



ANNUAL SAFEGUARDING ASSURANCE UPDATE 2021/22



At Golden Lane Housing, we want to make sure that our tenants feel safe and happy in their homes.



Safeguarding means helping to keep people safe from abuse and/or neglect. This means that we want to do everything that we can to help make sure you feel safe, happy and secure in your home.



This report will tell you what Golden Lane Housing has been doing to help keep tenants safe.

#ItMattersGLH

HOW WE ARE DOING



Golden Lane Housing's approach to safeguarding is called It Matters.

We want to make sure that our tenants have their voices heard and that they are involved in decisions about safeguarding concerns.



You can read more about It Matters by [clicking here](#).



From April 2021 - March 2022, Golden Lane Housing supported tenants with 117 safeguarding concerns.

61 of these safeguarding concerns were taken to 23 different Local Authority Safeguarding Boards.



Local Authority Safeguarding Boards are groups of people who might support you like your council and care providers.

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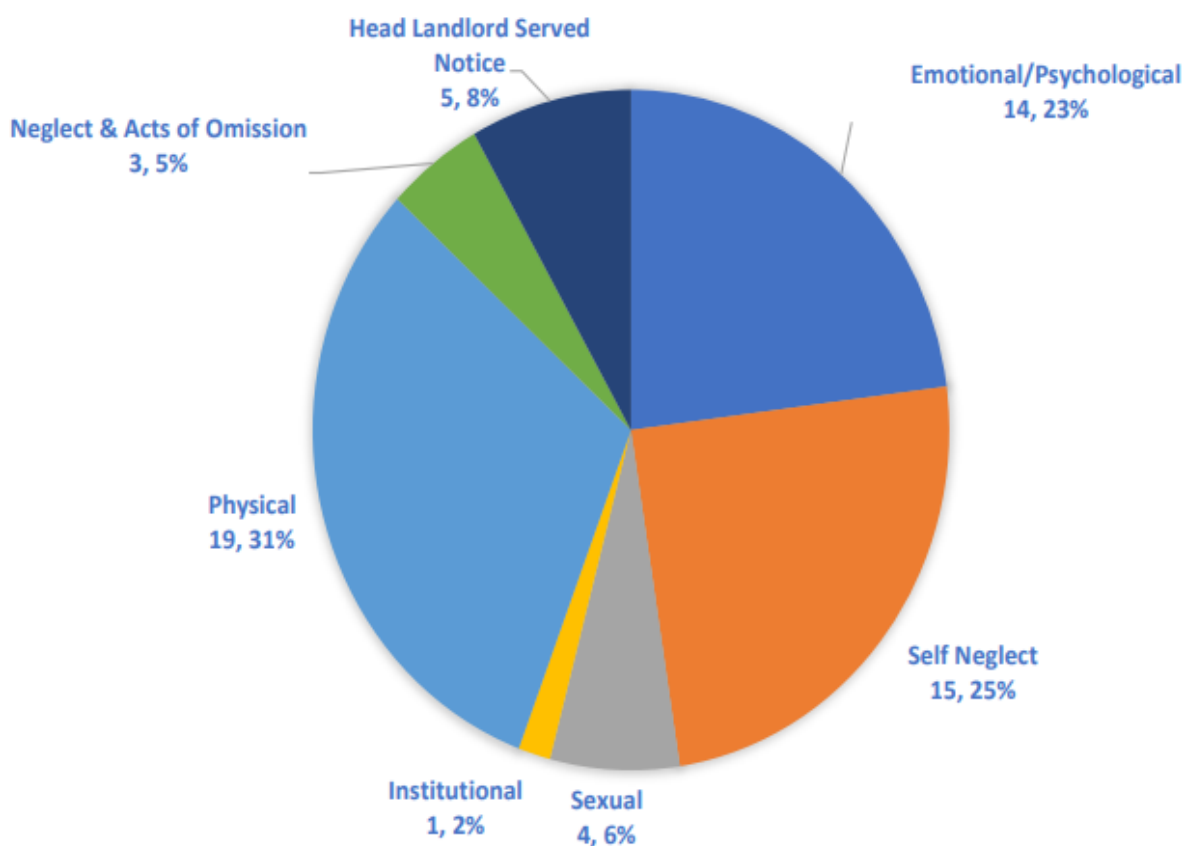
HOW WE ARE DOING



Last year, between April 2020 and March 2021, Golden Lane Housing sent 67 of these safeguarding concerns to Local Authority Safeguarding Boards.

Below is a pie chart showing the different types of safeguarding concerns that Golden Lane Housing sent to Local Authority Safeguarding Boards. It shows that most of the concerns were about physical abuse and self neglect.

ALERTS RAISED TO THE LOCAL AUTHORITY



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HOW WE ARE DOING



Physical abuse means when somebody hurts your body. This includes hitting, kicking, burning, and giving you the wrong medication or medication, you don't need.



This year, there were **19 concerns raised** to the local authority about physical abuse.



Self neglect means when you are not looking after yourself, or not wanting help given to you. For example, you might not be washing yourself and keeping clean, or eating healthily.



This year, there were **15 alerts concerns** to the local authority about self neglect



Our Housing Officers have worked hard this year to support tenants with their safeguarding concerns and to help them achieve positive outcomes.

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IMPROVING OUR SAFEGUARDING WORK

ann craft trust



The Ann Craft Trust will visit Golden Lane Housing soon to give advice on how to improve safeguarding services and to see what we are doing well. The Ann Craft Trust is an organisation which works to improve safeguarding across the country.



It is important that all Golden Lane Housing staff are trained to recognise the signs of abuse because as it's everyone's responsibility to raise their concerns if they believe a tenant is at risk of abuse.

We are going to be giving all Golden Lane Housing staff new training on safeguarding. This training will be done online. Our Safeguarding Lead also gives all new staff joining Golden Lane Housing safeguarding training.

We have also made a video for tenants about our safeguarding approach, It Matters. You can watch this by [clicking here](#).

We have created a Safeguarding Network. This means that Golden Lane Housing will meet other housing providers every 3 months to talk about safeguarding and learn more about how we can improve our services.



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If you don't feel safe or think you might be suffering from abuse or neglect, please talk to your Housing Officer or somebody you trust.



You can also call Golden Lane Housing on 0300 003 7007.

