

Social Impact Report 2018



Summary

Golden Lane Housing (GLH) is a leading national specialist provider of housing for people with a learning disability. Mencap established it as an independent registered charity in 1998 and it became a registered provider with the Homes and Community Agency in 2015. Golden Lane Housing now provides much needed housing for over 1,850 people with a learning disability across England, Wales and Northern Ireland. Its mission is to provide a quality home around which people with a learning disability can build their lives. To achieve this, it offers the type and quality of housing that each of us would be happy to live in. We work with over 150 different local social care and health commissioners and 100 support providers. All properties benefit from ongoing investment to meet GLH's standards and tenants are provided with specialist housing services to ensure they can sustain their tenancy.

Our high quality, community based accommodation offers excellent value for money for central and local government as our tenants have often moved from more expensive settings into a GLH tenancy. We estimate that we save central government in order of £500 (residential care) to £2,500 (hospital setting) per tenant per week as a result of GLH supporting tenants to move out of more expensive accommodation and care settings. In addition to the financial benefits, the social impact of our work is huge. We are providing housing for some of the most vulnerable people in our society today. If we weren't here, our tenants would likely be living with parents who in many cases would not be able to help, or living in large, remote institutional settings, usually many miles from family. Instead, they are living where they want to live, with people they want to live with, in high quality, usually adapted housing in the community usually close to family.

Over the past four years we have commissioned an external consultant QA and Mencap to support the assessment of tenants before and after the move. Just Economics considered the overall social, economic and financial impact of our work. Our research found:

- substantial quality of life benefits for our tenants as a result of moving to our properties, including increased independence, learning new skills, higher levels of confidence and increased participation in the community
- substantial health benefits for the parents of the people we housed, especially in relation to mental health
- cost savings to the public purse as a result of people moving from expensive and inappropriate institutions into supported housing in the community

The government is currently considering the future revenue funding of supported housing under Universal Credit, and we will continue to campaign for the continued statutory protection for this vulnerable group.

Activities

Golden Lane Housing continues to develop new vital homes for 163 people in 2017/18, including 4 new purchases, 89 leased and 5 managed properties. At 31 March 2018 we own, lease and manage 880 properties and provide management to over 1850 tenancies.

In the year to 31 March 2018 we borrowed a further £10 million from Retail Charity Bonds PLC that will support the provision of new housing for around 90 people throughout 2018 and 2019.

We still face some challenges at GLH and within the sector. What the bonds achieved still only scratches the surface of the huge needs that remain in relation to inadequate housing

for people with a learning disability. As a society, we need to end the scandal of the failure to dramatically reduce the number of people still living in so-called Assessment and Treatment Units (ATUs) and hundreds of thousands more who are in inappropriate housing simply through a lack of choice. Many of our tenants come from the family home and there is an increasing need for independent supported housing for those living with parents who can no longer cope.

The biggest risk in relation to the Government's proposals for the future funding of long-term supported housing has now reduced considerably when they announced the scrapping of the Local Housing Cap and discretionary local funds. However, we are continuing to campaign and lobby with Mencap and other Learning Disability organisations to protect the interests of people with a learning disability and their families. A particular concern is that there is currently no clarity on how the exempt housing benefit regulations will be carried across into Universal Credit. We are keeping up the pressure on the Government regarding the future funding of long-term supported housing, and with Mencap we have now completed a major piece of research with Housing LIN on specialised supported housing. We launched the report at an event at Westminster on 25th April which a number of MPs and senior figures attended. The report is published on Mencap's website and for the first time sets out the extent, cost and impact of the specialised supported housing sector.

We remain dedicated to maximising cash savings and social value through the effective procurement of goods and services; securing benefits for our tenants in terms of the services and product we provide. During 2017/18 we made a total saving of £50,000 (2.5%) on the total maintenance budget and this will be achieved by the following:

- Planned – procurement through the Efficiency East Midlands (EEM) framework and use of inhouse team to deliver some planned works.
- Reactive – reduction of costs within the inhouse team by delivering repair me days, batching of work to reduce travel and greater savings on supplier costs through the EEM Framework.
- Voids – By delivering a void standard and using the in-house team where possible to deliver voids works. To reduce the costs associated with void loss and turn around properties on a timelier basis ready for re-let.
- Dilapidations – Greater control over lease hand backs, tenant re-charging and stronger negotiations with landlords over wear and tear assumptions

Impact

Entering the bond market is not entirely new for GLH because it was the first national charity to raise bond capital in the form of a £1.8 million Social Investment Bond in 2003. In 2013 GLH launched its second £10 million Social Investment Bond to raise money for the purchase and adaptations of property for new tenants. Following the success of this, it raised £11 million through Retail Charity Bond Plc which it used to house over 100 new tenants in 2014. This was the first charity bond to be listed on the London Stock Exchange's Order Book for Retail Bonds in this field. The bond as with the 2013 bond had to close early due to over-subscription. GLH was able to purchase 62 properties for 205 people with a learning disability from the 2013 and 2014 bonds.

The impact of our bond investment and shows how the move to a GLH property continues to enable people with a learning disability to lead significantly enriched lives. The social and environmental outcomes from GLH's activities continue to have a positive impact on over tenants, families and the wider community. We have reported in previous years that the 2013 and 2014 Bonds benefit tenants and families. They are achieving outcomes which they

themselves have set in relation to choice, rights, safety, relationships, emotional, physical and material wellbeing, personal development and community inclusion. For tenants the evidence shows:

- Quality of housing – improvements in space and adaptation
- Community Inclusion – able to join in local activities
- Independence and rights – increasing managing daily routines
- Relationships – positive impact on social life
- Safety and physical wellbeing – effect on tenant's sense of personal safety

The report also assesses the impact on the families of those who have moved into housing purchased using the bond money. It shows marked improvements in the physical and psychological health of family member, families economic wellbeing, and community inclusion.

We continue to believe in the long-term that this type of provision will save money by providing a sustainable home for people at a reasonable price and by ensuring that an adequate proportion of the housing stock is appropriate for people with a learning disability.

The growth of our services has enabled us to launch and expand our own in-house maintenance team that will cover England and Wales by the end of 2018. This year we have recently won the Northern Housing award for best repairs services and the Supported Housing Award at the National Learning Disability and Autism Awards.

In November 2017 GLH launched its second Retail Charity Bond to raise £10 million to support the purchase of 90 people in 24 new projects of houses, bungalows and flats. By the end of June 2018 GLH had already purchased 9 properties and housed 21 new people with a learning disability.

We have identified properties or sites to utilise the remaining finance. Over the next twelve months we will assess the impact using previous methodology employed – surveying families and using the What Matters Most Mencap tool. We have been able to achieve through our partnership with Mencap, families, and local authority commissioners and care managers. The update will be able to be reported in our next impact report.

Valerie, Gladys and Dennis' story



Good friends Valerie, Gladys and Dennis moved into a specially adapted bungalow in Rotherham bought using money from the capital raise.

Louise West, service manager at Mencap explained, "Valerie, Gladys and Dennis have lived together for 57 years. They are elderly and had reached a time in their life where they needed overnight support. After the local authority had agreed to provide the funding for the additional support, we got in touch with Golden Lane Housing. Valerie, Gladys and Dennis wanted to continue living together in Rotherham so the search began to find a bungalow.

It all happened so quickly. Together we looked at a few properties and found the perfect bungalow four miles down the road from where they were living. Golden Lane Housing made changes to the property and everyone was fully involved. They can easily get around the property now, and they're delighted with the new kitchen they've chosen and the wet room. Valerie, Gladys and Dennis have settled in really well. They've got to know their neighbours and are on first name terms with shop keepers. Recently they had a house warming party. It was a fabulous day; many of their friends and neighbours came."

Future Impact

The financial year to 31 March 2018 was a very successful year for GLH. All surpluses in the year will be used to support investing into the safety and quality of our existing home. Our investment priorities will focus on the following areas:

- Maintaining our housing stock to a high standard by continued delivery of our planned programme.
- Continuous improvement of our Fire Safety Procedures by reviewing Fire Risk Assessments in line with new standards and prioritising planned spend to ensure all GLH properties meet or exceed national standards.
- Undertaking a review of Energy Efficiency within properties and reducing the potential of fuel poverty for our tenants.
- Improvements to IT systems to deliver more efficient and cost effective tools for our services.
- Investment in Learning and Development Opportunities for our workforce.

We are working with a global communication company to pilot new assisted technology in new purchased properties and we expect to share our learning and future plans later this year. We expect 2018/19 to be an even more successful year with expectation to house more than 225 people in purchased and leased properties.

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