Easy read guide: Understanding Golden Lane Housing's Safeguarding Assurance Report

Item 17.0 Annual Safeguarding & Anti-Social Behaviour (ASB) Assurance Report for Reporting Period April 2025 – March 2026



Golden Lane Housing's Safeguarding Assurance Report. This report is all about the work Golden Lane Housing's has done between April 2025 and March 2026 to help keep tenants safe from abuse, neglect and harm



Safeguarding means keeping 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.



Golden Lane Housing works with tenants, support workers, social workers and the police to keep tenants safe.

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Safeguarding (April 2025 - March 2026)



Golden Lane Housing wants its tenants to be safe, secure and to live happily in their homes.

The wellbeing of tenants is one of the most important things for Golden Lane Housing.



Golden Lane Housing works closely with partners, like support providers, to make sure that all tenants have the best support possible to live their best lives and reach their goals.



If there are any concerns about safeguarding, Golden Lane Housing works quickly to address these and to make sure that tenants are involved in any decisions that affect them.



Between April 2025 and March 2026, Golden Lane Housing reported 47 formal concerns to 20 local councils

This means that Golden Lane Housing told 20 local councils about 47 safeguarding concerns which needed more people to look into them. This was to make sure they are giving the best advice and support to make tenants feel safer and happier.



Golden Lane Housing also dealt with 46 lower-risk safeguarding concerns. This means that these 46 safeguarding concerns could be worked on by just Golden Lane Housing staff members.

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28% (more than 2 in 10) of the safeguarding concerns reported to Golden Lane Housing were tenants neglecting their own wellbeing.

This means the tenants were not looking after themselves properly. For example, they may have been struggling with things like eating, sleeping and bathing.



19% (nearly 2 in 10) of the safeguarding concerns reported to Golden Lane Housing related to another person or organisation neglecting the needs of our tenant.

This means the tenants weren't being looked after properly by other people. This was the most common safeguarding concern report to Golden Lane Housing.



19% (nearly 2 in 10) of the safeguarding concerns report to Golden Lane Housing concerns related to physical abuse.

This means the tenants were hurt on their body by other people - for example, they may have been hit or kicked.



Safeguarding concerns can be very difficult to work on because there can be lots of information and different people that staff need to work with. Some can take up to 8 months to close.

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Anti social behaviour (April 2025 - March 2026)



Anti-social behaviour is actions by someone that might upset, frighten, or disturb other people.

Between April 2025 and March 2026, Golden Lane Housing recorded 85 cases of anti-social behaviour.



There were 15 cases of regular noise (for example, shouting or playing music loudly), and 15 cases of verbal abuse (for example, name calling).



These were the most common anti social behaviour issues reported to Golden Lane Housing.



Noise problems made up 26% (more than 2 in 10) of the total number of anti social behaviour cases.



4 hate-related incidents were also recorded where a person was discriminated against because of who they are.

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How we are improving our work to keep tenants safe



We are improving how we record safeguarding and anti-social behaviour cases and sharing more information with out tenants to raise awareness.



We want to improve our processes for stopping harm and responding to reports of issues wit safeguarding and anti social behaviour quickly.

Golden Lane Housing will keep improving how it stops harm and responds quickly.



Our aim is safe, supportive homes and better outcomes for tenants.

If you ever feel unsafe or think you may be suffering from abuse, tell someone you trust or contact Golden Lane Housing. You will not be in trouble for asking for help.

You can contact Golden Lane Housing by:

- **Contacting your Housing Officer**
- **Calling 0300 003 7007, option 2**
- **Emailing enquiries@glh.org.uk**

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