



Golden Lane Housing

working in partnership with 



GOLDEN LANE HOUSING SOCIAL IMPACT REPORT 2020



INTRODUCTION

WELCOME TO GOLDEN LANE HOUSING'S SOCIAL IMPACT REPORT FOR 2019/20.

Golden Lane Housing is an expert in providing housing for people with a learning disability. This report provides a summary of the impact of our services for our tenants, the wider learning disability community and across our organisation.

We provide specialist supported housing services to nearly 2,200 people with a learning disability in 1,106 properties that we own or lease across England, Wales and Northern Ireland.

Our first five-year Corporate plan developed in 2019, has supported improvements in services with the help of our tenants and their support networks, and there has been record-breaking growth.

At the forefront of our work is tenant's safety, well-being and engagement. Golden Lane Housing has continued to work more closely with local authorities to advocate on behalf of tenants to support them to achieve the right outcome and help to keep safe. The Coronavirus outbreak in March 2020 caused concern about the safety and well-being of our tenants. We undertook welfare checks on the people most at risk using phone and video calls, which then widened to all our tenants.

Golden Lane Housing's award winning in-house repairs team, Resolve Solutions, has expanded its personalised service to cover the whole of England and helped to improve the satisfaction in our responsive repairs service. Throughout the year, the property team has been engaging with tenants and hosting various events including our very first Repairs Matter Week.

Staff are at the beating heart of the organisation, and our values are central to our work. We have prioritised organisational culture and staff well-being, which has resulted in Golden Lane Housing taking fourth spot in the Sunday Times Top 100 Best Not-For-Profit Organisations To Work For.

We know there is still an ever growing demand for sustainable, quality supported living accommodation and that is why we strive to influence government funding strategies, and national supported housing and welfare policies.

John Verge
chief executive



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H I G H L I G H T S

A PLACE TO CALL HOME

£££££9,615,468
spent on buying and adapting properties

£176,784

spent on fire safety and other remedial works.



£1,804,911

SECURED FROM NHS ENGLAND
FOR TRANSFORMING CARE GRANTS



290
new homes
for people
with a
learning
disability

REPAIRS AND MAINTENANCE



100%
of our homes
meet the
Decent
Homes
Standard.



**Resolve
Solutions**
Part of Golden Lane Housing

Rebranded our in-house repairs team to Resolve Solutions and now covers the whole of England.

99.8%

of tenants are satisfied with the repairs service from Resolve Solutions.

£1,029,986

SPENT ON PLANNED IMPROVEMENTS
AND FIRE SAFETY WORKS



H I G H L I G H T S



103

safeguarding concerns raised and interventions made.

5

safeguarding training sessions held for our staff.



50

safeguarding alerts raised with 22 local authorities.

It matters

The second phase of our safeguarding approach *It matters* rolled out to commissioning colleagues.

KEEPING SAFE AND WELL-BEING



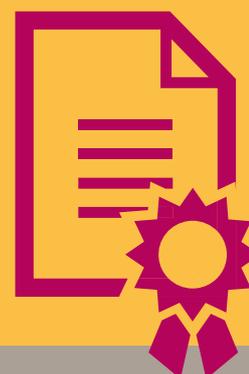
Tenant Panel meetings were held.

Tenant Panels were renamed **More Voices, More Choices** by its members.

A chair and vice chair were elected by the members.



A tenant charter has been developed by the Tenant Panels.



GETTING INVOLVED



A place to call home

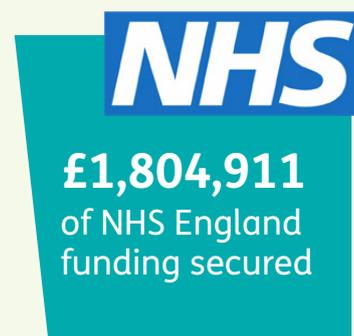


Record year

Golden Lane Housing continued to make a substantial impact on the lives of people with a learning disability across the country by providing quality housing in their community.

In 2019/20, we provided new homes for 290 people with a learning disability to suit their needs, which has been the most successful year in our history. This includes 44 tenancies through our capital programme, 108 through our Great Tenant private sector leasing scheme, 130 by leasing from local authorities and support providers and 8 through NHS England grant funding from Transforming Care programme. This was a fantastic achievement for Golden Lane Housing, and year on year we continue to house more people through a range of housing options and partnership work.

Investment



Golden Lane Housing invested in £9,615,468 through our capital programme to create 44 tenancies in 2019/20 and a further 29 tenancies will be created in early part of 2020/21 financial year as a result of this investment. The investment allowed us to purchase and develop properties and carry out adaptations to meet our personalised approach.

In addition, Golden Lane Housing invested £176,784 for fire safety works and other remedial works on our new Great Tenant properties. The investment allowed us to move our tenants in to the properties and create

108 tenancies. Our investment ensured the properties are safe for our tenants and we meet fire safety regulations.

Golden Lane Housing has secured £1,804,911 of NHS England funding. This funding is used to purchase properties and create bespoke housing for people coming through the Transforming Care Programme.

**Quality
housing you
can build your
life around**

Partnerships
are central to
everything
we do



“I like putting herbs in my recipes, and my favourite meal is pasta bake!”

Nicola, Golden Lane Housing tenant

Development strategy

In 2019, Golden Lane Housing produced a new Development strategy. This strategy has been produced to ensure that there is a clear plan for growth in line with our Corporate plan and Business plan. There is unprecedented levels of demand and pressure on social care and this is increasing the need for more housing for people with a learning disability. The need for adapted community based housing is as great as ever. Golden Lane Housing is seen as a key player in the sector and we want to continue playing a pivotal role in delivering essential housing.



“Carol and Lindsie are so pleased with their new home! The house looks beautiful, there were a lot of ‘wows’ as they were walking around,”

Rebecca Mozley, Mencap.



“It’s brilliant here,”

Nigel, Golden Lane Housing tenant

Nigel shares his home with four friends



Repairs and maintenance

During 2019 we restructured our property team creating new distinct teams headed up by experienced managers to assist us with the delivery of our five year Asset management strategy. New ways of working have been developed with a clear customer focus.



Reactive repairs

- **7918 repairs** were carried out to our properties, **97%** were completed within the agreed target time.
- **93%** first time fix rate was achieved by Resolve Solutions.
- **918 customer surveys** were completed for work carried out by Resolve Solutions, **99.8%** were recorded as satisfied.



Aids and adaptations

- **£51,898** was spent on disabled adaptations to our tenant's homes.
- **5 access and egress projects** were completed, which include installing concrete ramps, widening pathways around the property and fitting level threshold doors.
- **17 assisted living projects** were completed, which include fitting hand rails externally and fitting grab bars internally to our tenant's homes.
- **15** bathroom and kitchen alteration projects were completed, which include fitting shower seats, fitting WC flush sensors and fitting thermostatic mixing valves to hot water outlets.



Planned works

- We completed planned improvements to 77 properties including:
 - **13** internal re-decorations
 - **10** new kitchens
 - **13** new bathrooms
 - **14** new heating systems
 - **129 properties** received additional fire safety works at a cost of £646,177.

Repairs Matter Week

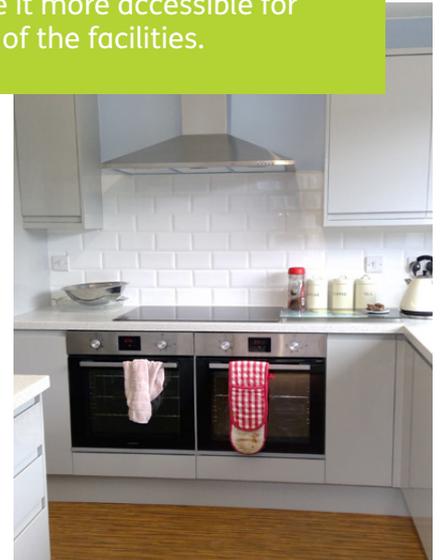


Full team assembled and ready for the event!



A perfect new kitchen

A kitchen was designed and replaced after discussing with the tenants and staff how we could make best use of the space to make it more accessible for full use of the facilities.



In September 2109, we rebranded our in-house work team to Resolve Solutions with the help of our tenants. We hosted our first 'Repairs Matter Week' that was themed on the property services we provide to tenants and coincided with Gas Safety Week. The event included compliance works, a 'Back To The Floor Day' when our executive team went out with our operatives to deliver repairs, a garden makeover at one of our schemes and an event in Derby where contractors were invited along with our teams to meet tenants and we celebrated the launch of Resolve Solutions.

We have run various events during the year to involve our tenants in the work we do. At Easter, our operatives gave out Easter eggs to tenants and took a selfie with them. In summer we launched a competition to design our Resolve Solutions logo. In December the Golden Lane Housing vans sported pictures of reindeers and our tenants were asked to spot the Vandees and take an 'Elfie' to win a prize. We ran the 12 Days of Christmas with tenants being nominated by Golden Lane Housing staff to win a gift on the day they were selected.

We appointed our very own mascot 'Dixie', a very cute dachshund owned by one of our operatives who had proved a big hit with our tenants when he took her along for some cuddles at one of our properties. Since then she has been seen out and about sporting Golden Lane Housing branded outfits.

The condition of our properties is very important to us and during 2019, we completed a 100% stock condition survey to ensure that our homes were meeting the right standards we expect for our tenants. The survey will help us plan and prioritise our investment over the next five years to ensure our homes remain in good condition for our tenants.

Garden makeover

The team has done a great job building the raised beds so the tenants can help with the gardening.





Keeping safe and well-being

Our safeguarding approach, It matters

We want our tenants to be happy, and thrive in their home and community and meet their aspirations. It matters is our approach to safeguarding - it's person and not process driven and makes sure our tenants remain at the centre of everything we do.

We specifically look at recording the tenant's ability to be involved and achieve the outcomes they wish throughout the safeguarding process. The feedback provides us with a greater understanding as to why some of our tenants wish to be fully involved and why others do not and helps us to provide our ongoing personalised tenancy support.

Welfare calls

The Coronavirus outbreak in March 2020 emphasised the very real possibility that for some people, safeguarding concerns may increase during this time, particularly those in relation to self-neglect, neglect and cuckooing. We proactively identified those believed to be most at risk and undertook weekly welfare checks via phone and video calls, which then widened to check with all our tenants' their well-being and to identify what support we are able to offer them.



Making welfare calls

"We supported our tenants with their safety and well-being during lockdown by contacting them by phone or video calls," **Samuel Hollis, housing officer.**

Neglect and acts of omission

- Physical
- Sexual
- Financial
- Head landlord served notice
- Organisational



Our tenants are at the centre of everything we do

Working together

For 2019/2020, the majority of emotional abuse cases were due to incompatibility issues between tenants living in shared and cluster style accommodation. With self-neglect cases, tenants were not engaging with their support team and, their general health and well-being deteriorated. These also include hoarding concerns and tenants unable to keep their homes clean and tidy.

We used the latest technology to make welfare calls to some of our tenants



32% of the alerts raised remained open with housing officers actively working alongside the tenant and their support network to help them achieve the outcomes they wish following the concern raised.

68% of safeguarding alerts, which have been successfully closed, have resulted in tenants being able to remain in their existing homes safely.

41% were actively involved in the safeguarding proceedings with our support by attending key meetings, helping them to have ownership of the outcomes they wished to achieve.

Strengthening our work

Following the launch of Golden Lane Housing's 'It matters' campaign during 2019/20, our partnership working with safeguarding colleagues has strengthened throughout the country and our ability to influence and develop a good practice approach to helping to keep tenants safe from abuse has been well received. We hope this will go some way to ensuring people with a learning disability remain in the driving seat of any safeguarding concern.

Helping to keep a tenant safe



"I've raised a safeguarding concern about a tenant. I worked with my manager and the housing team - and, the housing officer took it forward with the health authority. It's important to help people,"

Brian Harold, operative
Resolve Solutions.



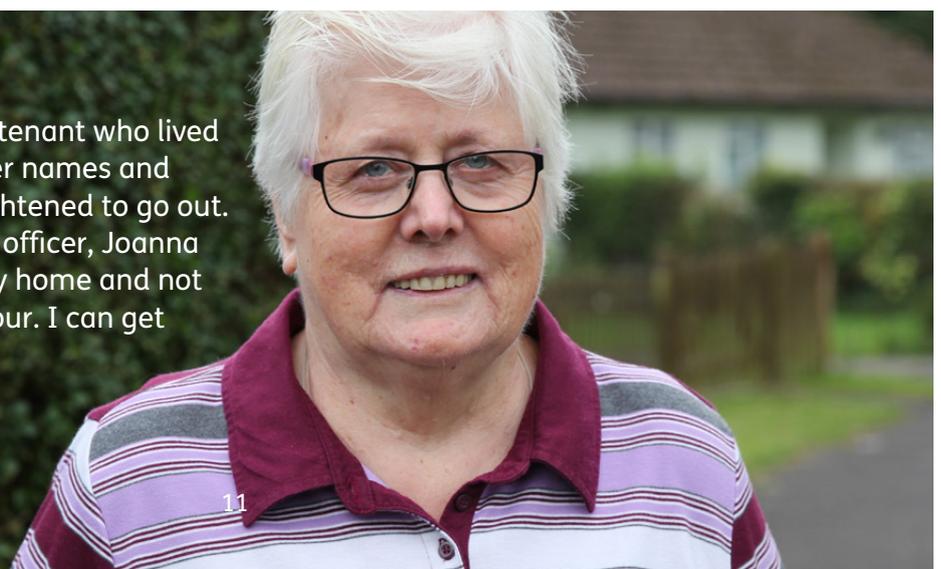
Safeguarding training

Golden Lane Housing staff undertook their second round of safeguarding training during January 2020-March 2020.

June's story

June felt very sad because the tenant who lived in the flat below kept calling her names and making her feel scared and frightened to go out. "I am so pleased - my housing officer, Joanna really supported me to keep my home and not giving into the bullying neighbour. I can get on with my life now,"

June, Golden Lane Housing tenant.





Getting involved

Golden Lane Housing firmly believes it is important for our tenants to be able to hold us to account and shape the ways in which we deliver our services. We have a strategy for tenant engagement, which sets out how we inform, consult, involve in decision-making and empower tenants.

In recognition of the key role tenant involvement plays in delivering and improving our services we appointed a tenant engagement officer in 2019. This role provides a designated resource to coordinate the work we do and further develop our approach to tenant involvement. We continue to find new ways of involving and empowering our tenants to engage with our services.

Tenants from across the country are members of More Voices, More Choices. We are using technology during the meetings to ensure they are inclusive.



“I am very happy to be the chair. It is very important to me for tenants to be involved and heard. I am looking forward to making a difference,”

Mark from More Voices, More Choices



We are developing our approach for tenant involvement

Launching our first Tenant Panels

“I am really looking forward to working closely with our tenants, their support staff and colleagues. Everyone at Golden Lane Housing is committed and involved in engaging with our tenants. I have been supported to set up the Tenant Panels by our tenant associates,” said Gemma Richmond, tenant engagement officer.



Tenants are having a greater influence and engagement in our work

Highlights

This year tenants have been involved across our services including:

Tenant engagement officer: we recruited a new post to lead our engagement strategy nationally. Our tenant engagement officer works with our tenants to engage them in various activities to have greater influence and meaningful engagement with our work. We aim to build tenants confidence and capacity to participate in sub groups to the board and local working groups to provide a platform to enable feedback and scrutiny.

More Voices, More Choices: in December 2019, we sent out a special edition of our tenant newsletter whereby we launched our engagement officer role and recruited tenants to be 'tenant representatives' and participate as part of a tenant panel. We had over 40 tenants register interest in taking part eventually leading to 14 tenants from across the country, including 2 Northern Ireland representatives forming two panels which quickly developed into one cohesive group called More Voices, More Choices. The group has already developed a charter of their involvement and are developing capacity, building confidence and skills.

Fire safety: a focus group of tenants have been engaged in promoting fire safety during the recent lockdown. Tenants reviewed both products and critiqued instructions and provided very useful feedback before fire safety packs were sent out to tenants across the country.

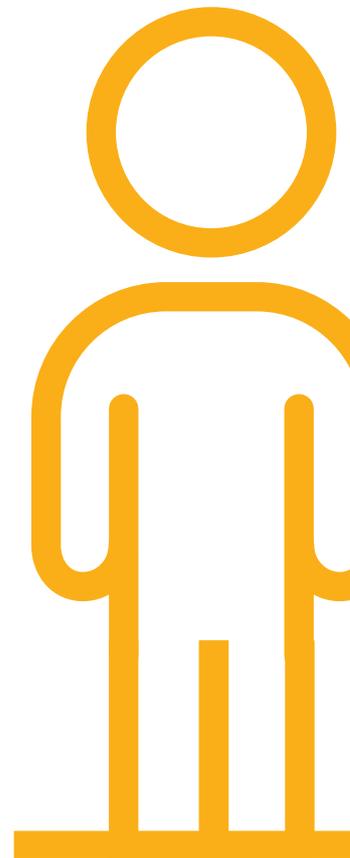
Tenant involvement: from our 2019 annual Tenant satisfaction survey, 183 tenants responded to say that they would like to be involved with multiple activities such as tenant and focus groups, interview support, events, campaigns and case studies.

Outcomes: 13 tenants took part in a review of our tenant satisfaction results, suggesting recommendations to improve outcomes and satisfaction for tenants before the results were shared in our tenant newsletter, Voices Together.

Relationships: we have continued to develop our engagement approach and have built strong relationships and shared good practice with Mencap and other housing associations, and engaged with TPAS training and the National Housing Federation over the last year.

Feedback Days: we undertook two Feedback Days with tenants of newly developed services in Warwickshire, listening to the tenants talk about their home, repairs, further improvements, fire safety and promoting 'It matters', our safeguarding approach with them.

Makaton workshop: our in-house repairs team, Resolve Solutions took part in a Makaton workshop, providing operatives with essential phrases and symbols that help them communicate with tenants who use Makaton as a form of communication.





The learning disability community

Golden Lane Housing recognises the importance of working as part of a bigger picture of both housing and care providers, and invests time and leadership into national groups, such as chairing the Learning Disability and Autism Housing Network, and actively involved in the Chartered Institute for Housing (CIH), National Housing Federation (NHF) and Voluntary Organisations Disability Group (VODG).

In 2019, Golden Lane Housing helped co-found the Learning Disability and Autism Housing Network, created to promote and create positive engagement with government and other bodies to support future development and funding of housing for people with a learning disability and autism.

We collaborated with CIH and ITN Productions to support the release a new programme 'Close to Home: Housing and Communities' which included Golden Lane Housing's report on our quality housing and inclusivity work to help build and maintain communities, go to: www.glh.org.uk/close-to-home.

Over the past year Golden Lane Housing has supported various campaigns including the NHF's 'Let's Fix The Housing Crisis', Mencap's 'Treat Me Well', 'National Safeguarding Week', 'Learning Disability Week' and 'Anti-Bullying Week'.

We continue to fund relevant research into housing and over the past year co-funded some work by the National Development Team for Inclusion (NDTi) into measuring and assessing quality in housing services for people with a learning disability.

There are
1.5 MILLION
people with a
learning disability
in the UK

> **70%** >
want to live
independently

Quality
housing is
key to building
a life





Welfare system

“We are calling on the government to develop a fair and effective welfare system and long-term funding for supported housing,”

John Verge, chief executive





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