

Corporate Social Responsibility



Golden Lane Housing
working in partnership with 

Golden Lane Housing's business activities impact on our customers, employees, partners, the community, the environment and economy. That's why Corporate Social Responsibility (CSR) is central to everything we do.

We invest in housing for the long-term, managing and developing homes and if we do not make long-term decisions that take into account the wider implications of what we do for the communities in which we work, we will not achieve our vision of a world where people with a learning disability have opportunities to access good quality housing that meet their needs.

We will ensure that our CSR principles are embedded in the delivery of our Corporate Strategy. Central to our approach will be engagement with our tenants, employees and external stakeholders. Their expectations will remain at the heart of our business decisions, now and in the future.

Our principle objectives for CSR are:

- To maintain strong business ethics
- Develop sustainable communities
- To manage our environmental impact
- Promote wider 'sustainable development' through our procurement practices
- Create a culture where employees are committed to high performance and continuous improvement
- Work in partnership to influence government policy on housing for people with a learning disability

Our CSR commitments can be categorised into the following headings:

- Social and economic commitments
- Environmental commitments
- Operational commitments

Social and economic commitments

We exist to support some of the most vulnerable people in society and enable them to live, participate and make a positive impact on society.

- We will support and enable hundreds of vulnerable people to live independently in their own homes, and their communities
- We will provide training opportunities for people with a learning disability
- We will provide employment opportunities for people with a learning disability
- We will continue to undertake policy development and awareness-raising with regard to issues surrounding social exclusion and the needs of people with a learning disability in society
- We will continue to campaign and raise awareness of the rights of people with a learning disability

Environmental commitments

We provide high quality rented housing tailored to meet an individual's specific needs across England, Wales and Northern Ireland.

- We will develop more sustainable homes
- We will promote recycling and waste reduction
- We will improve the energy efficiency of our existing properties
- We will cut our carbon emissions
- We will actively work to reduce our environmental impact, by minimising travel undertaken by employees, and encourage the use of Skype and conference call whenever possible
- We will strive to purchase goods and services that minimise any adverse environmental impact



"It's just so homely here, it's a great house and most importantly, everyone is really happy. Is only a ten minute walk into the town centre so they can easily get to everything and they live close to us."

Marion, Graeme's Mother

Operational commitments

- Our promise is our value-based approach to working with and alongside people with a learning disability. It is central to our daily work practices and our overall customer service delivery. Our aim is to achieve the highest standards of service delivery for both the tenants whose needs we serve and others we come into contact with. The Golden Lane Housing values underpin our promise.
- We are committed to maintaining the highest standards of customer care throughout the organisation and will continue to implement the Customer Excellence Standard.
- We will continue to promote and deliver equal right and opportunities for people with a learning disability. We will continue to ensure that equality, diversity and human rights are integrated into the way we plan, develop and deliver all our services and to support our entire workforce.
- We will continue to undertake policy development and awareness raising role with regard to issues surrounding social exclusion and the needs of people with a learning disability.
- We will maintain a programme of continuous innovative improvement, delivering value for money standards by ensuring that we deliver cost efficient services that respond to the needs of people and communities and that social and economic benefits are generated from our actions.
- We will deliver on our tenant involvement strategy, increasing the scope for more tenant consultation and involvement in the delivery and shaping of our services.
- We aim to create an inclusive and supportive working environment where diversity is valued and promoted and we support people to fulfil their potential by providing opportunities for development and progression.

Get in touch

For more information about Golden Lane Housing
and our services:

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