



Annual *Report*

2024/25

Welcome to your Annual Report

**A word from Judith Tomlinson,
tenant and Board Member, giving
you an overview of the report.**



**Hear a summary and more on our
future plans from our Chief Exec,
Steve Hepworth.**



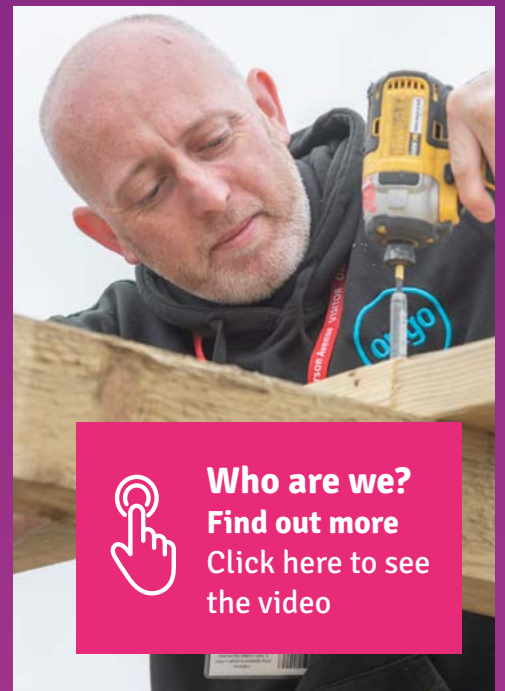


“

I'd like to say a big thank you – for your feedback, your patience, and the part you play in making our communities places we can all be proud of.

Judith Tomlinson

”



Who are we?
Find out more
Click here to see
the video

Corporate plan

Our Corporate Plan for 2024 – 2029 was launched, which builds on what we have already achieved during our previous plan, improving and setting ambitions to achieve even more over the next five years.

The plan is centred around three corporate objectives that provide the foundations to deliver excellent services to tenants and customers, to deliver and maintain high standards in everything we do and ensure that we are financially secure.



Be a great landlord

Customer focus



Growth and sustainability

Looking back at the last year

- While we made strong progress in many areas, we didn't meet all our targets in the first year. One of the biggest challenges was delivering repairs quickly enough
- Despite this, we've halved the number of damp and mould cases in our homes, and whilst still not where we'd like to be, we've significantly reduced the number of outstanding repairs
- We've also strengthened our team with new experts in key roles. Together, they're helping us build a stronger, more responsive service



Click here to read the full update



Click here to find out more about our three corporate objectives



Our year in *numbers*



11,280
Total homes
up from
11,080 - 2023/24



260
New homes
140 built, 849 homes from Guinness
Partnership
987 - 2023/24



1,044
Homes let
994 - 2023/24



23
New homes
Through right to buy or acquired
30 - 2023/24



42
Mutal exchanges
74 - 2023/24



- **16.0%** Staffing, office and general running costs
- **2.5%** Service charges
- **18.0%** Maintenance and upkeep of homes
- **1.1%** Communities projects
- **6.4%** Interest and other charges
- **0.8%** Other costs
- **13.9%** Investment in existing homes
- **41.3%** New homes

- **£60,122** Rents
- **£2,065** Service charges
- **£11,672** Grants for new homes
- **£3,378** Sale of properties
- **£1,185** Interest receivable
- **£1,527** Other income
- **£20,068** Cash reserves
- **£25,000** New borrowings



Repairs and *maintenance*

Repair jobs carried out



39,369

2024/25

40,988 - 2023/24

Amount spent



£9.8 million

2024/25

£9.9 million - 2023/24

Customers satisfied we provide: well-maintained home



66%

2024/25

66% - 2023/24

safe home



71.4%

2024/25

71% - 2023/24

Strategic Repairs Action Group: A group of colleagues from across the organisation were brought together in January 2024 to look at the repairs and maintenance service we're providing to tenants as a whole – where we need to improve and how to get to where we need to be.

- The group looked at all repairs related issues to make sure they're right, and working for our tenants and us. A big piece of work focused around our data – making sure it was up to date and accurate.
- Another key priority was looking at resources within the team and the use of our ICT systems to make sure we were resourced in the correct way to address issues to help us improve our services was another key priority.
- Since the group formed and also following the appointment of our new Property Director and Head of Maintenance & Building Safety, we have seen improvements within the service, and we're confident our tenants will see positive changes to the services they receive within 2025–26.



Click here if you'd like to have your say on repairs or any other Ongo services.



Repair jobs carried out

2024/25	2023/24
39,369	40,988

Customers satisfied with repairs service (who have received one in last 12 months) **Target**

2024/25	2023/24	70.0%
66.3%	67.7%	

Customers satisfied their repair was done right first time **Target**

2024/25	2023/24	90%
76%	15%	

Customers happy with the quality of their repair **Target**

2024/25	2023/24	90%
83%	86%	

Damp and mould

Cases reported Cases resolved



868

2024/25

1,205 - 2023/24



567

2024/25

865 - 2023/24

Following a major data cleanse and new processes, information is now more accurate and manageable. A new team of seven were introduced, prioritising new cases and addressing overdue ones. This work has contributed to the significant decrease of cases.

Preparations for Awaab's Law are underway to meet its proposed requirements, including that new cases will be actioned within seven days. This is our biggest anticipated challenge.



Click here to read information on different types of damp, mould and condensation, and how to report this in your home.



Keeping you safe



100%

gas safety checks



100%

fire risk
assessments



100%

passenger lift
safety checks



90.8%

asbestos
management
surveys or re-
inspections



90.9%

legionella risk
assessments
(of all homes
required)



Your *neighbourhood*

Customers satisfied with the contribution Ongo makes to their neighbourhood

2024/25	2023/24
56.2%	54.4%

Listening to you

Based on feedback from consultation with our tenants and input from our colleagues, we're proposing a new service model to better meet expectations.

What you said you'd like:

- A single, named point of contact throughout their tenancy
- Greater Ongo visibility in their neighbourhoods
- Timely action on local issues

To deliver this, we're introducing a regional, neighbourhood-based approach. This will provide more localised services, empower our teams to make decisions, and improve efficiency across our operations.

Anti-social behaviour (ASB)

The Anti-social Behaviour (ASB) Policy was reviewed in partnership with with our main tenant group, Community Voice. Closer working relationships were built between Landlord Services and our communities teams, resulting in benefits for our tenants – including 513 referrals being made to our Skills and Personal Development team and 17 Tenancy Services Officers receiving training on smoking cessation to be able to offer support and referrals to our tenants.

Anti-social behaviour cases reported

2024/25	2023/24
967	935

Customers satisfied with how the case was dealt with

		Target
2024/25	2023/24	
50.7%	47.5%	50%



[Click here for more information](#)



Customer focus

Involving you in decision making

Our Community Voice group helps shape services by providing insight, scrutinising performance, and recommending improvements. Tenants can get involved in various ways. We have also formed a new Customer Focus Committee that tenants are part of, to further strengthen their voice.'



[Click here for full details of all groups](#)

Equality, diversity and inclusion

Our Equality, diversity and inclusion (EDI) group is made up of colleagues and customers. They meet quarterly to discuss different topics, plan campaigns and events, raise awareness and hold us accountable where improvements are needed.

Our Board composition includes tenant representation, ensuring their voices are heard at a strategic level.



[Click here to find out more information](#)





To read our Board statement, check out our EDI roadmap, policy, Diversity Protected Characteristics Profiling report, Pay Gap reports and more [click here](#)



Complaints and *performance*

Complaints

Our Complaints Panel has been working hard to improve the service we give our tenants when they log a complaint. Four main areas were identified to focus on over the last year which were: **keeping tenants informed throughout service delivery / missed or delayed repair appointment timescales / attitude of staff or contractors / repairs not resolved.** We publish our complaints performance on our website every quarter including a focus on any Ombudsman cases and our learning and improvements from these.



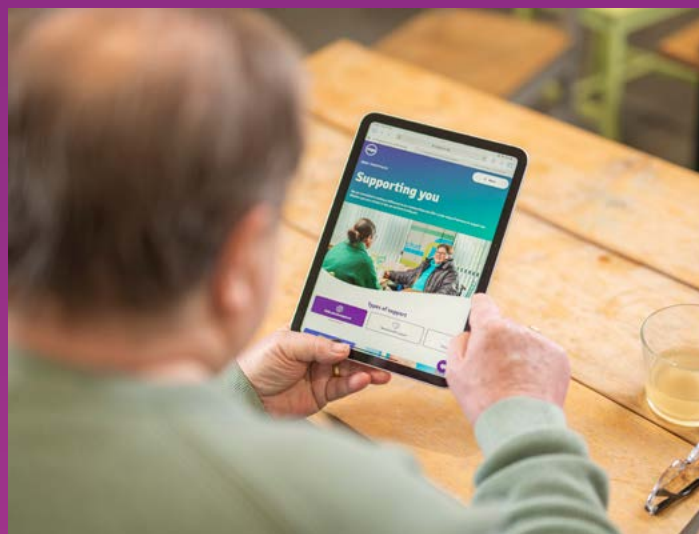
Complaints received	
2024/25	2023/24
566	224
% of Stage 1 Complaints responded to within target	
2024/25	2023/24
97.3%	92.0%



Click here for more information on our complaints process and performance



There are also a set of performance indicators introduced by the Regulator for Social Housing in April 2023 to improve transparency and accountability among social housing landlords. Our results are updated and published on our website, take a look



Skills and personal development



£123,159

was secured in external grants and funding to provide additional support and projects to tenants and local people.

This meant we could offer school holiday activities, deliver workshops and provide air fryers to low income families, buy resources and food for youth sessions, and we received £100,000 to deliver a stop smoking project which continues into 2025–26.



Customer accessing employment, coaching, and training support

2024/25	2023/24	Target
1,102	1,158	700

Customers gaining sustainable employment

2024/25	2023/24	Target
223	185	180

New apprenticeships

2024/25	2023/24	Target
33	41	84

Customers supported with mental health/wellbeing counselling

2024/25	2023/24	Target
354	242	180

Young people accessing 1-1 mentoring

2024/25	2023/24	Target
110	124	8

We supported



1,102
individuals
with employment
support in total



357
tenants supported



223
clients secured
employment



85
of these were Ongo
tenants



354
were provided
with mental health
support



209
of these were Ongo
tenants



Community

wellbeing and financial support

Overall arrears



1.2%
2024/25

of total rental income
which is arrears
1.7% - 2023/24



350+
referrals to Citizen's
Advice Bureau

Homelessness service



61
customers progressed
through the service
within 2024–25



41
customers
transitioned into
housing association
or private rented

Community grants

A record-breaking 71 applications were submitted for this year's Community Grants project, with 27 community groups successfully securing a share of the £35,000 fund. Now in its thirteenth year, the initiative has supported over 120 community-focused organisations, with more than £160,000 in funding to date.



**Click here for more information
on Community grants**

Giving something back

Here are some key projects showing how we've given back to our communities.



Myos House - our dementia care building

Myos House is North Lincolnshire's first and only specialist dementia care scheme, designed to support those with a diagnosis live independently for as long as possible, in a safe, comfortable, and community-focused environment. This year they've held events such as VE day celebrations, Dementia awareness week, birthdays, garden parties and all-round celebrations.



Our community hubs

Both The Arc and Viking Centre continue to deliver weekly activities and services, benefiting hundreds of customers of all ages each week. Some highlights include securing £13,159 to deliver free school holiday activities with meals, gained a £7,700 grant from North Lincolnshire Council to deliver workshops and provide air fryers to low-income families, and received £2,300 to buy resources and food for youth sessions across both our community buildings.



Football partnerships

We're proud to support our communities through new partnerships with Doncaster Rovers and Scunthorpe United, providing thousands of customers with free tickets, helping to bringing people together through the power of football.



Investing in your home and communities



£45.6 million

total spend on major
investments and
decarbonisation work
(between 2022-2026)



£143 million

to be spent over the next
10 years
(from 2025-2035)



£14.5 million

invested into housing stock
(2024/25)

Conditions survey



2,470

homes had a
survey completed

The data gathered helps us to better understand the condition of our homes to plan future programmes of work, as well as alerting us to any urgent works required.

Roofs



100

homes received a
new roof

New roofs including loft insulation top ups where necessary, keeping the properties watertight and well insulated which will assist tenants with their heating costs and improve the energy efficiency of their home.

External doors



188

external door
replacements



149

external fire door
replacements

Properties received new external/external fire rated doors, improving the security and helping tenants stay safe in the event of a fire.

Kitchens and Bathrooms



338

kitchens installed



23

bathrooms installed

Homes received new kitchens and bathrooms where they were beyond economical repair, ensuring modern facilities for our customers.

Upgrades in our high-rise buildings



Electrical upgrades were completed to Market Hill and Trent View high rise flats which ensured that the buildings were as safe as possible.



Amount invested into existing homes

Target

2024/25

2023/24

£14,548k

£9,328k

£165m over
10yrs

Our journey to Net *Zero*

Social Housing Decarbonisation Fund (SHDF)

Through this initiative, we've targeted hundreds of homes, focusing on improving EPC ratings and reducing fuel poverty. We've added energy-efficient upgrades, improved insulation, and reduced carbon emissions across our homes. Some tenants have already reported warmer homes and lower energy bills.

Silver SHIFT accreditation

We're proud to have retained our Silver SHIFT accreditation following another assessment of our practices. This year we increased our score, largely due to improved data submission.

It covered asset management, new build developments, and operational practices, resulting in a detailed action plan with targeted recommendations to help us lower our carbon footprint and achieve future savings.

Biodiversity projects

We've been out and about within communities working on lots of environmental and biodiversity projects. One success was at Henderson Avenue School (Scunthorpe) which brought students and staff together to create a vibrant green space.

Activities included planting wildflowers, installing bug hotels, and creating outdoor learning zones. This not only helped to educate the children but strengthened our ties with local schools too.

See how tenants benefited from our SHDF project



Watch now



Board update

Our membership has changed over the last year, with some new appointments, as some members tenure has come to an end.

We welcomed Judith Tomlinson as our new co-opted member. Judith is a tenant and now also Chair elect of the newly formed Customer Focus Committee. She brings a wealth of experience and holds Ongo to account.

Charmaine Mande joined as our Board Trainee. We are proud to continue our work with The Housing Diversity Network (HDN) to deliver the Board Trainee Programme. This is aimed at helping us achieve greater diversity and with succession planning. One of our first Board Trainees to complete the programme, Lisa Whelan, was successful in securing a role as independent member of our Governance and Remuneration Committee.

We recognise that our Board does not yet fully reflect the ethnic diversity of our customers and the wider communities we serve, and we understand the value this brings in terms of fresh perspectives and better decision-making.

Whilst we are committed to improving this, our main priority is to ensure we have the right skills and experience to lead the organisation effectively. To help address this, we are launching a new committee in 2025, with tenants making up the majority of its membership.

This will ensure that the needs and voices of our diverse customer base are central to our work, supporting our ongoing commitment to inclusivity and representation at every level of the organisation.



Click here to find out more about our Board structures, the people who sit on them, and minutes from Board meetings



Regeneration and development

New homes



227

new homes
started in 24/25



260

homes completed
started in 24/25

Highlights include new, accessible bungalows on East Common Lane, and the completion of a large development on the old Ashby Market site (both in Scunthorpe). Phase one of Ashtree Close in Belton saw a complete regeneration of the area too.

Over 12% of our new homes delivered are one-bedroom, which are in high demand and almost half (44%) completed were delivered to EPC A rating.

We continue to offer a range of options, with shared ownership and rent to buy homes delivered, meeting the aspirations of people wanting to own their home, whilst also expanding our presence in North East Lincolnshire, with 110 new homes started in the last 12 months.

We have responded well to the government's call to deliver more homes for social rent with 59 completed and 55 started in 2024/25. These have rents set at the most affordable level and we are planning to develop many more.





Click here to find out about all new developments



Governance

risk and financial viability standard

To support us in achieving our corporate objectives, we make sure that we identify potential risks before they happen. This is done by having a robust risk management framework in place for the organisation.

The framework ensures we protect our assets, complies with relevant legislation and regulation and is a robust and resilient organisation.

There are strategic risk registers in place for Ongo Homes, Ongo Communities, Ongo Commercial and Ongo Developments. Having these registers in place, that are linked to our corporate objectives, means that we understand and have control over the risks and uncertainties that may impact on us achieving our objectives.

They help ensure appropriate controls are in place to minimise or mitigate risk and through regular review by our Boards and the Audit and Risk Committee, makes sure we identify

additional controls to reduce the risk score to ensure all risks are within the agreed appetite for the organisation.

Our risk appetite is set annually by our Board, and we use this to ensure decisions are made according to the level of risk the organisation is willing to take in the relevant areas – e.g. finance, compliance, health and safety etc. This also ensures we consider the wider strategic impact of any decisions that are made.

Risk and the overarching Ongo Homes strategic risk register is discussed at each Audit and Risk Committee throughout the year and at least four times a year by the Ongo Homes Board.

Risk is also a standing item on all subsidiary Boards and is linked appropriately to the overarching risk register. Having this in place at Board level ensures risk remains at the centre of our decision making, there is assurance that risks are managed effectively and that risk management is effective and robust across the organisation.



Performance overview

Be a great landlord

Indicator	2020/21	2021/22	2022/23	2023/24 sector median	2023/24	24/25	24/25 Target
% of tenants satisfied with overall landlord services (TSM)	92.5%	74.0%	68.0%	76.7%**	68.8%	66.9%	73%
% of tenants satisfied views are listened to and acted upon (TSM)	88.6%	58.0%	60.0%	64.5%**	53.4%	53.0%	58%
% of tenants who received a repair in the last 12 months who report they are satisfied with the overall repairs service (TSM)	88.0%	76.0%	74.0%	75.1%**	67.7%	66.3%	70%
Current tenant arrears as % of debit (exc. housing benefit)	1.62%	1.41%	1.57%	3.35*	0.95%	1.20%	2.00%
% of rent loss from lettable empty homes	1.12%	1.17%	0.97%	1.37*	1.30%	1.10%	1.00%

** Latest benchmarking data obtained from Housemark 2023/24 TSM year end results, based on Northern RPs 10k-20k median.

* 2022/23 sector median data is the most recent data available at the time of writing and there is no sector median data for 2023/24.

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

Offer quality homes

Indicator	2020/21	2021/22	2022/23	2022/23 sector median	2023/24	24/25	24/25 Target
% of tenants satisfied that Ongo makes a positive contribution to neighbourhoods (TSM)	–	–	–	66.4%**	54.4%	56.2%	61%
% of tenants satisfied that Ongo provides a home which is well maintained (TSM)	–	–	–	69.9%**	66.1%	66.0	70%
Investment into existing housing stock	£5,945k	£6,085k	£6,230k	N/A	£9,328k	£14,548k	£14.3m over 10 years
Number of new build homes delivered	179	213	99	N/A	151	260	150

** Latest benchmarking data obtained from Housemark 2023/24 TSM year end results, based on Northern RPs 10k-20k median.

* 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.

Create opportunities

Indicator	2020/21	2021/22	2022/23	2023/24	24/25	24/25 target
Number of people accessing employment support via Ongo Journey to Work	780	888	1289	1158	1102	696
Number of people gaining sustainable employment	162	217	125	185	223	156
Number of young people engaged in one-to-one mentoring	112	116	118	124	110	96
Number of new apprenticeships	27	35	39	41	10 to 33	24
Total invested into community/creating opportunities projects	£1.02m	£1.03m	£1.05m	£1.07m	£1.11m	£1.07m

Ongo in numbers

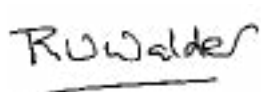
Entity Statement of Comprehensive Income for the year ended 31 March 2025

	Note	2025 £'000	2024 £'000
Turnover	4	69,006	57,494
Cost of sales	4	(1,360)	(588)
Operating costs	4	(55,684)	(51,385)
Surplus on sale of fixed asset housing properties	11	1,285	1,620
Operating surplus	7	13,247	7,141
Other interest receivable and similar income	12	1,185	2,973
Interest payable and similar charges	13	(6,708)	(4,554)
Other finance income/(costs)	13	1,322	1,027
Gift aid		225	257
Movement in fair value of investment properties	18	-	(35)
Surplus on ordinary activities before taxation		9,271	6,809
Taxation on ordinary activities before taxation	14	25	(24)
Surplus for the financial year		9,296	6,785
Actuarial (losses)/gains on defined benefit pension scheme	28	(1,533)	(1,121)
Total comprehensive income for year		7,763	5,664

Entity Statement of Financial Position at 31 March 2025

	Note	2025 £'000	2024 £'000
Fixed Assets			
Tangible fixed assets – housing properties	16	360,328	319,563
Tangible fixed assets – other	17	2,187	2,308
Investment properties	18	1,360	1,360
Investments – other	19	30	30
Investments – subsidiaries	19	50	50
		363,955	323,311
Current assets			
Stock	20	1,250	1,057
Debtors – receivable within one year	21	3,133	3,087
Debtors – receivable after one year	21	1,784	1,551
Cash and cash equivalents		20,593	20,068
		26,760	25,763
Creditors: amounts falling due within one year	22	(15,221)	(13,706)
Net current assets		11,539	12,057
Total assets less current liabilities		375,494	335,368
Creditors: amounts falling due after more than one year	23	(236,707)	(204,344)
Net assets excluding pension liability		138,787	131,024
Pension asset/(liability)	28	-	-
Net assets		138,787	131,024
Capital and reserves			
Income and expenditure reserves		138,787	131,024
		138,787	131,024

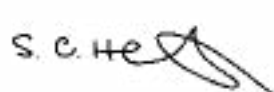
The financial statements were approved by the Board and authorised for issue on 10 September 2025.



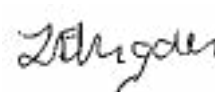
R Walder
Director



R Cook
Director



S Hepworth
Chief Executive



J Sugden
Company secretary

Thank you

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



Accreditations, awards and memberships

Seeking accreditation is one way in which we check that our services meet the high standards that we always aim for. Click to find out more.



ongo.co.uk



/ongohomes



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