

Corporate Social Responsibility

Golden Lane Housing's business activities impact on our customers, employees, partners, the community, the environment and economy.

That's why Corporate Social Responsibility (CSR) is central to everything we do.

We exist to support some of the most vulnerable people in society and enable them to live, participate and make a positive impact on society.

- We will support and enable hundreds of vulnerable people to live independently in their own homes, and their communities
- We will provide training opportunities for people with a learning disability
- We will provide employment opportunities for people with a learning disability
- We will continue to undertake policy development and awareness-raising with regard to issues surrounding social exclusion and the needs of people with a learning disability in society
- We will continue to campaign and raise awareness of the rights of people with a learning disability

Our principle objectives for CSR are:

- To maintain strong business ethics
- Develop sustainable communities
- To manage our environmental impact
- Promote wider 'sustainable development' through our procurement practices

- Create a culture where employees are committed to high performance and continuous improvement
- Work in partnership to influence government policy on housing for people with a learning disability

Our CSR commitments can be categorised into the following headings:

- Social and economic commitments
- Environmental commitments
- Operational commitments

SOCIAL AND ECONOMIC COMMITMENTS

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ENVIRONMENTAL COMMITMENTS

We provide high quality rented housing tailored to meet an individual's specific needs across England, Wales and Northern Ireland.

- We will develop more sustainable homes
- We will promote recycling and waste reduction
- We will improve the energy efficiency of our existing properties
- We will cut our carbon emissions
- We will actively work to reduce our environmental impact, by minimising travel undertaken by colleagues, and encourage the use of digital ways of working.
- We will strive to purchase goods and services that minimise any adverse environmental impact

OPERATIONAL COMMITMENTS

Our promise is our value-based approach to working with and alongside people with a learning disability. It is central to our daily work practices and our overall service delivery.

Our aim is to achieve the highest standards of service delivery for both the tenants whose needs we serve and others we come into contact with. The Golden Lane Housing values underpin our promise.

- We are committed to maintaining the highest standards of customer care throughout the organisation.
- We will continue to promote and deliver equal right and opportunities for people with a learning disability.

- We will continue to ensure that equality, diversity and human rights are integrated into the way we plan, develop and deliver all our services and to support our entire workforce.
- We will continue to undertake policy development and awareness raising role with regard to issues surrounding social exclusion and the needs of people with a learning disability.
- We will maintain a programme of continuous innovative improvement, delivering value for money standards by ensuring that we deliver cost efficient services that respond to the needs of people and communities and that social and economic benefits are generated from our actions.
- We will deliver on our tenant involvement strategy, increasing the scope for more tenant consultation and involvement in the delivery and shaping of our services.
- We aim to create an inclusive and supportive working environment where diversity is valued and promoted and we support people to fulfil their potential by providing opportunities for development and progression.



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Golden Lane Housing Limited is a charitable Community Benefit Society registered with the Financial Conduct Authority under the Co-operative and Community Benefit Societies Act 2014, registered number 8734, and a Registered Provider of Social Housing, registered number 4803