



Annual Impact Report

2018 – 2019



Working together to
provide housing, support
and community.



643

people were housed in our supported housing this year

101

households were housed in our general needs accommodation

85.1%

of PRHA residents were satisfied or very satisfied that PRHA listens to their views and acts on them

88.8%

of supported housing residents agreed that PRHA services are helping them make positive changes to their lives

Chair's report

The year has been marked by continuing successes for the people who we house and support both through their own efforts and those of our committed and skilled teams. We have recently celebrated the achievements of our staff and volunteers. Such events reinforce for us the awareness that our key assets are the people who believe in what we do and contribute to our important work.

Board members are also volunteers and I would like to thank them for their contribution towards the strategic planning and governance of the organisation. This year several of our more long standing members have retired and we have welcomed a new member with skills in communications. We recognise that we will increasingly need to engage with our residents and other stakeholders in new ways and ensure that we not only communicate well but also are responsive to their feedback.

Fire safety has been our continuing priority with a significant amount of works undertaken and an extensive programme of investment for the year ahead.

The other key feature of the year has been the foundation work for the new Strategic Plan (2019-2024). Despite external uncertainty we believe we can use the new Plan and innovative thinking positively, to enhance our existing services and to develop exciting new ones, for the benefit of our residents.



Jeff Baker, Chair
Providence Row Housing Association

Housing...

Everybody needs a safe & secure base in order to thrive. PRHA provides high quality temporary and permanent accommodation to over 700 people every year.



92.0%

Satisfaction with
the standard
of cleaning

86.1%

Satisfaction with
repairs services





Our accommodation ranges from permanent family homes to temporary accommodation that is a vital first stage of the local homelessness pathways.

This year PRHA has invested heavily in upgrading some of our properties

especially in relation to fire risk assessment recommendations. This programme will continue next year.

Residents are involved in property inspections and reviewing the maintenance service through the Maintenance Advisory Panel.

STATS	TARGET	PERFORMANCE 2018-19
EMERGENCY REPAIRS	100%	100%
URGENT REPAIRS	98%	99%
ROUTINE REPAIRS	98%	98.3%
APPOINTMENTS KEPT AS A % OF THOSE MADE	95%	99.9%

Support...

PRHA houses and supports over 280 former rough sleepers at any one time to stabilise their lives and build skills and resilience for the future. Our staff teams are highly trained and exceptionally committed. Their work reflects our shared belief in the potential of every person to change their lives.

“

I didn't handle responsibility well. After I came out of Hospital I just wanted to give up, to be honest with you, it just seemed easier, but with the support here it has enabled me to get to where I need to be.”

Supported housing resident



61%

of PRHA's supported housing residents had a mental health issue

93%

had made progress with managing this by the time they moved on to more independent accommodation

K has lived in a PRHA homelessness scheme for 10 months after living on the streets for 2 years following a bereavement. When he arrived he didn't want to be there, was withdrawn and suspicious of authority.

With staff support he has worked hard to turn his life around, stopping drinking and devoting all of his time to developing new skills and helping others. He is a peer mentor and buddy and resident representative supporting other residents and feeding back views and ideas to staff. He is also an accredited Safeguarding champion for PRHA.

K has also completed 10 different accredited training schemes including catering and IT and recently successfully completed a work placement in the restaurant kitchen of a City hotel.

His support worker said:

“

Since arriving at the Dellow K has shown bravery, tenacity, drive and ambition; he is always willing to help, contribute where he can and maintains a positive attitude.”

Recovery...

PRHA's support services all focus on enabling Recovery whether it be from the crisis of homelessness, from mental ill-health, substance misuse or experience of abuse.



Heather Lodge is our specialist mental health high support service working with people referred by the community mental health teams. Step down flats on site also enable people to become more independent but continue to receive support.

24 hour staffing ensures that there is always support available. Residents are involved in a range of activities on-site including gardening, cooking, arranging events, resident involvement and providing peer support. They are also supported to attend community-based activities and build strong social and support networks.



Tower Hamlets Star in the community award winner



"2019 Exceptional team" award for Heather lodge

“

Heather Lodge has really helped me on my road to recovery. I was not taking medication regularly before and I would rarely attend key work sessions. However their patience and consistent motivation helped me see that I needed to get better if I wanted to accomplish my goals of eventually moving on into my own accommodation and getting a job.”

Resident

Young people

PRHA's homeless young persons' services provide the stability, positive role models, guidance and encouragement needed to get a good start in life.

Most of our young residents have had extremely disrupted and challenging childhoods with instable/no family networks. They have usually experienced long periods of homelessness or lived in the care system. They need support to stabilise their lives, establish positive social networks and build self-confidence. They often also need to get back on track with education and skills development.

“

I am in a very stable place right now. ...My stay at PRHA has helped me gain a lot more confidence, I have had lots of help from the staff. I would recommend PRHA to any young person.”

L was with PRHA for 3 years leaving eventually to study at University. She said of the support that she received:

“

Coming to you at the age of 18, young and confused, was one of the best things that has ever happened to me... We had an amazing bond, we were able to talk about anything and that was the best feeling ever.”

B has been with PRHA for 2 years. He came to us from a stay in hospital for severe mental health issues. He had lost his self-confidence and needed a secure home and support to readjust. His keyworker helped him to plan ahead and to think through anticipated problems, to develop independent living skills and re-engage with training. He is now working fulltime and ready to move on to his permanent home.



Grounded Ecotherapy:

Recovery for people and places

Grounded Ecotherapy was founded by a PRHA resident in 2007 to help those who have experienced issues around substance misuse, poor mental health or homelessness through horticultural therapy.





“

I came to Grounded to stop myself from self-harming and to stop myself from being lonely. It helps my mental health and I am making a difference.”

The team is a mixture of PRHA staff, residents and community volunteers who help to create and maintain beautiful gardens on estates in Tower Hamlets, PRHA sites, community gardens and also on London's Southbank, where Grounded Ecotherapy staff and volunteers built and now maintain the Queen Elizabeth Roof Garden and Container Staircase Garden.

Through the ongoing care and maintenance of these spaces Grounded members can develop new skills, both social and practical,

to help them to realise their potential going forward and aid their recovery.

2018 was a year of renewal for the Roof Garden, with a complete rebuild of essential infrastructure. The garden is looking the best it ever has and is a testament to the superb efforts of Grounded staff and volunteers.

In the autumn of 2019 we will begin reconstruction of the Woodland garden section of the Roof Garden, ready to open to the public in 2020.

Volunteering...

In National Volunteers Week we celebrated the essential contribution that our volunteers make to the lives of our residents and the running of the Association.

“

What I get out of volunteering is freedom of the mind, related back to being part of something. It grounds me.”

Volunteer



Over 100 volunteers contributed to our work during the year. Staff and residents joined together in recognition of their specific contributions.

People volunteer for many different reasons: building skills and experience, social contacts, giving back or wanting to help.

Three of our community volunteers have been volunteering regularly for over 20 years!

“

Joe and Sister Enda do not volunteer for the fame, they do not volunteer for popularity, they do not want anything in return. They volunteer because compassion motivates their actions. We thank you for all the hard work you do.”

Dellow staff team

100+

volunteers contributed to our work during the year



Community...

PRHA is a local organisation working in partnership with a vast range of community groups, statutory services, businesses and individuals.

We contribute to our local community by being a local employer, being part of local networks and strategies. We also work with other local housing associations to coordinate community development activities such as job fairs and healthy living events.




Tower Hamlets Housing Forum Job Fair



This year we enabled our partner Early Years Network Tower Hamlets to open a new service providing free childcare hours for 2 year olds in one of our buildings.

We continue to work closely with LBTH Workpath programme to recruit staff and to provide placements for local residents, and in 2018-19 we provided four placements within our central services.

G, a local resident was recruited to an apprenticeship post in 2017. This year she was successfully recruited to a full time post. A new apprentice has been recruited who is also a local resident.

A photograph showing several construction workers on a site. In the foreground, a worker in a dark jacket and beanie is pushing a wheelbarrow. Another worker in a high-visibility vest is standing nearby. In the background, another worker is visible near a building under construction. The ground is covered in sand or dirt.

PRHA provided 14 trainee/apprenticeship opportunities during the year. 78% of these posts were filled by local people.

28%
of the total PRHA
workforce are
local residents

PRHA is a partner in the London Jobs Fair, a unique regeneration programme taking place in Tower Hamlets uniting jobseekers with employers and suppliers with public sector buyers, helping them to build their business whilst contributing to social value.



PRHA Financial Performance

1 April 2018 – 31 March 2019

Extracts from PRHA financial statements

WHERE THE MONEY CAME FROM

Total income £8.242 million

£2.863 million

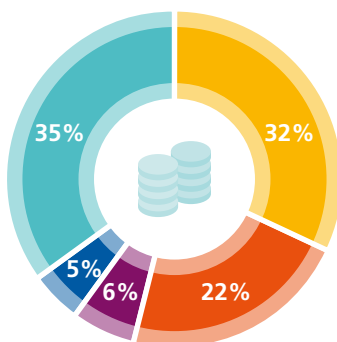
Rents received from residents

£0.453 million

Other grants for providing services to residents

£0.488 million

Income from other activities



£2.669 million

Charge for the services provided to residents

£1.769 million

Contract income from social care contracts

WHAT THE MONEY WAS SPENT ON

Total expenditure £8.059 million

£3.789 million

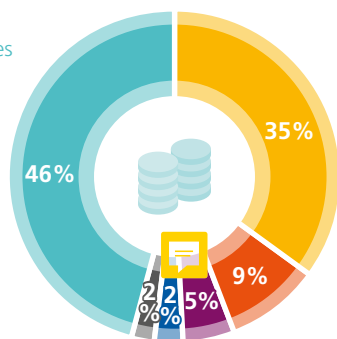
Management and services provided to residents

£0.183 million

Retained earnings for the year

£0.203 million

Lost income because of empty properties



£2.913 million

The payroll cost of the people we employ

£0.713 million

Maintaining the properties

£0.441 million

Net Interest Charges

BALANCE SHEET AT 31 MARCH 2019

	2019 £'000	2018 £'000
Net cost of the properties and other assets	42,460	42,770
Net cost of our assets	42,460	42,770
Amount owed to us	271	65
What we had in the bank or invested	5,664	6,092
Amount owed by us to others	(4,011)	(3,040)
Total assets less current liabilities	44,384	45,887
Long term borrowing	(34,450)	(36,136)
	9,934	9,751
Total retained to date to help in the future	9,934	9,751
Capital and reserves	9,934	9,751



BOARD OF MANAGEMENT

Jeff Baker (Chair)
John Giesen (Vice Chair)
Thomas Albohm
Mo Ali
Serena Braggiotti
Andrew Disley
Sue Stevens
Helen New (Appointed November 2018)
Rick Brunwin OBE (Retired September 2018)
Steve Mendel (Retired September 2018)
Belinda Porich (Retired November 2018)
Ian Sealey (Retired November 2018)
Sister Monica Killeen – advisor to the Board

PRHA'S SENIOR MANAGEMENT TEAM

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

Karen Stuart BA (Hons)
Director of operations

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

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

FUNDERS AND CONTRIBUTORS

Our thanks go to:

- Corporation of London
- Greater London Authority/Department of Health
- London Borough of Hackney
- 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 (Enfield) 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
- One Housing Group
- Peabody
- Peter Bedford Housing Association

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
- Health E1
- Kings Health Partnership
- Mission Practice
- MTD Royal London
- Queen Mary University
- RESET
- Spitalfields Crypt Trust
- Tower Hamlets Housing Forum
- Tower Hamlets Council: HOST, Social services, Workpath

REGISTERED OFFICE

458 Bethnal Green Road
London E2 0EA
Tel: 020 7920 7300
Website: www.prha.net

SOLICITORS

Devonshires
Salisbury House,
London Wall,
London EC2M 5QY

Trowers and Hamblins LLP
3 Bunhill Row
London
EC1Y 8YZ

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 residents but have been anonymised.



INVESTORS
IN PEOPLE

Gold
Until 2019