

COMMUNITY VOICE MINUTES

Held at 1pm on Tuesday 3rd February 2026
The Arc, blended style (face to face & via MS Teams)



Present:

Community Voice Members: Jill Milner (Chair), Tami Reeve (Vice-Chair), Stewart Pearson, Keith Lumbers, Tima Obo Omari, Judith Tomlinson, Rhiannon Jeans, Marianne Sonksen, Jim Newcombe, Dawn Johnson and Trevor Davey.

Ongo Staff: Wendy Wolfe, Jo Sugden, Mo Mathieson, Steve Hepworth, Andrea Morley, Josh Harris, Kevin Hornsby, Scott Mathews, Jordan Barr and Kelly Blankley.

Also in attendance: Rachel Cook (Board Member-observer)

1. Welcome, Apologies and Housekeeping

- Tami was chaired the meeting and welcomed everyone to the meeting and introductions were given.
- Apologies were received from Tracey Bain, Simon Millner, Paul Pearson, Susan Hickling, Charmaine Mande, Harry Jackson, Eric Gosling, Dawn Johnson and Observers: Kirsty Jarett, Sue Nicholson, Lynn Lee and Ross Best.
- Members were reminded not to raise personal issues during the meeting. If they had previously reported an issue but hadn't received an update, they were encouraged to add it to the enquiry log.

2. Minutes & Actions from Previous Meeting

- Keith and Stewart proposed, and seconded, that the minutes of the December meeting were an accurate record.
- Wendy provided an update on the actions of the previous meeting.
 - Members who applied to attend the February football match will be notified when their tickets are ready to collect.
 - The E-mail signature request has been passed onto the PR Team.
 - The deadline for members to provide comments on the Maintenance policy and Customer Journey has now passed and this action is complete.
 - Shower related repair problems can now be reported on the My Home App.
 - The Neighbourhoods and Assets teams, supported by ground's maintenance contractor, have sufficient expertise to develop project briefs and specifications for current small-scale schemes without the need for a landscape architect. Should larger or more complex projects arise in future, these will be design-led and supported by landscape architects to inform design and specification as required.
 - The Tenant Inspectors 2026 Schedule was shared with members. Green space inspection dates will follow in March.

3. Board Observers

Meetings taking place in person or via Microsoft Teams:

- Ongo Homes Board on 25th March, Board room, Ongo House at 1:30 pm.
- Customer Focus Committee on 10th March, The Arc at 9:30 am.
- Ongo Communities Board on 1st April, time and venue to be confirmed

Three CV members can attend either, or all the above meetings. Names interested to please inform the customer engagement team.

4. Executive Update – Kevin Hornsby

- Kevin explained the executive team have completed the quarterly review in relation to the 5-year plan. There has been an upward trend reported on tenant satisfaction from surveys with good progress reported on repairs and maintenance.
- Work at Ongo House has started with a launch event planned for March and members will be invited to attend.
- The data project is ongoing, focusing on diversity and additional needs. Those registered on MyHome has increased from 12% over the last two years to 20% and Neighbourhood Officers will begin collecting further data over the coming months.
- The Community Grants project is now live. The grants are available to groups based in areas where Ongo tenants live, and for not-to-profit groups who are constituted and provide a project to benefit the local communities. Members were asked to help promote this with any relevant groups they are aware of.
- Kevin attended the recent Community Voice Focus Group meeting, where he presented the proposed Rent and Service Charge consultation before it went to Board. The Board have now agreed with the submitted proposals. Further communication will be going out at the end of the month.

5. Recharge Policy Review – Scott Mathews

- Scott highlighted areas for consideration within the reviewed policy and noted that there are only a small number of changes as outlined below:
 - The use of language and terminology
 - Roles, job titles and responsibilities updated
 - Section 3 wording updates
 - Section 6 updated with the addition of new documents

Scott asked members for any feedback or questions.

- Members highlighted that although the summary was included in the meeting paperwork, the main policy was missing. **ACTION:** CE to send out the policy, asking members to submit any comments within 7 days.

6. Major Planned Works Communications Procedure – Andrea

- Andrea explained that the revised communications process explains how residents will be kept informed about major planned works, such as kitchen and bathroom replacements. The procedure has now been consulted on with the Property Services panel.
- The level and timing of communication will depend on the type of work being carried out. The updated procedure is more detailed and includes seven contact points from Ongo to keep residents informed before the contractor gets in touch.
- The Publication Panel have reviewed all standard letters that will be sent out and have provided some useful feedback.
- A member asked if the procedure had been finalised. Andrea explained it has and it will go to the Board for approval by the end of the month.
- Members felt the procedure was straight forward and well thought out. They also commented they liked the flow chart and that all the stages were clearly outlined.

7. Social Value – Josh Harris

- Josh explained that he has been in post for three months, having previously been

employed as a Neighbourhood Services Operative for two and a half years. He confirmed that he has contacted all Ongo contractors and explained that social value refers to the positive impact delivered within the community.

Josh gave an overview of the current projects:

- **Jewsons Partnership** - £500 to provide toolboxes for tenants attending the EmpowerYou course
 - **Jewsons** – Bootcamp, a weeklong day in the life of
 - **AA Global** – Translated the tenancy welcome packs for the Re-settlement team.
 - **Mathews and Tannert** – Apprenticeship week with one or two tenants hired at the end.
 - **Drainmaster** - £1000 for Christmas awards hampers
 - **Ideal** – Donations to Communities / Engagement
 - **Pro-Counselling** – Tenant online Wellbeing Space
 - **DS Projects** – Donating to Scunthorpe Rugby Club kid’s project.
 - **Ellgia** – Organising a We Care day. Also taken on 1 apprentice and 5 staff provided work experience for volunteers as part of the skills and development project
 - **Housing Perks** – Donation at the end of the financial year (March), for furniture
 - **Forbes** - £1500 for Mock interviews
 - **Banner Group** – Donating art and craft supplies to the Arc
 - **Bagnalls** – Donation of 50L of paint for the Improving Lives project
 - **Simply Health** – Bright Bites project at the Arc and Viking centre
 - **DJ Cleaning** – Biodiversity Project
 - **M&T Joinery** - £100 to Scunthorpe Rugby Club
 - **TG Sowerby** - £200 to Scunthorpe Rugby Club
- Members congratulated Josh on this work and commented on the large number of projects completed. They felt that children will benefit from some of these in the future.
 - A member asked whether community groups need a formal structure in place to access the Social Value fund. They noted that some equipment was needed at Myos House, who don’t have a recognised group that can apply for funding. Josh explained that Ongo is in partnership with the Council to support people with Dementia and this could be considered. **ACTION:** Member to liaise with Josh and Kevin about equipment for Myos House.
 - Mo reminded the members that Wendy had also secured funding for the Ongo Carnival last year from some of the contractors.
 - Members agreed they would like regular updates on future projects.
 - **ACTION:** Invite Josh to future meetings or a focus group meeting to provide updates.

8. Scrutiny update – Wendy Wolfe

- Wendy explained there will be more information on future topics for scrutiny reviews when the Business Assurance Team has completed mapping out a plan for 2026/2027. Once the plan is complete the scrutiny group will be able to identify topics to focus on.
- The Scrutiny group are currently reviewing aids and adaptations process for customers. Meetings have been held with Heads of Service and operational staff to gather information, with questions shared in advance and responses received. The group are carrying out research with other housing associations to look at their

processes. Feedback from this will be considered at their next meeting, and Wendy will prepare a first draft report with findings to date. A challenge meeting with Heads of Service will follow to discuss recommendations and address any outstanding issues.

- Wendy noted that a few members have stepped back from the group since it started and membership will be looked at in future.
- Mo explained that the plan for 2026/2027 is for the group to focus on four topics. Information will be available on topics for discussion and consideration, and members are encouraged to bring forward suggestions.
- The Chair will check with the Customer Focus Committee for any additional ideas.
- Wendy reminded members that although topics will have been agreed, this may change if something needs to take priority.

9. Customer Engagement Activity Update – Tenant Reps

- **CV Focus Group (Via Teams)** – An online meeting took place to review the Tenancy Management and Domestic Abuse policies. Two regional managers attended the meeting to present the information and go through the policies. Both documents had no major changes and were more around job titles, language and legislation updates. Members felt the meeting was productive and were happy with the policies, they also felt that holding a shorter meeting online had worked well.
- **Tenant Inspectors** – There have been thirty-nine inspections since the last meeting, non were rated red and two were gold. The main issue was fly tipping. Window restrictors are now included in the tenant inspection. The group held an Impact Assessment and results will be used to create an action plan for the year. Wendy confirmed that the Tenant Inspector group has an annual plan and updates are given at the Community Voice meeting. Wendy also confirmed that the Tenant Inspectors 2026 schedule was sent out to members in December.
- **CV Focus Group** – The first focus group meeting was held following the decision to establish additional meetings for the group. Wendy noted that the Service Charge consultation had been approved by the Board and the group received updates from the CV Away Day. The format of reports for future CV meetings was discussed and agreed.
- A discussion also took place regarding the election of officer roles, with confirmation that self-nomination forms and person specifications will be issued. The Chair confirmed that she is standing down from her role, and the vice chair has expressed an interest in standing.
- It was agreed that Ongo staff may leave future meetings after their agenda items are completed. Agenda items for the next focus group meeting were agreed, and members were reminded of upcoming meetings.
- A member noted that the last Customer Focus Committee was inundated with staff, and tenant members had commented they had felt overwhelmed. Tenant members now sit near the groups Chair, and officers leave after reports have been presented. The committee had commented that last meeting had gone well and it was the best meeting they had held.
- A member asked who is responsible for setting the agenda. It was confirmed that Governance leads on this. Governance reviews the agenda with the Chair and they consider priorities. Members can submit items through either the Chair or

Governance. Legislative requirements and reporting obligations to the Ombudsman may influence the timing of agenda items. The Chair also has the discretion to adjust the agenda if an item needs to be looked at sooner.

10. Customer Engagement Update – Wendy Wolfe

- Wendy explained that the full report had been included in the meeting papers and this included updates on the following groups:
 - Tenant Inspectors
 - Property Services Panel
 - Complaints panel
 - Publications panel
 - Key news

- Wendy explained that the Customer Engagement Team are updating customer profile information, including age, gender and location, to review representation and identify any gaps. This helps ensure that engagement activities and communications are more targeted for better representation.

Additional Projects and meetings taking place are:

- The TPAS Accreditation is due for renewal and work has now started on completing the modules included in the self-assessment. This also includes providing documents for evidence and the consultant will then go through the details and arrange further reality checking and attending meetings etc. Wendy explained that an online session with CV members will be arranged to discuss the process in more detail. **ACTION:** date to be arranged and invites sent to members of CV.
- Neighbourhood engagement events – One engagement event was cancelled due to bad weather. A review meeting was held to assess the outcomes, which were not as beneficial as expected. Future events will be aligned with the new neighbourhood plans and will look at prioritising key areas and working jointly with neighbourhood teams.
- Customer Engagement are working with Neighbourhood Services and estate caretakers to look at rural areas where some extra work or support might be needed, and to arrange more local events in those communities. Customer feedback and local data will be used to help decide which areas to prioritise going forward.

11. Future Agenda item / Focus group idea – Jill Milner

- The chair reminded members that they have a meeting schedule for the year, and the next meeting will be the Focus group meeting on 16th March, to discuss the RSH Consumer standards.
- The chair suggested that an update be given at a future meeting on the carbon neutral homes near Westcliff and be considered as a future agenda item.
- **ACTION:** Include on the agenda for a meeting.

12. Any Other Business, including Reflection on Meeting

- A member noted that two trees had recently been cut down, and a member asked whether saplings could be offered to residents who have had trees removed.

Members were advised that some contractors can provide saplings. Kevin confirmed that a review of the Council's tree stock and maintenance programme is currently in progress, and an update will be provided in a few months' time.

- The Chair asked if Ongo awards can be displayed publicly in the reception area at Ongo House and Kevin confirmed he is looking at how displays can be built into the current renovations.
- **ACTION:** Promote awards in Key News.
- Mo reminded members about the importance of reading the meeting papers in advance and encouraged everyone to contribute. She informed members that IT has some reconditioned electronic devices available for members. One member shared that they had struggled with reading some of the information due to the format. It was agreed that this would be looked into along with issues around emails being sent to Ongo email addresses and difficulties accessing these on Ongo-loaned devices.
- Wendy reminded members that the election of officers is due at the April meeting, self-nominations and role specifications will be sent out in advance of the meeting.

13. Date and time of next meeting

- Home Choice Lincs Allocation Policy Review: Thursday 12th February 2026 at Ongo House, Board Room. 2-3:30pm.
- Asset Management Policy: Tuesday 17th February 2026 at the Arc, 10-11:30 am.
- Focus Group Meeting: Monday 16th March 2026, 2-3:30 pm.