

Great options for support providers

KEY POINTS

- Golden Lane Housing (GLH) works with support providers to find the right tailored housing approach for a people with a learning disability.
- GLH can lease or manage existing support provider properties to make sure there is a clear separation of housing and support and secure the long term financial viability of projects.
- GLH can support with the deregistration of residential services.
- GLH work closely with Housing Benefit to secure the rent and services charges.
- GLH provides quality supported landlord services to our tenants including a 24-hour helpline.
- Our high quality Maintenance team provides services across its own properties and can provide day-to-day, planned and cyclical maintenance on behalf of other landlords.



Golden Lane Housing

working in partnership with  mencap

Joined up approach

Whether someone wants to live on their own or share with others to rent their home, we can help. We always work in partnership with the local authority, families and the support providers.

Established by Mencap in 1998, we were set up to tackle the housing crisis for people with a learning disability. For over 20 years we have been finding innovative ways to provide housing solutions across England, Wales and Northern Ireland.

In 2015, GLH became a Registered Provider that provides additional security for our existing tenants and helps us to offer a wider range of housing for even more people with a learning disability.

We start with the person what are their needs, wants and aspirations – and continue to do so throughout their tenancy, making sure it meets their needs and their home is maintained to a high standard.

“Overall my experience with Golden Lane Housing is that they are an excellent organisation to work in partnership with.”

Giles Blower,
Nottinghamshire
County Council

Specialist housing development

Providing the right home

Broad experience of setting up tailored supported living for national, regional and locally based support providers.

Working in collaboration with providers, GLH has supported their growth by providing responsive housing solutions through private and statutory agency leases. Over ten years ago we set up Great Tenants – a national private rented leasing scheme – which has already helped over 350 people into their own tenancy.

Where support providers have their own existing accommodation or long term leases with other landlords, GLH has supported the separation of the support and landlord functions through leases and under leases. GLH is also able to provide services in new schemes.

Works and adaptations are supported through dedicated development property surveyors with vast experience of modelling properties.

Leaders in helping providers remodel and deregister existing registered care homes.

Rents

GLH has an excellent track record of securing the right level of rent and service charges. We have renowned specialist knowledge of Housing Benefit including exempt and specified accommodation.

GLH have successful experience negotiating exempt rent levels with Housing Benefit across England, Wales and Northern Ireland.

GLH have extensive experience of service charge rents.

Corporate lease

Generally, GLH will enter into a corporate leases but between one and three years' dependent on the circumstances of both the tenants and landlord.

At GLH, we have our own corporate leases, but will consider alternative agreements issued by landlords and letting agents, providing they are up to date with current legislation for a Non Housing Act Tenancy. We are happy to negotiate terms and addendums with landlords to suit both sides.

Housing and support services

We start with the person

GLH put the needs of a person first and involve the important people in their life to provide the right housing management and support - this continues throughout a person's tenancy.

Everyone has different needs. Some people have complex and profound physical and learning disabilities with 24-hour personal care, while others have minimal support to help them live independently. Each person has a learning disability, autism or acquired brain injuries and many also have mental health conditions and physical disabilities. The cultural ethnic backgrounds of our tenants are diverse and we have access to a translation service when required.

Our field based staff receive specialist training to meet the needs of our tenants, such as Makaton communication training and safeguarding training.

Signing a tenancy

GLH has clear procedures for new tenants and referrals which, specifically deal with a person's mental capacity to sign a tenancy agreement. If a person is deemed as not having capacity, GLH will request a best interest meeting to be held by the adult social care team in order to agree how best to sign the tenancy agreement. The best interest meeting may agree to apply to the

Court of Protection in order to appoint a deputy to sign. This will be checked early in the application process as a tenancy cannot be signed without a deputy in place, if the tenant does not have capacity. It can however be signed by somebody acting in a person's best interest until determined and as long as the Court of Protection process for the person is underway. GLH will however issue a tenancy where a clear best interest process has been followed and indicates it is in a person's best interests to have a tenancy.

Helping people to live the life they choose

GLH undertake individual tenancy reviews with our tenants each year and explore the performance and satisfaction of all our services at an individual scheme level.

GLH actively encourages and supports our tenants to be involved in the management of their homes. GLH's Tenant Engagement Strategy lays out our approach. By engaging with and supporting tenants to become empowered they are at the heart of what we do. We measure our performance against their expectations through an annual survey which covers all areas of the service we provide.



GLH responds to safeguarding concerns seriously, immediately and effectively. Our housing officers, surveyors and property officers are the staff most likely to visit tenants' homes and see actions or evidence that gives cause for concern. These staff members have received training in what abuse is and how to recognise it in order to help them to identify a person who may be at risk, and to know how to respond and raise any concerns they may have with relevant authorities. We achieve this by identifying and sharing good practice within the charity.

GLH has an Anti-Social Behaviour (ASB) Policy that recognises that it affects people's quality of life. We believe that ASB is unacceptable and it will not be tolerated. We will aim to prevent ASB taking place and where it does, to reduce its effect. Unfortunately, on occasion our tenants are targeted and become victims of ASB and hate crime. GLH has experience and specialist knowledge to deal with these incidences and will where necessary take legal action on behalf of victims to resolve matters.

Through our specialist landlord services, we bridge the gap between housing and support – such as a 24-hour helpline and supporting with housing related benefits.

Working with providers

GLH enters into a Service Level Agreement (SLA) with all our support providers. The SLA ensures that people are receiving the right levels of support, to help them maintain a successful tenancy. It also ensures an effective joint working between GLH and the provider is maintained and helps to clarify the minimum level of service GLH will expect the provider to deliver to our tenants.

The Care Act and statutory guidance sets our clear expectations of partner organisations, that are in contact with adults with care and support needs who are or may be at risk of abuse or neglect; including housing organisations and staff. In light of these changes, our front line staff have received training on the requirements within the Care Act.



“My housing officer helped me after I moved in. We went to the Housing Benefit office too so I could sort out my rent being paid.”

Alex, GLH tenant





Repairs and maintenance

A person's home

GLH provides a high quality maintenance service across its own properties and can provide day-to-day, planned and cyclical maintenance on behalf of other landlords.

GLH employs an out of hours' service through a company called SPS for emergencies and emergency repairs. They are trained to deliver this service, and we also have members of GLH staff who support SPS in providing an escalation point if required.

About our work

GLH employ both surveyors and assistant building surveyors who carry out post inspections on works completed by our contractors. In addition, we undertake telephone satisfaction surveys to make sure works are satisfactory with our tenants.

GLH employs a compliance team to ensure that all areas relating to health and safety and compliance within our properties are met. We maintain a gas servicing database and files are regularly audited to ensure additional compliance is being met.

People's views are important

We send out satisfaction surveys on 100% of planned works and the reactive maintenance service. Due to the complex needs of our tenants the repairs surveys are mostly done face-to-face or over the telephone so the person understands the feedback we are seeking.

Get in touch

For more information and to discuss any associated costs:

call 0300 003 7007
or email enquiries@glh.org.uk

Nathan's story



Nathan lives on the Wirral in the North West. Maureen, Nathan's Mother explains how Golden Lane Housing's services have improved.

“The GLH team are the type of people that Nathan wants coming through his front door.”

Maureen
Nathan's mum

“Over the years GLH's repairs team has really improved. Having the in-house team means it's become more personalised. The team are understanding, flexible and there's empathy towards Nathan's needs. It's a two-way working relationship with the right values and ethics.

Nathan finds change really difficult. It's hard for him to meet new visitors as he gets very distressed when his routine changes. He has severe autism and a severe learning disability, and he can express his distress through his behaviours.

Over time he's got to know Sean as he's the main person who does his repairs. He's lovely and Nathan really likes him. Sean is flexible to fit in with Nathan's routines for the day. He talks to him about the work he's going to be doing. Nathan trusts him. He may even tolerate a noisy drill for a very short amount of time if he feels relaxed enough.

When Nathan had a new uPVC window fitted, Sean worked around the times when he was out doing activities so he could carry out all the noisy preparation work while he wasn't there. This also meant it wasn't disrupting Nathan's routine which is so important.

Recently, Chris has been carrying out Nathan's repairs instead of Sean, and he is just as helpful and flexible. Nathan likes him too.

The GLH team are the type of people that Nathan wants coming through his front door. It's a real pleasure working with GLH as they are respectful to me as Nathan's representative. They are professional, have great communication, there are excellent structures in place and they are always there to give me help and advice.”

To contact Golden Lane Housing: call 0300 003 7007

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