

Neighbourhood and Community Standard

Effective from 13 Nov 2024

Owner: Dawn Hill

When completing this self-assessment you must also read the relevant parts of the [Code of Practice](#) which help us understand what is expected and how we might deliver the outcomes of the standard.
 For self-assessments being reported to Board, you do not need to provide the physical evidence – this is required for the end of year annual review.
 Evidence for the end of year review will be checked by the internal Audit & Risk Team. Provision of evidence is a requirement from an internal audit.

Requirements of the Standard	Assurance None Partial Full	How is the standard met	Evidence to support how the standard is met	Detail any ongoing work or action needed to enhance compliance	Internal Audit Team Assurance Review and comments
1. Required outcomes					
1.1 Safety of shared spaces					
1.1.1 Registered providers must work co-operatively with tenants ¹ , other landlords and relevant organisations to take all reasonable steps to ensure the safety of shared spaces ² .	Full	<ul style="list-style-type: none"> Projects in place within North Lincolnshire (Safer Neighbourhoods, Fire and Rescue, Police) to address issues in neighbourhoods. E.g. provision of funding and support in terms of designing out crime such as lighting, door entry systems, residents meeting with police etc. ASB Panel multi agency meetings Organised crime group meetings Joint Ongo Estate Action days where we work with and have active presence from, e.g. the Local Authority (LA) waste management team, police etc. Joint working with fire service re fire safety advice and initiatives for customers, e.g. for high rise and retirement living accommodation Promoting the LAs Environmental Champions initiative – tenants and residents complete litter picks across Ongo and LA land (joined up working with relevant LA who provide equipment, pickups etc. Initiatives promoted by Ongo and the relevant LA Tenant Inspectors carry out estate inspections, however any tenant can request the estate inspection process be instigated Ongo parks are inspected quarterly for H&S via the SLA (service level agreement) Annual team inspections of street furniture, e.g. benches, dog bins etc. Quarterly meetings with NLC to discuss joint working re. fly tipping / neighbourhood improvements and general waste management Contract with Lytec re street lighting Designing out crime initiatives working with safer neighbourhoods, Humberside police etc. New developments link to secure by design Working with NLC re Electric Vehicle (EV) charging units / Biodiversity Monthly Liveability cross department estate walkabouts 3 Rs project in Westcliff (tackling organised crime and ASB within communities, full partnership approach) 	<ul style="list-style-type: none"> Records of site inspections Ongo key partners on Community Safety Partnership minutes of meetings Key Performance Indicator's (KPIs) / Balanced Scorecard around neighbourhoods Compliments & Complaints Cleaning Inspection Reports Green space inspections with our tenants Parks SLA Communal/High Rise inspections with our tenants Small and medium scale environmental works Tenant Inspector Estate inspections with our tenants Records of safety inspections Communal Areas Procedure Bulky Items Procedure Grounds Maintenance contract Photographs and publicity information from estate action days. Fire alarm and emergency lighting data TI reports Liveability report 3 Rs monthly outcome summary Multi Agency Arson Intervention meeting (e.g. bonfire night) 	<ul style="list-style-type: none"> Investigate communal door entry systems, including codes to improve security and efficiency Expand partnerships outside of North Lincolnshire 	

¹ Throughout the consumer standards 'tenants' means tenants and other occupiers of social housing which includes licensees and shared owners (unless explicitly stated)

² Shared spaces are those spaces associated with a registered providers homes and used by their tenants that are not the responsibility of the landlord, as opposed to communal areas where landlords have direct responsibilities for ensuring their safety and maintenance.

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		<ul style="list-style-type: none"> Initiatives where high risk is identified ad hoc, e.g. bonfire night, Ongo carnival, community tension Vulnerable adult risk management group – partnership working Partnership working with Great Oaks re mental health support for tenants 			
1.2 Local co-operation					
<p>1.2.1 Registered providers must co-operate with relevant partners to promote social, environmental and economic wellbeing in the areas where they provide social housing.</p>	Full	<ul style="list-style-type: none"> Provision of specific homes to meet need, (e.g. learning disabled, homelessness, domestic abuse, refugees, dementia, wheel chair friendly accommodation, disabled adaptations etc.) Work with NLC to provide Refugee and Resettlement support Financial risk action group works across teams and external partners to identify opportunities for financial support, e.g. fund CAB advisor, offer Housing Perks to tenants MAPPA & MARAC – fully cooperate with forums outside of the CBL / Lettings policy Safeguarding policy, champions, partnership working CBL nominations agreements in place with LAs Partnership working with NLC e waste management, the net zero agenda, recruitment to the care sector, provision of personal assistants etc. Work with the Fire Service re fire risk initiatives Organised crime group meetings Work with schools re intergenerational activities, provision of community gardens etc. Communities team runs projects, e.g. mental health counselling support, employment support, activities to reduce social isolation etc. 3 Rs project in Westcliff (tackling organised crime and ASB within communities, full partnership approach) Improving lives project (provision of support / skills, decorating, carpets etc) to our under 35 tenants Facilitate volunteers from schools, 1 day a week for 8 weeks into neighbourhood services Take on adult volunteers via Ongo Recruitment Sustainability hardship fund Capturing social value through procurement etc. Signpost to partners to assist tenants Targeted campaigns to improve wellbeing, e.g. football and smoking cessation Tenant Inspections Resident associations Vulnerable adult risk management group – partnership working Partnership working with Great Oaks re mental health support for tenants 	<ul style="list-style-type: none"> Allocations and lettings policy Specialist accommodation policy Nominations Agreement Neighbourhood Management Policy Board reports of refugee and resettlement Safeguarding self-assessment and board report Minutes of Partnership meetings Tenant Inspector Inspection sheets Resident Association minutes SLA for Homeless project and specialist accommodation Number of job and placement outcomes through Ongo Communities (balanced scorecard) 3 Rs monthly outcome summary FRAG minutes and action plan4 Social value framework Multi Agency Arson Intervention meeting FRAG action tracker CAB quarterly summary report 		

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1.3 Anti-social behaviour and hate incidents					
1.3.1 Registered providers must work in partnership with appropriate local authority departments, the policy, and other relevant organisations to deter and tackle anti-social behaviour (ASB) and hate incidents in the neighbourhoods where they provide social housing.	Full	<ul style="list-style-type: none"> • Anti-Social Behaviour (ASB) policy • ASB toolkit • Joint working with the Police, Community Safety Partnerships, National Resolve organisation etc. • Provision of diversionary activities through communities venues • ASB Panel multi agency • Ongo is a Hate Crime reporting centre for the police in North Lincolnshire (at all Ongo public buildings) 	<ul style="list-style-type: none"> • Community Safety Partnership Board minutes • Safer North Lincolnshire Partnership minutes • Being a Great Landlord Strategy • Customer Focussed Strategy • Anti-Social Behaviour Policy • Balanced Scorecard around ASB data 		
1.4 Domestic abuse					
1.4.1 Registered providers must work co-operatively with other agencies tackling domestic abuse and enable tenants to access appropriate support and advice.	Full	<ul style="list-style-type: none"> • Domestic Abuse policy and procedure • Safeguarding policy, safeguarding leads and champions • Tenancy agreement clause re domestic abuse • Ongo participates in the North Lincolnshire Council (NLC) Domestic Abuse partnership board and associated sub groups • MARAC steering group and contributions • Safe accommodation in partnership with NLC • Work with Blue Door / Women’s refuge etc. via multi agency approach • MATAC (multi-agency task and conference) 	<ul style="list-style-type: none"> • Domestic abuse policy and procedure • Community Safety Partnership board and Safeguarding adults board minutes. • Tenancy agreements • Safeguarding policy • Domestic Abuse Partnership minutes • MARAC steering group minutes • MATAC and MARAC meeting notes or agenda 		
2. Specific expectations					
2.1 Local co-operation					
2.1.1 Registered providers, having taken account of their strategic objectives, the view of tenants and their presence within the areas where they provide social housing must: a) Identify and communicate to tenants the roles registered providers play in promoting social, environmental and economic wellbeing and how those roles will be delivered; and		<ul style="list-style-type: none"> • Corporate plan • Ongo strategies, e.g. Be a Great Landlord • Charters • Articles in Key News • Website stories • Social media articles • Agenda items to Community Voice • Neighbourhood Action Group meetings (NAT) • Ward meetings • Targeted focus groups, e.g. review of ASB policy, noise framework, lettable standard etc. • Review of frontline services, e.g. landlord services • Customer engagement activities, e.g. RSP reviews, TIs, CV, focus groups • Qualtrix transactional and TSM surveys 	<ul style="list-style-type: none"> • Lettings Policy • Key News • NAT Meeting minutes • CBL nominations agreements in place with LAs • Case studies around clients • Survey responses • Customer engagement activity minutes • Complaints feedback • Qualtrix data • Social media articles 		
b) Co-operate with local partnership arrangements and the strategic housing function of local authorities where they are able to assist local authorities in achieving their objectives.		<ul style="list-style-type: none"> • Dedicated homes provided for specific needs (e.g. learning disabled, homelessness, domestic abuse, refugees, dementia, wheel chair friendly accommodation, disabled adaptations etc.) • Safe accommodation in partnership with NLC • Homeless support service in partnership with NLC and DMBC • Partnership working with NLC re Myos House care provision 	<ul style="list-style-type: none"> • Strategic Housing Partnership meeting • Allocations and lettings policy • Specialist accommodation policy • Nominations Agreement • Neighbourhood Management Policy • Board reports of refugee and resettlement • Safeguarding self-assessment and board report • Minutes of Partnership meetings 		

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		<ul style="list-style-type: none"> • Work with LA to provide Refugee and Resettlement support • MAPPA & MARAC – fully cooperate with forums outside of the CBL / Lettings policy • CBL nominations agreements in place with LAs • Partnership working with LA re waste management, e.g. representatives from LA invited and attend our Estate Action Days to meet with residents / address fly tipping issues etc. • Working with LA on the carbon reduction agenda, e.g. future infrastructure for EV vehicles, open spaces, recycling etc. • Ongo Recruitment working with LA to recruit to the care sector • Ongo Communities working with LA to run PA contract (personal assistants for vulnerable adults) • Work with schools re environmental initiatives • Intergenerational activities, e.g. local school children cooking with residents at Myos House dementia scheme • The Communities team continually run specific projects to support tenants with their wellbeing and mental health. These include one to one counselling sessions for adults, one to one mentoring sessions for 8-16 year olds as well as work placement and volunteering opportunities • Ongo’s employment support team offers employment support • Ongo has its own recruitment team driving local job placements • Ongo community buildings offer a wide range of activities and services to help empower tenants to become involved members of their community, reduce social isolation, increase skills and raise aspirations. Tenants made aware of these services through a variety of communication methods, e.g. referrals from partner agencies such as DWP or internal teams etc. • Ongo supports and works closely with Resident Associations (providing start up and annual grants), sign posting to community and charitable grant funding to improve community cohesion and wellbeing. The groups are also assisted to form close relationships with local schools to facilitate intergenerational activities • Provide financial support and advice via the internal sustainability fund • Successful Glass Ppool grant funding initiative • Fund Citizens Advice debt worker • Improving Lives project re support to tenants under 35 • Ongo team of support to tenants via Sustainment Coaches (remote and face to face support) 	<ul style="list-style-type: none"> • Tenant Inspector Inspection sheets • Resident Association minutes • SLA for Homeless project and specialist accommodation • Number of job and placement outcomes through Ongo Communities (balanced scorecard) • 3 Rs monthly outcome summary • FRAG minutes and action plan / tracker • Social value framework • Multi Agency Arson Intervention meeting • CAB quarterly summary report 		

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		<ul style="list-style-type: none"> • Work closely with the Credit Union • Environmental campaigns through Key News each month • Full-time Sustainability Manager in post driving the agenda forward. • Awareness campaigns on how to improve the environment now and in the future – e.g. Electric vehicles, car sharing, use of bicycles etc. • Environmental tenant group • We replace any trees removed 			
2.2 Anti-social behaviour and hate incidents					
<p>2.2.1 Registered providers must have a policy on how they work with relevant organisations to deter and tackle ASB in the neighbourhoods where they provide social housing.</p>		<ul style="list-style-type: none"> • ASB policy • ASB toolkit in place • Work jointly with the Police and support in covert and overt surveillance and provide intelligence • Attend operational and strategic partnerships meetings across LAs in relation to community safety – e.g. MARS (Children’s Safeguarding Board); Adults Safeguarding Board; Community Safety Partnership) • Provide diversionary activities through communities venues – Arc & Viking centre – for young people up to the age of 16 • Operate the raising aspirations project within the communities team • Mediation is available internally and via external providers where needed • Use of data to target areas most in need when planning activity / action days within neighbourhoods, where ASB levels are higher • Targeted campaigns at high-risk times (e.g. bonfire night) • A range of preventative measures including working in partnership to provide specialist accommodation and targeted support. Ongo communities team provides weekly diversionary engagement sessions with local youths at the Arc and the Viking Centre • Warm Space campaign provides an opportunity to engage youths who otherwise would be vulnerable and therefore exploited (stops hanging around on the street – diversionary activity) • Tenancy services team holds liveability audit days to engage with customers (door knock etc.) and partners and works proactively to identify issues early on • Uses data to identify hot spot areas and target Estate Action days at specific locations • Learning from Ombudsman cases in relation to ASB • Ongo is a Hate Crime reporting centre for the police in North Lincolnshire (at all Ongo public buildings) 	<ul style="list-style-type: none"> • ASB policy and toolkit • Community Safety Partnership strategic aims for North Lincolnshire • Joint partnership training, e.g. MARAC, DASH, safeguarding • Outcome report from Action Days • Liveability completed form • Key News articles • Learning from complaints • Notes from operational environmental health meetings 	<ul style="list-style-type: none"> • Need to expand key partnerships in areas of growth • Current review of ASB policy to separate out Hate Crime • Hate crime training for customer-facing teams • Prevent re-launch and training • Survey partners on how we can work better together 	

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		<ul style="list-style-type: none"> • Neighbourhood Services team works with children that are not in main stream classrooms (practical work based learning with Ongo) • 3 Rs project in Westcliff (tackling organised crime and ASB within communities, full partnership approach) • Targeted campaigns/diversionary activities, e.g. football • Ongo is an active member of the national Resolve organisation • Quarterly operational meetings with environmental health 			
<p>2.2.2 Registered providers must clearly set out their approach in how they deter and tackle hate incidents in neighbourhoods where they provide social housing.</p>		<ul style="list-style-type: none"> • In our ASB policy it shows that we respond to hate crime incidents within 1 working day and is monitored internally via the balance scorecard • Safeguarding policy • EDI policy • Prevent agenda re working in partnership to identify community tension • Prevent named lead • Offensive graffiti is removed within 1 working day • Sit on community safety partnership board • Raising awareness via EDI training for staff and involved tenants • Specialist teams in place to identify and resolve high risk cases • Regular training is provided to team members, key local partnerships and involved customers 	<ul style="list-style-type: none"> • Hate crime specific in Ongo’s ASB policy. • Safeguarding policy • EDI policy • Neighbourhood management policy 	<ul style="list-style-type: none"> • Create a separate Hate Crime Policy • Revisit basic ASB, Prevent and hate crime awareness training for all front-line teams 	
<p>2.2.3 Registered providers must enable ASB and hate incidents to be reported easily and keep tenants informed about the progress of their case.</p>		<ul style="list-style-type: none"> • All Ongo public buildings are hate crime reporting centres for Humberside Police • Multiple ways to report ASB – website, MyHome, face-to-face, telephone, online via social media • When ASB is reported digitally, we are able to provide digital updates (tenants able to provide updates and Ongo are able to respond) • RSP review of ASB and communication to tenants. Action plan in place (only one outstanding in relation to costings) 	<ul style="list-style-type: none"> • All Ongo public buildings are hate crime reporting centres • Multiple ways to report ASB – website, MyHome, face-to-face, online via social media -so data around hate crime. • RSP review into ASB 	<ul style="list-style-type: none"> • Publish we are a hate crime reporting centre on website • improve communications with customers, including prompts to colleagues for updates 	
<p>2.2.4 Registered providers must provide prompt and appropriate action in response to ASB and hate incidents, having regard to the full range of tools and legal powers available to them.</p>		<ul style="list-style-type: none"> • Policy & toolkit in place • Victim / harm-centred approach with our policy • Satisfaction with how ASB cases are handled • Continuous complaint learning – closing the loop • Full range of ASB powers as detailed within the ASB Crime & Policing Act 2014 used as appropriate (appendix as part of the ASB policy) • Monthly learning hour for staff focussing on ASB • ASB Panel multi agency • Organised crime group meetings 	<ul style="list-style-type: none"> • ASB Policy & toolkit in place • Specialist team to enforce ASB and hate crime 	<ul style="list-style-type: none"> • ASB policy to be reviewed to separate out hate crime 	
<p>2.2.5 Registered providers must support tenants who are affected by ASB and hate incidents, including by signposting them to agencies</p>		<ul style="list-style-type: none"> • Provide support to both victims and perpetrators internally (Sustainability Coaches, mediation) and via signposting to external agencies (e.g. victim support / 	<ul style="list-style-type: none"> • ASB Policy & toolkit in place • Specialist team to enforce ASB and hate crime 		

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who can give them appropriate support and assistance.		Blue Door) to help sustain tenancies and change behaviours (e.g. a referral through MARAC for perpetrators to support in behaviour change (alcohol / domestic abuse etc.) <ul style="list-style-type: none"> Awareness of Safeguarding policies and practices for all colleagues to ensure where necessary the appropriate referrals / signposting can be made to ensure any issues or concerns are addressed appropriately As part of case management, risk and impacts assessment carried out Utilise Ongo Communities mental health support service CCTV, target hardening on case by case basis (either in house or via partnership working) Support provided to complainants to attend court as a witness Vulnerable adult risk management group – partnership working Partnership working with Great Oaks re mental health support for tenants 	<ul style="list-style-type: none"> Example risk and impact assessments Vulnerable adult risk management group minutes 		
2.3 Domestic abuse					
2.3.1 Registered providers must have a policy for how they recognise and effectively respond to cases of domestic abuse.		<ul style="list-style-type: none"> Domestic Abuse (DA) policy and procedure Tenancy agreement clause re domestic abuse (DA) Safeguarding policy Safeguarding leads and champions All staff have DA training as forms part of safeguarding; enhanced training provided which is role specific Ongo participates in the NLC Domestic Abuse partnership board and associated sub groups MARAC steering group and contributions Safe accommodation in partnership with NLC Link with MATAc 	<ul style="list-style-type: none"> Domestic Abuse policy and procedure Tenancy agreement clause re domestic abuse (DA) Safeguarding policy Meeting minutes 	<ul style="list-style-type: none"> Work with NLC to facilitate safeguarding refresher training DA policy under review 	
2.3.2 Registered providers must co-operate with appropriate local authority departments to support the local authority in meeting its duty to develop a strategy and commission services for victims of domestic abuse and their children with safe accommodation.		<ul style="list-style-type: none"> Ongo participates in the Safeguarding Board and associated sub groups In NLincs Ongo participates in the NLC Domestic Abuse partnership board and associated sub groups Participant in the MARAC and MATAc steering group and meetings Safe accommodation in partnership with NLC Links to new strategic partnership board meeting 	<ul style="list-style-type: none"> Minutes of Safeguarding Adults Board, NLC Domestic Abuse partnership board and associated sub groups 	<ul style="list-style-type: none"> Look to be active with relevant campaigns linked to the support of domestic abuse, e.g. Ask Angela, Safer Spaces etc. 	