

Neighbourhood and Community Standard

Effective from 1 April 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. 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 by the SLA (service level agreement) Annual team inspections of street furniture, e.g. benches, dog bins etc. Monthly meetings with LA 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 LA re Electric Vehicle (EV) charging units / Biodiversity 	<ul style="list-style-type: none"> Records of site inspections Ongo key partners on Community Safety Partnership and minutes of meetings. Key Performance Indicator's (KPIs) / Balanced Scorecard around neighbourhoods Compliments & Complaints Cleaning Inspection Reports for Lincoln Court and Chatterton Crescent. Green space inspections with our tenants Communal/High Rise inspections with our tenants Carry out a range of 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 the we care/estate action days. Fire alarm and emergency lighting data Tenant inspectors carry out monthly estate inspections and green space inspections to help monitor the grounds maintenance in local areas, providing feedback and actions to be followed up. Environmental champions complete inspections and litter pick in local areas. 		
1.2 Local co-operation					
1.2.1 Registered providers must co-operate with relevant partners to promote social,	Full	<ul style="list-style-type: none"> Provision of specific homes to meet need, (e.g. learning disabled, homelessness, domestic abuse, refugees, 	<ul style="list-style-type: none"> Allocations and lettings policy Neighbourhood Management Policy- Minutes of Partnership meetings 		

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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environmental and economic wellbeing in the areas where they provide social housing.		<ul style="list-style-type: none"> dementia, wheel chair friendly accommodation, disabled adaptations etc.) 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, the net zero agenda, recruitment to the care sector, provision of personal assistants etc. Work with the Fire Service re fire risk initiatives Work with schools re bug hotels, intergenerational activities etc. Communities team runs projects, e.g. mental health counselling support, employment support, activities to reduce social isolation etc. 	<ul style="list-style-type: none"> Safer streets outcomes and project report Tenant Inspector Inspection sheets Resident Association minutes SLA for Homeless project and specialist accommodation KPI's and Balance Scorecard The use of Kickstart placement took place in the Neighbourhood Services team, 5 kick starts taken on for 6 months Number of job and placement outcomes through Ongo Communities. 		
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 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 and commitment to strategic priorities within it. Great Landlord Strategy Anti-Social Behaviour Policy Balance 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 Active partnerships with Blue Door initiative in NLincs Safe accommodation in partnership with NLC 	<ul style="list-style-type: none"> Domestic abuse policy and procedure Community Safety Partnership board and Safeguarding adults board minutes. Tenancy agreements 		
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 Agenda items to Community Voice 	<ul style="list-style-type: none"> Lettings Policy North Lincolnshire Domestic Abuse Strategy Key News NAT Meeting minutes Strategic Housing Partnership meeting example CBL nominations agreements in place with LAs Case studies around clients. 	<ul style="list-style-type: none"> Work needed to provide info on website in relation to this requirement 	

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<p>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.</p>		<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.) • Work with LA to provide Refugee and Resettlement support • MAPP & 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 bug hotels etc. • 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 pool grant funding initiative 			

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		<ul style="list-style-type: none"> • Fund Citizens Advice debt worker. • 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"> • Up to date 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 • We actively work with and supports offenders to avoid reoffending in the future • Integrated Offender Management – working with the team when housing someone locally to ensure the appropriate support is in place – receive intensive support via Homeless service • 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 • Tenancy services team holds community focus days to engage with customers 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 	<ul style="list-style-type: none"> • ASB policy and toolkit • Community Safety Partnership strategic aims for North Lincolnshire. 	<ul style="list-style-type: none"> • Need to expand key partnerships in areas of growth 	

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		<ul style="list-style-type: none"> • 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) • Hate crime training for customer-facing teams • Hate Crime detailed within the ASB policy • Neighbourhood Services team works with children that are not in main stream classrooms (practical work based learning with Ongo) • Ongo is an active member of the national Resolve organisation 			
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.		<ul style="list-style-type: none"> • In our ASB policy it shows that we respond to hate crime incidents within 24 hours 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 24 hours • Sit on community safety partnership board • Raising awareness via hate crime training for staff • 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 and training 	<ul style="list-style-type: none"> • Create a separate Hate Crime Policy • Revisit basic ASB awareness training for all front-line teams 	
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.		<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 • Digital tenant group involved in the development of ASB reporting through MyHome • When ASB is reported digitally, we are able to provide digital updates • Procedure prompts to keep tenants informed of progress of the ASB case – this is governed by case reviews • RSP action plan in place following review into ASB and communication to tenants 	<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. 	<ul style="list-style-type: none"> • Publish we are a hate crime reporting centre on website 	
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.		<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) 	<ul style="list-style-type: none"> • ASB Policy & toolkit in place • Specialist team to enforce ASB and hate crime. 		
2.2.5 Registered providers must support tenants who are affected by ASB and hate incidents,		<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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including by signposting them to agencies 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, an impact assessment is carried out • Utilise Ongo's in house mental health support service 			
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 (having relevant training) • 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 • Active partnerships with the Blue Door initiative in NLincs • Safe accommodation in partnership with NLC 	<ul style="list-style-type: none"> • Domestic Abuse policy and procedure • Tenancy agreement clause re domestic abuse (DA) • Safeguarding policy 	<ul style="list-style-type: none"> • Work with NLC to facilitate safeguarding refresher training 	
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 steering group • Active partnership with Blue Door initiative in NLincs • Safe accommodation in partnership with NLC 	<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 once again be active in the White Ribbon campaign 	