



golden thread
housing solutions



Testimonial - Building Safety Engagement

“ We had already undertaken a significant amount of work before working with Golden Thread, but we were still struggling to bring everything together into the practical, deliverable strategy that we actually needed.

From the start, Golden Thread understood what we were trying to achieve and aligned very closely with our ambition to take a genuinely person-centred, real-world approach to resident engagement. Rather than starting with assumptions about what good engagement should look like, Golden Thread encouraged us to look at our residents, our data and our previous experience: what actually works, what doesn't, who we are reaching and, importantly, who we aren't.

Our ambition was immediately understood and, more importantly, was clearly reflected in the way Golden Thread approached the commission. The work was never reduced to simply producing a strategy document or demonstrating that we had consulted residents.

One thing I particularly valued was the willingness to challenge us. It never felt like you were simply there to facilitate a few workshops, agree with what we said and then write it up.

The challenge was always constructive and purposeful, it meant Golden Thread brought an independent perspective, asked difficult questions when they needed to be asked, and were prepared to call us out when something didn't align with the goal we had set. That ultimately pushed us to think more deeply, test our assumptions and produce a much stronger approach to resident engagement and Building Safety.

At the same time, the approach was very practical. That ability to take lots of different conversations and perspectives and turn them into an actual piece of work was probably one of the biggest strengths of the commission. ”

Toby Golden, Safe Homes Manager