

Annual Report 2023/24

ongoo

Who
are we?

[Find out more](#)

Welcome to your annual report

A word from Jill on tenant involvement and empowerment

Hello, my name is Jill Milner and I'm the Acting Chair of Community Voice.

Unlike some housing providers, we as customers and tenants are consulted with and Community Voice make decisions on customer-facing policies. We sit at the heart of decision making at Ongo, holding a 56% voting share, and play a huge part in their governance.

The percentage of tenants satisfied that their views are listened to, and acted upon, is 53.4%, which is a slight decrease from last year. We'd like to see this improve and so we're continuing to work hard on this, working with Ongo to get out into the community as much as possible to talk to you.

As part of Community Voice, top achievements this year include being involved in a new Ongo Damp & Mould Policy, which covers Ongo's commitment to tackling damp and mould to both customers and to the Housing Ombudsman. Tackling damp and mould is a key priority for Ongo, and work is underway to improve how it is reported as well as the information you receive about it.



We've also been part of a review on the repairs and maintenance service, and we've approved recommendations to improve the service that you receive, including clear recommendations as to what a customer's responsibility is, and what Ongo's responsibility is. Ongo is clear that improving the repairs service provided to tenants is an organisational priority and more recently lots of improvements have been made in this area.

We've also supported Ongo with identifying any areas of non-compliance against the new Regulator for Social Housing Consumer Standards, of which there were none. Ongo has since developed an action plan to capture any improvements needed. This year has also seen the introduction of Tenant Satisfaction Measures TSMs by the Regulator for Social Housing, which means that Ongo must now report on 22 different performance measures.

Both of these provide greater rights and protections to tenants and help to improve the quality of social housing and the service received. They also provide customers with greater openness, accountability, and transparency about how Ongo is performing as a landlord and are welcomed by ourselves and Ongo.

On to Equality, Diversity and Inclusion, and key highlights include working hard to retain the Level 2 Disability Confident accreditation, as well as EDI being included in all Ongo Personal Development Reviews (PDR templates) for 2024. Board Members have not previously been representative in terms of disability or ethnicity of the Ongo customer base but recent recruitment has focused on this.

We actively encourage and welcome people from all backgrounds to volunteer in whatever way they're comfortable with. If you'd like to get involved then please get in touch and make a difference.

[Find out more](#)

Tenant Involvement and Empowerment

Take a look at how we perform on the services you receive from us, Tenant Satisfaction Measures, Consumer Standards, and complaints

[Find out more](#)

Complaints

Complaints	
Amount received	
2022/23	2023/24
446	298
% of Stage 1 Complaints responded to within target	
2022/23	2023/24
68.54	93

These figures are included in our Annual Complaint Performance and Service Improvement Report.

The report was presented to the Ongo Homes Board, and an extract of what they said was: **“The report is honest and transparent and explains that we’re not where we want to be with the timeliness of delivering repairs, but that there are now much stronger processes in place which will drive the required improvements.”**

Welcome to our new tenants

Are you new here?

Find out about everything we can offer you here

[Click here](#)

Equality, Diversity and Inclusion (EDI)

Each year we publish our EDI Bubble magazine to celebrate key achievements, look back at what our fantastic EDI steering group has been up to, changes and improvements we've made and future plans we have.

[Find out more](#)

Hear from Karen as she gives a round-up of the year

[Click here](#)

Karen Cowan
Head of Governance and Corporate

On 11 March, we welcomed new tenants when we purchased 841 homes. We made the decision when the opportunity came up to purchase these homes from another housing association - The Guinness Partnership. The homes are a mixture of houses, flats and bungalows, which are located in either areas we currently operate, or neighbouring areas, including East Midlands. Increasing our stock size improves our financial viability. This means we can continue to drive improvements and become the great landlord you deserve.

[Find out more](#)

Snapshot of the year

Homes

11,080
Total Homes
(10,310 year before)

994
Homes let
(816 year before)

- 23.1% Maintenance and upkeep of homes
- 11.5% Investment in existing homes
- 36.3% New homes
- 2.7% Service charges
- 1.3% Communities projects
- 18.8% Staffing, office and general running costs
- 5.6% Interest and other charges
- 0.8% Other costs

Excludes the purchase of The Guinness Partnership properties



992
New Homes built/acquired
(including homes from The Guinness Partnership)



25
Homes sold through right to buy or acquire
(56 year before)



74
Mutual exchanges
(34 year before)



£000

- £50,394 Rents
- £1,711 Service Charges
- £6,223 Grants for new homes
- £2,765 Proceeds from the sale of properties
- £2,973 Interest received
- £1,707 Other income
- £59,705 Cash reserves
- £20,000 New borrowings



Investing in homes and communities

So what's next

Over the next 10 years, £165million will be spent, at an average of £16.5million per year.

Amount invested into existing housing stock		Target
2022/23	2023/24	£143m over 10yrs
£6,230k	£9,328k	

Keeping you safe

100%

of required checks were carried out including: asbestos, passenger lifts, gas safety, legionella, emergency lighting, communal areas and fire alarm tests in our high-rise buildings and schemes.

99.8%

of electrical checks have been carried out within five years.

£45.6 million

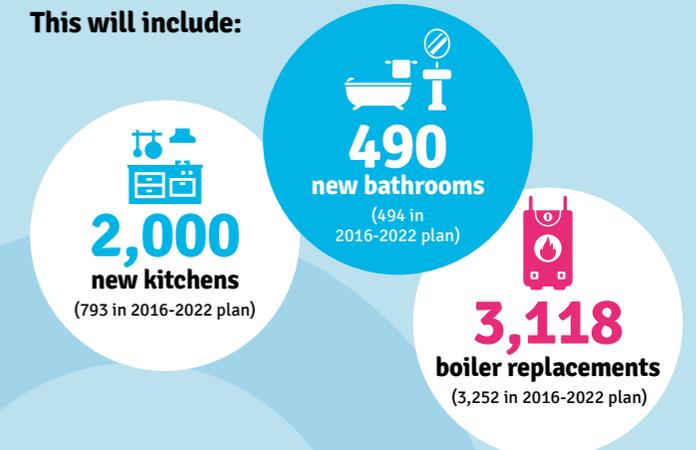
to be spent on major investments and decarbonisation work

£11.4 million

average investment per year

(up from £7.3million during the 2016-2022 plan)

This will include:



Regeneration and development

Ashtree Close

The next phase of the £5million Ashtree Close (Belton) transformation has been completed. The first three bungalows were handed over in September 2023, with 13 more homes finished in March. Work on a further 11 bungalows and houses has started, with completion due in May 2025.

Ashby Market regeneration

Work began on 40 homes at the site of the old Ashby market in Scunthorpe. These are for affordable rent, rent to buy and shared ownership and will include one bed apartments along with two, three and four-bed houses.

[Find out more](#)



992

**New Homes
built/acquired
in 2023/24**

(including homes
from The Guinness
Partnership)



[Find out about all
new developments here](#)



Repairs



£9,907,187
 spent 2023/24
 (2022/23 - £6,047,180)

Repairs

A key challenge facing us over this time has been an increase in the reports of damp and mould and keeping up with the demand for repairs. This is something we have prioritised. By creating a new policy and procedure to help us to resolve damp and mould cases faster.

An action group was set up to review processes, look at why timescales are not consistently being met, listen to and implement feedback (especially around communication) and have better record-keeping.

So far this work is starting to show a positive impact and the services are beginning to get back to an acceptable level that we strive to deliver, and that tenants and customers deserve.

One example is that the timescale for repairs to heating systems in the summer months has changed to 24 hours instead of seven days, which is something tenants asked for.

If you'd like to have your say on repairs or any other Ongo services, go to: www.ongo.co.uk/getinvolved

Damp and mould

To read information on different types of damp, mould and condensation, or to report this in your home, go to: www.ongo.co.uk/damp



66%

Customers satisfied that Ongo provides a home that is well-maintained
 2023/24



71%

Customers satisfied that Ongo provides a home that is safe
 2023/24

Repair jobs carried out		
2022/23	2023/24	
29,608	40,988	
Customers satisfied with repairs service (who have received one in last 12 months TSM)		Target
2022/23	2023/24	
74.4%	67.7%	97%
Customers satisfied their repair was done right first time (transactional)		Target
2022/23	2023/24	
77%	79%	90%
Customers happy with the quality of their repair (transactional)		Target
2022/23	2023/24	
84%	86%	90%

Giving something back

We have made significant strides in improving lives, creating vibrant neighbourhoods and offering support to thousands of people.

A total of 242 individuals accessed mental health support, 142 of these were tenants, which is way above the target set, due to high demand.

Of those we have supported into employment, 38% have been tenants.

The team helped 1,629 tenants claim over £645k in additional benefits and grants, with an average income boost of £395 per tenant. Remarkably, this represents over 10% of our properties.

Here are some key highlights in our communities

Community Grants:

Our Community Grants project, now in its thirteenth year, has continued. This so far has provided vital funding to over 100 community-focused groups, totalling more than £130,000.

Events and wellbeing:

Free events have been held in different areas, and at our community hubs, The Arc in Scunthorpe and Viking Centre in Barton upon Humber. These buildings offer a warm, safe and central hub for people, providing financial and mental health support, free activities and meals, an affordable food pantry and more.

Find out from some of our winners:

[Click here](#)

[Click here](#)

[Click here](#)

Find out more about how we invest in local communities

[Click here](#)

Customers accessing employment, coaching, and training support		Target
2022/23	2023/24	
1,289	1,158	696
Customers gaining sustainable employment		Target
2022/23	2023/24	
125	185	156
New apprenticeships		Target
2022/23	2023/24	
39	41	24
Customers supported with mental health/wellbeing counselling		Target
2022/23	2023/24	
151	142	84
Young people accessing 1-1 mentoring		Target
2022/23	2023/24	
118	124	96



Your neighbourhood

Homelessness

Customers supported	
2022/23	2023/24
115	137

Our Homeless Project was awarded the highest level, Gold standard, by the Supported Housing Improvement Programme, led by the City of Doncaster. This award was as a result of an in-depth audit on the service that found that the team provided the highest positive move on for customers within all of Doncaster's non-commissioned providers.

Anti-social behaviour

ASB cases reported	
2022/23	2023/24
1,004	935

Customers satisfied with how the case was dealt with		Target
2022/23	2023/24	
48%	55%	85%

We have reviewed the Ombudsman Spotlight report – Time to be Heard - and are currently working through an action plan. Some of the highlights are:

- ✓ Following consultation with colleagues, partners and tenants we are developing a Noise Framework.
- ✓ We have held focus groups with tenants who have experienced noise nuisance to understand their experience, their customer journey, what worked well and what could we improve.
- ✓ We have established a noise working group; reviewing detailed case reviews to show opportunities/challenges and continual improvement.
- ✓ We have prepared an action plan including training, piloting anti-vibration mats in first floor flats and where there is cause for concern, leaving carpets in void properties where appropriate.
- ✓ We have reviewed the Sensitive Let procedure to ensure robust systems are in place where residents have previously suffered from noise nuisance.



Improvements in cleaning

Following consultation with tenants in 13 retirement living schemes around whether they felt the cleaning hours were sufficient, we have:

- Made reductions of 11.5 hours across 11 schemes, resulting in savings passed onto tenants from reduced service charges. This has also freed resources up in the team to allow flexibility to cover unexpected absences.
- Increased cleaning within one retirement living scheme from 12 to 16 hours a week as tenants collectively wanted to see more frequent cleaning in external outside corridor areas.

Our journey to net zero

£2.3 million fund secured

We've secured a huge grant from the Government's Social Housing Decarbonisation Fund. This significant investment will drive essential improvements to 169 homes, enhancing energy efficiency, tenant comfort, and affordability.

[Find out more](#)

Oh Yes! Membership

We've proudly signed up to the Oh Yes! Net Zero campaign, as part of our environmental and sustainability aims.

This offers the chance for businesses in the region to come together and drive down their carbon footprint. It aims to lead the way in the UK's fight against the effects of climate change.

Out of the six largest industrial clusters in the UK, the Humber is responsible for around 37% of CO2 emissions in the UK.

[Find out more](#)

New Sustainability & Environmental panel

A new panel has been established to maximise customer engagement and shape how we contribute to improving the environment and reducing our carbon footprint.

The panel will monitor the progress of the Net Zero and Environmental Action Plan and provide feedback and influence from a customer perspective.

They will also help to raise awareness of our environmental responsibilities and requirements to reduce carbon emissions to Ongo customers and stakeholders.



Performance Overview

Internal performance measures: Be a great landlord

Indicator	2020/21 actual	2021/22 actual	2022/23 actual	2022/23 sector median ¹	2023/24 actual	2023/24 corporate plan target
% of tenants satisfied with overall landlord services (TSM)	92.5%	74.0%	68.0%	78.1	68.8%	*No internal target available for 23/24
% of tenants satisfied views are listened to and acted upon (TSM)	88.6%	58.0%	60.0%	64	53.4%	*No internal target available for 23/24
% of tenants who received a repair in the last 12 months who report they are satisfied with the overall repairs service (TSM) ²	88.0%	76.0%	74.0%	77.5	67.7%	*No internal target available for 23/24
Current tenant arrears as % of debit (exc. housing benefit)	1.62%	1.41%	1.57%	3.35	0.95%	2.00%
% of rent loss from lettable empty homes	1.12%	1.17%	0.97%	1.37	1.30%	1.00%

¹ 2022/23 Sector Median Data is the most recent data available at the time of writing. No sector median data is available for the 2023/24 financial year.

² New metric added in 20/21. One of the Regulator of Social Housing (RSH) Tenant Satisfaction Measures (TSM).

* No target set for 23/24 due to it being the first year of the introduction of the Tenant Satisfaction Measures (TSM).

Internal performance measures: Offer quality homes

Indicator	2020/21 actual	2021/22 actual	2022/23 actual	2022/23 sector median ³	2023/24 actual	2023/24 corporate plan target
% of tenants satisfied that Ongo makes a positive contribution to neighbourhoods (TSM)	-	-	-	67%	54.4%	
% of tenants satisfied that Ongo provides a home which is well maintained (TSM)	-	-	-	72%	66.1%	
Investment into existing housing stock	£5,945k	£6,085k	£6,230k	N/A	£9,328k	£83.1m over ten years
Number of new build homes delivered	179	213	99	N/A	151	2,313 over 10 years from 2024/25

³ 2022/23 Sector Median Data is the most recent data available at the time of writing. No sector median data is available for the 2023/24 financial year.

Internal performance measures: Create opportunities

Indicator	2020/21 actual	2021/22 actual	2022/23 actual	2023/24 actual ⁴	2023/24 corp plan target
Number of people accessing employment support via Ongo Journey to Work	780	888	1289	1158	696
Number of people gaining sustainable employment	162	217	125	185	156
Number of young people engaged in one-to-one mentoring	112	116	118	124	96
Number of new apprenticeships	27	35	39	41	24
Total invested into community/creating opportunities projects	£1.02m	£1.03m	£1.05m	£1.07m	£1.07m

⁴ 2022/23 Sector Median Data is the most recent data available at the time of writing. No sector median data is available for the 2023/24 financial year.

Board Update

Our Board Membership has been stable over the last financial year with no new Board Members appointed. In March 2024, we said goodbye to two of our longstanding Board Members, Helen Lennon and Melvin Kenyon. They had brought a wealth of experience and skills to our Board and we appreciate the support they've given Ongo over the years. We've recruited talented people to fill the vacancies.

We have continued to work with The Housing Diversity Network (HDN) to deliver the Board Trainee Programme. This is aimed at helping us to achieve greater diversity and help with our succession planning. Our trainees have now reached the end of their two-year programme with one successfully securing a position on a Board committee. Our Board has recognised the value in the programme and is working with HDN to deliver another round of the programme.

Our Board Members are not representative of our customer base in terms of disability or ethnicity and this is something we have focused on in recent recruitment. The age of our Board Members is reasonably representative of working age tenants. The gender split on our Board has more males than females whereas our tenant base has more females (62%). However, our gender split is 57% male and 43% female which is reasonable. Our Board is representative of our tenant base regarding gender reassignment. Our Board Members have a slightly higher rate of marriage/legal partnership than our tenant base (6.7% higher).

To find out more about our Board structures, read minutes or find out more about the people who sit on them, head to: www.ongo.co.uk/board

Making sure we operate well

Governance and Financial Viability Standard

The Regulator of Social Housing (RSH) undertook an In Depth Assessment in August 2022 and concluded Ongo Homes had further strengthened its governance arrangements and simplified its governance structures and upgraded Ongo Homes to G1, with V1 for financial viability.

These ratings were confirmed via stability check from the RSH in January 2024. This means Ongo Homes continues to hold the highest rating available for both governance (G1) and financial viability (V1).

Statement of compliance against the National Housing Federation Code of Conduct

The Board has adopted the National Housing Federation (NHF) Code of Governance and following an assessment against the code is fully compliant.

Ongo Homes is the group parent and is registered meaning section 2.7.1 is not applicable. Sections 2.8, 2.8.1 and 2.8.2 are not applicable as there are not joint ventures.

All subsidiaries within the group have adopted the NHF Code of Governance meaning section 3.11.3 does not apply.



Risk management

Our Risk Management Framework helps us to successfully meet our Corporate Objectives, by identifying potential risks before they happen and take action to prevent or reduce the impact.

Our Risk Management Framework also ensures we protect our assets, comply with relevant laws and regulation, and create a robust and resilient organisation. Risks are monitored through our strategic risk registers, which are continually reviewed and link directly to achieving our Corporate Objectives.

Our appetite for risk taking is set by our Board and used as a guide for decision making throughout Ongo to ensure we do not take risks outside of our agreed boundaries and understand the wider strategic impact.

Risk is discussed at each Board meeting and our Audit and Risk Committee review our strategic risks to ensure they are being managed within appetite and that we have assurance that risk management is in place and effective.

To help identify emerging risks, we assess internal and external environmental factors using a variety of tools and techniques.

Ongo in numbers

Entity Statement of Comprehensive Income for the year ended 31 March 2024

	Note	2024 £'000	2023 £'000
Turnover	4	57,494	51,978
Cost of sales	4	(588)	(75)
Operating costs	4	(51,385)	(45,109)
Surplus on sale of fixed asset housing properties	11	1,620	3,075
Operating surplus	7	7,141	9,869
Other interest receivable and similar income	12	2,973	1,268
Interest payable and similar charges	13	(4,554)	(4,762)
Other finance costs	13	1,027	(48)
Gift aid		257	430
Movement in fair value of investment properties	18	(35)	(130)
Surplus on ordinary activities before taxation		6,809	6,627
Taxation on surplus on ordinary activities	14	(24)	5
Surplus for the financial year		6,785	6,632
Actuarial (losses)/gains on defined benefit pension scheme	28	(1,121)	1,769
Total comprehensive income for year		5,664	8,401

Entity Statement of Financial Position at 31 March 2024

	Note	2024 £'000	2023 £'000
Fixed assets			
Tangible fixed assets – housing properties	16	319,563	229,576
Tangible fixed assets – other	17	2,308	2,495
Investment properties	18	1,360	1,395
Investments – other	19	30	30
Investments – subsidiaries	19	50	77
		323,311	233,573
Current assets			
Stock	20	1,057	271
Debtors – receivable within one year	21	3,087	3,000
Debtors – receivable after one year	21	1,551	1,551
Cash and cash equivalents		20,068	59,705
		25,763	64,527
Creditors: amounts falling due within one year	22	(13,706)	(10,690)
Net current assets		12,057	53,837
Total assets less current liabilities		335,368	287,410
Creditors: amounts falling due after more than one year	23	(204,344)	(162,050)
Net assets excluding pension liability		131,024	125,360
Pension liability	28	-	-
Net assets		131,024	125,360
Capital and reserves			
Income and expenditure reserve		131,024	125,360
		131,024	125,360

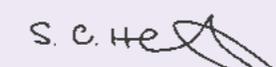
The financial statements were approved by the Board and authorised for issue on 11 September 2024.



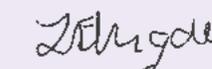
R Walder
Director



R Cook
Director



S Hepworth
Chief Executive



J Sugden
Company secretary

The tables included are an extract from our financial statements and their explanatory notes.

Looking ahead to next year

Steve Hepworth

Looking ahead to the next 12 months

[Click here for the video](#)

“It’s been another positive year of growth and development, supporting people and having a genuine and positive impact on the lives of many, despite challenges along the way.

I’d like to say a very personal and heartfelt thank you to our tenants, customers and my colleagues who make it possible to look back on the last 12 months with pride.

“We’ve now launched a new Corporate Plan which has three key objectives, to be a great landlord, have a customer focus and be aware of our growth and sustainability as an organisation. This sets our direction going forward and I’m excited to look back in another 12 months to see how far we’ve come”

[Find out more](#)



Seeking accreditation is one way in which we check that our services meet the high standards that we always aim for. Here are some of them:

- Best Companies
- CHAS (health and safety)
- Construction Line
- Cyber Essentials
- Disability Confident
- Silver Standard Leaders in Diversity
- Matrix Standard
- Mindful Employer
- NFRC (roofing)
- Renewal Energy Consumer Codes (RECC)
- SHIFT Environmental Silver Standard
- SMAS (Health and safety)
- TPAS Exemplar (tenant involvement)
- White Ribbon

The National Centre for Diversity awarded 'Investors in Diversity' in 2014, and then 'Leaders in Diversity' in 2016 and again every two years since then. We also gained position 24 in their list of 'Top 100 Most Inclusive Workplaces' out of over 300 multi-sector organisations (an improvement over 2021 when we were position 33).

We improved our Best Companies score from a 1 star rating in 2021 (1 star signifying very good levels of workplace engagement), up to 2 stars in 2023 (2 stars indicating 'outstanding commitment to workplace engagement').

Thank you

A heartfelt thank you to our tenants, colleagues, customers and partners for support over the last 12 months



Ongo Communities were awarded the prestigious 'Excellence in the Community Award' at the Northern Lincolnshire Business Awards, for delivering our promise of reinvesting into local neighbourhoods and making a difference to communities



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