

Annual report

Calendar 2023



Golden Lane Housing



Designed by tenants
for tenants

Welcome to our latest annual report calendar



Golden Lane Housing

“Hi, I am Michele Doyle and I have been a tenant at Golden Lane Housing for 22 years. I have been part of More Voices, More Choices since 2020 and have been the Annual Report Representative for the past 2 years. This year we have made the calendar bigger to spread out the information and have also added the QR codes. When you scan the code, the page can be read out to you or will lead you to a video to watch. We really hope you like this added feature. I love being the Annual Report Rep and love using the stickers, I hope you love using them too.”

Michele Doyle

Tenant and More Voices, More Choices Annual report representative.



Michele Doyle

Meet the Board

The Board are a group of people who make big decisions about Golden Lane Housing. They are responsible for helping us to plan and produce policies and make sure everything we do is within the law. We have welcomed two new Board members and a new Trainee Board member.



Neil Hadden



Jonathan Bunt



Bernie Keenan



Kirsty Garrett

“It has been an exciting year for Golden Lane Housing. We were proud to achieve the highest rating of G1, V1 from the regulator of social housing. We also have a new plan, known as Our Plan 2022 – 2025 – which was co-produced with our tenants, from our More Voices, More Choices committee. They told us what Golden Lane Housing tenants wanted us to focus on to help them live happily in their home. There are 5 goals that we want to work towards and achieve over the next 3 years.

Read more about it on the January page. We would like to thank all our tenants for their support and for telling us what makes them happy and unhappy, and we hope that you enjoy reading and using this year’s Annual Report to Tenants calendar!”

Neil Hadden, Chair of the Board

‘I enjoy running, football and watching movies with my family. I have recently joined the Board and hope to help create more and better homes for Golden Lane Housing.

Jonathan Bunt

“This is my first year as a Board member, although I have worked in housing for many years. In my spare time I like photography, golf and visiting the Isle of Arran in Scotland with my wife.”

Bernie Kennan

“I enjoy watching and playing (non-contact!) rugby. I help housing associations to raise financing to build more affordable homes and I am really pleased to join Golden Lane Housing as a Trainee Board member”

Kirsty Garrett

Trainee Board Member



Stephen Jack



Ralph Middlemore



Charles Cleal



Brendan Whitworth



Lorraine Ford



Anne Rowlands



Nikki Bowker



Anneka Gill –
Trainee Board
Member

Our Executive team

Our Executive team work closely with our Board. They lead our teams and are responsible for the day-to-day running of Golden Lane Housing.

John Verge, Chief Executive

'Hi, I am John Verge, and I am the Chief Executive at Golden Lane Housing. I am responsible for leading Golden Lane Housing. Scan the QR code to watch my video.'



John Verge

Abdul Latif, Director of Development

"My job is to help Golden Lane Housing grow and develop new homes for our tenants. You will read all about my team's hard work in November."



Abdul Latif

Rod Dugher, Director of Housing

"My job is to lead the housing team to make sure our tenants are happy and safe in their homes. I also make sure that we listen to and act on what our tenants tell us is important to them, to help us work better. Learn more about my team in February, April, and August."



Rod Dugher

Melissa O'Donnell, Director of Operations

"I lead the repairs, customer services, complaints and health and safety teams to make sure our tenant's homes are safe and well-kept. Most importantly, my teams make sure that our tenants are happy."



Melissa O'Donnell

Marilyne Davis, Director of Finance

"My job is to lead the finance team. They look after Golden Lane Housing's money. I make sure we spend money on the right things to make sure our tenants get the best services from Golden Lane Housing"



Marilyne Davis

Adele Currie, Director of People and Culture

"My job is all about people. I make sure that we recruit the best people to work at Golden Lane Housing. I make sure our people are treated fairly, receive the right training and that Golden Lane Housing is a place where everyone wants to do their best. You will learn all about what my team does behind the scenes in December."



Adele Currie

Warren Bradley, Director of Legal and Governance and Company Secretary

"I make sure that Golden Lane Housing follows the law and government rules. I support our Board and Executive team and make sure that our Board work well and have all the information they need to keep Golden Lane Housing on track."



Warren Bradley

How to use this report...

Each page of the report has a QR code, you can then scan the QR code with your mobile phone (see the diagram below). Once the QR code has been scanned you'll be able to listen to the content within the page.

Step 1: Select the camera on your mobile phone.

Step 2: Hold your mobile up in front of the QR code.

Step 3: When the corner lines appear on your phone, the QR code will be clear enough for the mobile to read, a link will then pop up.

Step 4: Click the link for the audio play back of the report.



Did you know over the last year we...



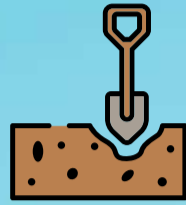
Listen to this page



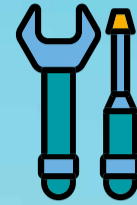
Highlights of the year



We helped 297 tenants to claim their council tax discount successfully.



We spent £1,581,000 on service charges, such as gardening and window cleaning.

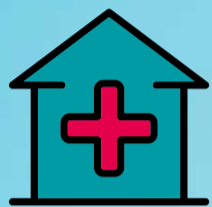


It took an average of 9 days to complete a repair.

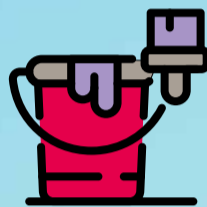
91% of repairs were completed within target.



We have invested £7.3 million in new homes for people with a learning disability or autism



We have secured £1.72 million of NHS England funding to provide housing for people ready to leave hospitals and move back into their local community.



368 properties had improvement works, such as internal decorations, external decorations, kitchens, bathrooms, heating, doors and windows, roofing, electrical, and external works.



We reviewed our tenant satisfaction survey this year to bring it in line with the company goals set out in Our Plan and the new housing rules from the Regulator of Social Housing which start in April 2023.



Our Complaints Process was reviewed by the Inclusion Advisory Committee and we have made changes to make it easier for our tenants to make a complaint.



We have a new Fire Risk Assessment Contractor – this means that we have a new company who will complete fire risk assessments and make sure your property is safe. This new contractor is also better value for our money.



We have produced new policies and procedures for 6 big safety areas to make sure we are doing our very best for our tenants. These are: Gas, Electricity, Water, specialist equipment such as hoists, Asbestos and Fire.



Safeguarding - how we did

We helped tenants with 117 safeguarding concerns of which 61 were raised to 23 local authorities. This means that we worked with the local authority to support tenants who needed our help. The top concerns we helped tenants with were:

- Emotional abuse
- Physical abuse
- Self-neglect

We sent all our tenants a 'Design a Dixie' involvement postcard, to try and reach more tenants and get more people involved. We received over 130 postcards from tenants wanting to be involved.



Tenant Mark Johnson, chair of More Voices, More Choices was awarded Tenant of the Year at the 2022 Housing Heroes awards.



Gemma, Tenant Involvement Officer and More Choices More Voices member Brian.



Golden Lane Housing launch their new three-year plan.

It's time to launch Our Plan!



Tenants meet with the Board and the executive team for Making Plans Day.



Listen to this page



Our New Plan

We have written a new plan. It says what we want to happen in the next 3 years. Our Plan says how we will work and make our services better. Our Plan has been written with Golden Lane Housing tenants. There are 5 important things we want to do to make Our Plan work.

Our 5 goals:



1.) Tenant satisfaction – improving services and communication, increasing tenant satisfaction



2.) Investing in homes – good quality, safe, environmentally friendly homes



3.) Housing more people – new quality supported housing across more diverse communities



4.) Strong finances – best use of our money and resources



5.) Working together – involving our tenants, great place to work, influencing housing and welfare policy

"It is great. I really feel as though we're being listened to."

Mark, Chair of More Voices, More Choices Committee.



Mark Johnson, Tenant of the year.

"I think Our Plan is important because we feel that we want to take Golden Lane Housing to the next level."

Stephen More Voices, More Choices member.



Stephen Smith



Checking Our Plan is working

Our leaders, board members and a group of tenants will check Our Plan. They will make sure we are doing what we said we would do. We will share how Our Plan is working and if we need to make any changes.

Learn more about Our Plan



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						1 New Year's Day
2 Bank Holiday	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Helping you to be happy and safe in your home.

Learn about It Matters here



Tenants cheering It Matters

Listen to this page



Your housing team

Our housing team has a Director of Housing, a Head of Housing, 2 Housing Managers and 11 Housing Officers who work all over England, Wales and Northern Ireland supporting tenants.

How we helped tenants

Advice



Neighbours



Housemates



Tenancy



Keeping safe and well



Repairs and safe homes



Rent and Housing benefits



Safeguarding

"Hi I am Becky, I am responsible for Safeguarding at Golden Lane Housing. Safeguarding means helping to keep you safe. IT Matters is our approach to make sure our tenants remain at the centre of everything we do and that their voices are heard throughout all the policies and procedures that are in place."

Becky Arrowsmith, Head of Housing.



Becky Arrowsmith

Important! We are here for you

If you think you have been abused or you are being abused, you should tell someone you trust. You can also call us on **0300 003 7007** if you are worried or need help.

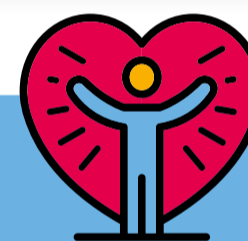


Improving safeguarding

- We have a new way of recording when we have visited tenants which has improved the way we work. This means we have better information about our tenants' lives and the people who support them and helps us keep up to date with how they are doing.
- We have started to have regular monitoring meetings with support providers to make sure that the services we provide tenants meet their needs. We want to improve this even more next year so that we meet with all providers.

Great work!

Angela, Housing Officer, supported a tenant who was feeling very low. She worked with the tenant and the tenant's support to get the help they needed to keep them safe. The tenant is now doing really well.



Angela

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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13	14 Valentine's Day	15	16	17	18	19
20	21	22	23	24	25	26
27	28					



Keeping tenants happy in their homes.

“Hello we are the customer services team. Providing good customer service to our tenants is important to us. We support our staff at Golden Lane Housing with complaints and new enquiries, and make sure people are contacted on time.”

Listen to this page



Our Customer Services Team Nicola, Gauri, Nicholas and Rebecca

How we will improve video

How to make a complaint video

Tenant satisfaction



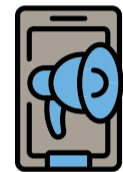
66% of tenants said they were happy with the service that we provided. This was lower than last year's score of 69%. We will be reviewing the comments given to help us to improve on this.



58% of tenants said they were happy that we listen to their views and act upon them. Last year this was 61%.



73% of our tenants felt that Golden Lane Housing treats them fairly and with respect. This was a new question added to the survey this year.



68% of our tenants felt that Golden Lane Housing kept them well informed. We want to improve on this and will be looking at different ways we can share important information.



This year we had less unhappy tenants and more tenants who said they were not sure.

What people complained about

	2020/21	2021/22
Repairs	11	31
Housing	10	3
Development	1	5
Home improvements	3	11
Income	0	2
Health and Safety	4	1

Improving what we do

1. We are creating a Customer Services staff group. This group will concentrate on feedback from our tenants about how we can make our services even better.
2. Our tenants have asked for more videos to explain different areas of our service. Scan the QR codes to take a look.
3. We are reviewing our phone systems to make sure that calls get answered quicker.

Listening to you

53 complaints received
3 went to stage 2
67% of tenants told us they know how to make a complaint.



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13	14	15	16	17	18	19
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27	28	29	30	31		

Watch out for our Tenant Satisfaction Survey this month!

Providing housing support.

Empty homes

Allocations and Voids Team

Our Allocations and Voids Team used to be called Housing Co-ordinators. They are now called Allocations and Voids Officers. Golden Lane Housing has some homes that are empty and some rooms in homes that are empty. Our Allocations and Voids Officers help to find tenants to live in these homes and rooms.



Arlene, Vicky and Natasha , Allocations and Voids Officers



"I want people with a learning disability or autism to have access to housing that allows them to thrive and live as independent a life as possible."
Kevin Turner, Allocations and Voids Manager



Kevin Turner

Making improvements

- We have had some new staff join us in the last year and our new Allocations and Voids Team is looking at how our processes around empty homes and new tenants can be improved in the future.
- We have been writing new Service Standards. These will provide information to applicants and tenants to let them know what they can expect when they apply for a home with Golden Lane Housing.

How we did during the year



132

people moved into our empty homes.



151

new empty homes. We want to fill more empty homes, quicker.



4.1%

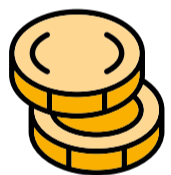
of our money was lost from empty homes because we could not collect rent. Our target is 6% so we are doing well.



8.5%

of our homes were empty, meeting our target. Next year we want to set a lower target.

Your rent - How we did



98.12%

of rent was collected by the income team.

4.67%

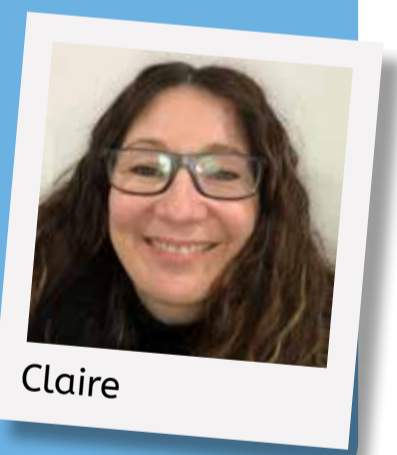
of rent money was owed. We will be offering more help to tenants who are struggling to pay their rent.

Making improvements

- We have successfully completed the rent review process for setting up new rent and service charges.
- We have now introduced a new finance system to improve the time it takes to process payments for delivering all services to our tenants.
- We are working to introduce direct debit method of rent payment to give our tenants more choice for paying their rent.

Great work!

Housing officer Claire helped a tenant who was worried about their money. Claire did some research and found out that the tenant could access more benefits, so she helped the tenant with their application. The tenant's application was accepted, and they now feel reassured and are still living happily in their home.



Claire

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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3	4	5	6	7 Good Friday	8	9 Easter Sunday
10 Easter Monday	11	12	13	14	15	16
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24	25	26	27	28	29	30

More than just a repairs service. Repairs matter

"Hello, I am Nicola Jones and I am the Head of Repairs and Customer Services. We know that keeping your home in a good state of repair is good for wellbeing and helps you to feel safe and secure. That's why it's important to us to keep improving on what we do so we can offer a better service. This year, we have been looking at new ways to collect your feedback so that we can make the changes that matter to you."



Nicola Jones



Our first repairs forum



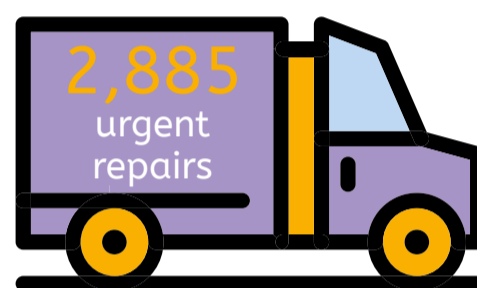
We spent
£1,368,846
on day-to-day repairs.

We completed
10,825
repairs.



65%
of tenants were happy with the repairs service they received this year. This was a change of 64% from the previous year. We would like this to be higher, so we are working with tenants to understand what we can do better.

We completed



"Repairs are really important to tenants; I like being part of the forum and having my say to make things better." Oakley Strike, tenant.

Resolve Solutions

Resolve solutions is our in-house repair team that complete repairs work in tenants' homes in England.



2,873
non-urgent repairs were carried out by Resolve Solutions.



99%
of tenants were happy with their repairs completed by Resolve Solutions.

We have employed more operatives in Resolve Solutions so we can complete more of your repairs using our own operatives.

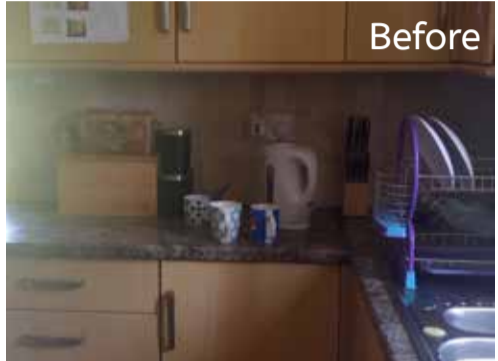
Improving what we do

1. We have set up our new Repairs Forum with our tenants to discuss what matters most to them about our service.
2. We will be creating a document called 'Our Rules' which will be given to anyone who carries out repairs in your home, so they know how you want them to behave. This was created with tenants at one of our forums.
3. We are changing our priorities for repairs. We will now have emergency repairs and appointable repairs. Emergency repairs will be made safe within 24 hours and are for issues that are a threat to life or property. Appointable repairs are for everything else, and our team will offer an appointment that is convenient for you.

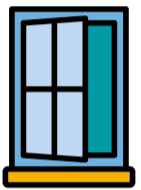
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22	23	24	25	26	27	28
29 Bank Monday	30	31				

Providing quality homes for tenants.

Our Assets team plan which homes will be decorated, have works completed inside and outside their homes, which properties need new kitchens or bathrooms and make sure tenant's homes are made more accessible. We want to help our tenants to save energy in their homes to help them save money on things like fuel.



How we did



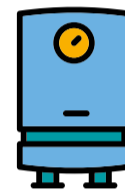
£380,042

was spent on investing in energy efficiency measures with replacement roof, doors, windows.



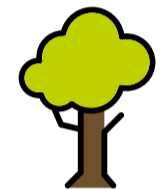
£794,409

was spent on improving tenant's homes, with new kitchens, bathrooms, and decoration.



£198,190

was spent on gas and electrical improvements by replacing boilers and electrical mains unit's.



£61,833

on Environmental Works in and around the home i.e. garden and tree maintenance



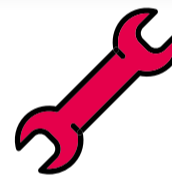
£277,564

was spent on work completed outside tenants' homes this included making properties more accessible.



£223,057

on empty Golden Lane Housing properties to make sure they were ready for new tenants to move into.



£57,043

on Minor Adaptations inside the property i.e. grab rails, window restrictors etc.



Improving what we do

We are improving our homes by looking at ways to help heat and light our homes to save energy and help to make the environment better.

We worked with a group of tenants to review our Kitchen and Bathrooms brochure and together we designed a new booklet for tenants to use to offer them more choice.

One of the ways we want to do this is by using energy from the sun such as solar panels. This is known as renewable energy.

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Providing homes that are safe.

"My name is Katy Lees and I manage the Compliance Team who work hard to make sure your home is safe and meets regulation. We arrange gas, electrical and fire safety visits along with other checks to make sure your home is safe and meets your needs."



Katy Lees

A member of our team – called a Compliance Officer – will visit your home every year.

If you have any questions or would like a visit sooner, you can contact Golden Lane Housing or email complianceinbox@glh.org.uk



James from Surrey

Listen to this page



Learn more about the checks we do to keep you safe.



How we did



Asbestos

We have got **453** homes on our asbestos list, and we carried out an annual inspection on each one.



Electric

1,274 of our homes all have electrical safety certificates.



Gas

876 of our homes have a gas supply and all of them have gas safety certificates.



73

items of specialist equipment in tenants' homes. We have inspected all these items and made sure they are safe.



74%

of our tenants told us they were happy that their home was well maintained, safe and secure. This was 81% last year. We want to do better.

Fire safety



We spent **£460,249** on improvement work to increase fire safety in our properties.



1,274 properties have all had fire detection equipment checked and serviced.



571 fire risk assessments have been completed in the year.

Improving what we do

We are training our contractors – these are people we work with from other organisations – to make sure they know more about people with a learning disability or autism and understand how we expect them to behave when they visit a tenant's home.

We have created a new job for a Fire Expert to help keep tenants even safer.

Look out for a safety passport which we will be working on with tenants, to keep you up to date with the safety checks in your home.

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24	25	26	27	28	29	30
31						



Tenants are having their say about the way we work.

"Hi, I am Gemma, I am the Involvement Officer. My job is to find different ways for our tenants to be involved. We have been working hard to involve more tenants in the way we work so that we can do better."



Gemma Richmond

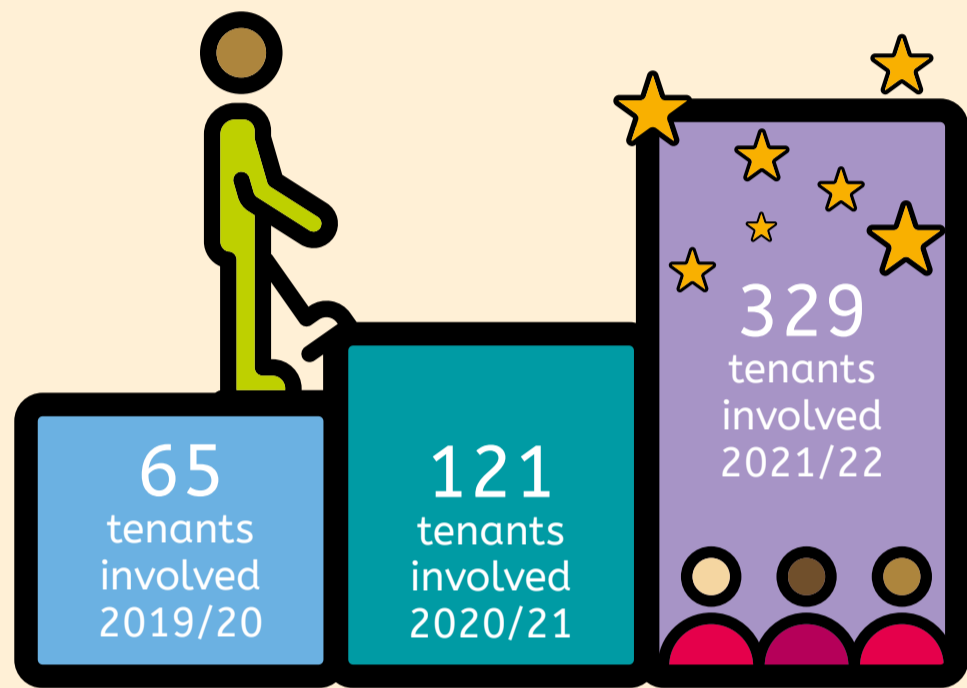


Tenants from Darlington

Listen to this page



How we did



We have a new team!

Meet Caroline Lamprey, Communications and Involvement Manager and Olivia Clark, Communications Officer who have joined Golden Lane Housing this year. Together, Caroline, Olivia and Gemma make up our new Communications and Involvement team!

Caroline



Gemma



Olivia



Stewart Appleby

Stewart visits our Kitchen supplier "I like to be involved with GLH. It makes me happy, it is nice to meet people too. I'd like to do more. Thank you for involving me."

Tenants were involved in

- Committee meetings
- Training sessions
- Surveys
- Helping to design booklets and reports
- Interviews
- Meeting with board
- Campaigns
- Competitions
- Videos
- Tenant forums

Improving what we do

We are working with our tenants to create a secret shopper service called Dixie's Detectives. This will give our tenants the chance to test our services and help us improve the way we work. We want even more tenants involved. We are offering more activities to make sure our tenants have their say about the way we work. These are:

- Repairs forum
- Tenant news group
- And more...

If you want to be a Dixie's Detective or be involved, please contact us at getinvolved@glh.org.uk OR call us on 0300 003 7007.



Dixie involvement campaign video



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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14	15	16	17	18	19	20
21	22	23	24	25	26	27
28 Bank Monday	29	30	31			

Tenants are having a direct voice to The Board.

Inclusion Advisory Committee

We now also have more tenants on our Inclusion Advisory Committee that work directly with our Board. The group is co-chaired by Mark Johnson, tenant and Lorraine Ford, Board Member. It includes 5 tenants and 3 board members and they help the Board understand what matters to tenants and how Golden Lane Housing need to improve. Learn more by watching our video.



More Voices, More Choices Committee



Scan the QR code to watch a video and learn more about our Inclusion Advisory Committee.



Meet More Voices, More Choices

The More Voices, More Choices Committee is a group of 15 tenants from across the country. They work with staffs, tenants, our executive team, and the Board. They meet 4 times a year and share our views, advice, and experience to help us improve and change the services we provided to tenants.

This year we welcomed 3 new members. Each member of the group has a buddy they work with to prepare for meetings.

Every person has a rep role from across the organisation to lead different involvement activity and get feedback from other tenants.

5 of the members represent More Voices, More Choices, on the Inclusion Advisory Committee, working with the Board.

 Mark Johnson, chair, South Yorkshire	 Tessa Bolt, vice chair, Northumberland	 Chris Love, East Sussex	 Brian Magee, Northern Ireland	 Stephen Smith, Lancashire
 Stewart Appleby, South Yorkshire	 Sam Dean, West Yorkshire	 Kashaf Hussain, Greater Manchester	 Kelly Sutton, Cambridgeshire	 Gareth Goldthorpe, North Yorkshire
 Michele Doyle, Somerset	 Connor O'Hare, Northern Ireland	 Sacha Wenn, Dorset	 Oakley Strike, Lincolnshire	 Victoria Ferguson, East Midlands

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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October



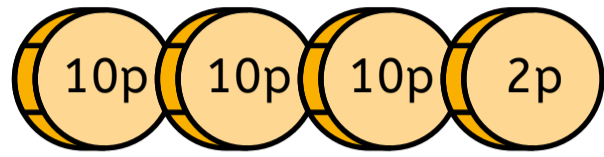
Making the most out of money

How we spend and get value for money.

Making the most of our money

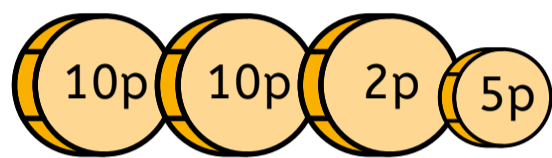
We make sure we spend our money in the best possible way. This helps us improve our services and buy and adapt new homes.

How we have spent each £1



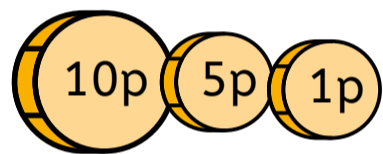
£0.32

Rent to another landlord for leased properties



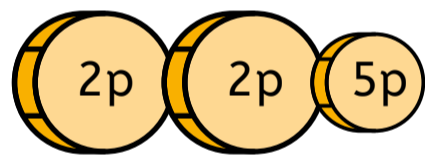
£0.27

Property maintenance including major repairs and compliance work



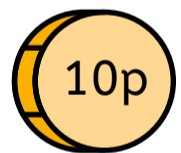
£0.16

Staff costs



£0.09

Interest charges on mortgages



£0.10

Service costs, such as office costs, IT and insurance



£0.06

Depreciation on the property costs

Graham, Duncan and Lee with Housing Officer Andy Locke



Here is a summary of our income and spends

Actual (£)	2020/21	2021/22
How much money was received	£23,640,000	£25,694,000
How much money was spent	20,128,000	£24,006,000
Money left over	3,512,000	£1,688,000

The money left over is a good thing because we use this to finance, adapt and undertake work on more homes for people with a learning disability or autism.

Here is the annual cost per tenancy



Value for money



We always look for ways to save money or do things in a better way.



Resolve Solutions now have some electric vans. They help us save energy and save money on fuel.



We saved over £2,000 by using email and putting information on our website which means we save money on posting information out to tenants.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

Quality housing you can build your life around.

Our Development team works to find new homes for people with a learning disability or autism. We are excited to share with you some of the homes we have worked on this year.

Emily Collinson,
Head of Development

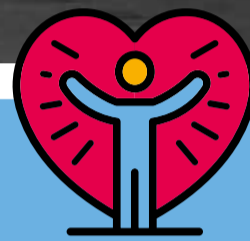
"We have started working with new investors, which means we can help even more people with a learning disability or autism to access good quality homes. We have been building and buying new homes and focusing on longer responsible leases. This means we can offer tenants more security in their homes."



★ ★
Cordage view was awarded Best Partnership for the Inside Housing Development Awards 2021.
★ ★



Great work!



Belper, Derbyshire

Working with Mencap, Golden Lane Housing purchased a 6-bedroom home for 5 tenants, only 10 minutes away from their previous home. We made some changes to the property to make sure it suited the needs of the tenants. All 5 tenants have now moved in and are enjoying more space, big windows, a garden and better access.



How we did



We have found new homes for **232** new people. This is 41 more homes than last year.

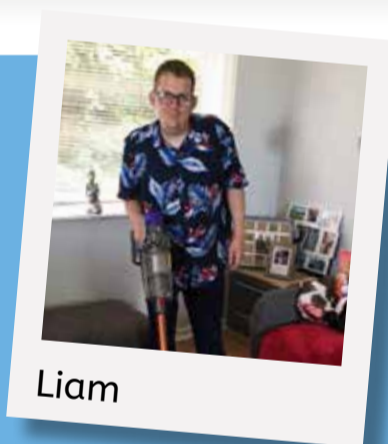


All our homes meet the Decent Homes Standard. This means that all our homes are within the law.

Great work!

Liam's story

Liam moved into his own flat in the North of England after Golden Lane Housing worked with him and his family. "I now feel more comfortable and relaxed living on my own. I don't have anyone to worry about and I can keep it tidy and clean on my own. Living at the flat has changed my life".



Improving what we do

- We have been using video calls and viewing some properties virtually before we visit. This means we can spend less money and less time traveling which means we can help more people.
- Over the next 5 years, we are committed to investing £52m to purchase and adapt new homes.
- We are looking at how we can make sure our tenants feel included at all key stages when we are looking at finding them a new home.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			



Meet the teams behind the scenes.

At our office in Manchester, we have people who carry out important jobs like managing our money, booking your repairs, or helping you to pay your rent.

Scan the QR code for a tour of our Manchester office and the people who work there.



Feeling Proud

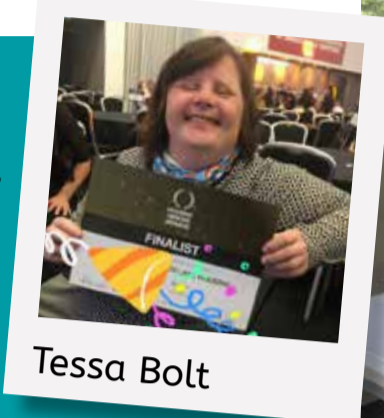
We celebrated some brilliant successes this year.

Tessa Bolt was a finalist for the Housing Heroes, Tenant of the Year 2021 award.

Emily Collinson, Head of Development was a finalist for the Woman of the Year in the 2021 Women in Housing awards.

Gemma Richmond was a finalist for the Women in Housing: Inclusion category 2021.

We were listed in the Top 10 Housing Associations to work for, in The Best Companies.



Tessa Bolt

IT Team

The IT team also work at our Manchester office.

Our IT team look after all our technology, like the computers and phones our staffs use and the Golden Lane Housing website. The team also look after the computer systems we use to store information about tenants, our properties, and our money.

The manager of the team is Gareth Morgan. Gareth told us that 'last year the team were very busy making sure that everything worked properly when we moved from Mencap and became a Community Benefit Society.' The team also make sure that our technology is secure and keeps the information we hold safe.



People and Culture

"Hi, we are the People and Culture team and we look after our staff. We have been very busy this year. Here are some of our highlights!"

- We have welcomed 21 new team members.
- All our interviews included a learning disability panel interview.
- We have set up a new system that helps us pay our staff and get them the training they need.
- We also set up a new system to help our teams keep up to date, share good news like birthdays and engagements, and talk to each other about anything, even sharing pictures and stories about our pets.

- We have trained some of our team members as mental health first aiders who help staff with mental health and wellbeing.
- We are working to improve our inclusion policies; we want Golden Lane Housing to welcome all people to work with us.



Adele



Candice



Elaine



Rachel

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25 Christmas Day	26 Boxing Day	27	28	29	30	31

GLH festive bake off begins, look at the back for more information!

Gallery

Here are photos of some of our amazing tenants and staff, can you spot yourself or some of your friends?



Gail, Nigel and Kathy



Karen, Amy and Anna from Rotherham



James with his support worker



Housing Heroes 2021



Anna from Rotherham



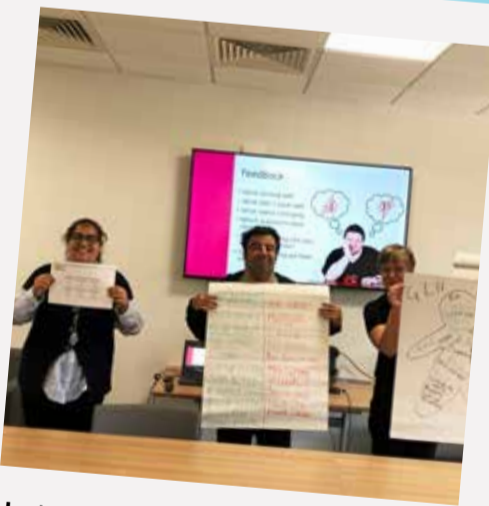
Helen, Stuart and Nigel on a site visit



Vanessa and Nikisha from Property Services Team



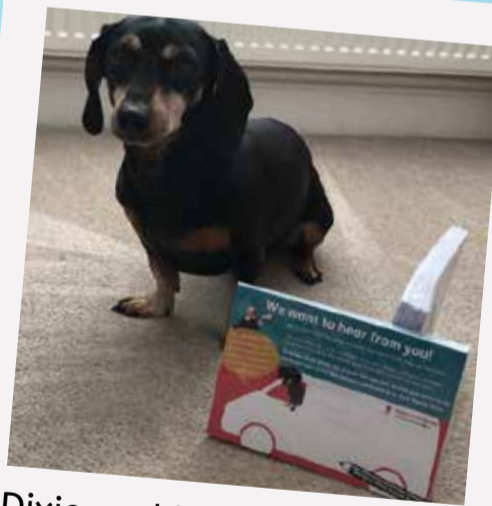
Kathy our Housing Officer with tenant signing a tenancy agreement



Interview training



Graham, Duncan and Lee from Rotherham



Dixie and involvement postcard



Our development team



Natasha from Nottingham



Emma and her support worker from Leeds



Paul from Leeds

If you want to know more or would like to be involved call us on 0300 003 7007 or email getinvolved@glh.org.uk or scan the code below.



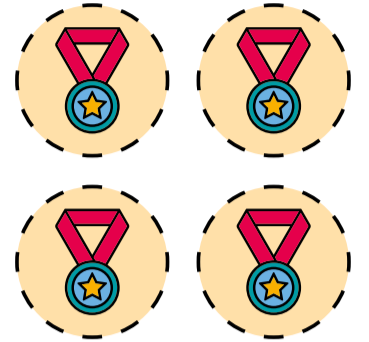
Activities

Cut out and complete the activities page by 31st March 2023 and send it back to Golden Lane Housing to be put into a prize draw for a £50 Amazon voucher.

Name: _____ Address: _____

Make a list of goals and when you have achieved them give yourself a sticker.

1. _____
2. _____
3. _____
4. _____



Pairing Exercise

Here are some dangers you might find in your home. Draw lines between the danger and what to do. There may be other things you can think of, talk about it with someone else. If you are with other people, you might want to do this as role play and act out some of them.

Danger

Overloaded plug socket

Trapped in your bedroom and can't call the fire service

A fire starts in another room without you knowing

Fire in a bedroom

There is a fire in the house and smoke is starting to fill it

Fire in a kitchen

You can't get out of the house if there is a fire

What to do

Always have smoke alarms which are tested every week

Always keep doorways clear of things

Crawl on the floor and try to get out, shout for help!

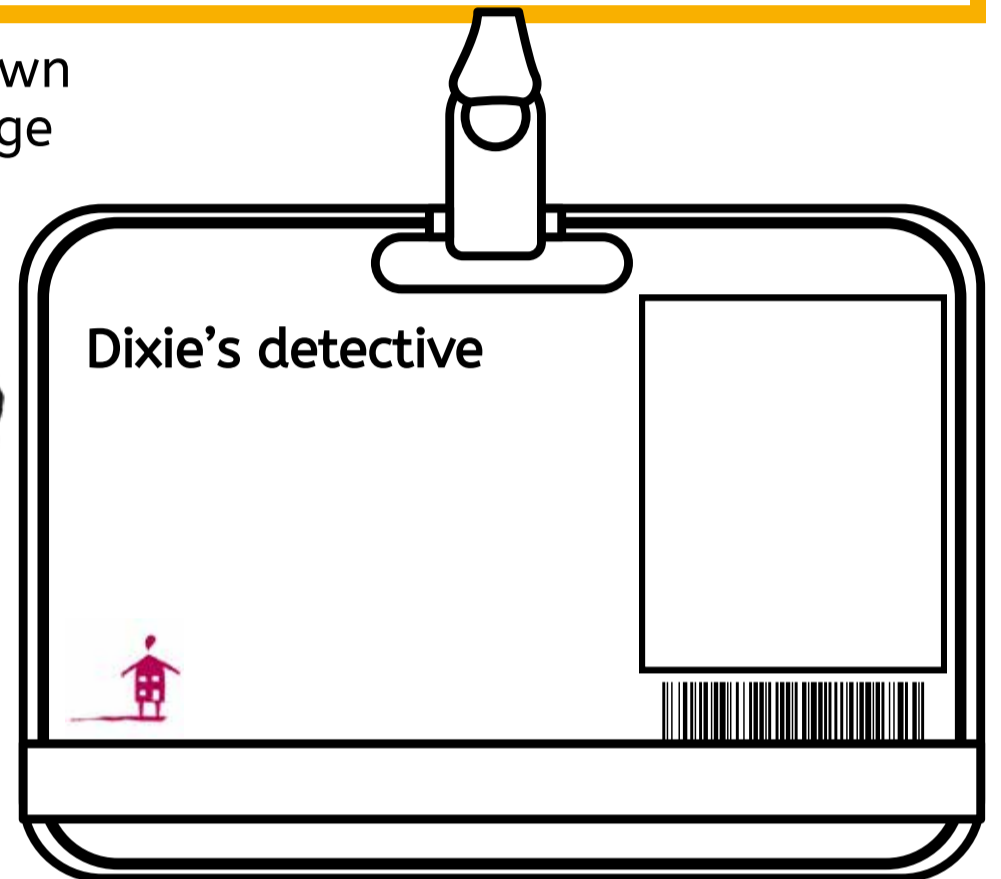
Check for damaged kettle cable and replace

Don't plug too many things in one socket

Keep a charged mobile phone next to you in bed

Don't leave candles burning when you go to bed

Design your own detective badge



List 3 things that matter most to you about our service:

1. _____
2. _____
3. _____

List 3 things that Golden Lane Housing could do better:

1. _____
2. _____
3. _____

Find the hidden words

detective
dixie
secret
agent
badge
repairs
complaint
house
service
happy
mystery

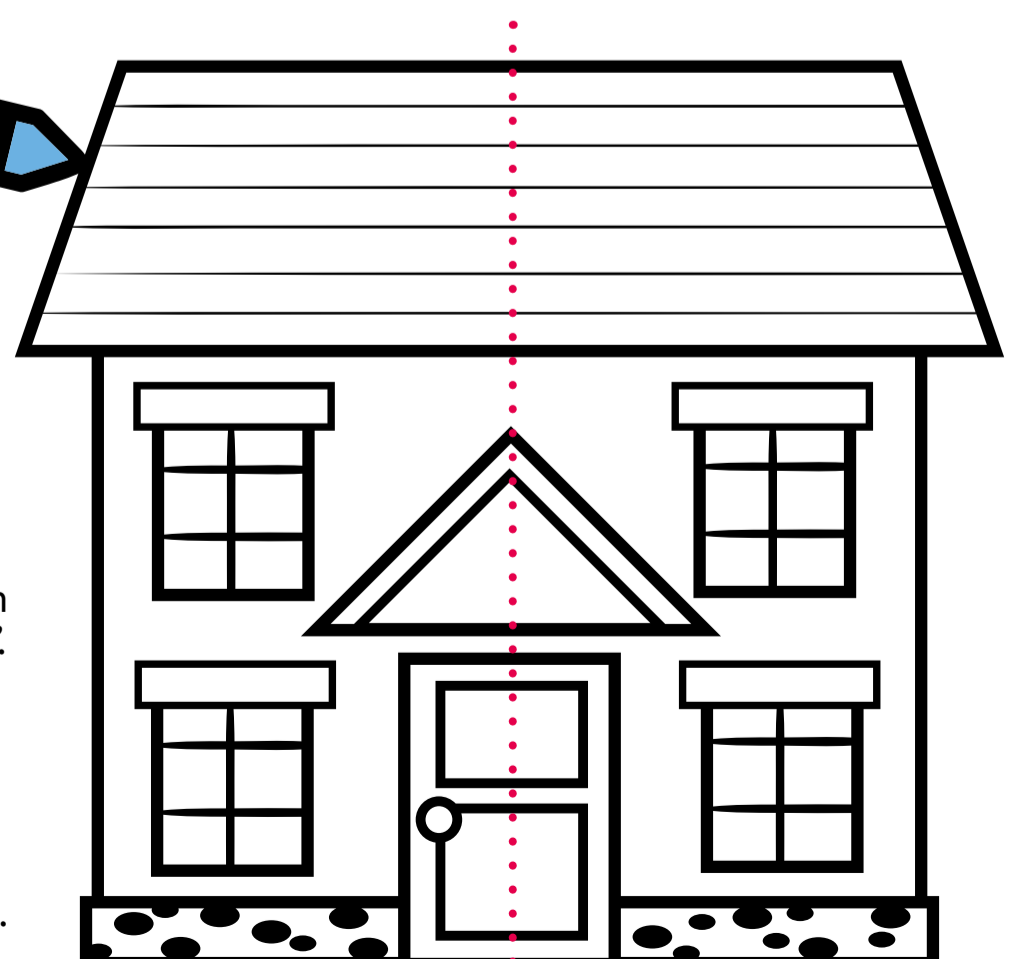
r	e	p	a	i	r	s	d
z	h	o	u	s	e	e	e
j	a	m	c	k	b	r	t
s	p	y	o	p	a	v	e
e	p	s	m	u	d	i	c
c	y	t	p	f	g	c	t
r	a	e	l	d	e	e	i
e	g	r	a	i	c	n	v
t	e	y	i	x	o	j	e
v	n	k	n	i	p	g	w
h	t	r	t	e	v	n	r



Our tenants have asked us to use less percentages where possible. Sometimes we have to use them to share how we are doing.

The sign % stands for 'per cent' which means 'out of 100'. 40% means 40 out of 100. 13% means 13 out of 100.

Colour in 50% (half) of the house.



50%

The Golden Lane Housing festive bake off



Our teams love a bake off and eating cake.

Share your festive bakes with us throughout December to be in for a chance to win a £150 hamper! We will share your bakes and our lucky winner will be chosen on 8 January 2024. Email your pictures to tenant.competition@glh.org.uk

Good luck!



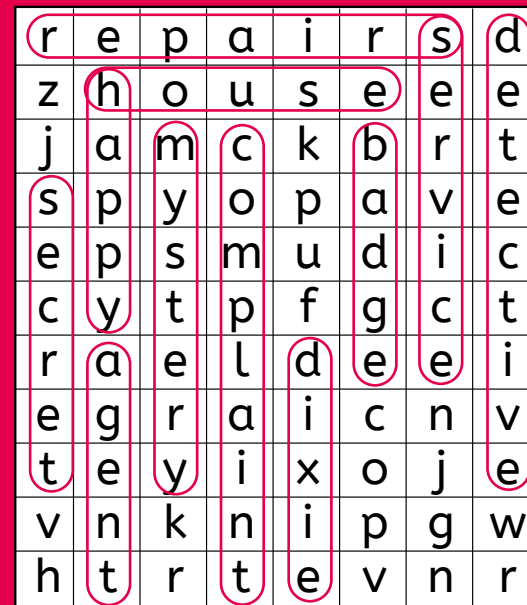
Golden Lane Housing

Here are the answers to the activities

Pairing Exercise



Find the hidden words



If you would like more information about Golden Lane Housing please get in touch.

Call 0300 003 7007

Email: enquiries@glh.org.uk

Go to: www.glh.org.uk

Follow us on twitter

@GoldenLaneHouse

Find us on Facebook

[facebook.com/GoldenLaneHouse](https://www.facebook.com/GoldenLaneHouse)

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Parkway Business Centre, Princess Road,
Manchester, M14 7HR

Designed by tenants for tenants