

Annual Report 2015

Housing you can build your life around



Golden Lane Housing

working in partnership with 

Welcome to Golden Lane Housing



A warm welcome! I really hope you enjoy GLH's Annual Report. As you turn the pages you'll find examples of the impact that we make on the lives of people with a learning disability and their families and carers. We are now providing housing for over 1,600 people in 650 properties GLH either own or lease across England and Wales, and have given advice and information to hundreds more.

I would like to thank our tenants, my fellow trustees, the GLH staff team, our Mencap colleagues and our many partners and supporters. It's only with your help and by working together with you that we can truly make a difference.

Neil McCall

Neil McCall
Chair, Golden Lane Housing



Ben's story

Ben lives in Cornwall with three friends supported by Mencap. Using Golden Lane Housing's 2014 Retail Charity Bond their home has been bought and specially adapted. Viv and Rick, Ben's parents explain how the move has benefited him. Read his story: www.glh.org.uk/ben



"The room is just the right size for him, it's got a real feel of a lad's den."

Viv and Rick
Ben's parents

Helping people to live the life they choose

Golden Lane Housing (GLH) has been working with many more people with a learning disability and the people that are important to them.

Using the money from the 2014 Retail Charity Bond, and through leasing properties from head landlords using our Great Tenants scheme, we started tenancies for 145 people with a learning disability last year. Every one of these has a story to tell and some of them are featured in this booklet.

Despite our success, too many people with a learning disability are still unable to find a good quality home where they want one. It can be difficult enough for anyone to find the right housing, but for people with a learning disability it can be almost impossible. The result is that many are living in unsuitable, large remote institutions, or with families who find it increasingly difficult to cope. GLH is here to provide hope for those people, and we are confident that we can provide even more solutions in the coming year.



Happy and safe at Golden Lane Housing

Everyone should feel happy and safe in their home. Some people want to live by themselves, while others prefer to share, and some people need specialist adaptations.

We work with people to find the home that is right for them.

We also help people to maintain their tenancy through our supported landlord services. Throughout the year we have been involving our tenants to improve services and make decisions.

“They are so happy with my work they kept me on!”

Timothy
GLH tenant



Timothy's story

With an active lifestyle Timothy wanted to find a place to live that was close to his activities and work in Cornwall. Read about his working life at www.glh.org.uk/timothy



About us

Meet the trustees



Neil
McCall
Chair



Rohan
Jensen



Louise
Li



Simon
Beddow



Janet
Brown



Manny
Lewis



Chris
Barrett



Stuart
Kelly



Janine
Tregelles
Company
Secretary

Meeting needs

Golden Lane Housing was established by Mencap in 1998 to help tackle the challenges many people with a learning disability face when finding a home. In January 2015, we became a Registered Provider of social housing in England.

By working with property developers and private landlords we can help more people find homes to meet their needs in a location of their choice.

Joint approach

Partnerships are central to everything we do. Golden Lane Housing works with Mencap and more than 100 support providers to make sure tenants can access the personal support they need to flourish in their home and community.

We know people with a learning disability make great tenants. By working with property developers and private landlords we can help more people find homes to meet their needs in a location of their choice.



We're celebrating



Third Sector Awards

GLH tenant, Paul joined us to collect the Social Investment of the Year Award for the Retail Charity Bond, and then received high-fives from the audience!

Read more about this story at www.glh.org.uk/thirdsectorawards

During 2014-15 145 people with a learning disability moved into new homes, while 127 people found the right home sharing with others or in self contained accommodation by filling vacancies in our existing properties.

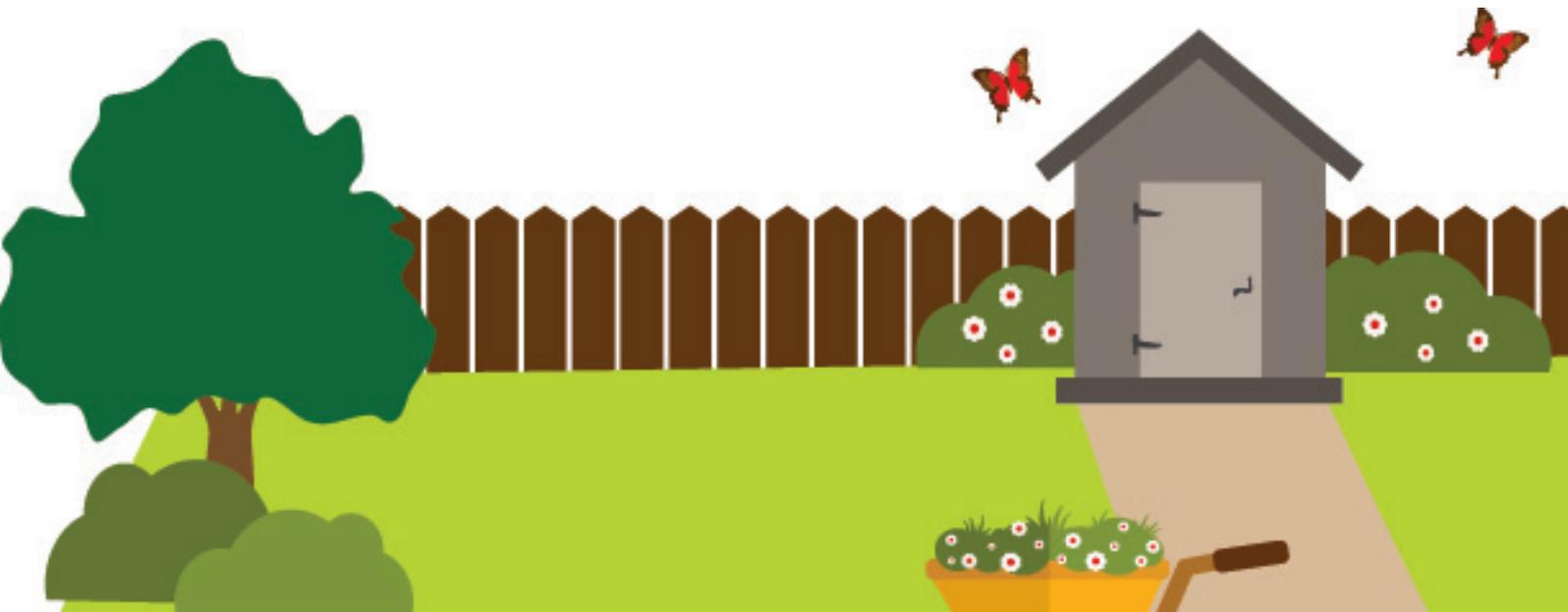
Golden Lane Housing raised £11 million through our ground breaking 2014 Retail Charity Bond. Our tenants, Daymien and Stephen, opened the markets at the London Stock Exchange when the bond was first admitted for trading.



“I loved getting up on stage to collect the award. It was a really good night, I enjoyed it very much.”

Paul, GLH tenant





- We became a Registered Provider of social housing in England. We are now regulated by the Homes and Communities Agency. This change means that we will deliver more housing and better value of choice for our tenants and creates opportunities for us to work in partnership with other Registered Housing Providers
- Every year we carry out a Tenancy Review to make sure tenants are happy in their home and with the things we do or support them with. 98% of our services received a Tenancy Review at their home by our housing officers
- Golden Lane Housing was awarded the Customer Service Excellence Standard with areas achieving compliance plus. The Standards were developed to offer a practical tool for driving customer-focused change within an organisation
- Launching our new Repairs Service has benefited 375 tenants in 134 properties across the North West, Yorkshire and Derbyshire. Two tenants, Paul and Claire helped us to interview the staff for the new in-house team
- £1,042,908 was spent on planned maintenance and £1,006,000 was invested in repair work to tenants' homes
- Low maintenance gardens were created in Leeds and Somerset. Working with volunteers from Mencap, HFT and Irwin Mitchell Solicitors tenants can easily access their gardens, grow vegetables in the raised bed and flag the level area.
- Tenants across the country took part in Mencap's Hear my voice campaign to tell the government about issues which are important to people with a learning disability and their families and carers
- Golden Lane Housing and Mencap staff based at the Centre of Engagement in the North raised over £8,100 for Mencap to support their fantastic work

Golden Lane Housing Bond

Golden Lane Housing is at the forefront of raising capital from social investors. Over the last two years we have raised £21 million to buy and specially adapt properties for people with a learning disability across the country supported by Mencap.

The success of the 2013 Bond raised £10 million and housed 99 tenants in 27 properties. In 2014 GLH's Retail Charity Bond raised £11 million through the Retail Charity Bond platform in less than two weeks. We are using this capital to buy 31 houses and bungalows for over 110 people. This was the first ever charity bond to be listed on the London Stock Exchange.



Trevor's story

Trevor's life transformed when he began sharing with friends of his own age in their specially adapted home.

Read more at www.glh.org.uk/trevor





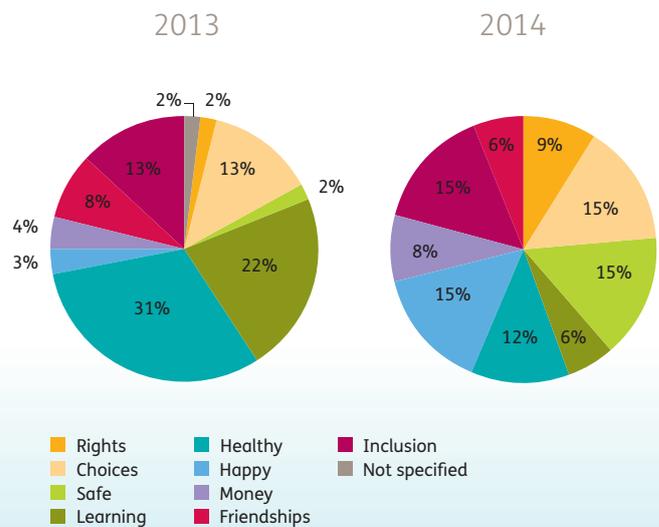
2014 Retail Charity Bond

Impact on bond tenants

Each tenant is provided with personalised support by Mencap enabling them to have greater independence and control over their lives. Using Mencap’s What Matters Most framework, a self-reporting tool, tenants are measured by the quality of service they are receiving and quality of life they experience against their own personal outcomes.

In the 2013 bond there was a distinct focus for people moving to focus on; their physical wellbeing (healthy), personal development (learning), community inclusion (inclusion) and choices (choices). However the 2014 bond has shown some change in what people are working towards, with some of the clearest changes being the increase in the number of outcomes that people are working towards that are about

being happy, and the reduction in the focus on the number of outcomes that are about being healthy. A comparison of the two years is shown below.



“Everything is right for them and it’s homely.”
Zaffy Simone, Mencap

Golden Lane Housing Bond

The impact of the properties we bought using the money from our 2013 bond issue found that our tenants reported significant increases in confidence, involvement in the local community, learning new skills and improved mental and physical health.

We are continuing to assess the impact of individuals and families where their son or daughter are moving into a property purchased using 2014 Retail Charity Bond money and six months after.

“It’s not affected any of their activities or work.”

Clare Crowder
Mencap



Vicky’s story

Vicky and her friends Cecilia and Gillian were sharing a place together. As time passed their mobility began to get worse and they were finding it difficult to climb the steep stairs. They found a home close to where they were living. Their home was specially adapted to make it just right. Read more at www.glh.org.uk/vicky



2014 Retail Charity Bond (cont.)

Impact on families

With the support of Qa Research we are capturing the impact of their son or daughter moving into a property purchased using 2014 Retail Charity Bond money.

Telephone interviews with family members prior to their loved one moving so far indicate that:

- almost half state that performing this care giving strengthens their relationship with that relative although for many this affects relationships with other family members. This is reported as being lack of quality time they can spend with the family, a limitation on the activities they can do and a lack of non-essential items they can buy
- Half of respondents find that their own health has taken a lower priority, due to caring for their relative. Nevertheless, the majority appear to be in good physical health
- Mental health issues seemed to be a problem for some, with half feeling stressed because of caring, a quarter experiencing anxiety and one in ten depression

We will be undertaking six month follow up interviews throughout 2016.

We look forward to reporting on the impact that a new home has had on the quality of life, health and well being of family members of our new tenants.

Social Stock Exchange

We gained membership to the Social Stock Exchange in 2014 and our second Social Impact Report is available on our website.

2013 and 2014 bond issues

£21 million
bond money raised

210
people move into the right home

58
homes bought and specially adapted



Getting involved

Our new Tenant Involvement Strategy was completed. By listening to our tenants and with their help we are making the right changes.

All the teams across Golden Lane Housing got tenants involved.

203 tenants, support staff and families completed our annual easy read Tenant survey.



Katie and Anna's story

“Learning to become independent is important and it's great - that's why we wanted to get involved in the filming of the Tenancy DVDs,” Katie and Anna, GLH tenants. “We wanted to give other people information and show what it's like to live in supported living. People can do lots of things when you have more independent skills, in the home and in the community. We're really busy.”



The new style Tenancy DVD was released, several of our tenants across Yorkshire took part in the filming of it.



Over 40 tenants were involved in choosing the designs for the new Repairs Service vans.

Voices Together, tenants' newsletter has been redesigned by a tenant focus group in Warminster. The people who work with us produce the easy read words for each edition.

A tenant interviewed our chair and the chief executive of Mencap at our 16th Birthday celebration and opening of the Centre of Engagement in the North.

Working with our suppliers we have produced easy read bathroom and kitchen brochures giving tenants greater choices and quality products.

Glen, a tenant supported by Mencap joined in our staff day and gave an inspiring talk about living in his home with friends.

The Tenant Pages on our website were improved with the help of a tenant focus group in Ellesmere Port.

The recruitment of 58% new staff has included at least one person with a learning disability in the selection process. We aim to increase this to 100%.

Over 90 tenants from across the country, their families or people who are important to them took part in telling us their story. Some of these featured in the national press which has helped to raise the profile of people with a learning disability living independently.

Tenants across the country and supported by different care providers took part in Mencap's Hear My Voice campaign and Me and My Vote, a campaign funded by the Cabinet Office which was supported by Mencap. GLH staff produced an easy read information sheet about the campaign for tenants and other people with a learning disability, this was approved by the Cabinet Office.

Our tenant's satisfaction with a repairs service dropped from 82% in 2013 to 69% in 2014. As a result of this feedback we took the decision to launch our in-house service focussing on our customers needs in May 2015.

97%
of our tenants were happy with the location of their home

87%
of our tenants were happy with quality of their home

76%
of our tenants felt they were getting a good service from GLH

POST OFFICE

Making the most out of money

We are committed to managing our resources to provide cost effective, quality services to tenants and to invest in new homes and services for future tenants. We aim to pay the right price for the goods and services we buy whilst understanding that the right price is not always the cheapest. This focus on delivering Value for Money and continuous improvement has enabled us to invest in keeping Golden Lane Housing strong.

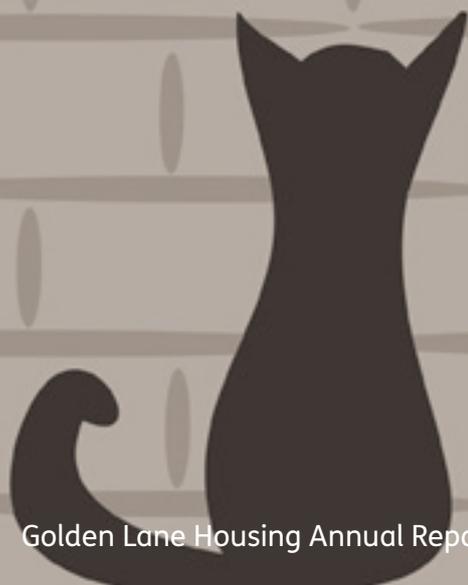


Elaine's story

Finding new activities for Elaine to enjoy has led to a new specialist swing being fitted in Nottingham by GLH's Repairs Service. Read more about the story at www.glh.org.uk/elaine

"Elaine took Scott's hand, she'll only do this if she likes a person."

Ashley Grayson
Mencap



Money

We also aim to get the best financial returns from the homes we own by planning and reviewing how much we spend on those homes and what we spend that money on. The Value for Money standard says that we should ‘Provide value for money in everything we do, via effective, efficient, high quality services and homes that meet your needs’.

Income and expenditure

All financial surpluses are used to buy more homes for people with a learning disability.

Actual	2014/15	2013/14
Total income	£12,053,000	£11,516,000
Expenditure	£10,744,000	£ 9,154,000
Net surplus	£ 1,309,000	£ 2,361,000

How we spent each £1 we received in rent

£0.01	Bad debt/rent owed
£0.06	Depreciation on the property costs
£0.09	Services costs, such as office costs, IT, insurance
£0.17	Interest charges on mortgages
£0.18	Staffing costs
£0.23	Rent to other landlords for leased properties
£0.26	Property maintenance including major repairs and compliance work

Repairs and maintenance

We continue to monitor costs to provide good value for money without affecting the standard of work, including the average reactive repair cost. By investing in our properties we are able to reduce the demand for reactive repairs, along with improving the quality of our homes. We have improved some of our product lists for planned maintenance to use modern and longer lasting products.

Energy saving

Our aim is for all of our properties to have a minimum Energy Performance Certificate rating of Level D.

We support tenants to claim for grants to make improvements which reduce the cost of energy bills and minimises impact on the environment. So far, we have secured funding for cavity wall insulation and loft insulation upgrades in a number of our properties.

As part of GLH planned works we have a programme of investment works that improves our resident lives as well as maintaining our assets, such as window replacements, fitting high performance double glazed units will reduce heat loss.

27 properties have benefited from having energy efficient appliances installed. 17 properties have benefited from these improvements, when heating systems are replaced GLH will always install A rated appliances this year.



Repairs and maintenance in people's homes

Our Repairs and Planned Maintenance teams have continued to invest in our tenants' homes, improved services and ways of working to deliver our promises.

We have recruited more repairs staff to make sure we answer and deal with enquiries at the first point of contact 80% of the time.

97.53% of repairs calls were answered within 7 seconds. Our repairs call handlers received 14,129 calls and made 17,590 calls.

£1,042,908 was the total spent on maintenance work to tenants' homes. £958,583 was spent on planned maintenance works in 138 homes, such as internal decorations in 56 properties, 27 new heating systems and 26 new kitchens. £52,748 was spent on environmental works in 36 homes and £31,577 on aids and adaptations in 20 homes.

We made a saving of £71,000 from our reactive budget through an efficient and effective programme. These savings were reinvested bringing planned maintenance work forward including new boilers, a roof and major flooring work.

By continually monitoring and recording the condition of our properties we effectively plan work for the future, such as new kitchens and bathrooms, doors and windows, roofing, decorating internally and externally, allowing us to deliver works that achieves value for money, at the time they are required, and deliver in a way that reduces the upheaval and stress caused when have major works complete in our homes.



Lynne's story

The benefits of changing to supported living transformed the lives of Lynne and her friends Raymond, Caroline, Margaret, Neil and Louise's lives. Read more about this story at www.glh.org.uk/lynne



Property services

£1,006,000 was invested in repair work, including £647,655 on reactive repairs, £281,517 to make homes safe and meet statutory or legal requirements and £78,899 spent on 96 vacant properties or vacant rooms.



98%
people were satisfied with the planned maintenance work

13%
post inspection work was carried out. This exceeded our 10% target. We visited 4,110 properties

We aim to get the repairs work completed on the first visit. We achieved 95.1% for emergency repairs, 89.18% for urgent repairs and 85.31% for routine repairs.

5490 reactive repairs jobs were raised to contractors. 29% were emergency repairs with a response time of 24 hours, 39% were urgent repairs to be completed within 7 days, and 32% were routine repairs to be completed in 28 days.

450 properties received gas certification, 75 properties had electrical tests, 82 had a fire risk assessment and 42 homes had an asbestos survey and were re-inspected.



Helping customers

Our Customer Services team is based at the Centre of Engagement in Manchester.

We were delighted to be awarded the Customer Service Excellence Standard with areas of compliance plus. The assessor highlighted the following areas of strength: engagement and consultation with tenants, quality of information provided to tenants in an accessible format achieved, timely delivery of repairs, the culture of the organisation and staff professionalism and attitude.

We upgraded the telephone system which offers a personalised service with the option of calls going direct to each team.



“It’s important to have the right staff to support you.”

Tessa
GLH tenant

Tessa’s story

Tessa and her friends Elizabeth and Katie had lived together for many years in Northumberland. At their Tenancy Review, GLH found out they had become unhappy with the support provider. With their agreement we approached Mencap to see if they could help. Read more about their story at www.glh.org.uk/tessa



97.5% of calls were answered within 7 seconds. The Customer Services team received 10,577 calls and made 4,257 calls

There has been a 7% increase in positive feedback about the team

More people found the team helpful, and would be happy to talk to them if there is a problem

Complaints

Complaints have increased by 2% in the last year, the increase was expected due to the change over to new contractors at the beginning of the year. We received 48 complaints with 27 of these relating to our repairs contractors. A further 11 complaints were relating to our Great Tenants schemes where tenants felt that Private Landlords had not responded to repairs within expected timescales. There were three complaints against staff, none of these were upheld following investigation.

Lessons learnt

We have focussed on increasing the feedback we get from our tenants and other people involved in their life and give clear guidance to staff.

- Updating the complaints policy and procedure including producing easy read documents, and providing training has been given to all staff
- Improving the information recorded and updated the system so the data is automated and easily transferred into other reports
- Providing more ways for tenants to give feedback and the easy read updated repairs survey. Tenants are given the option of giving their views online via a contractor's tablet. A tenant group suggested a feedback section on our website, this work is progressing
- Visiting tenants after planned maintenance has work been completed to get tenant and support staff's views and check the work is to a high standard



Cosy in the community

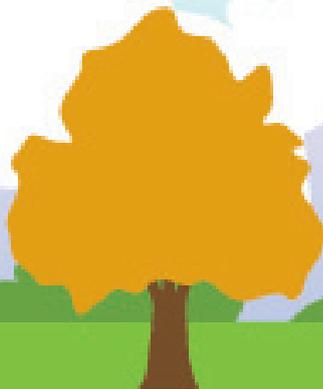
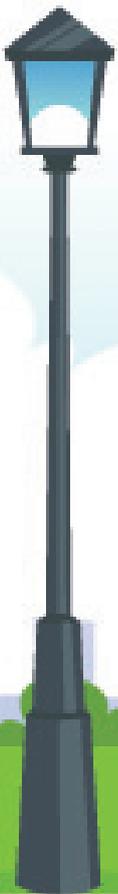
Our housing officers talk to tenants about matters that affect them during their Tenancy Review, The Tenancy Review is an opportunity to talk to tenants about their neighbourhood and community.

Jack, Steven Ed and Danny can access their garden, relax and grow vegetables



Garden makeover

GLH joined forces with Mencap, tenants, families and TESN Projects Ltd to create a low maintenance garden in Somerset that can be easily maintained. Involving the tenants, families and staff we discussed ways to improve the access, create areas they can relax, grow vegetables and easily maintain. Read more at www.glh.org.uk/gardenmakeover



Where people live

Most Golden Lane Housing tenants get on well with their neighbours and are involved in their communities.

There are times when things go wrong and we are here to help people through such times.

- Tenants can use our Tenancy DVD to get advice about ways of being a good neighbour
- Our housing officers are experienced to deal with neighbour disputes and anti social behaviour. We work closely with our tenants and their staff to try resolve issues
- This year the Tenancy Review was also used to talk to tenants about Mencap's Hear My Voice campaign to tell the government about issues that are important to people with a learning disability

Having the right environment helps people to live the life they choose.

- Together with a team of volunteers including a family member and contractor, we created a low maintenance garden in Somerset. The four friends can easily access their garden, enjoy the feature pond, grow vegetables in their raised bed and the new planted area has different scents to help them relax
- Working together with Mencap's fundraising team, and volunteers from Irwin Mitchell Solicitors joined us to do a garden make over for three tenants in Leeds. Areas were cleared and flattened ready for being flagged, borders weeded and fences painted
- While our Repairs Service team were working at tenant's homes they built a bird table and moved the vegetable box to the back garden so they can start to grow their own fruit and vegetables



“I’m really pleased with the front and backgarden.”

Debbie,
GLH tenant from Leeds

A place to call home

We start with the person - finding out what their needs are, where they want to live and if they want to share with others.

We provide specialist accommodation and do not have a waiting list or take part in choice based lettings like other social landlords.

“Now Lewis has moved, we’ve got peace of mind for his future.”
Simon and Joy,
Lewis’ parents



Lewis’ story

After college life Tom, Ryan and Lewis moved back to their parents in Cumbria, but all they wanted was a place of their own. “Eden Mencap and social services put us in touch with GLH. Peter was honest and realistic, which we really appreciated.” Joy, Simon, Hazel, Michael and Patricia, parents.

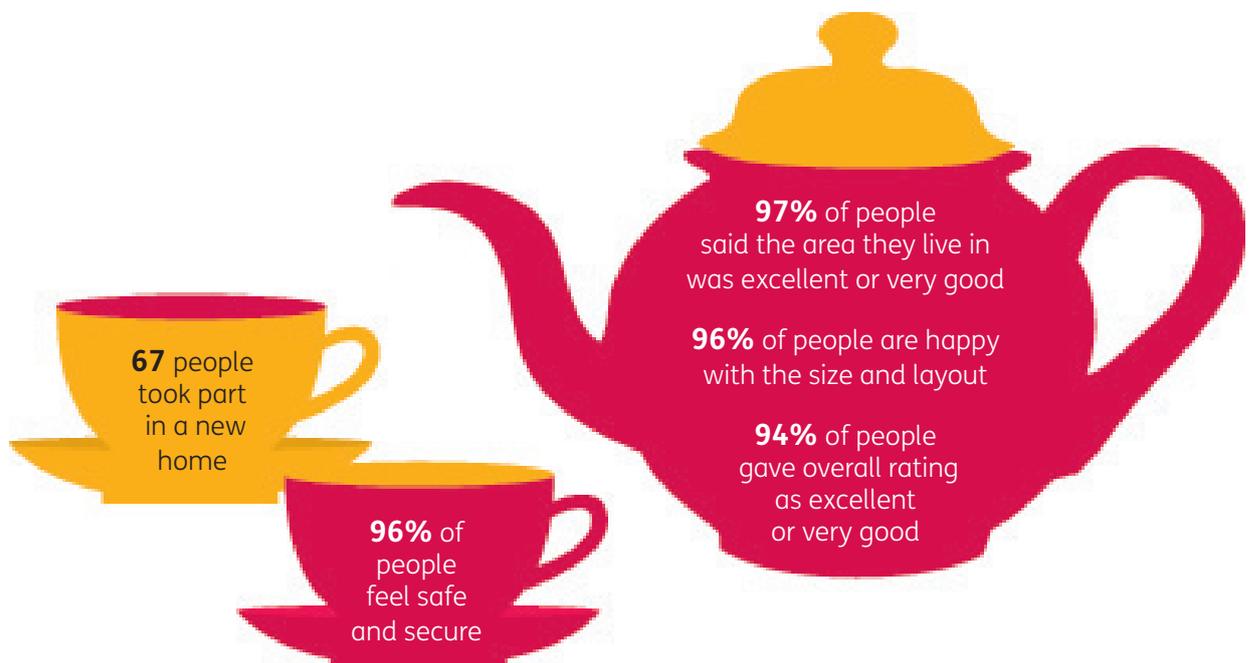
“Working alongside Golden Lane Housing suitable and affordable shared housing has been developed for three friends.” Nicola Hall, social worker at Cumbria County Council.

Read more about the story at www.glh.org.uk/lewis

WELCOME

The right home

- Focussing on a person's needs we specially adapt homes we own, such as widening doorways, hoists and tracks, building wet rooms, providing level access showers and grab rails. There are some opportunities to make alterations in homes with leasehold properties, finding accessible and adapted properties can be more challenging. However, we have been successful at sourcing a number of adapted properties and negotiating with landlords to enable us to make adaptations to others
- We use our Modern Homes Standards when buying or leasing quality homes for people, such as good sized bedrooms of 100 square foot and plenty of communal space
- The Development team carefully considers the feedback we receive from our tenants each year. Where possible we will amend our Modern Home Standards so that tenants can have even great satisfaction with the new homes we provide in future years
- Before a person moves into their home we make it is safe by carrying out gas and electric tests and complete any improvement works
- We provide specialist accommodation and do not have a waiting list or take part in choice base lettings like other social landlords
- 127 people moved into our vacant properties or vacant bedroom/s in shared homes and there were 110 vacancies filled. We work closely with local authorities and support providers to find a person to move into a vacancy. Often it takes a while, as a lot of work goes into ensuring it is right for everyone, and their support is in place
- The money we lost from rent not collected because property is empty represented 4.8% of our rental income. This was better than our target of 5%
- Additional security lights and triple-locks on doors are fitted to some of the properties we own giving people peace of mind
- We work with a range of people to help us provide new homes. The majority of our new homes are provided in partnership with private landlords - a private sector leasing solution. However, in recent years private and corporate investors have also provided Bond funding which has enabled us to purchase and adapt additional properties. We continue to work with families and Trusts, the NHS, private developers and other organisations who have available capital to purchase properties that GLH can use for people with a learning disability. We also hope to secure grant funding for new homes from the Homes and Communities Agency in the future



People living in their homes



Alex's story

"I like it here, it's much better than the first flat. I use to say to my Mum, I'm going back to the flat but since I've moved here I call this my home. My friends come over, I'm thinking about getting another sofa or a chair because there's not enough seating. I go out into Manchester and like going to the café. close by." Read more at www.glh.org.uk/alex

"Next on my list is finding a job."

Alex
GLH tenant

Golden Lane Housing provides quality homes for people with a learning disability.

Through our supported landlord services we help people to maintain their tenancy, such as support to keep safe, benefits advice and a 24 hour helpline.

Every year housing officers carry out a Tenancy Review to check tenants are happy living in their home and with the things we do or support them with.



Helping tenants



When a person becomes a tenant they are issued an Assured Shorthold Tenancy. We are currently reviewing our tenancy agreements with our solicitors to ensure they meet all the legal requirements and regulations of being a Registered Provider.

Housing officers spend time with people to help them understand their tenancy using the easy read documents. The Tenancy DVD has been designed to help people understand their rights and responsibilities, living in their community and around their wellbeing.

98% of Tenancy Reviews were carried out at the tenants' homes by our housing officers. The remaining 2% of people were unavailable at the time of booking their appointments and were carried out in April 2015.

Our Tenancy Reviews give us the opportunity to talk to tenants about their concerns or identify when they are at risk of losing their tenancy. In these cases we always try to help people sort out their problems.

Sometimes people want to move. If this happens, we try to find an alternative housing solution.

“Angela, my housing officer helped me after I moved in. She cleaned the rug and carpets, took the blinds down and showed me how to clean them.”

Alex, GLH tenant

The Housing team has recruited more staff as we have been able to help more people with a learning disability to find housing. Each housing officer works within an area of the country which has helped them to get to know their tenants better and maintain their tenancy

Campaigning for change

There are other ways Golden Lane Housing helps people with a learning disability to live their lives with choice and opportunity.

We work with Mencap campaigning to influence policy and practice to improve the lives of all people with a learning disability.

“We wanted her to move to independent living, not a care home.”

Catherine and Derek, parents



Victoria's story

Victoria was living at home with us, the next natural step was to share a place with friends. Setting up a Family Trust Fund has given Victoria, Fiona and Steven a secure future. Using Golden Lane Housing's Great Tenants model they are sharing their first home together in the North East. Read about her story at www.glh.org.uk/victoria



Helping to make a difference

We are committed to campaigning to ensure that the full cost of housing is met through Housing Benefit entitlement. We continue to support tenants who have had their rent restricted by evidencing the difference our specialist service make.

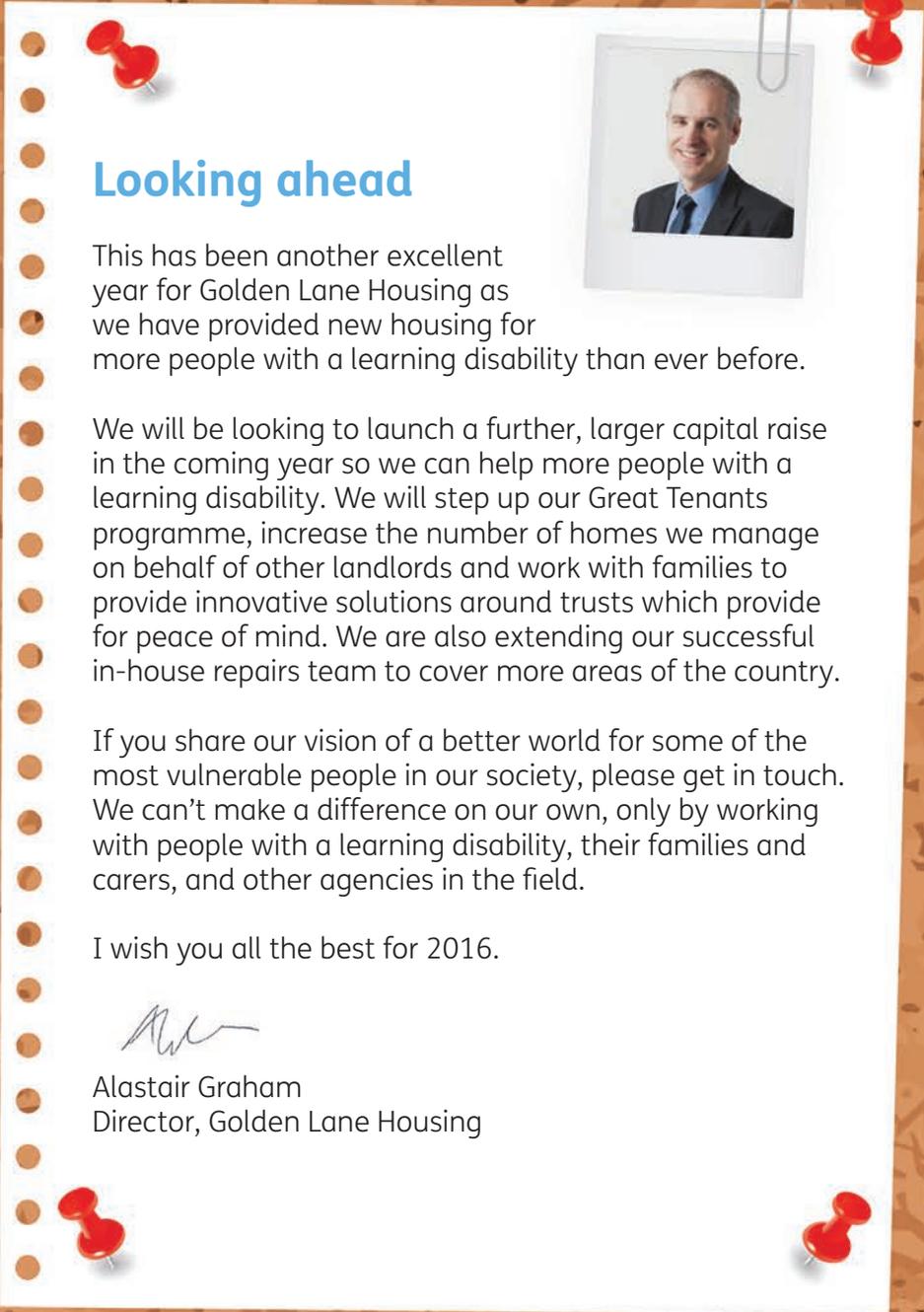
We can't provide housing for everyone, so we need to make sure that the housing system works better for everyone.

Our director, Alastair Graham was invited to give evidence to the Public Bills Committee on the Welfare Reform and Work Bill. Alongside other colleagues, Alastair talked about the importance of ensuring that organisations like GLH are able to continue to provide high quality services for and with people with a learning disability and their families. In particular, Alastair was seeking an exemption from the requirement in the Bill which would have reduced GLH's income year on year for the next four years.

Alastair also met with the Health Minister and talked about the importance of high quality housing to the health of people with a learning disability and their families. He pointed to external research on the impact of GLH's bond in terms of improved mental and physical health and well being. The Minister expressed interest in GLH's innovative use of social investment and private finance to provide much needed homes, and we are discussing with the Minister's office a potential visit to one of our properties so he personally can meet some of our tenants.

Tenants across the country have taken part in Mencap's Hear My Voice campaign to tell the Government about issues that are important to people with a learning disability and their carers.





Looking ahead



This has been another excellent year for Golden Lane Housing as we have provided new housing for more people with a learning disability than ever before.

We will be looking to launch a further, larger capital raise in the coming year so we can help more people with a learning disability. We will step up our Great Tenants programme, increase the number of homes we manage on behalf of other landlords and work with families to provide innovative solutions around trusts which provide for peace of mind. We are also extending our successful in-house repairs team to cover more areas of the country.

If you share our vision of a better world for some of the most vulnerable people in our society, please get in touch. We can't make a difference on our own, only by working with people with a learning disability, their families and carers, and other agencies in the field.

I wish you all the best for 2016.

Alastair Graham
Director, Golden Lane Housing

Golden Lane Housing

Write to: West Point, 501 Chester Road, Manchester, M16 9HU

Call: 0300 003 7007

Email: enquiries@glh.org.uk

Go to: www.glh.org.uk

Twitter: @GoldenLaneHouse

Registered address 123 Golden Lane, London, EC1Y 0RT Registered Charity Number 1071097
Company Registered Number 3597323 Registered Provider Number 4803