



Golden Lane Housing

Annual report Calendar 2024

Designed by tenants
for tenants



Welcome to our latest annual report calendar



Golden Lane Housing

Meet the Board

The Board are a group of people who make big decision about Golden Lane Housing. We have welcomed 4 new Board members.



Neil Hadden, Chair



Jonathan Bunt



Charles Cleal



Lorraine Ford



Stephen Jack



Anne Rowlands



Bernie Keenan



Nikki Bowker



new
Board
member

Natalie Macpherson



new
Board
member

Darren Ryland



new
Board
member

John Turner



new
Board
member

Valerie Waby



trainee
Board
member

Kirsty Garrett



trainee
Board
member

Anneka Gill

Message from Neil Hadden, Chair of GLH Board...

“It has been a special year for Golden Lane Housing. We celebrated 25 years of providing housing for people with learning disability and autistic people. This year all housing associations have been reacting to rising costs and we have responded well to those challenges. We have worked with local councils, support providers and others to house more people than ever before. We have been speaking to tenants and tenant groups about what we need to improve. We would like to thank all our tenants who told us what makes them happy and unhappy about our services. Read more about our results on the June page. Golden Lane Housing has also been talking to government about how they can help housing providers meet the increasing need for supported housing. We hope you enjoy reading about our work over the last year and using this year’s Annual Report.”



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, I am the Chief Executive at Golden Lane Housing. I am responsible for leading Golden Lane Housing. I also campaign for better opportunities and funding for housing for people with a learning disability and autistic people. I speak to lots of important people, including people in the Government to ask that they make changes to help more housing. You can read more about this in October."



Shaeen Azam, Director of Finance and IT

"I lead the finance team who make sure we're spending money on the right things to give the best services to tenants. I also manage the IT team who look after all our technology like the computers and phones our staff use. They also look after the computer systems we use to store information about tenants, our properties and our money."



Warren Bradley, Director of Legal and Governance

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



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 and receive the right training."



Melissa O'Donnell, Director of Property and Sustainability

"I am responsible for our repairs service and making sure our homes are well maintained. This also means that I make sure homes are safe."



Rod Dugher, Director of Housing and Tenant Experience

"My job is to lead the housing team to make sure tenants are happy and safe in their homes. I am also responsible for customer services and complaints and making sure we listen to tenants and act on their feedback."



Abdul Latif, Director of Development and Growth

"My job is to help Golden Lane Housing grow and develop new homes for our tenants."



How to use this report...

There are QR codes throughout the report, below is a diagram of how to use them.

Step 1: Select the camera on your mobile phone.



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



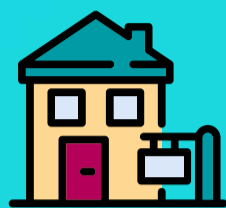
Step 3: When the corner lines appear on your phone, the QR code will be clear enough for the mobile to read, a link will then pop up. Click the link.



Highlights of the year



Here are some of big things we achieved this year



We developed 278 new homes for people with a learning disability and autistic people



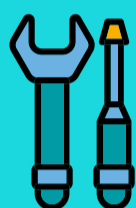
74% of tenants said they were happy with the overall service provided by Golden Lane Housing



All our homes have up to date safety checks



We helped tenants with 96 safeguarding concerns



94% of repairs were completed within target



We secured £2.6 million of NHS England funding to provide housing for people ready to leave hospitals and move back into their local community



We manage a total of 1,384 homes across England, Wales and Northern Ireland



We helped 390 tenants to claim their council tax discount successfully



82% of tenants felt that Golden Lane Housing treats them fairly and with respect



Tenant Mark Johnson won Tenant of the Year 2022 – Watch Mark's video



Mark Johnson

This year, 2023 marks our 25th year of providing homes for people with a learning disability and autistic people.



Golden Lane Housing celebrating 25 years



Quality housing you can build your life around

Development

Our Development Team work with people with a learning disability and autistic people and their families, support, local authorities and other partners to find and develop new homes to meet their needs.

This can include shared homes but we are seeing an increase in demand for flats where people can have the benefit of their own front door but also use communal spaces to socialise with friends and live more independently.



How we did...



278 new homes. This is 46 more homes than last year.



All our homes meet the Decent Homes Standard.



Over the next 5 years we are committed to investing £10m each year to buy and adapt new homes.

Did you know?

Nearly 7 out of 10 tenancies we created in 2022/23 were with 7 partners:

- Mencap
- Precious Homes
- White Leaf
- Liveability
- Principle Support
- Radis
- Glenholme



Did you know?

Golden Lane Housing's first property was bought in 1998 in London.



Our plans for 2023 - 2024

Here's a look at some of the homes we're developing in 2023-24.

Kettlewell House, Kings Lynn (Norfolk County Council), 10 new build apartments and 7 bungalows.

Windermere, Chelmsford, Essex, providing 10 new build apartments and 5 bungalows.



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1 New Year's Day	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				

Providing quality homes for tenants

Our Assets Team plan which homes will be decorated, have works completed inside and outside and which properties need new kitchens or bathrooms. They also make tenants homes as accessible as possible.

Did you know?

To help tenants save energy in their homes the Assets Team carry out a 'retrofit'. Retrofit means any improvement work on a property to improve its energy efficiency, making them easier to heat, able to keep the heat inside for longer, and using fossil fuels with renewable energy.



Tenant Mark, with Rohan (Senior Surveyor) and Vanessa (Trainee Surveyor)

View the energy saving booklet

How we did...

369

We made improvements to 369 homes.

£697,000

spent on investing in energy efficiency measures like replacing roofs, doors and windows.

£796,000

million spent on improving tenants' homes, with new kitchens, bathrooms and decoration.

£278,000

spent on gas and electrical improvements by replacing boilers and electrical mains units.

£67,000

spent on environmental works in and around the home, like garden and tree maintenance.

88

tenants homes made more accessible by fitting things like ramps and widening doorways for larger wheelchair access.

£37,000

spent on minor adaptations inside tenants' homes, like grab rails and window restrictors.

£730,000

on building safety works.

We have a new sustainability plan which shows how we will make all Golden Lane Housing homes more energy efficient and help tenants to save money on their energy bills.

We received £500,000 from the Social Housing Decarbonisation Fund. This money will be used to improve the energy efficiency of 75 homes in the North and South West of England.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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5	6	7	8	9	10	11
12	13	14 Valentine's Day	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29			

More than just a repairs service

Our Repairs Team make sure that tenants' homes are in a good condition. Here are some of the types of routine repairs the team carries out:

- repairing leaking rainwater pipes and gutters
- repairing or replacing extractor fans
- putting in new taps or re-sealing baths and sinks
- repairs or putting in new fence panels.
- putting new doors in and putting new hinges on doors inside my home.



How we did...

We spent **£1.6 million** on day-to-day repairs.

We completed **11,942** repairs.

74% of tenants were happy with the repairs service they received. This was higher than last year's score of 65%.

36,500 Our repairs team reply to around 36,500 emails a year.

You can report an emergency repair to us anytime by calling **0300 003 7007** and choosing option 1.

To make sure repairs are done properly and to a good standard, we have a new team called the Property Services Quality Team. They carry out checks after repairs have been carried out.

Last year they checked 870 repairs and carried out 262 visits to tenants' homes to make sure that repairs had been completed properly and to a good standard.

Our team may visit your home or they may call you on the telephone to carry out this inspection.

We now have 2 categories when you report a repair – emergency repairs and appointable repairs.

We completed

1,866 emergency repairs

10,076 appointable repairs

153,000 repairs have been reported to our repairs team over the last 25 years.

Did you know?
An appointable repair is when a repair is not an emergency.
We have introduced an appointment scheme for most non-urgent repairs inside the home and we offer a morning or afternoon appointment time.
Morning – Between 8am and 1pm
Afternoon – Between 1pm and 5pm

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Watch out for our Tenant Satisfaction Survey this month!				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 Good Friday	30	31 Easter Sunday

More than just a repairs service



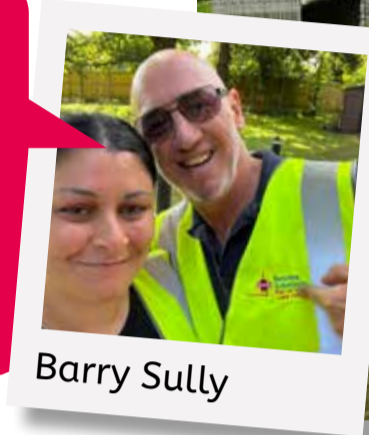
Resolve Solutions

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



Here are some of the members of our Resolve Solutions team.

'Hi my name is Barry Sully and I am the Head of Resolve Solutions. It's really important to me that my team make sure we put tenants needs first when carrying out a repair so that we get repairs done quickly and with very little disruption. On this page you can read about some of our achievements and you may even recognise a familiar Resolve face.'



Barry Sully



3,404

non-urgent repairs were carried out by Resolve Solutions



99%

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

Did you know?

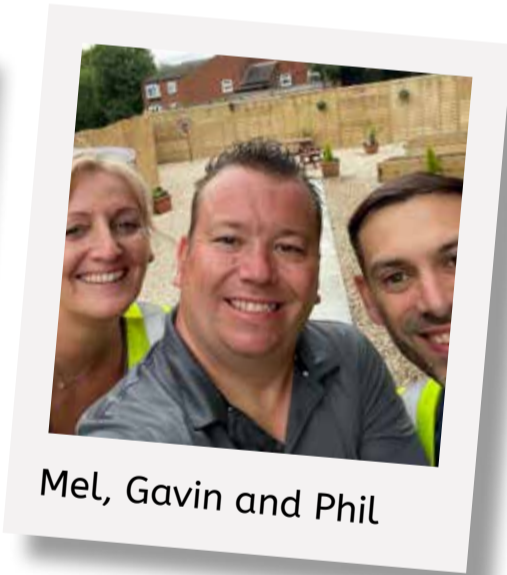
Resolve Solutions has completed 17,795 repairs since 2015. Resolve Solutions carry out lots of repairs including fitting new kitchens and bathrooms to garden work. They also fit fire safety systems in tenants' homes.



Always ask for an identity card when anyone comes to the door including the police, electricity or gas board, a contractor, or Golden Lane Housing staff.



Gavin and Alan



Mel, Gavin and Phil



The Resolve Solutions mascot is Dixie the Dog.

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1 Easter Monday	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					



Providing homes that are safe.

'Hi my name is Matt Hardy and I am head of the Health, Safety and Compliance. My team work with staff to make sure wherever they are working they are safe.

They also work with tenants and support providers to make sure homes are safe.

There are 7 things we check to keep you safe in your home. These are Asbestos, Water, Fire, Gas, Specialist equipment, Electric, Damp and Mould.

We have members of staff, called Compliance Officers who will visit your home every year to carry out important safety checks on these 7 areas.'



Matt Hardy



Read or listen to the safety in the home guide

How we did...



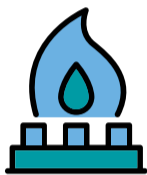
Asbestos

There are **1,163** homes on our asbestos list, that require an Asbestos Survey. We carry out a safety check every year on each of these homes.



Electric

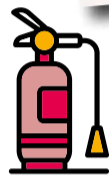
1,405 of our homes require a 5 yearly electrical test and all have up to date electrical safety certificates.



Gas

935 of our homes have a gas supply and all of them have up to date gas safety certificates.

111 items of specialist equipment are in tenants' homes and all have been inspected to make sure they are safe.



Fire safety

514 homes have had fire alarm panels checked.

1,405 homes have had fire risk assessment completed or reviewed this year.



Water safety

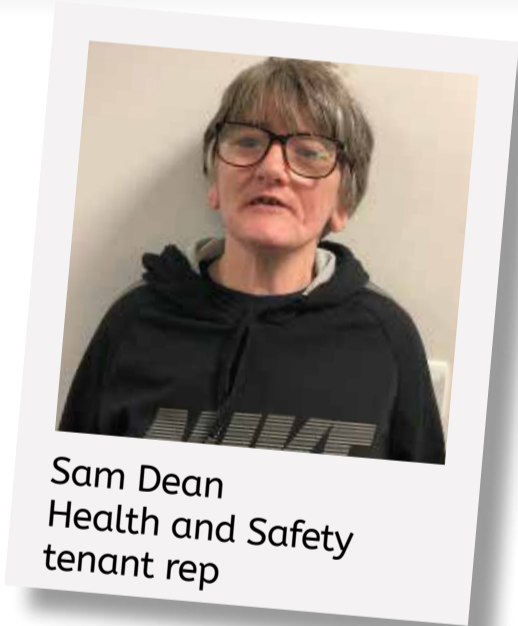
We have assessed all homes regarding water safety and the risk from Legionella and carried out remedial works on **105** properties that are deemed a higher risk.



Damp and mould

We carry out checks on our properties called 'Property MOTs' to look out for any early signs of damp and mould. We also have trained all our staff to look for the signs of damp and mould and report these to us straight away. We will then carry out works to make sure homes are free from damp and mould.

You can report damp and mould in your home to us by calling **0300 003 7007** and choose option 1 or you can email us at complianceinbox@glh.org.uk



Sam Dean
Health and Safety
tenant rep

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

Keeping tenants happy in their homes

Tenant satisfaction



74%

of tenants said they were happy with the service that we provided. This is higher than last year's score of 66%.



65%

of tenants said they were happy that we listen to their views and act upon them. This is higher than last year's score of 58%.



74%

of tenants felt that Golden Lane Housing kept them well informed. This is higher than last year's score of 68%.



82%

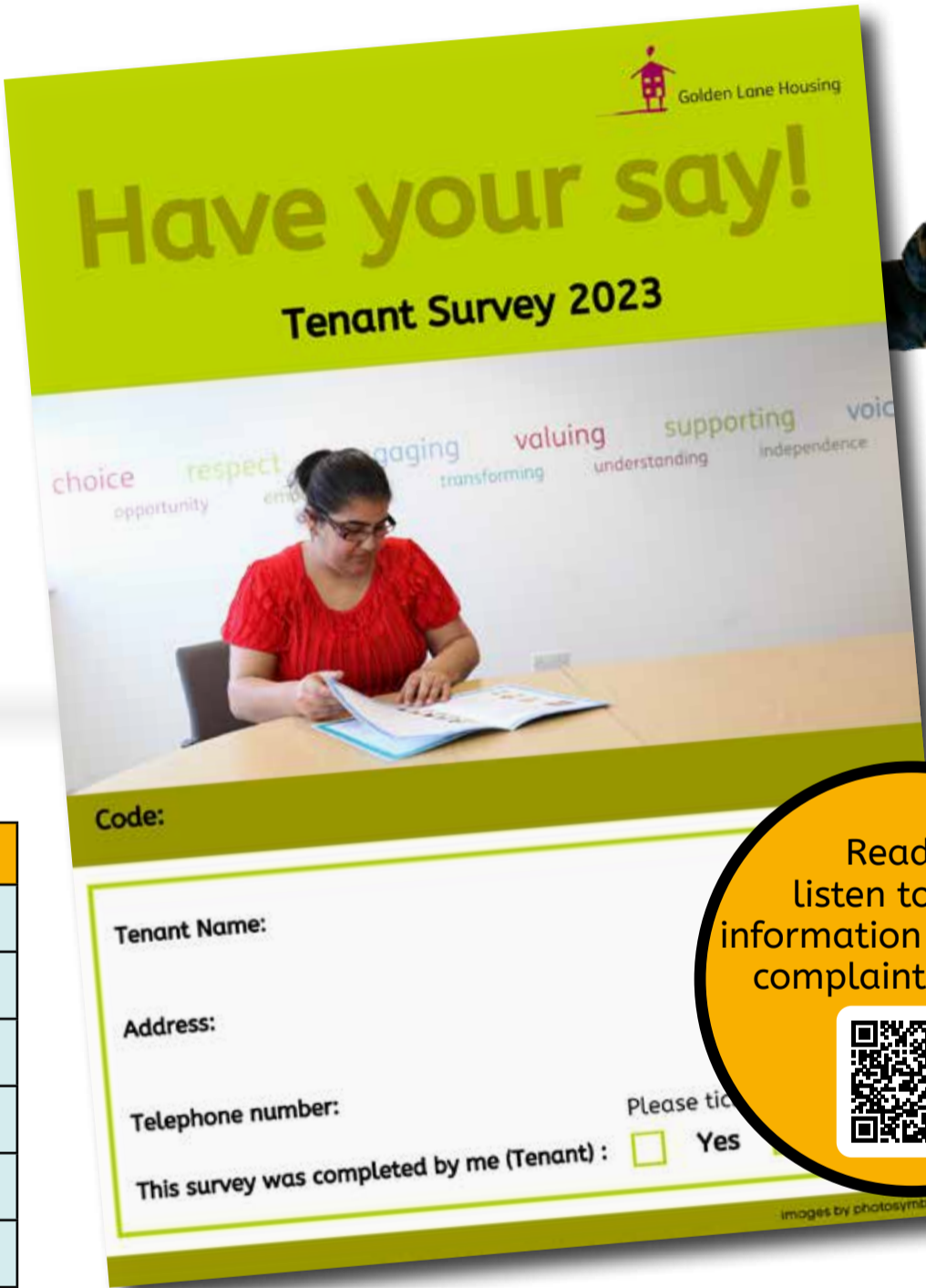
of tenants felt that Golden Lane Housing treats them fairly and with respect. This is higher than last year's score of 73%.

Listening to you

Golden Lane Housing is a member of the Housing Ombudsman Scheme and our complaints service follows the Ombudsman's Complaint Handling Code.

This year we completed the Housing Ombudsman's Self Assessment which includes information about the complaints we receive and our complaints service.

- 86 complaints received
- 2 went to stage 2
- 53% of tenants told us they were satisfied with the complaint service.



Read or listen to more information about our complaints service



What people complained about

	2021/22	2022/23
Providing new homes	5	3
Doing repairs and keeping homes safe	32	54
Work to improve homes	11	14
Housing services	3	8
Paying rent	2	5
Communications	0	2

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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Golden Lane Housing has a new team called the Tenant Experience Team

You told us that we need to be better at

- Communication
- Repairs
- Making a complaint

We have listened and made some important changes.

One of the big changes you will see is a new team at Golden Lane Housing called the Tenant Experience Team.

Tenant Experience Team

The Tenant Experience Team will make sure that when you contact Golden Lane Housing you are given the right information, in the way you need it and when you contact us, the team will make sure that you get to speak to the right person and keep you up to date.



Meet the team



Laura Crook, Head of Tenant Experience



Nicola Briggs, Tenant Experience Manager



Yasmin Begum, Tenant Experience Agent



Laura Rowles, Tenant Experience Agent



Michael McCormack, Tenant Experience Agent



Sue Levy-Martin, Tenant Experience Agent



Gauri Dhawan, Tenant Experience Assistant



Nicolas Finch, Tenant Experience Assistant

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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29	30	31				

Providing housing support

Our housing officers each provide support to around 200 tenants every year, they offer advice on:



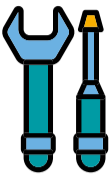
Neighbours and housemates



Tenancy matters



Keeping safe and well



Repairs and safe homes



Rent and housing benefit claims



Watch our video about being a tenant with Golden Lane Housing



Great work!

Thanks to Mel Hook, Housing Officer, who helped a young tenant settle in to their first home. Having only lived with their family before moving into their own home it was a difficult and scary time. The tenant suffered with huge anxiety but Mel spent time getting to know the tenant, held lots of meetings with them and their support, and talked through any issues they had.



How we did...

Our Housing Officers had 5,336 interactions with tenants last year.



We partner with 195 care and support providers.



We work across 125 local authorities.



1,864 tenancy reviews completed in person by our housing officers.

Empty homes

Golden Lane Housing has some homes that are empty and some rooms in homes that are empty. Our Allocations and Voids Team help to find tenants to live in these homes and rooms.

How we did...



121 people moved into our empty homes.



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



2.3% of our money was lost from empty homes because we could not collect rent. Our target is 6% so we are doing well.



8.53% of our homes were empty. Next year we want this to be lower.



Important! We are here for you

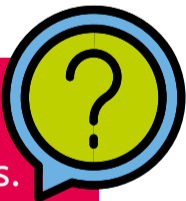
If you think you have been abused or you are being abused, you should tell someone you trust. You can also call us on 0300 003 7007.

We helped tenants with 96 safeguarding concerns of which 75 were raised to 35 local authorities. This is higher than last year's number of 61. The top concerns we helped tenants with were: emotional abuse, physical abuse and self neglect.

This year we launched our new training course which all Golden Lane Housing staff must complete.

Did you know?

61% of our tenants have lived in their homes for over 3 years.



Our plans for 2024

We will be taking part in a piece of research with the Ann Craft Trust to look at how people with a learning disability are affected by exploitation.



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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26 Bank Holiday	27	28	29	30	31	

More Voices, More Choices – our impact

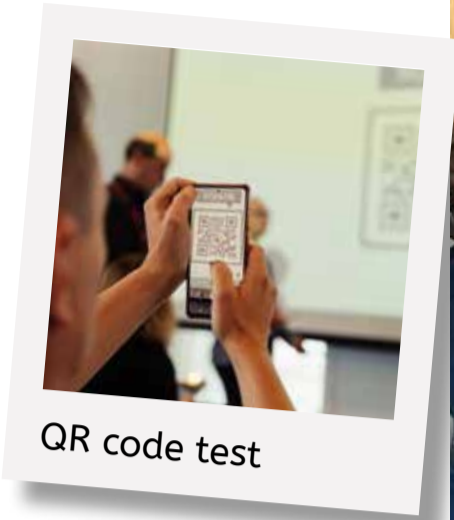
We are using more QR codes in things like the Voices newsletter, tenant letters, surveys.

The group has created a logo to use on Golden Lane Housing documents to show that they are tenant friendly.

Each group member now has a rep role and will be working with a service to help involve more tenants.

The Inclusion Advisory Committee has changed its name to Board and Tenants Working Together.

The group is co-chaired by tenant Mark Johnson and Board Member Lorraine Ford. It includes 5 tenants and 3 Board Members. The committee help the Board to understand what matters to tenants and how Golden Lane Housing needs to improve.



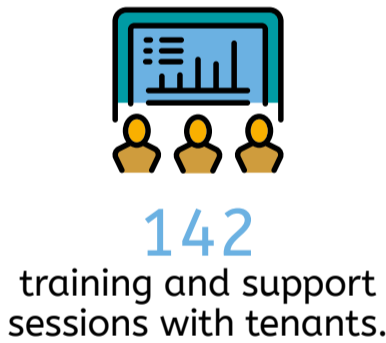
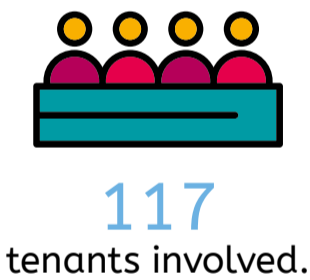
Last year tenants were involved in

- ✓ Committee meetings
 - ✓ Training sessions
 - ✓ Surveys
 - ✓ Interviews
- ✓ Meeting with board
 - ✓ Campaigning
 - ✓ Videos
 - ✓ Helping to design booklets and reports

The More Voices, More Choices committee is a group of 15 tenants from across the country. They work with staff, tenants, our Executive team and Board to us improve services. Each member of the group has a buddy who they work with to prepare for meetings. Last year the committee met 4 times and they came together for an event in August.



How we did...



Did you know? Golden Lane Housing held its first tenant forum in 2004.



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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Golden Lane Housing is a member of a group called the Learning Disability and Autism Housing Network. The group is made up of 24 housing providers like us. Together we represent over 20,000 tenants with a learning disability.

John Verge, Golden Lane Housing’s Chief Executive, chairs the group. This year the network carried out some important research with Housing LIN. The research looked at the scale, size, scope, and cost of supported housing for people with learning disabilities and autistic people. The network hope this information will go onto inform and influence future government policy in relation to accommodation and supported housing. Members of the network launched the research at an event at Parliament and Golden Lane Housing’s tenant Mark Johnson delivered a speech about its importance.

Tenant Mark Johnson with Bob Blackman MP at Parliament

A photograph of Mark Johnson, a tenant of Golden Lane Housing, and Bob Blackman MP at Parliament. They are standing in front of a banner that says "Lifetime of independence" and "We're supporting a lifetime of independence". A small dog is sitting on the banner. A yellow circle with a question mark and a QR code is overlaid on the image.

Read more from Good Lives through supported housing



Did you know?

Over the next 15 years, 27,000 people with a learning disability and autistic people will need a supported housing home that meets their needs.





Lifetime of independence

27,000+

homes needed over the next 15 years



Learning Disability and Autism Housing Network



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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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			

At our office in Manchester, we have people who carry out important jobs like managing our money, booking your repairs or helping with the computers systems we use.

People and Culture

- The People and Culture team have also had a busy year. Here are some of their highlights:
- We’ve been providing lots of support to make sure staff have good mental health and wellbeing and can get help when they need it.
 - We are planning important training on customer service for all staff. We are working with MGI Learning. The aim of the training will be to improve how we communicate and our standards of customer service.
 - We are a member of Includability. We want Golden Lane Housing to be a welcoming place to work for everyone.



Did you know?

10% of Golden Lane Housing’s office based staff have a learning disability or are autistic.



Meet Gauri

Hi my name is Gauri Dhawan. I have worked at Golden Lane Housing for 9 years as part of the Customer Services Team. I am really excited to be joining the new Tenant Experience Team as a Tenant Experience Agent. I love working here, everyone is friendly and I have lots of opportunities to learn.



Gauri

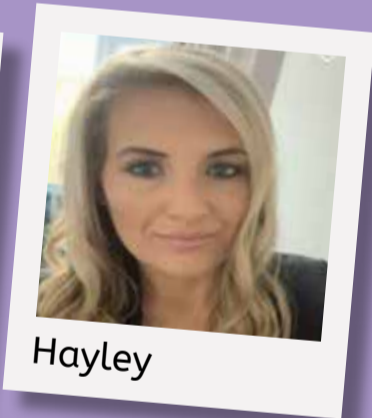
IT Team

Our IT Team looks after all our technology, like the computers and phones our staff use. The team also looks after the computer systems we use to store information about tenants, our properties and our money.

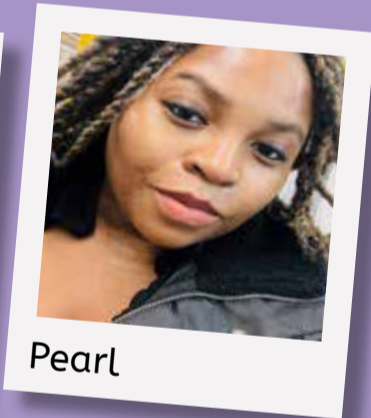
The manager of the team is Gareth Morgan. Gareth told us that last year, the team were very busy delivering training to staff on a range of topics from cybersecurity to improving digital skills.



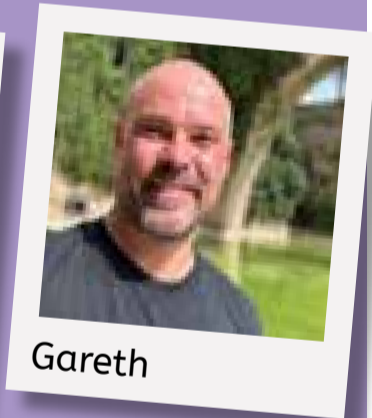
Chris



Hayley



Pearl



Gareth

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
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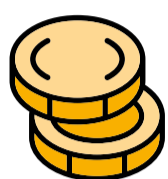
Making the most of our money

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

Your rent

The Income Team manages the collection of all rent due to Golden Lane Housing. They also make sure tenants are claiming the correct housing benefit payment and council tax discount.

How we did...



97.3%
of rent was collected by the Income Team.



4.92%
of rent was owed. This is higher than last year which was 4.67%. We will be offering more help to tenants who are struggling to pay their rent.



Last year **390** tenants received a council tax discount with the help of the team.



Our plans for 2024

We want to introduce direct debit as another way for tenants to pay their rent.



Here is a summary of our income and spends

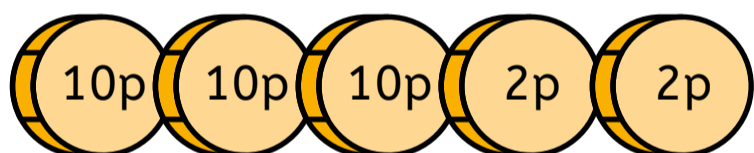
Actual (£)	2021/22	2022/23
How much money was received	£25,694,000	£28,607,000
How much money was spent	£24,006,000	£27,802,000
Money left over	£1,688,000	£805,000

Did you know?

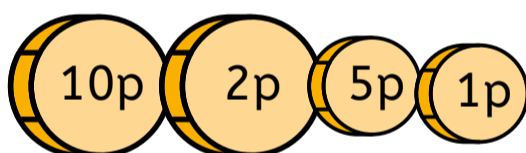
We have a new Procurement Officer called Joanne Keating. It is Joanne's job to make sure we offer value for money to tenants and customers. She checks that we're working with the right contractors and that we are spending money on the right things to help improve our services and help to save money.



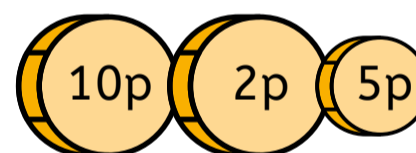
How we have spent each £1



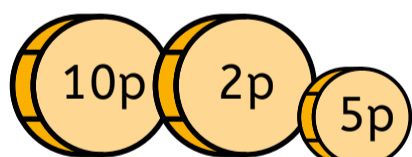
£0.34 spent on rent to another landlord for leased properties



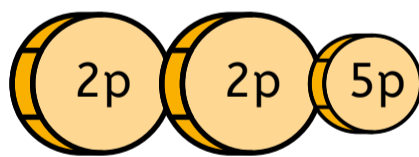
£0.18 spent on staff costs



£0.17 spent on service costs such as the office, IT and insurance



£0.17 spent on property maintenance including major repairs and compliance work



£0.09 spent on interest charges on mortgages



£0.05 spent on depreciation (loss in value) on our properties

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					

Memories

25 years of providing homes for people with a learning disability and autistic people



Cordage View, Grimsby



Kathy Smith, Senior Housing Officer with tenant



Mark Lewis, Senior Development Officer



Stephen Smith, Tenant Committee member



Tenants Lesley, Tammy and support worker



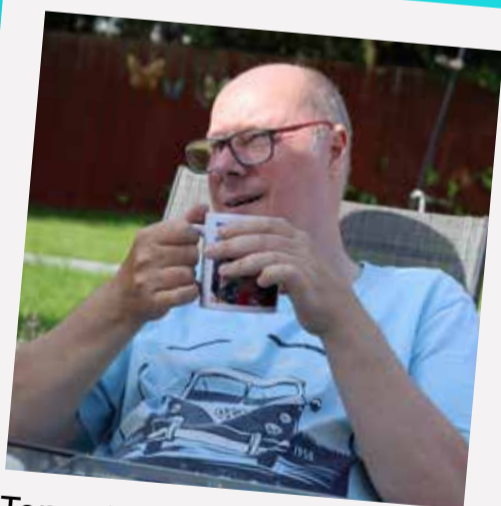
Andy Locke, Housing Officer and tenant Michael



Emily Fliss and Jayne, Development Team



South team development 2022



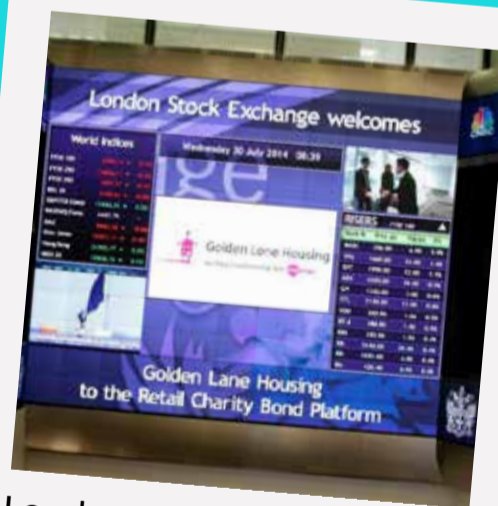
Tenant Mark from Darlington



Tenant Garden



New Road, Peterborough 2023



London Stock Exchange Retail Charity Bond Platform



Arnold, Nottingham

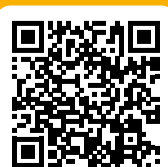


John Verge, Chief Executive



Golden Lane Housing celebrating 25 years

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





Make a list of goals and when you have achieved them give yourself a sticker. We've included some too!

1. I have completed a Tenant Satisfaction Survey and shared my views about Golden Lane Housing services.

2. I have read the Voices Together newsletter

3.

4.

Quiz

Using your stickers, put a tick against the right answer.

1. How many options does the Golden Lane Housing phone line have?

The Golden Lane Housing phone line has 2 options

The Golden Lane Housing phone line has 5 options

The Golden Lane Housing phone line has 7 options

2. Who is Golden Lane Housing's Head of Health, Safety and Compliance?

Dixie the Dog

Matthew Hardy

John Verge

2. Who is the Chair of More Voices, More Choices tenant group?

Neil Hadden

Lorraine Ford

Mark Johnson

Colour in our energy efficient home



Answers to the quiz - Question 1 (The Golden Lane Housing phone line has 2 options.) Question 2 (Matthew Hardy) Question 3 (Mark Johnson)

Find Dixie

We have hidden 10 Dixie the Dog in the calendar can you find them all?





Golden Lane Housing

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

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Manchester, M14 7HR

 @goldenlanehouse

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Designed by tenants for tenants