

# ANNUAL IMPACT REPORT 2017-2018





**678**

**residents were housed in supported housing during the year and 102 households in general needs accommodation.**

**97**

**individuals were supported in their own accommodation in the community.**

**93%**

**of all PRHA residents surveyed were satisfied or very satisfied with the services provided by PRHA overall.**

“

**We all stick together... and the staff are understanding and really helpful and have made a difference to my life.”**

Hostel resident

*Front cover photo:  
Grounded Ecotherapy roof garden  
on the South Bank*

# Chair's report

This year we were fortunate to secure funding from the Greater London Authority and Department of Health that has enabled us to transform the services at Edward Gibbons House to provide bespoke facilities for visiting health professionals, case conferences and lifeskills training. Even at this early stage it is possible to see the incredible benefits to our residents. The improved environment helps residents with histories of complex trauma to stabilise and start their journey of recovery.

We were very proud of the team who not only kept the services running during the works but also managed to engage with a Care Quality Commission inspection at the same time. The outcome of the inspection was a rating of "Outstanding" and you will find some of their comments in the text in this report.

The Board remains fully committed to our core social purpose of providing housing and support especially for the most vulnerable members of our society. We recognise that this is increasingly challenging in a time of austerity and with the uncertainty of Brexit. We have also lobbied during the year around the Government's proposals for changes to supported housing funding. We are pleased that they have listened to our

concerns and those of the wider sector. We should be able to continue our valuable work with greater security in our funding.

My thanks go to our staff, volunteers and Board members who continuously show such high levels of commitment and focus on achieving our objectives. I would particularly like to recognise the work of one of our former Board members, Maryann McKeever who sadly died during the year. Maryann was an inspiration to us all. She was one of our first tenant Board members and also pioneered a number of our resident-led initiatives including 'The Sky's the Limit' which promoted opportunities for volunteering and pre-employment activities. A fund in her memory will continue her work.

## Jeff Baker

Chair

Providence Row Housing Association



PRHA provides...

# Specialist accommodation

PRHA provides high quality temporary and permanent accommodation for people who have histories of homelessness or who have support needs that make them vulnerable to homelessness. We aim to provide the buildings and services that people need to make a success of their new homes and to have a secure base for moving their lives forward.

“  
I love the new rooms, they are very nice. I like the new reception because it makes me feel safer that staff can see who comes in and what goes on in the courtyard.” EGH resident



Edward Gibbons House (EGH) was refurbished this year to provide enhanced health facilities where GPs, nurses, opticians and other healthcare professionals can support the complex health needs of our residents. It also provides spaces for our staff and other social care professionals to coordinate case conferences to ensure integrated health and social care packages are delivered.

New areas have been created where residents can learn to use computers or cook together, take part in group activities or training.

The residents and healthcare professionals are delighted with the new facilities.

EGH received an outstanding rating from the Care Quality Commission this year. Inspectors commented:

“

**Responsive action was taken when people needed essential care; they were made to feel valued, respected and appreciated and part of the community they lived in.”**

“

**Exceptional standards of care were delivered that had a positive impact on people’s lives.”**

**91%**

**of PRHA’s supported housing residents are satisfied with the quality of their accommodation.**

# Housing

# Family accommodation

PRHA provides good quality affordable family accommodation for local communities ensuring that young people get the best possible start in life.



**90%**  
are satisfied with estate services provided by PRHA.

**86%**  
are satisfied with PRHA's repairs service.

**82%**  
of PRHA's general needs residents are satisfied that we listen to their views and act on them.



Structured work experience for local residents

	Target	Performance 2017-18
Emergency repairs	100%	100%
Urgent repairs	98%	98%
Routine repairs	98%	97%
Appointments kept as % of those made	95%	99%



PRHA's property services team at work



Residents inspect estate standards

## PRHA supports... **former rough sleepers**

Many of our residents have lived on the streets for significant periods and need a safe secure base to restart their lives from. PRHA provides both the accommodation that they need and also the support to sustain it. Everyone is offered a package of opportunities that enables them to develop the skills and resilience necessary to move into more independent accommodation and put homelessness behind them.

“

**The staff are friendly, helpful and very supportive and I am feeling pretty good with reassurance to successfully achieve my goals.”**

Hostel resident

“

**I couldn't see how I will ever be able to rebuild my life again at my age, I felt so hopeless and helpless. I thank you all for your support.”** Hostel resident

R was nearly 50 when he became homeless and started to sleep on the streets. He moved around a lot but after 5 years moved into PRHA. He started to build a good relationship with his support workers and has addressed the alcohol and anger issues that had stopped him being rehoused in the past. His health has improved through exercise and he is looking forward to working in the construction industry again.

**75%**

**of PRHA's residents in supported housing services had a substance misuse support need.**

**87%**

**had made progress with managing this by the time they moved on.**



Supporting each other

# Young homeless people

## Helping young people to build brighter futures

PRHA's young person's services help vulnerable young people to make the transition from crisis to stability, from youth to adulthood, from challenges to successes.

Our trained staff provide positive role models and sound advice. They enable young people to learn how to problem solve and to understand the complex environment they are growing up in.

A came to PRHA after he was evicted from his parents home because of drug use. Staff supported him to achieve his objectives of employment and a settled home.

He agreed from the beginning to PRHA's 'zero-tolerance' approach to his drug use, with clear consequences and boundaries.

Our Housing Team supported him to manage his finances while he was working in casual employment.

His keyworker helped him to improve his independent living skills.

He has remained drug free and has now moved on to a private rented flat and works full time. His main hobby now is the gym!

“

**I have managed to do everything I wanted in a year... With support I have gone from one job to a better one, I know where to go for things now.”**

Resident of young person's service

“

**I am happy with my new home and for the first time I feel really safe.”**

Resident of young person's service



# People with mental health issues

## Enabling recovery and skills development

PRHA's mental health services provide support both for people who are engaged with mental health services as well as for those who are not.

Often residents have complex needs – a combination of support needs that may include substance misuse, learning disabilities or physical health issues.

Keyworkers focus on ensuring strong relationships with mental health and other relevant services to encourage positive joint working and establishing a strong support network for residents. This becomes the basis of progress towards independence.

Performance nights are opportunities for residents to share their musical, dancing and poetic talents. This builds self-confidence and allows people to express themselves more freely in terms of their mental health and how this can often affect them.

**“  
I feel content, safe, I never  
thought I would feel this way  
again. I thank staff for believing  
in me and supporting me.”**

Supported housing resident



R came to PRHA with multiple support needs including mental and physical health issues and learning difficulties. She was at risk of homelessness and needed support with lifeskills such as cooking, budgeting and accessing disability services.

Her support workers recently helped her to move on into independent accommodation. She is confident that she will manage on her own.

**71%**  
of PRHA's supported housing residents had a mental health support need.

**86%**  
of those who moved on were managing their mental health better following their stay with PRHA.

## Recovery

Recovery is one of PRHA's central beliefs and supporting recovery is a key activity.

PRHA staff and volunteers believe in the potential for every person to recover from past trauma, deprivation, neglect, low self-esteem and self-confidence and to contribute positively to society.



Grow, cook and eat session

# Grounded ecotherapy

## Recovery for people and places

Grounded Ecotherapy was set up and is run by formerly homeless people, many who have also experienced problems with substance misuse. They work as staff and as volunteers alongside many community volunteers to maintain beautiful gardens on Tower Hamlets estates, PRHA sites, in community gardens and also on the roof of the Queen Elizabeth Hall in the heart of London's South Bank. In nurturing these places our members also learn new skills, develop and grow.

In 2017 Grounded were commissioned to create 2 new gardens on the Southbank, one on the Container Staircase and the Victorian Fernery in the Queen Elizabeth Hall. Both were huge undertakings and Grounded staff and volunteers rose to the challenge as always. The results were stunning!

We also created a new garden at Sarah Perry House reflecting the transitional almshouse gardens, which involved a lot of landscaping and digging. Once again, the results were amazing!

“**It has given me a structure to my life, purpose, boosted my self-confidence and for the first time in years, I look forward to my day.**” **Grounded volunteer**

“**Working with Grounded is one of the most enjoyable, worthwhile things I have ever done. I have learned to socialise again after years of isolation because of depression and anxiety. I have also learned lots of new skills both in gardening and things like carpentry**” **Grounded volunteer**



Seeking inspiration on a trip to Kew Gardens



South Bank roof garden rebuild



Victorian Fernery



Sarah Perry House

# Peer support and buddying

PRHA's peer support groups and buddies use their own experience to reach out to other residents. They can help new people settle in and find their way around. They can also engage them in PRHA and other community activities. Engaging in volunteering is a critical step in developing positive social networks and building self-confidence as well as skills.

PRHA tries to get residents involved in every aspect of its activities and often they will have lead roles.

Our services focuses on meaningful occupation and an active schedule of regular peer-led activities as part of the recovery process. These include formal activities such as the Residents' Committee and the Maintenance Group to more informal activities such as the Lunch Club and outings.

**95%**  
**of PRHA's supported housing residents were reported to have positively re-established contact with families or old friends at the point of departure.**

“  
They got me on to volunteering...  
I know now there is a life without  
drugs...thank you.”



Lunch Club



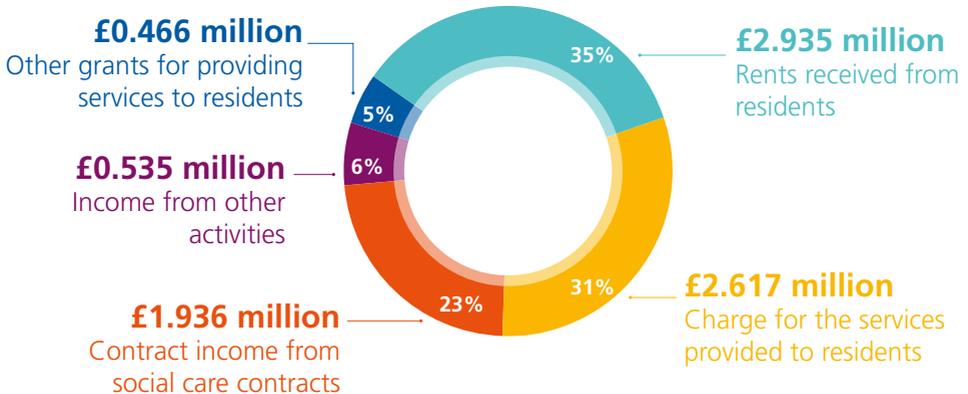
# PRHA Financial Performance

1 April 2017 - 31 March 2018

Extracts from PRHA financial statements

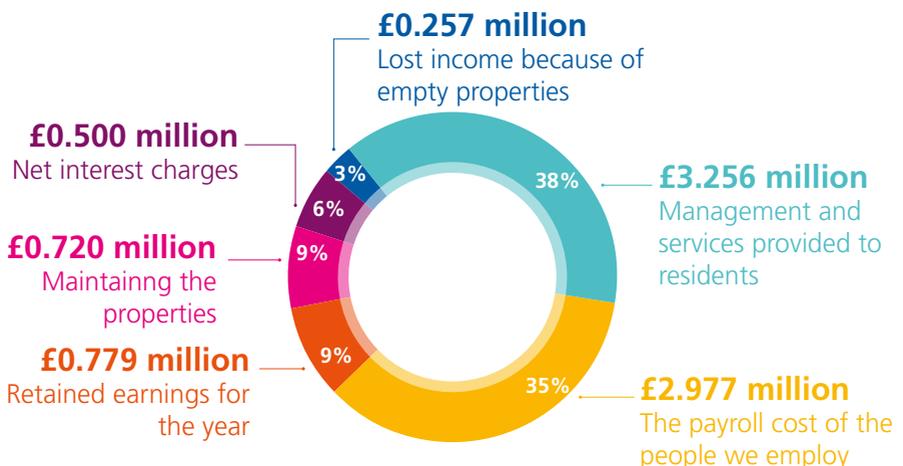
## WHERE THE MONEY CAME FROM

### Total income £8.489 million



## WHAT THE MONEY WAS SPENT ON

### Total expenditure £8.489 million



## BALANCE SHEET

	2018 £'000	2017 £'000
Net cost of the properties and other assets	42,770	42,411
<b>Net cost of our assets</b>	<b>42,770</b>	<b>42,411</b>
Amount owed to us	65	275
What we had in the bank or invested	6,092	5,229
Amount owed by us to others	(3,040)	(2,560)
<b>Total assets less current liabilities</b>	<b>45,887</b>	<b>45,355</b>
Long term borrowing	(36,136)	(36,796)
	<b>9,751</b>	<b>8,559</b>
Total retained to date to help in the future	9,751	8,559
<b>Capital and reserves</b>	<b>9,751</b>	<b>8,559</b>



Providing job  
opportunities for  
local people

LONDON

JOBS  
FAIR

## Board

Jeff Baker (Chair)  
Rick Brunwin OBE (Vice Chair)  
Thomas Albohm  
Mo Ali  
Serena Braggiotti  
Andrew Disley  
John Giesen  
Maryann McKeever (until September 2017)  
Steve Mendel  
Belinda Porich  
Ian Sealey  
Sue Stevens

Sister Monica Killeen – advisor to the Board

## PRHA's Senior Management Team

Fiona Humphrey BA (Hons), MCIH, Dip (Housing)  
Chief Executive / Company Secretary

Mary Kneafsey Dip (Drug and Alcohol), ENG  
Assistant Director (Client Services)

Layo Salako BA(Hons), MBA, FCCA  
Assistant Director (Finance)

Karen Stuart BA (Hons)  
Assistant Director (Community Services)

## Funders and Contributors

Our thanks go to:

- Corporation of London
- Greater London Authority/Department of Health
- London Borough of Hackney
- London Borough of Islington
- London Borough of Tower Hamlets
- Southbank Centre

## Housing Association Partners

- North River Alliance: Islington and Shoreditch HA, Tower Hamlets Community Homes, Gateway Housing Association, Christian Action HA, North London Muslim HA, Spitalfields HA, Bangla HA, West London Mission HA, Lien Viet HA, Days and Atkinson's Almshouses, Barnsbury HA, Innisfree
- George Green's Almshouses
- Clarion
- One Housing Group
- Peabody

## Partners and Stakeholders

- Providence Row Charity
- The Sisters of Mercy
- Early Years Network Tower Hamlets
- East End Homes
- East London Foundation Health Trust
- Friends of Tower Hamlets Cemetery Park
- Good Gym
- London Metropolitan University
- Peter Bedford Housing Association
- Queen Mary University
- Single Homeless Project
- Spitalfields Crypt Trust
- Tower Hamlets Housing Forum
- UCL
- WorkPath

## Registered Office

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## Solicitors

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## Principal Bankers

HSBC Bank PLC  
Poultry and Princes Street  
London EC2 2BX

## Auditors

BDO LLP  
55 Baker Street  
London W1U 7EU

*All quotes and stories in this report were provided by PRHA's service users but have been anonymised.*



INVESTORS  
IN PEOPLE

Gold  
Until 2019