic day and kids loved it! Thanks Ongo.  
- Vicky D'Ascenzo

Thank you to everyone who organised this event. My children loved it :)  
- Rachel Jackson





# BABY ONGO BEAR'S JOURNEY

It was baby Ongo Bear's first ever Ongo Carnival  
Take a look at what he got up to:



# Raising Aspirations with Ongo

**A**n exciting project that has recently launched here at Ongo is the Raising Aspirations Project. We have a team of specialist Youth Mentors who work with young people eight years and older to inspire them, encourage them and give them the skills to grow to their full potential.

**The team is working with schools and community groups in North Lincolnshire to:**

- Offer mentoring support to young people to help them broaden their opportunities and hopefully get a job or continue in education
- Offer career exploration including careers days, workplace visits and motivational speakers
- Organise and host after school and holiday activities which are planned based on what young people tell us they're interested in
- Lots of training to develop leadership skills, life skills, money management and home maintenance

**The team can also give advice and provide one to one support to young people interested in applying for apprenticeships.**

**Are you interested in getting involved to help broaden your career prospects or know someone this might be useful for?**

**Get in touch with the team on 01724 844848 or visit the website for more information [www.ongo.co.uk/support](http://www.ongo.co.uk/support)**



## Already in work, but want a better job?

The **Next Level** project aims to help low paid workers gain new skills and make better lives for themselves.

If you live in North Lincolnshire and want to develop your career by **securing a better paid job**, regular set hours or **permanent** employment. Our team of mentors and tutors can help you gain the skills and qualifications to support you to progress to the “**Next Level**”.

This is a **free service** to you. We receive part of our funding from the European Social Fund which supports the project.

☎ 01724 844848

@ [nextlevel@ongo.co.uk](mailto:nextlevel@ongo.co.uk)





# Supporting people into employment

## How we supported Peter into work

Peter Lings is an Ongo Homes tenant and secured permanent work as a Waste Operative at North Lincolnshire Council. This was with the help of our Employment Support Team (EST).

Peter was living in a bedsit when he first came to our Employment Support Team. He described it as a horrible place to live. But with the help of the EST he managed to secure a tenancy with Ongo which was life changing for him, he loves his flat.

Peter was out of work for well over a year when he approached the EST. He was struggling to find a job, so Lisa (from Ongo's EST) suggested he did some voluntary work in the Caretaking Team at Ongo.

Peter said:

“I was struggling to find work and after a long time without a job it is difficult to get someone to give you a chance. Volunteering was a brilliant way for me to get the skills and experience that would help me secure a job when one came up. This work experience definitely helped me get the job I have now.”



Peter also attended the job club every Thursday. It was here that he worked with the team to update his CV, apply for jobs and work on his interview skills.

“I'd recommend the job club to anyone. It was really good and the team supported me to apply for jobs and get ready for interviews. Everyone in the team is really approachable and friendly. It has a relaxed feel to it when you visit their office which put me at ease straight away.”

This information is from our Annual Report

We provide lots of support for our tenants and the wider community, whether this is helping young people into work, offering life skills coaching or supporting people back into employment after long term breaks from work.



People supported into employment:

150  
Target

250  
Achieved

Work & life skills training sessions held:

456  
Target

356  
Achieved

People accessing employment support:

500  
Target

742  
Achieved

# a word with...

This time we talk to Dawn Hoyes, one of our Support Officers. She talks about why she enjoys supporting people and the challenges her role brings.

## **You've been part of the Support Team for nine years now, what's your favourite thing about the job?**

Since starting with Ongo back in 2008, I would say my most favourite thing about my job is knowing that I am helping people achieve their goals.

## **The team has helped support over 1900 tenants over the past year. What sort of help can you give to tenants?**

The help we give can be quite varied but includes helping with finances, providing guidance and information on tenancy related issues as well as life skills. We help support our more vulnerable tenants, helping them to access services and helping them to be more independent. We tailor our support to meet our tenant's individual needs.

## **What are the top three traits a person needs to have to be able to thrive in your role?**

I would say these are patience, a good listening ear and being able to understand other people's circumstances.

## **What do you think is the most challenging part of being a Support Officer?**

I think what I find the most challenging about being a Support Officer is when outcomes are not achieved due to either tenants that might not engage or the challenges we sometimes face with any government changes which can affect the most vulnerable.

## *Up close and personal*

**What can't you live without?**  
Biscuits – I love them.

**If you could travel anywhere in the world, where would it be?**  
Italy – for the food and wine.

**What's your favourite film?**  
I like so many. My top ones would have to be A Beautiful Mind, Theory of Everything, PS I love you, Harry Potter and obviously the old classics Dirty Dancing and Pretty Woman.



## *Did you know?*

We supported over 1,900 tenants in 2016/17 and helped tenants receive over £1,458,564 in benefits they were entitled to.

This information is from our Annual Report



# Get Involved



## Crowle Community group

Crowle Community group successfully received some funding from Persimmon Homes to spruce up their communal garden areas. They used the funds to create raised planters at both Manor Gardens and Bourne Court to enable older residents to get involved with gardening. They hope this will help reduce social isolation and bring the community even closer.



Residents enjoying their new seating area

## Tpas accreditation

We've achieved the Tpas accreditation for the third time. The accreditation lasts for three years and is awarded to us for our commitment to tenant engagement.

Here's what our volunteers had to say about the reaccreditation:

“It's a tribute to the way Ongo involves and communicates with its tenants”

“Working with Ongo we are listened to and it's like being in a big family”

“So pleased to be part of something that has grown and grown over the years”

“Ongo are great for involving the tenants in how they work, and keeping them up to date”

“I am proud to be a resident of Ongo and do what I can to help achieve the Tpas Award”

“I love the partnership working, it brings the community together”



Staff and volunteers receiving Tpas accreditation

## Here's what some of your community groups have been doing:



Community groups have been holding lots of different activities over the summer including: fun days for their local communities and bus trips for residents in the area.

## Are you interested in joining a group in your area?

We have lots of opportunities for you to get involved in, check out our Menu of Options, which tells you about all the different ways you can get involved with us.



Visit [www.ongo.co.uk](http://www.ongo.co.uk) or you can contact the team on:



01724 279900



[customer.engagement@ongo.co.uk](mailto:customer.engagement@ongo.co.uk)



# Talented tenants

Take a look at how some of you have helped support our #OngoGoGreen project

## Do you have a hidden talent that you'd like to share?

Email the Editor at [customer.engagement@ongo.co.uk](mailto:customer.engagement@ongo.co.uk) or post on our Facebook & Twitter pages. [f /OngoHomes](#) [@OngoUK](#)

### Separate your waste

**T**alented tenants at Ashtree Close in Belton helped create a sign for their local Household Recycling Centre.

At our recent Neighbourhood Pride events tenants created a sign made out of recyclable items as part of the Waste Management Team at North Lincolnshire Council's campaign.

They put their creative skills to the test and made a sign that spelt out 'separate' to encourage local residents to recycle rather than putting all their rubbish in their general waste.



### Putting perfection

**O**ur Estate Services team had a number of recycling games at their stall this year at the Ongo Carnival.

The games included recycle golf, litterpick frenzy and tin can top shelf.

Well done to the talented Tyler Strong, who was the overall winner of all three games and won himself a new skateboard.



### Gardening workshops

**G**ardening workshops took place at the Caistor Road estate in Barton as part of a wider project to tidy up the area.

There were three workshops for tenants to get involved in. Each one had a different theme, with the aim of bringing the community together, encouraging tenants to take pride in their gardens and an opportunity for tenants to learn new skills.

#### The themes for the workshops were:

- Grow your own: learning how to grow your own produce, including fruit, vegetables and herbs
- Creating hanging baskets: a workshop to learn which flowers work well in hanging baskets and how to display them to show off their full potential
- Decorating pots: using recycled materials to spruce up garden pots and planters

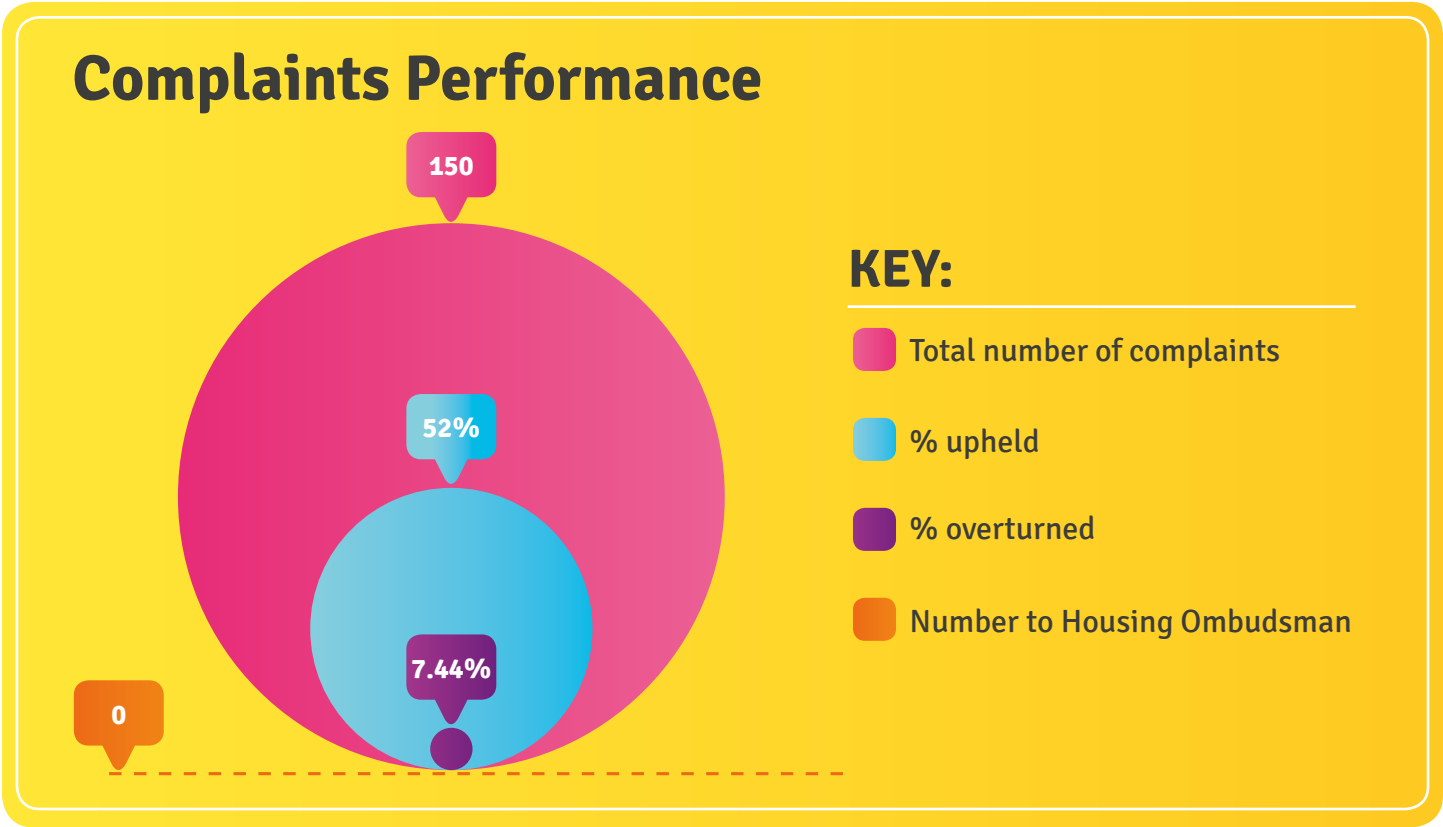


# How are we doing?

This information  
is from our  
Annual Report

We measure our performance to make sure we are giving you the best possible service and highlight areas we might need to improve.

Sometimes, there might be reason to complain, but we try to make sure that every complaint is handled quickly and effectively.



Complaints have  
reduced by:

12.22%  
since  
2015/16

Satisfaction in dealing  
with complaints has  
increased by:

6%  
since  
2015/16

Complaints	2014/15	2015/16	2016/17	Target
Complaints responded to in target	98%	92%	89%	90%
Customers satisfied with the way the complaint was handled	60%	59%	65%	75%
Customers satisfied they were kept informed throughout their complaint	100%	55%	54%	90%
Average days to resolve a complaint	13	9	12	-

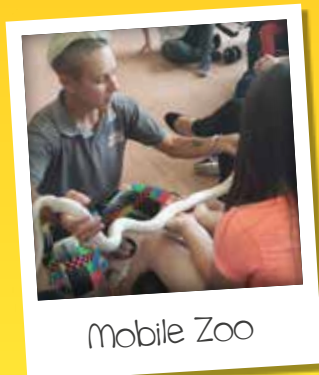


# Events WHAT'S BEEN GOING ON...

## NEIGHBOURHOOD PRIDE EVENTS

Over 150 of you have attended the several events we have organised across the region so far. Events have been aimed at all ages and help promote looking after the environment such as recycling and also the importance of taking pride in your area. Activities have included sprucing up communal garden areas, litter picks, recycling games and Easter egg hunts.

## SUMMER OF FUN SUCCESS



As part of our Raising Aspirations projects, we held numerous events around the region over the Summer. The activities included boxing, a nail bar and pool tournaments.

They even had a Mobile Zoo event at Westcliff Community Centre on 28 July. 130 young people got to met different animals, learning lots of fun facts about them.

## ONE CLICK AT A TIME

Over 15 of you have attended our One click at a time sessions which were held at Caistor Road, Barton, Alvingham Road and Broadlands House, Scunthorpe.

The sessions are aimed at people who would like to learn basic computer skills such as setting up an email address, shopping online and learning about safety and security.

Six tenants at Broadlands House successfully completed their six week course and said they had gained more knowledge, confidence and skills.



## WHAT'S COMING UP?

### DINE AND DANCE THE AFTERNOON AWAY

The annual Dine and Dance will be held on Monday 6 November from 1.00-4.00pm at Heslam Park Rugby Club, Scunthorpe. With it being our 10th birthday this year we are hoping to make it our best yet! So get those dancing shoes at the ready and if you still need to book your place, please contact the Support Team on 01724 279900. Numbers are limited. Free transport can be provided. **This event is for ages 55+**

### OUR SPOOKTACULAR EVENTS RETURN...

Our Halloween themed Neighbourhood Pride events will be held at Grangefield estate, Winterton and Warley Road, Scunthorpe during the half term. Activities will include a pumpkin trail and 'find the fly-tipping monster', with lots of prizes to be won.

Keep an eye out for more information on all our events on our website [ongo.co.uk](http://ongo.co.uk) or facebook page [f /OngoHomes](https://www.facebook.com/OngoHomes)



# Supporting you

We wanted to provide you with some information on safeguarding so that you are able to recognise the potential signs and raise your awareness on how we can support you.

**Safeguarding means protecting a person's right to live in safety, free from abuse and neglect**

**Examples of different types of abuse, neglect and exploitation are:**

**Physical abuse** – including hitting, slapping, pushing, misuse of medication, restraint or inappropriate physical sanctions

**Sexual abuse** – including rape and sexual assault or sexual acts to which the adult has not consented or was pressured into consenting

**Psychological abuse** – including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, isolation or unreasonable and unjustified withdrawal of services or supportive networks

**Exploitation** – either opportunistically or premeditated, unfairly manipulating someone for profit or personal gain

**Financial abuse** – including theft, fraud, exploitation, coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property, inheritance or financial transactions, or the misuse or misappropriation of property, possessions or benefits

**Neglect** – including ignoring medical or physical care needs, failure to provide access to appropriate health, care and support or educational services, the withholding of the necessities of life, such as medication, adequate nutrition and heating

**Discriminatory abuse** – including discrimination on grounds of race, gender and gender identity, disability, sexual orientation, religion, and other forms of harassment, slurs or similar treatment

**Abuse or neglect may be deliberate or it may be unintentional – either way abuse is unacceptable and should be dealt with**

Abuse can be carried out by anyone, which could include carers, family members, friends or other professionals including Ongo staff. Ongo has put policies and procedures in place to protect you from abuse by our staff and also to protect our staff from unreasonable and untrue allegations. Our Safeguarding Policy sets boundaries for our staff which state what is and isn't acceptable behaviour from them.

With this in mind, below are some examples of behaviours that it is unacceptable for our staff.

**Our staff should not:**

- Offer to carry out household chores, cooking, washing, cleaning or shopping
- Deliver any personal care such as helping someone bathe or with their personal hygiene
- Administer medication including over the counter medicines
- Have access to your bank account, bank card or pin number

**If you have any safeguarding concerns you can contact**

Helen Wright - Support Services Manager  
01724 279900 or North Lincolnshire Council  
Adult Protection Team on 01724 297000.

# TALK TO US

If things are getting to you



## 116 123

FREE

This number is FREE to call round the clock

01724 860 000\* (Local)

## SAMARITANS

SCUNTHORPE

\*Local call charges apply. A registered charity.

## Shadow Match

Can you match up these spooky Halloween characters to the correct shadow shapes below?



What will  
you be for  
Halloween?

## Yummy pumpkin soup recipe

Have a go at making this tasty treat this Halloween for all the family to enjoy.

Don't forget to post  
photos of your treats  
and pumpkins on  
f/OngoHomes  
@ongoUK

## Why not get creative and carve your own pumpkin?

Try carving out a  
spooky face into your  
pumpkin and leave it  
on your doorstep.

Fancy trying something  
a bit different?  
Why not carve out the  
face of your favourite  
TV character.

### You'll need:

- 2lb 2 oz diced pumpkin
- 1.5 litres of chicken stock (or vegetable stock)
- 1 ½ tsp of salt
- 1 tsp chopped parsley
- 1 large onion, chopped
- ½ tsp chopped thyme
- ½ tsp garlic powder
- 125ml whipping cream
- 3 whole black peppercorns

### Method:

**You will need to ask a grown up to help you with your tasty treat**

1. Pop the diced pumpkin into a food processor until it's the consistency of a puree.
2. Heat the stock, salt, pumpkin, onions, thyme, garlic and peppercorns in a medium sized pan, on a medium heat.
3. Bring the ingredients to a boil (it will start bubbling lots!) and then reduce the heat to low and let it simmer for 30 minutes.
4. Pour in your whipping cream and give it a good stir.
5. Find your spookiest bowl and pour in some soup and enjoy your yummy treat!

# Word search



**winner**  
Congratulations to  
Grace Traves for finding  
all the birthday related  
words in our Spring/  
Summer edition

Spot the following  
Autumn/Winter words...

Apples  
Halloween  
Pumpkin  
Stocking  
Bonfire  
Leaves  
Rudolph  
Christmas  
Mistletoe  
Snowflake

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

Name \_\_\_\_\_

Address \_\_\_\_\_

Postcode \_\_\_\_\_

Daytime Telephone number \_\_\_\_\_

Email address \_\_\_\_\_

☐ Tick if you're happy to hear about other promotions and competitions.

Entries must be in by **6 November 2017**. The winner will be drawn  
from all correct entries. The Editor's decision is final.

Please return your completed word search to:

**Editor, Key News**

**Ongo Homes, Meridian House, Normanby Road,  
Scunthorpe, North Lincs, DN15 8QZ**

win a  
**£30**


**Love to Shop  
voucher**

see our website  
for T's & C's

Let us know what you  
think of your Key News  
[www.surveymonkey.co.uk/r/7KYC9TK](http://www.surveymonkey.co.uk/r/7KYC9TK)

# Choose to Reuse now stock carpets

As part of a project to support the  
homeless housing charity M25  
Made By U, based in Doncaster.

To see all the latest carpets and other great  
value furniture, check out the Facebook page  
 /Choose2Reuse



## FESTIVAL OF SKILLS AND OPPORTUNITIES

FREE EVENTS  
THROUGHOUT  
OCTOBER 2017\*



\* EVENTS MAY BE SUBJECT TO CHANGE

### OPEN DOORS EVENT

**THU 14 SEPT, 1pm-6pm**

Jobs Fair suitable for anyone looking for work or a change of career.

**The Baths Hall, Scunthorpe.**

### GRADUATE SPEED NETWORKING

**WED 4 OCT, 10am-1pm**

Eight week work experience placements available.

**Civic Centre, Scunthorpe.** Please book by emailing: [FOSO@northlincs.gov.uk](mailto:FOSO@northlincs.gov.uk)

### WOMEN RETURNING TO WORK EVENT

**THU 12 OCT, 10am-2pm**

Practical advice for females of all ages on upskilling and job seeking.

**The Baths Hall, Scunthorpe.**

### WOMEN IN MANUFACTURING & ENGINEERING

**SAT 21 OCT, 10am-3pm**

Suitable for females of all ages interested in engineering.

**Humber UTC, Church Square, Scunthorpe.**

### APPRENTICESHIP EVENT

**THU 26 OCT, 9.30am-12.30pm**

Apprenticeship opportunities for all ages.

**The Pods, Ashby Road, Scunthorpe.**

### DISCOVER!

**SAT 28 OCT, 10am-4pm**

Fun activities for 4-11 year olds. Discover careers in North Lincolnshire.

**The Pods, Scunthorpe.**

FOR MORE INFORMATION VISIT [www.northlincs.gov.uk/foso](http://www.northlincs.gov.uk/foso)

 [FOSO@northlincs.gov.uk](mailto:FOSO@northlincs.gov.uk)  01724 297302

