

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



Golden Lane Housing's Safeguarding Assurance Report. This report gives you an overview about Golden Lane Housing's safeguarding work between April 2024 and March 2025.



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.



This guide is for people with a learning disability.

1. Promoting Safety, Dignity, and Fulfilment for Tenants with a Learning Disability and Autism



What does this mean?

This means that 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.



2. Proactive support and engagement

What does this mean?



This means that Housing Officers at Golden Lane Housing keep in regular contact with tenants who are more at risk of abuse.



Abuse is when you are made to feel hurt, upset or scared. This might be somebody calling you names or somebody hurting you. There are lots of ways somebody might make you feel hurt, upset or scared.



Between April 2024 and March 2025, nearly 1,400 separate housing management cases were recorded. This showed that Golden Lane Housing officers have really good contact with tenants, their families and support workers

It also shows that Golden Lane Housing is committed to safeguarding and providing good advice and support.

3. Collaborative Efforts for Safer Housing Environments

What does this mean?



This means that Golden Lane Housing works with other organisations to help improve its safeguarding work and policies and procedures.

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Golden Lane Housing works closely with The Ann Craft Trust. The Ann Craft Trust is an organisation which helps other organisations with their safeguarding work, and does lots of important research into safeguarding. Golden Lane Housing has helped The Ann Craft Trust with its research into supporting people with a learning disability at risk of exploitation.



Exploitation is when somebody uses another person for their own benefit, without considering the other person.



Golden Lane Housing is also part of the Safeguarding Forum for Providers of Housing.

4. Empowering Tenants and Driving Person-Centred Outcomes

What does this mean?



Golden Lane Housing wants tenants to feel comfortable to talk about any concerns they may have, and make sure they are involved in decisions about their care and support.



Over the past year, Mark Johnson, Chair of the More Voices, More Choices tenant group, has worked closely with the Head of Housing and Safeguarding Lead at Golden Lane Housing, to improve safeguarding procedures. Mark's ideas have been really helpful for Housing Officers at Golden Lane Housing.



At the start of 2025, Kelly Sutton, member of More Voices, More Choices, started her role as Safeguarding Tenant Representative. Kelly helps Golden Lane Housing to make its safeguarding work accessible and clear to tenants to help tenants understand how to stay safe in their homes.

5. Tailored Safeguarding Policies and Ongoing Development



What does this mean?

Golden Lane Housing has safeguarding policies that have been made with people with learning disabilities and autistic people in mind and the risks they may face in the housing sector.

6. Induction and Ongoing Training

What does this mean?



When new staff members join Golden Lane Housing, they take part in a session all about safeguarding and how it works to keep tenants safe.

This session shows how Golden Lane Housing is committed to safeguarding and how its work is all about the needs of its tenants and what is important to them.

7. Benchmarking and Impact



What does this mean?

National statistics show that people with learning disabilities are much more likely to experience abuse and exploitation compared to the general population.



Statistics also show that by working well together, housing providers, local authorities, and support providers can reduce the risk of abuse by up to 40%.



Golden Lane Housing makes sure it works closely with local authorities and support providers to help to make sure that tenants are safe and are involved in decisions that affect their lives.

The impact of Golden Lane Housing's safeguarding work

Between April 2024 and March 2025, Golden Lane Housing:



- Supported tenants by addressing 32 'low-level' safeguarding concerns
- Formally raised 34 safeguarding concerns to 16 Local Authority Safeguarding Boards



This is really positive, because there were more safeguarding concerns raised to Local Authority Safeguarding Boards by Golden Lane Housing between April 2023 and March 2024, than this year - April 2024 - March 2025..

A lot of other supported housing providers across the country saw an increase in safeguarding concerns being raised formally, whereas Golden Lane Housing has managed to reduce its number of concerns formally raised this year. This is really positive.

Reasons why Golden Lane Housing has been able to reduce safeguarding concerns being formally raised are:



- **Proactive Housing Officers**

This means that Housing Officers are working well and closely with support providers and therefore safeguarding concerns are being addressed quickly, and measures are being put in place help tenants keep safe.



- **Early Local Authority intervention**

This means that Local Authorities are getting involved with supporting safeguarding concerns quickly, which means they don't have to be formally raised.



- **Increased regional collaboration**

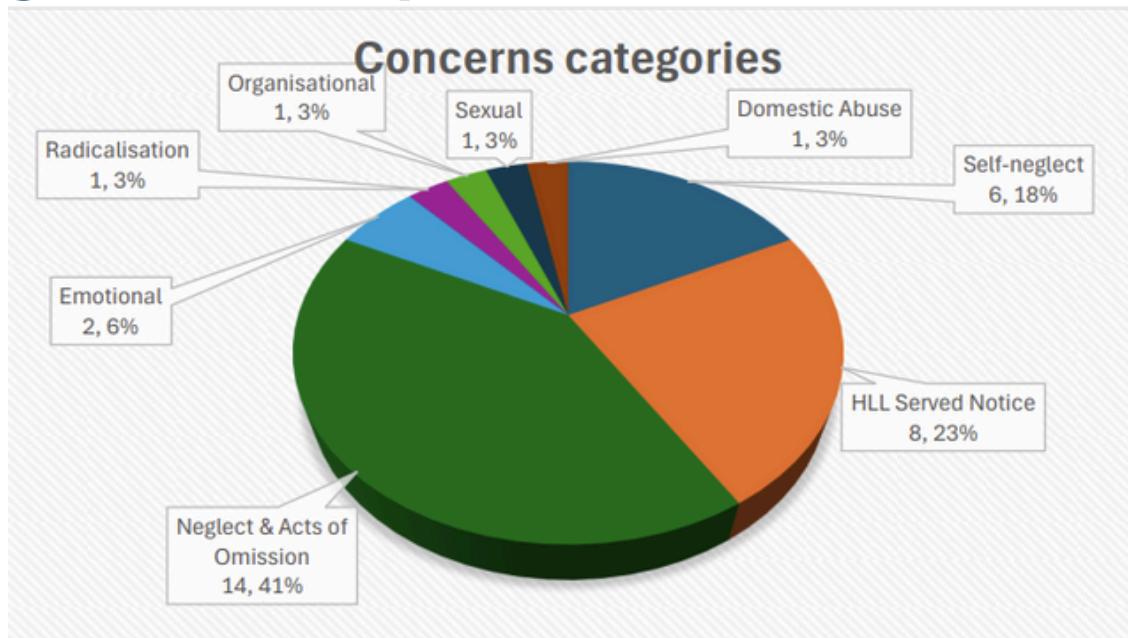
This means that Regional Housing Managers and Senior Housing Officers at Golden Lane Housing have been in closer contact with Local Authorities and support providers. This means that Golden Lane Housing has been able to find out about safeguarding concerns and have responded to these quickly.



- **Confidence to challenge and lead**

This means that Housing Officers at Golden Lane Housing have good support from their managers and they feel more confident to raise concerns with support providers. This means that the right people are always involved with leading on safeguarding concerns.

Areas of concern and Golden Lane Housing's swift response



What does this mean?

The way Golden Lane Housing deals with safeguarding concerns puts tenants' wants and needs at the centre of it.



Safeguarding concerns are recorded and looked over to make sure Housing Officers can support tenants and include them in the process where possible.

Of the 34 formal safeguarding concerns raised between April 2024 and March 2025:



- 41% were in the category of Neglect and Acts of Omission. This was the biggest category of abuse and the safeguarding concerns were about tenants being able to get out of 2 properties safely if there was a fire due to there being a small amount of support staff at the properties overnight, Golden Lane Housing worked we have worked closely with the Local Authorities and support provider to upgrade the smoke detection systems and to increase the support staff at the properties. This meant that the tenants could stay in their homes.





- 23% were in the category of abuse relating to the head landlord serving notice to bring the lease agreement with Golden Lane Housing to an end. This meant that tenants would have to leave their homes. This was the second largest category of abuse. Golden Lane Housing worked with the Local Authorities to find housing options for tenants that would suit them the best.

45% of safeguarding concerns raised to Local Authorities are still being worked on by Housing Officers at Golden Lane Housing.

Housing Officers are working with other professionals at other organisations to help find solutions that meet the needs of the tenants involved.

For this reason, it can take on average 6-8 months to solve a safeguarding concern.

Strengthening the Safeguarding Network for Housing Providers

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Working with other organisations

Golden Lane Housing has worked with The Ann Craft Trust for 4 years and because of this, staff have learned a lot about good safeguarding work and improved Golden Lane Housing's safeguarding work.

Golden Lane Housing staff meet with staff at other housing providers to share their work on safeguarding and to learn more from them.

Supporting our colleagues in our vital work

The Housing Management Team at Golden Lane Housing supports Golden Lane Housing staff with safeguarding concerns and hold sessions every 2 months for staff to attend to share their experiences working with safeguarding concerns.

Investing in our Housing Officers

Golden Lane Housing will be using money to pay for Housing Officers to go on training sessions to keep up to date with important safeguarding rules and work in the housing sector. This means they will be able to provide the most up to date support to tenants.



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, option 2 to talk to a Golden Lane Housing staff member.