



Annual Impact Report 2021-2022

**In 2021-2022 we helped
578 households by providing
them with accommodation.**

92%

**of residents were
happy with
PRHA services.**

86%

**of residents were satisfied
that their views were being
listened to.**

85%

**of residents felt
safe in their
homes.**

92%

**of residents felt satisfied
they were kept informed of
matters that affected them.**



Chair's report

Once again the year has been dominated by the requirements of the pandemic.



I'm delighted to say that the precautions taken and the commitment and focus of the staff teams has kept everybody safe from this. Our teams have shown truly remarkable dedication throughout. At the time of writing our adult social care services are still exercising precautionary measures.

This report bears testimony to the quality of the work carried out by the teams, not only in the facts and figures but the case studies describing the impact of PRHA services.

Having experienced a time where forward planning has been remarkably difficult, the Board is now looking to review its strategic plan for the next five years. We were pleased to relaunch our resident engagement strategy recently and to see the rebirth of consultation mechanisms previously prohibited by social distancing.

Our Resident Board member, Thomas Albohm, is due to retire shortly following eight years of service. Thomas has been an asset to our Board and he will be sorely missed. We have started to look for new recruits from our resident group as part of our recently agreed Board succession strategy.

I would like to thank the Board for their ongoing support in these difficult times.

John Giesen

Chair, Providence Row Housing Association

Recovery

PRHA's recovery services are geared towards helping those who are experiencing periods of substance misuse, mental ill health and/or homelessness.

Our primary focus remains supporting individuals through these difficulties and empowering them to take those vital first steps on their recovery journey.

62%
of PRHA's supported
housing residents were able
to move on in a planned way.



MARK'S STORY

Mark moved into a PRHA scheme so he could be supported around his mental health and substance misuse. He needed help with budgeting his monthly money. He wanted to cut down on his substance misuse but lacked the motivation and support to do so.

Staff persistently encouraged him to seek help from Substance Misuse Services. He reconnected with his estranged family and was successful in getting a flat.

" Staff have helped me to secure a flat and I can't wait to live in my own place and be independent."**"**

Life during lockdown was hard for everyone but for some rough sleepers this was an opportunity to “come in”.

BEN SAID ABOUT HIS NEW LIFE –

“ Oh, lovely, do you know what I mean? Yeah. Because obviously outside and that, it’s as dead as a door nail. Next week I am starting courses in numeracy and literacy. Just trying to keep myself busy mainly.”



Support

During 2021-2022 PRHA housed 294 rough sleepers. As an organisation, PRHA understands the necessity of a safe, secure base for a stable life.

PRHA's supported accommodation allows residents to build self-esteem, confidence and skill sets that in turn builds resilience and allows individuals to move forward with their lives.

ABI'S STORY

Abi came to one of our schemes with a history of poor mental health. Initially he did not want to engage with staff or other residents. Gradually with staff support he began to take part in activities, breaking his isolation. He also started to take his medication regularly and to engage with his Psychiatrist. This resulted in an improvement in his mental health.

“

I am happy about my life now. I feel so much better. I hope that I can stay here for a while to keep learning how to become more independent.”





JOE'S VIEW...

" They're actually talking to people with respect... There were people there getting their glasses for the first time in their lives like and going, 'Wow, I can see,' you know... They are doing a good job, and they have a great team, you know." PRHA resident

Grounded Ecotherapy

Grounded Ecotherapy, PRHA's multi-award winning horticultural therapy project, provides its volunteers with a safe, non-judgemental environment for those in recovery from substance misuse or mental ill health.

The project offers them an opportunity to socialise with others who are experiencing similar issues and to learn new skills in Horticulture and also basic carpentry.

A GROUNDED VOLUNTEER'S STORY

" Before I joined Grounded I had no purpose in my life. Now I enjoy getting up and going out to volunteer with them whenever I can." Larry



This year, in addition to maintaining the Southbank Roof Garden the team has been getting back to its roots and doing what it does best, creating a beautiful new garden for a local Community Centre in Poplar.

The garden at the Teviot Centre is used by local residents but required a makeover. The community wanted larger beds to plant vegetables so the team set to work and demolished the old raised beds and created brand new ones using recycled wood. Finished with wood preserver, these beds will last for decades. The team also constructed a new Apiary for bees and a Fire Pit for the residents to use when the weather gets a little colder.

ANOTHER GROUNDED VOLUNTEER'S EXPERIENCE...

“ They are really friendly. They made me feel welcome and it didn't matter that I had not done gardening before because they are teaching me about plants and flowers. They have even taught me some carpentry!” Alice



Diversity

PRHA is proud of its diverse staff and resident groups.

Promoting equality is central to everything we do, from our history as the first non-denominational homelessness shelter to our current values of Empowerment, Inclusiveness, Respect, Compassion and Justice. We are a member of the Housing Diversity Network, and this year all staff received LGBTQ+ training to ensure that everyone feels welcome and safe.

We review our diversity performance regularly with the Board and set targets to ensure we remain on track.





Working alongside residents

Genuine engagement with residents (co-production) is vital for the successful delivery of our services.

We are committed to listening and taking on residents' views to ensure that we are more responsive to changing needs and rising aspirations. This year we relaunched the Resident engagement strategy following a consultation exercise.

CO-PRODUCTION

The residents and staff team at several PRHA sites took part in a "Trauma Informed Care" pilot programme in partnership with East London Foundation Health Trust.

The aims were:

- To make services more inclusive, accessible and relevant for people who have experienced trauma
- To Improve wellbeing amongst service users
- To generate shared learning about using trauma-informed practice

As a result of the introduction of the project residents were more engaged, both with other residents and with staff, taking part in different activities together and building vital trust between staff and residents.



Keeping residents' homes safe

This is PRHA's top priority. Throughout lockdown we continued the fire safety programme and essential safety checks as well as urgent and emergency repairs. Routine repairs were reintroduced when Government guidance changed.



The “Ark of the City”

During lockdown the City Assessment Service at Carter Lane housed 159 people straight from the streets on behalf of the Corporation of London.

Many of the residents had previously not engaged with services and responded positively to the on-site services such as medical & mental health services.

PHILLIP'S STORY

Phillip struggled daily with drink and drugs before the Carter Lane staff started to discuss with him the other things he enjoyed in life such as tennis and cycling. They encouraged him to take up his hobbies again and to engage with a Drugs and Alcohol misuse agency. He stopped using class A drugs and went on a methadone programme. He was then able to fulfil his ambition to study for a role in the construction industry. He was also able to move on to “step down” supported housing.

“ And the staff at the hostel here have been really supportive. I know I can talk to management any time. Like if we needed clothes, they were given to us.”



Housing

PRHA aims to provide high-quality, well managed properties to all of our residents whether they are single people or families, in temporary or permanent accommodation.

We want them to be able to feel safe and secure in their homes and be able to build a future for themselves and their families.

Our repairs service is the most important aspect of our relationship with our residents and there are always challenges in getting this right. We are committed to listening, responding and aiming for continuous improvement. Our resident group, the Maintenance Advisory Panel, has recommenced following lockdown.

The completion of our improvement programmes means that 3 of our supported housing schemes now have dedicated Medical Rooms where residents can consult healthcare professionals on site.

89%

of residents were satisfied with the standard of cleaning.

77%

of residents were satisfied with the repairs service.

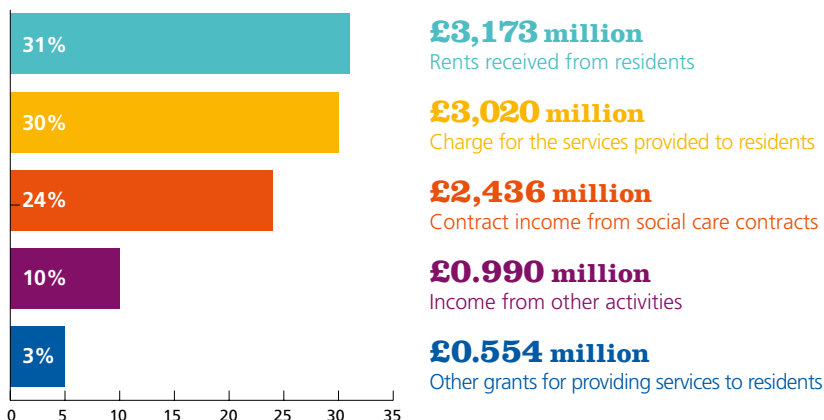


Financial Performance

1 April 2021 – 31 March 2022 Extracts from PRHA financial statements

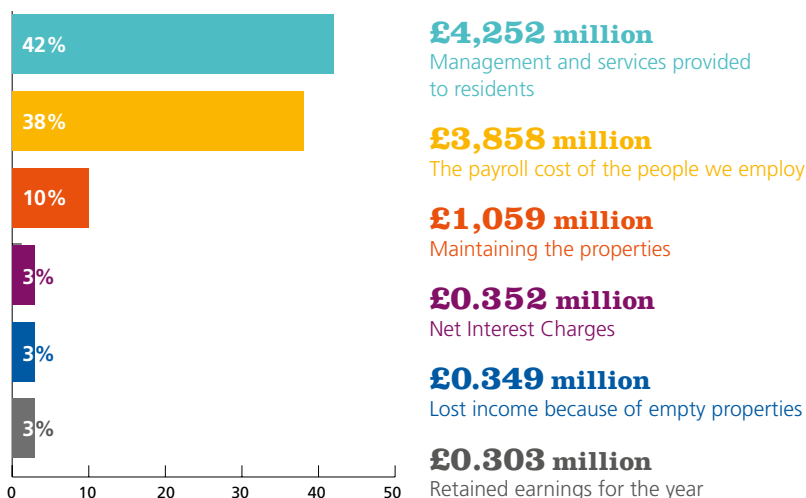
WHERE THE MONEY CAME FROM

Total income £10,173 million



WHAT THE MONEY WAS SPENT ON

Total expenditure £10,173 million



BALANCE SHEET AT 31 MARCH 2022

	2022 £'000	2021 £'000
Net cost of the properties and other assets	42,172	42,413
Net cost of our assets	42,172	42,413
Amount owed to us	208	240
What we had in the bank or invested	5,412	5,441
Amount owed by us to others	(3,265)	(3,229)
Total assets less current liabilities	44,527	44,865
Long term borrowing	(33,605)	(34,246)
	10,922	10,619
Total retained to date to help in the future	10,922	10,619
Capital and reserves	10,922	10,619



BOARD OF MANAGEMENT

John Giesen (Chair)
Andrew Disley (Vice chair)
Fahad Abdi
Thomas Albohm
Mo Ali
Rebecca Bowden
Serena Braggiotti
Denise Kent
Helen New
Sue Stevens
Jeff Baker (retired September 2021)

PRHA'S SENIOR LEADERSHIP TEAM

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

Karen Stuart BA (Hons)
Director of Operations / Deputy Chief Executive

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

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

Abdirahman Wakil BSC (Hons)
Assistant Director (Resident Services)

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 Housing, Gateway Housing Association, Christian Action (Enfield) HA, North London Muslim HA, Spitalfields HA, Bangla HA, Barnsbury HA, Innisfree, Industrial Dwellings Society
- Clarion
- East End Homes
- Gateway HA
- George Green's Almshouses
- Newlon
- Peabody
- Poplar HARCA
- YHA (England & Wales)

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
- Leaders in Community
- Mission Practice
- MDT Royal London
- Queen Mary University
- RESET
- Spitalfields Crypt Trust
- St Mungo's
- Thames Reach
- Tower Hamlets Housing Forum
- Tower Hamlets Council: HOST, Adult social Care, High street & Town Centres team, Safer Neighbourhoods team

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



INVESTORS
IN PEOPLE | Gold