

KEY NEWS



ongo

Spot the eggs!

Count the eggs scattered throughout this magazine and be in with a chance of winning a

£10 Amazon voucher

Back of the net

Scoring new partnerships to benefit all

Page 16

Repairs update

What work has taken place, the upcoming plans and a welcome to Jordan Barr.

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Environmental impact

An improvement project has helped to benefit children at a local primary school.

Page 7

Housing Perks

You can get discounts on a range of brands and stores to save you money.

Page 9

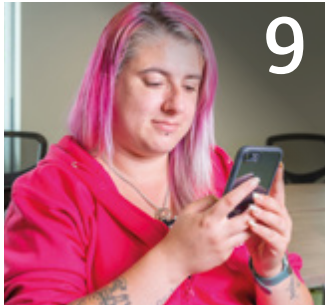
Part of change

How you have helped to influence and improve a range of services.

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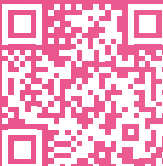


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- enquiries@ongo.co.uk
- 01724 279900

A message from Chief Exec Steve

Scan for the latest update.



Corporate Plan progress

We wanted to share an update with you about the progress we're making towards our Corporate Plan and achieving our three objectives (Be a great landlord, Customer Focus and Growth and Sustainability).

Check out some examples from April – September 2024:

In progress

- Stock condition surveys are progressing well and on course to complete in September 2025.
- There is a reduction in the escalation of complaints from Stage 1 to Stage 2, due to more focused work at Stage 1, including home visits with the complainant.
- Our Customer Resolution team has developed a new process to manage, monitor and govern actions coming from complaints, including more collaborative working.
- We are achieving 99% compliance with the Decent Homes Standard. 76.8% of you told us that you feel safe in your home, according to Tenant Satisfaction surveys.

Areas for improvement

- Improving our repairs service means that we are spending more than we had budgeted for in this area.
- Information we hold about our tenants and customers needs to be reviewed to ensure we are capturing vulnerabilities, reasonable adjustments, and customer alerts.
- Less tenants believe that we keep them informed, dropping from 59.5% to 57.7%.

Impact

- A schedule of works will be published for tenants, so you know when works will take place where you live.
- It is hoped that by the end of the year, tenants will be more satisfied we have dealt with their complaint well and hopefully this will impact on the number of escalations to the Housing Ombudsman.
- Working together ensures the team has more of an eye over how we will address complaint actions to increase customer satisfaction and reduce escalations.
- We are ensuring our tenants live in safe, quality homes, which is a key part of our being a great landlord objective.

Actions

- Overspending is expected to be short-term.
- A review of our customer profiling and consent procedure is taking place, with the first step understanding and agreeing all the data we collect.
- This fall in satisfaction is linked to lower scores with repairs communication and complaints. Plans are being worked on for future improvements.



Repairs update

Here's what we've been working on since the last update



Procurement of contractor framework

As part of our efforts to improve the delivery of our maintenance services to you, and our commitment to delivering high customer satisfaction (as part of our customer focus Corporate Plan objective), we are in the process of procuring a new maintenance contractor framework. The exercise will look to improve our response times to repairs, enhance the quality of repairs completed, and will provide value for money.

Procurement of materials framework

We are also reprocurring our materials contract, ensuring that materials that we use for repairs are of a quality standard so that you receive a great service, but which still provide value for money. As well as improved material quality, the new contract will be assessed based on the following areas:

- **Supplier reliability**
- **Enhanced contract terms and flexibility**
- **Innovative technologies**
- **Enhanced supplier relationships**

Working together to improve our systems

In January, members of our maintenance team visited Curo Housing Association to gain insight into how their teams used data to achieve improved communication, including accurate job progress updates and improved customer satisfaction.

Curo is very similar to Ongo in terms of the systems we use and the number of homes we manage. The team will be using the knowledge they learned to enhance the service we provide to you.

Damp and mould and Awaab's Law

Damp and mould remains an area of focus for us, and lots of activity has taken place to shape our service so that we can meet regulatory requirements and deliver a good service.

Awaab's Law is a requirement that the government will be bringing into force for the social housing sector from October this year. Following the tragic death of Awaab Ishak in 2020, Awaab's Law requires landlords to investigate and fix reported health hazards within specified timeframes. We support this law in improving the quality of social housing for all.

Things we have done to prepare for the law and improve our service:

- Setting up a damp and mould prevention group, which meets regularly to discuss and improve the services we deliver.
- Working with our Technology & Innovation team to create a performance dashboard, focused on damp and mould, to manage our response in a timely and effective way.
- Recruiting more tradespeople, working specifically on damp and mould works.
- Working on a new case management system to effectively manage the number of damp and mould jobs we have. This will allow us to track all related repairs and in working with our Landlord Services team, we can identify whether any extra support is required for the individual.

We'll share more about how these areas are progressing in the next Key News.



A welcome to Jordan Barr New Head of Maintenance & Building Safety

Q: Tell us more about your role...

A: To deliver a high performing repairs and maintenance service, uphold the highest standards of health & safety, plus shape the service to meet your needs and the Social Housing Regulation Act. I will also ensure value for money so there are no wasted resources.

Q: What are your key priorities?

A: I've developed my understanding of the service to see where improvements could be made, with plans being worked on to address these areas. I want there to be a quick impact so that you can get repairs completed in a timely manner, but to make sure the improved service continues long-term.

We are also looking into our processes to ensure that you are updated about your repairs in a timely manner.

Q: Any notable successes so far?

A: Since August 2024, there has been a gradual increase in the number of jobs completed within timescales and jobs resolved 'right first time'. We also carried out over 200 repairs during the festive season by our offices being open between Christmas and New Year for all jobs, rather than emergencies only.

We are currently recruiting 10 more repairs staff, particularly in areas such as bricklaying and plastering. This will reduce waiting times further, plus it will lessen the spend on contractors meaning more investment into improving other areas of the service.

Check out an update from Adam Quickenden (new Maintenance Operations Manager) in the summer edition.

A day in the life of... *Steve,*

PROPERTY INSPECTOR



Q: Tell us a bit about yourself...

A: After leaving school, I gained a City & Guilds electrical qualification plus an NVQ Level 2 in Electronics. I worked in the building trade managing sites in and around London, before I moved to Ongo 17 years ago.

My hobbies included customising cars for competitions, finishing runner-up in the Toyota and Lexus Best Custom Show. Now, I like woodwork (recently completing a roofed pergola at home) and countryside walks.

Q: Describe your Ongo journey...

A: I began as a Neighbourhood Services Caretaker, helping to keep communities clean and tidy. After many years, I gained a secondment onto the Safer Streets project in the Westcliff (Scunthorpe) area, which focused on designing out crime and improving safety for local residents.

I then worked with an external contractor on fitting new fire doors at the Market Hill tower blocks, before becoming a Neighbourhood Services Team Leader.

Q: What about your current role?

A: Being a Property Inspector involves investigating damp & mould cases, raising any work that is required and ensuring these issues are resolved so tenants have a safe, healthy and high-quality home.

My favourite part of the job is meeting and helping tenants in any way that I can. That could be providing guidance to reduce future risk, liaising with other departments or listening to, understanding and resolving any queries.

Q: Any final message for readers?

A: We've just published a new handbook which I think is great and might be of use to you. It explains the different types of damp, mould and condensation, top tips to limit their presence and treat them, plus how you can report issues.



In the community

A biodiversity improvement project has taken place to benefit children at Oasis Academy Henderson Avenue (Scunthorpe).

The work, using recycled or upcycled materials where possible, included the following:

- Made bath ponds surrounded by pollinating plants, climbers and three solitary bee nests
- Erected over 40 metres of guttering and eight water butts to provide a water source
- Dug over and planted vegetables in raised planters that were also painted
- Put up 10 bird boxes, eight butterfly houses, two hedgehog houses and two bug hotels
- Planted over 100 trees (free from the Woodland Trust), 35 photinia Red Robin shrubs and over 1,500 daffodil bulbs
- Constructed two compost bins out of recycled pallets
- Built a wooden pergola
- Donated watering cans

This was made possible by funding from Ashbridge Roofing.



Check out a video of the difference it has made to the school.



Wanda received a bespoke hedgehog home following an advert in the last edition.

“It’s amazing, I love how stylish the home is and it allows a safe shelter.”

Learn more about our net zero journey at ongo.co.uk/environmental

How Improving Lives made Gemma's place her palace

Gemma, 29, moved into her home in January but, being a single mother of two children with limited income, she needed some additional support.

Help from our team was on hand straight away. Funding was accessed to provide the family with essential items such as a cooker, washer and baby cot, plus she was referred to the Improving Lives project which decorated and carpeted their home.

Gemma has also been receiving wellbeing support along with help to set up household bills. She explained: "I can't begin to express how grateful I am for everything that I've received. After many years of dealing with trauma and other issues, I'm now ready to be happy and enjoy life with my family.

"It's completely changed our lives for the better. My mental health is in a much stronger place, and we're set up for a brilliant future ahead in what I now call 'our palace'.

"If you're struggling and unsure if you too could be helped, just ask. This amazing experience has really opened my eyes to the range of support and opportunities available."



“I’VE BEEN AT ROCK-BOTTOM, BUT THIS HAS MADE ME BELIEVE THAT I CAN BE STRONG AND PROVIDE A GOOD LIFE FOR MY CHILDREN. IT’S MADE ME UNDERSTAND THAT I’M NOT ALONE, AND THAT IT’S OKAY TO ASK FOR HELP.”

Gemma

Discover how your life could also be improved with our personalised support.

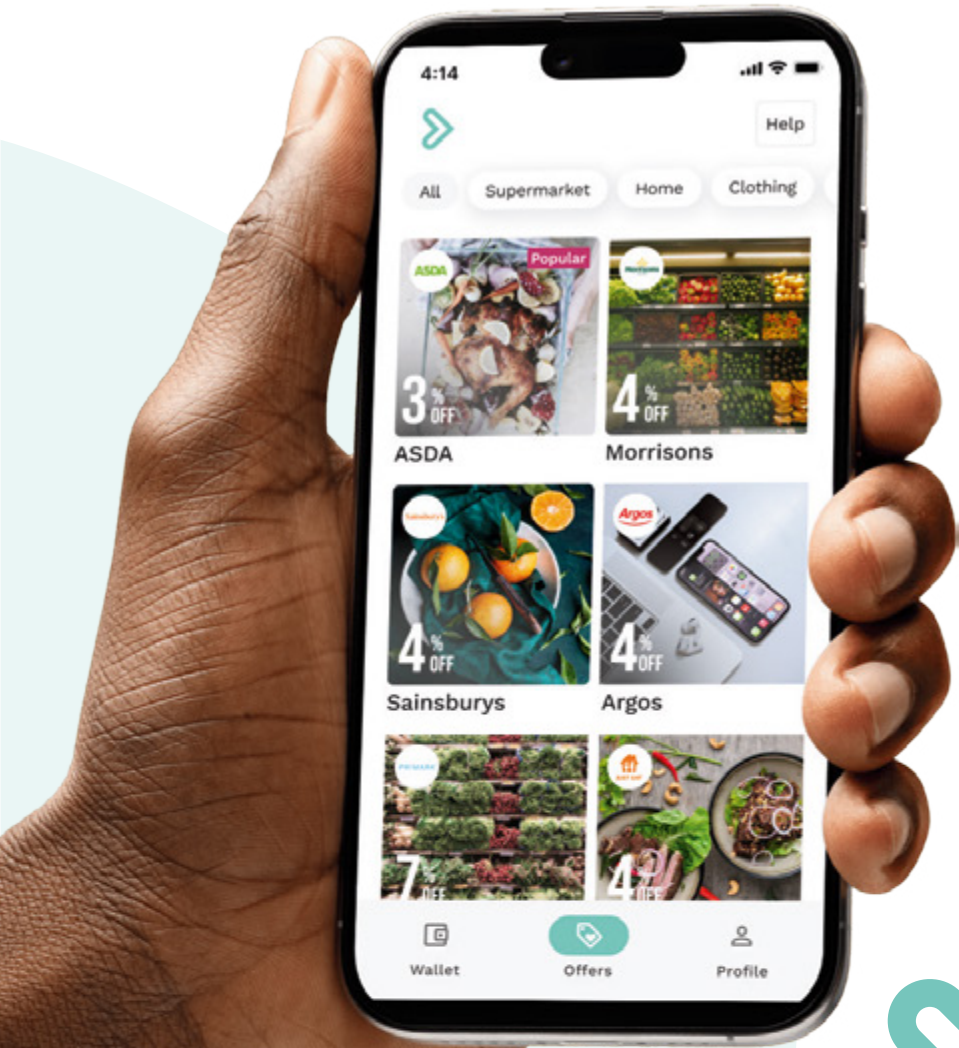


HOW IT WORKS

- 1 Download the app for free, available from
- 2 Purchase a voucher
- 3 The voucher will appear in the app within seconds, ready for you to use



SCAN HERE FOR MORE INFORMATION



GET DISCOUNTS ON OVER

100

BRANDS!



HOUSING PERKS

New homes

Landmark reached

The final phase of the Ashtree Close (Belton) regeneration has been completed.

11 bungalows and houses have been built as part of the last stage. Over the last two years, there has been a total of 27 new homes along with updated landscaping, new roads and dedicated green-spaces containing wildflower meadows for residents to enjoy.

Demi-Lee moved to the area in July 2024. She explained: "Although I've only lived here less than a year, I already feel like I've achieved so much more than where I lived before. Everyone in the neighbourhood is polite and friendly, the house is perfect for my family and we've been happy ever since."

"It's a beautiful community to live in, totally transformed from years ago, and I'm incredibly proud to call it home."

Featuring Ashtree Close, Belton



Learn more about the neighbourhood transformation in recent years.



Bungalows at Ashtree Close



The last edition featured 28 new homes that we have built in Skellingthorpe (near Lincoln).

"We are now very settled and my two children are thrilled. The house already feels like our home, and our future as a family is looking good."

Sarah, new Skellingthorpe tenant

Read more from Sarah!



Greetwell Fields, Lincoln



Ashtree Close, Belton

Part of a larger build

34 homes are being built as part of the Greetwell Fields development on the outskirts of Lincoln.

They are a mixture of two and three-bed houses, including eight for Shared Ownership. The first phase (six homes) completed in January, and 10 homes handed over in March.

Each home has a private garden, as well as several communal green-spaces throughout the neighbourhood. The development has strong nearby transport and road links, with the city centre only a couple of miles away, and is close to many amenities including shops, restaurants and schools.

The remaining 18 homes are due to be completed between July and December 2025.

34 homes in progress

Work has started on 34 homes close to Moorwell Road and Scotter Road in Scunthorpe.

28 of the homes will be for social rent, with six for Shared Ownership. The two, three and four-bed houses are estimated for completion in September 2026.

A range of environmental features are included within the designs to benefit biodiversity, such as hedgehog routes, bird and bat boxes, plus protection of wildlife.

Head to ongo.co.uk/developments for the latest updates on our new homes.



CGI image of Scunthorpe development



You said, we are doing

What you can expect when moving in

You have helped to shape the new Lettable Standard, which sets out the standard in which you can expect to receive your home when you first move in.

A tenant workshop, made up of Community Voice members and Tenant Inspectors, provided their feedback and made recommendations for changes to the Lettable Standard.

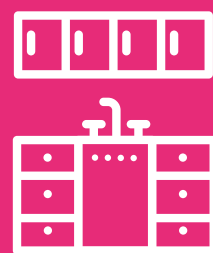
Additional feedback from the wider tenant base also influenced the proposed changes, which Community Voice approved at their March meeting.

At Ongo, we strive to provide quality homes that are clean safe and secure. This feeds in to our 'being a great landlord' Corporate Plan objective and strategy.

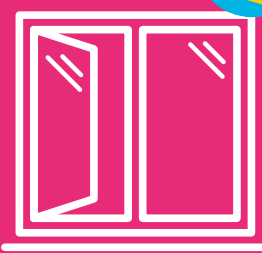
Check out the
updated standard!



The main changes include:



Kitchen drawers
and cupboards will
be prioritised for
their functionality
rather than stating
that they must
match.



Window restrictors
will be installed
on homes that are
first floor and above.



A better anti-social behaviour solution

Following a survey and specific focus groups, the Anti-Social Behaviour (ASB) and Hate Crime Policy has been updated.

Over 750 customer survey responses were received, with those who had reported an ASB case over the last year also having the opportunity to share their experiences and influence the review.

The feedback has been used to influence the following priorities:

- Improving communication during a case and providing a more consistent approach
- Setting out what is classed as ASB and what isn't more clearly
- Creating an ASB Panel for tenants to help continue improving the service

Community Voice approved the revised policy in March. Take a look to learn more.



Learning to improve

The tenant Complaints Panel continue to review recent complaints and discuss what could be done better for future cases.

At their February meeting, the group agreed the investigating officer for Stage 2 complaints must complete the relevant investigation form.

This will allow the panel to review Stage 2 complaints and will serve as additional evidence should the complaint be escalated to the Housing Ombudsman.

The group are looking for more tenants to join. There's not a huge time commitment involved as meetings are every three months, plus it's an ideal way to learn about different services and help make a difference.

Visit ongo.co.uk/complaints-monitoring-panel and start your journey today.



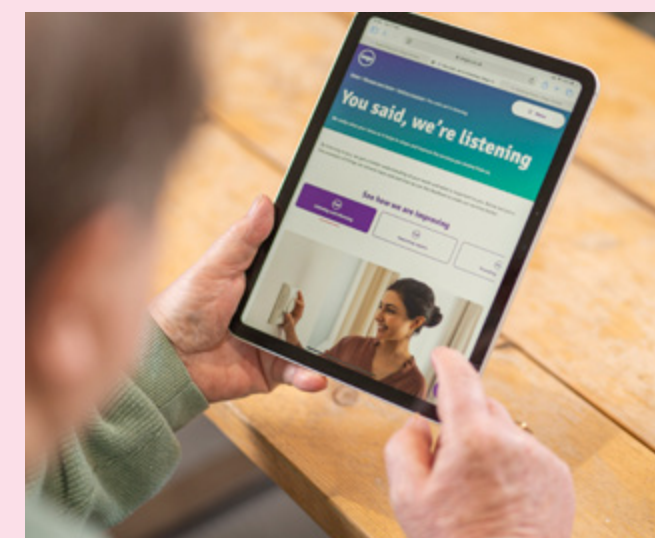
Rhiannon, a tenant
on the panel

Website changes

The 'You said, we're listening' section of the website is being updated to showcase more examples of tenant influence.

Regular updates including survey feedback, learning from complaints and service improvements through the various tenant groups will be included.

Read more about the opportunities at ongo.co.uk/getinvolved, which also includes what is available for you to be a part of positive change.





Involved with Ongo

Improving your area

Neighbourhood engagement events have been arranged for:

- **Crosby (Scunthorpe)**, Thursday 27 March
- **Allenby Close (Lincoln)**, Thursday 24 April
- **Overton Court (Barton)**, Thursday 29 May

The events will focus on speaking with tenants, identifying and resolving any issues, plus completing neighbourhood improvement work.

A schedule for other areas to be visited during the remainder of 2025 has been created. Each event will be promoted to residents, and updates on the outcomes will be included in future editions.



Influence your magazine

There are vacancies on the Publications Panel, which is a tenant group that decides the content for Key News. They also check other documents that residents receive to make sure they contain relevant information and are easy to understand.

Interested? Fill in the website form at ongo.co.uk/publications-panel



Leaseholder update

A meeting took place with leaseholders in March to discuss service charges, provide other leasehold updates and the opportunity to raise any concerns.

The next meeting is due to take place in September, and further details will be shared.

Tenant Satisfaction Measures

The full results of the Tenant Satisfaction Measures (TSM), from April 2024 to March 2025, are currently being calculated.

The customer satisfaction feedback (TSMs) will be published on our website over the coming weeks, and further information will be included in the next Key News.

We wanted to thank every tenant that has provided feedback and helped to influence and improve the homes that you live in, the services that you receive and the communities that you're a part of.

Did you know that the monthly TSM results are available for you to view?



At the centre of change

In March 2024, Graham became a tenant as part of the stock transfer from Guinness Partnership. He attended the festive event at Grimsby Town Football Club and has since joined Community Voice.

He explained: "I've found Ongo to be very customer-focused and efficient if problems arise. I've been impressed with how friendly the staff are, always giving back to the local community.

"I felt that my background in social work could benefit Community Voice. I'm already learning a lot, gaining an insight into how things currently are and influencing improvements moving forward. It's heartening to know we can help decide on all matters that affect us.

"If you'd like to be a part of shaping your future as a tenant, then please don't hold back. There's plenty of opportunities that can fit in with any commitments that you have, at a time and level that suits you. It's one of the best things that I've done."

Check out the variety of opportunities and how you can express your interest.



Back of the net – scoring new partnerships to benefit all

Scunthorpe

Ongo's Iron partnership with Scunthorpe United has seen over 400 tenants benefit from support services and free ticket giveaways to home league games this season.

“We absolutely loved the experience, taking time out of our busy lives and enjoying some quality family time together.”

[Vicky Empson]

“It’s an excellent project because it helps the community to come together.”

[Dave Whiteley]



Grimsby



We held a festive themed event at Blundell Park in December, to celebrate our new partnership with Grimsby Town FC.

Over 50 people enjoyed the range of activities on offer including meet and greets with players of the club (Justin Obikwu, George McEachran, Tyrell Warren and Jayden Luker), a photo booth, festive games, promotion of our services, food, refreshments and free gifts.



Doncaster

Most recently, and building on the success we have seen in both Scunthorpe and Grimsby, we have partnered with Doncaster Rovers Football Club to offer initiatives and opportunities to our local communities in this area too.

Opportunities include tickets for each home league game for the remainder of the season, as well as selected stadium tours with VIP seating and a Moment of Magic for one deserving winner.



These partnerships bring huge benefits by creating new ways for tenants and customers to engage in our services. We’re able to reach thousands of people through the clubs fanbases, and we’re investing in partnerships that we know mean a lot to people.

WIN TICKETS!

You can apply here to win Doncaster Rovers tickets all season.



Stop smoking success



Here’s how our new project with Public Health England and North Lincolnshire Council has helped so far.



82

accessing the project, including free support and free Nicotine Replacement Therapy products



34

successfully quit smoking



113

free Swap to Stop kits issued, which includes a USB vape along with five assorted liquids and advice provided

12 people receiving these kits have since quit smoking and 10 are receiving additional support

Lucy was a smoker for over 20 years and had unsuccessfully tried to stop on several occasions. However, she has now quit smoking after being on the project.

“Previous support had been generic and not tailored to me, but this project was totally different.

“I attended a weekly appointment, and received relevant guidance on the free nicotine patches and vapes to slowly change my habits. Though I had some tough days, the team never gave up and reassured me throughout.

“I’ve now fully given up smoking, which I could never have done without this support of the

Wellness team. I’ve noticed a significant improvement in my breathing, skin and in the taste of food, plus I’m now saving a lot of money to spend on other things.”

Learn more about the project and how it could help you.



A SPOTLIGHT ON...

Crowle



In each edition we're featuring a different area and the fantastic local businesses that help to make it such a great place to live.



Discover more about Crowle's history.



All about Crowle

Crowle is a small, thriving town with a range of facilities including churches, schools, a library, community hall, shops, restaurants, many independent businesses and much more!

We have 214 homes in the area, which includes a community called Manor Gardens with designated bungalows and a central green-space where residents have regular get-togethers.

Sam, tenant, said: "I've loved living here ever since I moved in five years ago. People are friendly, it's a peaceful community and you've got everything that you could possibly need, all within a short distance.

"I'm grateful to have made many friends at the St Oswald's Church that I attend, plus from the Red Lion restaurant."

Just some of the local businesses include:

- Parkin Butchers
- Sadie's Tea Room
- Lovelee Flowers
- The Red Lion (pub/restaurant)
- The White Hart (pub/restaurant)
- Orgullo Wine Bar and Tapas
- Axholme Produce (veg shop)
- Quintessential Hair

Run by volunteers, the community hall is available to hire and hosts different events from coffee mornings to themed food evenings, and activities such as craft sessions and bingo.

Check out their Facebook page.



Giving something back



Successful groups in 2024

Community Grants

The annual project opened in February for funding applications from local community-focused groups.

This year, a generous £35,000 was made available for good causes in areas that benefit tenants and the wider community.

We've had 71 applications in total from a range of communities where we have homes.

A judging panel will decide which groups receive funding, and successful groups will be announced by the end of April.

Keep a lookout on our website for when the winners are announced. There will also be an update in the next edition.

More than £150k of funding has been provided to over 120 local good causes since the Community Grants initiative began 14 years ago.



Apprenticeship week success

To celebrate National Apprenticeship Week, which ran from 10 – 16 February, our Recruitment team worked in collaboration with Mathews and Tannert and North Lindsey College to inspire the next generation of skilled tradespeople.

An event was held throughout the week to learn more about apprenticeships in trades and explore a variety of opportunities. It also helped to showcase the positive impact of apprenticeships on businesses, individuals, and the economy.

Discover more about the event.



Keeping you safe

In this edition, we are focusing on communal areas and some common queries.

Q: What is a Communal Sterile Guide, and why do we have one?

A: It's a guide to advise why all communal areas need to be kept free from any potential risks, such as fire, and to keep escape routes clear for an evacuation.

Q: What will happen if I leave items in the communal area?

A: We are deeply committed to ensuring your safety.

If any items are left in a communal area, the Safety Officers will try and find the owner and give them the chance to move it.

If the items are not removed as required, then we will remove them to be stored at a secure location in Scunthorpe to be collected by you.

If you consistently leave items in the communal areas, further action will be taken.

Q: Who are the Safety Officers?

A: They are Tony, Graham and Richard, part of the Building Compliance Team. They complete all safety checks within communal areas in set timescales.

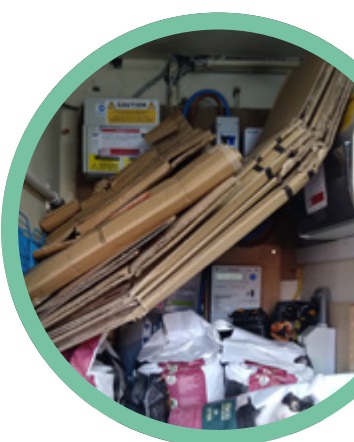
Q: Why do you carry out fire door inspections?

A: Fire doors provide protection by containing smoke and fire within a flat. If a fire starts in a communal area, it should stop smoke and fire entering your flat.

The findings from the Grenfell Tower tragedy showed the fire doors weren't adequate, lacked correct inspection and maintenance, plus many entrance doors to individual flats didn't have self-closers. This resulted in the fire doors not closing properly, and the smoke was not contained to allow for safe evacuation.

Q: Can I store items in my meter cupboard?

A: Gas and electricity meters are a potential fire risk, so these cupboards must be kept clear at all times. Should a fire start in these areas, smoke could impact on everyone's safe exit from the building.



In the next Key News, we will answer any compliance or building safety question that you might have. Email compliance@ongo.co.uk or use one of the other contact methods (on page 2) if there's something you'd like to ask.

AN EASTER TREAT

Mini Egg Cookies

Ingredients (makes 8)

- 300g plain flour
- 1/2 tsp bicarbonate of soda
- 1/2 tsp salt
- 1 tbsp cornflour
- 115g unsalted butter
- 100g light brown sugar
- 100g granulated sugar
- 1 medium egg
- 1 tsp vanilla extract
- 180g Mini Eggs
- 200g micro chocolate eggs

Method

1. Preheat the oven to 180C gas/160C fan, and line two/three large baking trays with baking paper.
2. Whisk the plain flour, bicarbonate of soda, salt, and cornflour together in a bowl.
3. Melt the butter carefully and then add to a bowl. Add in the sugars and whisk the mixture together for two minutes.
4. Add in the vanilla and egg. Whisk again until combined.
5. Add in the flour mixture. Beat until everything is evenly distributed and a cookie dough is formed.
6. Add in the Mini Eggs and the micro eggs. Mix together.
7. Scoop the cookie dough into even portions, then roll into balls. Bake in the oven for 10-13 minutes.
8. Leave the cookies to cool on the trays for five minutes.

Email editor@ongo.co.uk with your pics of the finished Mini Egg cookies and any ideas for future recipes.

Enjoy!



Games corner

Wordsearch

Mr and Mrs Ongo Bear need a recap of the themes covered throughout the magazine! Can you help them find the following words?

COMMUNITY
DISCOUNTS
EVENTS
HOMES
INVOLVEMENT
LEARNING

NET ZERO
OPPORTUNITIES
PARTNERSHIPS
REPAIRS
SAFETY
SUPPORT

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

Competition time!

You might have noticed some Easter egg graphics on different pages as you've read through the edition.

If you'd like to be in with a chance of winning a £10 Amazon voucher, all you need to do is count the amount of eggs (not including the front cover), what pages they are on and submit your answers to customer.engagement@ongo.co.uk by Monday 21 April.

Alternatively, you can complete the form below and return to: **Key News Editor, Ongo House, High Street, Scunthorpe, DN15 6AT.** (Terms & Conditions apply and are available at ongo.co.uk)

How many Easter eggs? What pages?

Name:

Address:

Email:

Telephone:

Easter events

With the Easter holidays approaching, we've compiled a list of some local events for people of all ages to enjoy. Take a look below and prepare for a fun-filled month!



Sprint Craft Fayre at The Arc, Scunthorpe

Friday 4 April,
9.30am – 3pm



Creative workshop at Waters Edge Visitor Centre, Barton

Friday 11 April,
10am and 11.30am



Easter Eggstravaganza at Pink Pig Farm, Scunthorpe

Saturday 5 – Monday 21 April,
from 10am



“Art In The Barn” Exhibition at Doddington Hall

Friday 18 April – Sunday 4 May,
10am – 4pm



Easter Fayre at Cleethorpes Leisure Centre

Sunday 6 April,
10am – 3pm



Easter Bingo at Brumby Hall Social Club, Scunthorpe

Saturday 19 April,
7pm – 11.15pm



Easter holidays fun at the Viking Centre, Barton

Tuesday 8 – Wednesday 16 April,
10am – 2pm on selected days



1940s Weekend at the Trolleybus Museum, Sandtoft

Saturday 19 – Monday 21 April,
10.30am – 4.30pm



We want your feedback on Key News to help improve future editions. Complete the survey to be in with a chance of winning a £40 Love to Shop voucher.

Scan the QR code
to take the survey.

