

# Annual Impact Report 2019-2020



**Working together to  
provide housing, support  
and community.**

**In 2019-2020 we helped  
674 households by providing  
them with accommodation.**

**88.1%**

of PRHA residents  
were satisfied with  
PRHA services.

**85.1%**

of PRHA residents  
were satisfied that their  
views were being listened  
to and acted upon.

**91.3%**

of PRHA residents  
felt safe in their  
home.

**88.9%**

were satisfied they were  
being kept informed  
of matters that may  
affect them.



## Chair's report



**This annual impact report is dedicated to our amazing staff teams and to all of our supporters who have provided moral and practical support when we most needed it due to the Coronavirus pandemic.**

This year has been one of the most challenging in the 160 year history of this organisation. We have all had to adapt almost overnight to a totally different way of living and working. For PRHA this has included ensuring that we continue to offer vital housing and support services to our residents and rough sleepers 24 hours a day throughout a prolonged National state of emergency. As our residents include some of the most vulnerable in society, they rely on our organisation, regardless of the circumstances, to keep them safe and secure.

I know that the pandemic and its effects have been and continue to be a huge worry for residents and staff alike. There is so much uncertainty about the future and this places a considerable pressure on everyone. Despite these concerns, PRHA staff, both front-line and central support teams, have bravely faced this situation, adapted to it and offered additional support to our residents throughout what has been an exceptionally difficult period for everyone involved. For PRHA the pandemic also hit when we were in the middle of moving from the head office that we have occupied for the past 20 years to premises nearby in one of our services.

We have been in contact with most of our residents during this period to offer support where needed. We have also been able to house some additional Rough Sleepers (see the section on the City Assessment Service later in this report).

Earlier in the year we were very pleased for the work of Edward Gibbons House to be recognised through the Laing Buisson award for supported housing in partnership with our host borough Tower Hamlets. This pioneering model of integrated support, personal care and healthcare reflects our enduring core social mission.

**Jeff Baker**, Chair  
Providence Row Housing Association



# Support

PRHA provides housing and support to over 280 rough sleepers each year. Having a stable base allows them the opportunity to bring stability to their lives and build their skill base and resilience for the future. Our scheme staff are trained to a high standard and committed to delivering levels of support and care to residents that instils mutual trust and respect.



**"It feels nice to live on my own.  
I never thought it would happen.  
Thanks for all of your support."**

PRHA resident



## CASE STUDY

**FH** came to the UK when he was 16. He was referred to PRHA after sleeping rough for a long period.

FH was identified as probably suffering from PTSD. He had little education and found communicating difficult as a result.

He was supported to enrol for Skills Training: Basic English/ESOL and made quick progress.

He was also supported and encouraged to prepare for employment and to register with a GP for his health and well-being needs.

Just under 2 years later he was assessed as being able to live independently.

FH was resettled with another Housing Association with floating support and is currently looking for work.



# Recovery

At PRHA all of our recovery services focus on enabling an individual's journey of recovery, whether from mental ill health, the crisis of homelessness, experience of abuse or substance misuse.

Recovery



## CASE STUDY

**MM** was evicted from a previous hostel due to substance misuse and anger management issues. He lacked the necessary lifeskills to manage a tenancy.

MM was a challenge for PRHA staff initially. He would often become abusive when spoken to. After staff consulted with PRHA's clinical psychologist they started to build a trusting relationship

with him. He agreed to be referred to statutory services for support with his underlying mental ill-health

He has now progressed to a self-contained supported flat and is successfully engaged with services to tackle his substance misuse. He is now motivated to progress further to independent living.

**"The staff have really helped me."** MM





# Young People

PRHA remains committed to providing accommodation and support for young homeless people. Our dedicated support team provide young residents with guidance, encouragement and the positive role models needed to give them the best start in life.

Most of our young residents' lives have been disrupted by issues such as unstable family relationships / no family network support at all, prolonged periods of homelessness or of living in the care system.

They require specialised support in order to stabilise their lives, build up their self-esteem and confidence and to build new social networks. They may also need to get their education and skills development back on track.



## CASE STUDY

**TD** was made homeless because of family relationship breakdown. She experienced anxiety and depression and was eventually diagnosed with Bipolar Disorder.

TD was referred to PRHA as she had never lived independently. She welcomed the opportunity to learn new life skills and manage her tenancy.

She also needed a safe space to continue with her college

education and eventually fulfil her ambition to become a vet.

She received emotional and practical support to continue with her studies and to engage with external agencies (bidding for accommodation, viewing and sign up/grant applications)

TD is rebuilding her relationship with her family and is becoming more confident and better able to manage her emotional well-being.





# Grounded Ecotherapy:

Recovery for people and places

PRHA's horticultural therapy project, Grounded Ecotherapy provides those in recovery, whether from substance misuse or mental ill health, a safe, friendly and non-judgmental environment in which they can socialise with others who have experienced similar issues. They can also learn new skills, both practical and social.

Consisting of PRHA staff, residents and community volunteers, the group design, build and maintain beautiful gardens in local communities in East London and also for prestige clients like the Southbank Centre, where, in partnership with the Eden Project, they built the Queen Elizabeth Roof Garden.

The maintenance and nurturing of these spaces allows Grounded members to develop new skills, both social and practical, which helps in their recovery and develops their confidence, helping them to realise their potential for the future. Several of the project's volunteers have gone on to obtain full-time employment.

The new Grounded Ecotherapy website can be accessed via the PRHA [website](http://www.prha.net) (www.prha.net). It has a fresh new look with a media section which was created for photos and vlogs of past and future projects that the team work on.

**"It's nice to have something to look forward to. I love learning new skills and socialising with the other volunteers. It has been a life saver for me."**

Grounded Ecotherapy volunteer



# Coronavirus – Our Response

The onset of the Covid-19 pandemic and the subsequent national lockdown posed, and continues to pose, a unique set of challenges for the organisation. Very quickly, PRHA had to adapt to a constantly changing situation and ensure that it continued to deliver services and support that was vital to the safety and security of its residents.

Our incredibly brave and committed front-line staff, in all of our schemes, worked tirelessly to ensure that our residents continued to receive high levels of support, important in everyday circumstances but absolutely essential in these times.

Emergency repairs were still carried out by the Maintenance Team / contractors throughout the lockdown and the cleaning and catering teams ensured that the usual high standards were maintained.

In the space of 2 weeks we transferred to remote working for all of our central services staff, ensuring that key central functions could continue to support staff working on the front line.

We also had to overcome significant challenges in securing sufficient PPE supplies and in providing enough safe self-contained accommodation to allow residents/Rough Sleepers to self-isolate if they needed to.

We also provided food, toiletries and radios to residents who were self-isolating and staff were on hand to support them throughout.



## EMERGENCY APPEAL

PRHA also launched our Emergency Covid-19 Appeal this year to help with the additional costs that the organisation incurred. We would like to say a HUGE THANK YOU to everyone who supported the appeal and gave so generously.

If you are considering a donation please click [here](#)



# City Assessment Service

PRHA were awarded a contract by the City Of London Corporation to provide a night shelter for the homeless living on the streets in the Square Mile.

Those referred to the service have access to PRHA support services to help them begin the process of coming off the streets for good and into more permanent accommodation.

Our current site in St. Pauls can accommodate 40 guests in a 'Covid-Secure' configuration.



PRHA were proud to receive another Gold Certification from Investors In People in 2019. The award demonstrates our commitment to all of our staff to promote their growth and development.



In partnership with Tower Hamlets Council, the team at Edward Gibbons House won a coveted Laing Buisson Award for Best Supported Housing in 2019.

The Laing Buisson Awards recognise and celebrate industry excellence and innovative services in the public, private and third sectors.



# Housing

PRHA recognises that everyone needs somewhere safe and secure to live, in order to thrive.

We provide good quality temporary and permanent accommodation to over 600 people every year.



## 86.1%

Of PRHA Residents were satisfied with the Repairs service.

## 92%

Of PRHA Residents were satisfied with the standard of cleaning.



Our accommodation includes permanent homes for families through to temporary accommodation that is a vital first step for those on local homelessness pathways.

STATS	TARGET	PERFORMANCE 2019-20
EMERGENCY REPAIRS	100%	100%
URGENT REPAIRS	98%	95.9%*
ROUTINE REPAIRS	98%	99.1%
APPOINTMENTS KEPT AS A % OF THOSE MADE	98%	98.3%

\* Area for performance improvement

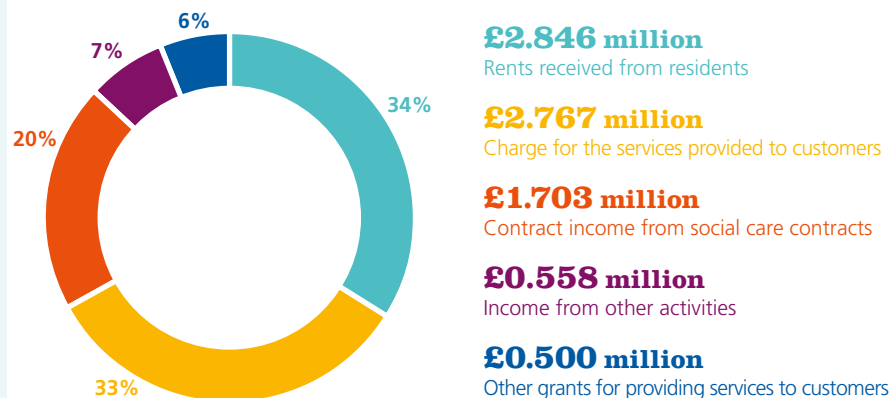


# Financial Performance

1 April 2019 – 31 March 2020 Extracts from PRHA financial statements

## WHERE THE MONEY CAME FROM

### Total income £8.374 million

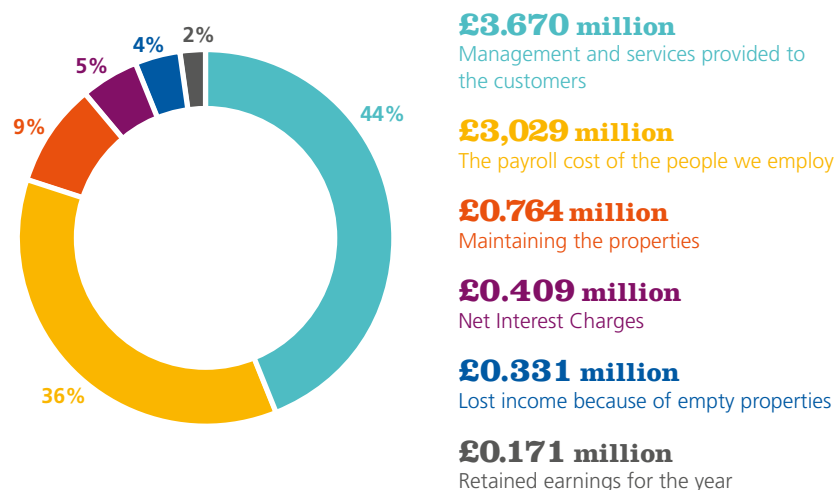


## BALANCE SHEET AT 31 MARCH 2020

	2020 £'000	2019 £'000
Net cost of the properties and other assets	42,800	42,460
<b>Net cost of our assets</b>	<b>42,800</b>	<b>42,460</b>
Amount owed to us	481	271
What we had in the bank or invested	4,155	5,664
Amount owed by us to others	(2,455)	(4,011)
<b>Total assets less current liabilities</b>	<b>44,981</b>	<b>44,384</b>
Long term borrowing	(34,876)	(34,450)
	<b>10,105</b>	<b>9,934</b>
Total retained to date to help in the future	10,105	9,934
<b>Capital and reserves</b>	<b>10,105</b>	<b>9,934</b>

## WHAT THE MONEY WAS SPENT ON

### Total expenditure £8.374 million





## BOARD OF MANAGEMENT

Jeff Baker (Chair)  
John Giesen (Vice Chair)  
Thomas Albohm  
Mo Ali  
Serena Braggiotti  
Andrew Disley  
Sue Stevens  
Helen New  
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
- 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
- East End Homes
- Gateway HA
- George Green's Almshouses
- Peabody
- Peter Bedford Housing Association

## PARTNERS AND STAKEHOLDERS

- Providence Row Charity
- The Sisters of Mercy
- Early Years Network Tower Hamlets
- East London Foundation Health Trust
- East London Mosque
- Friends Of Tower Hamlets Cemetery Park
- Good Gym
- Health E1
- Kings Health Partnership
- Mission Practice
- MDT Royal London
- Queen Mary University
- RESET
- Spitalfields Crypt Trust
- Tower Hamlets Housing Forum
- Tower Hamlets Council: HOST, Social services, Workpath

## REGISTERED OFFICE

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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