

Annual Impact Report 2022-2023



PRHA's core purpose is to provide housing and support for vulnerable people

In 2021-2022 we helped 621 households by providing them with accommodation. Of these:

520

people also received support services

303

people had previously been sleeping rough

A man with short dark hair, wearing a blue baseball cap and a red and white plaid shirt, is sitting on a concrete ledge. He is looking off to the side with a thoughtful expression. The background is a wall covered in colorful graffiti, including black, white, pink, and blue patterns. The overall scene is outdoors, with some greenery visible at the bottom right.

"The strongest theme emerging from both the survey and the 1-2-1 discussions is the extent to which staff identify with the values and ethos of the organisation, how important this is to them, and how the organisation really does live those values."

Investors in People assessor

Chair's report

This report demonstrates not only the work of PRHA but also the benefits we bring to individuals' lives and therefore to our local communities.



This year we have been working with other organisations to convey this value and to argue for adequate funding levels to be provided to continue our work. The cost of living has hit supported housing providers hard as wages, utilities and day-to-day running costs have soared while our income has lagged behind. At the same time, as social landlords, we are responding to increasing requirements around building safety and grappling with the difficulties of providing good repairs services in a challenging environment.

The Board and staff members are focused on these issues as they lay at the heart of our purpose and social mission. We are also trying to re-establish good resident engagement following the disruption of the pandemic. Only by listening to our residents and involving them can we successfully meet these challenges.

We are based in one of the most culturally diverse parts of the UK. We value this but also realise that we need to focus on the structural inequalities experienced by these communities. The Board is committed to helping to tackle this in whatever way we can and to live up to our corporate values: **Compassion • Respect • Inclusion • Empowerment** and **Justice**.

I hope that by reading this report you will feel as uplifted as I do by the commitment and perseverance of our staff teams and the efforts made by our supported housing residents to get their lives back on track.

John Giesen

Chair, Providence Row Housing Association

Recovery

At the core of what we do is the concept of recovery – from homelessness, from trauma, from mental ill-health and from substance misuse.

Our supported housing residents have often experienced not just one but many or even all of these life-threatening events. PRHA staff are recruited for their ability to listen, to have empathy and to develop trusting relationships. Only once this has been built up can the work begin on rebuilding lives. It takes bravery and commitment from our residents to undertake this incredible challenge.

"... When you live in a good and clean environment you get a clear mind. I never knew I would achieve this goal at this time. I am happy to move-on and face the real world."



FRANK'S STORY

Frank experienced episodes of severe depression leading to self-harm through alcohol. He wished to cut down his drinking and to manage his medication better but he lacked the confidence to do so. With support and encouragement from staff he was able to work towards these goals. He now welcomes the extra contact and support he receives from staff.

"You have all helped me loads. I couldn't have done it without you."

ELLIOT'S STORY

Elliot moved into PRHA supported housing with multiple support needs including hoarding, begging, alcohol and drug misuse, budgeting and mental health issues. With persistent support from staff he started to engage and within a year he stopped drinking and smoking cannabis. He has now been resettled into his own accommodation.

"supported with CV which has helped me to get a job and I'm working now and I paid my own rent which is one of my goals."

80%

of PRHA's hostel residents have multiple support needs

86.5%

of our supported housing residents agree that PRHA is helping to make positive changes in their life

95%

of our supported housing residents are satisfied with their support plan

87%

agree that PRHA understand their needs

Support

In 2022-2023, PRHA provided housing for 303 individuals experiencing homelessness.

Alongside safe and secure accommodation our staff provide valuable opportunities for residents to enhance their self-esteem, confidence, and lifeskills. This fosters resilience and empowers individuals to progress positively in their lives.



CARL'S STORY

Carl moved into PRHA's mental health service to receive support so he could eventually move into a place of his own.

In the next year he managed to reduce his drug intake and stabilise his mental health.

Staff have now supported him to apply for apprenticeships and attend events to meet potential employers. He is hoping to be successful soon.

"The staff here helped me in my progression to becoming an independent person, who can live by myself in the community again."

DEV'S STORY

After 12 years living on the streets **Dev** moved into PRHA in 2021.

With staff support he managed to reduce/better managed his alcohol dependency. In common with many rough sleepers he had multiple challenges including psychosis, insomnia, depression and panic attacks. Previously he was admitted to hospital once or twice a month but this has now reduced to once or twice a year. He has been able to achieve his goals to improve his life skills, mental health and budgeting. He needs our ongoing support with physical health, alcohol and resettlement.

"I have had the support and care I needed to live an independent life."



Grounded Ecotherapy

Grounded Ecotherapy is PRHA's multi-award winning Horticultural Therapy Project.

It provides opportunities for its volunteers, who come from the local community or from organisations like the NHS, local GPs and social prescribing organisations, to learn about horticulture. It also provides a calm, safe environment in which they can socialise with others who may have experienced issues around substance misuse or mental ill health.

"I love volunteering with Grounded! I have struggled with depression recently and getting involved with the project has really helped me."



This year, Grounded Ecotherapy were involved in a number of projects at the South Bank Roof Garden. The team and its volunteers built new walls around the Wildflower Meadows. One was a Gabion wall, metal cages filled with stone. The other was a Dry Stone wall, using stone from a Quarry. The walls were part of Grounded's sustainability drive to making the garden even more eco-friendly.

Grounded Ecotherapy is also now actively recruiting volunteers from the local community, those without specific support needs, to allow more people to take part in the project and learn about the work of PRHA.

"Coming here makes me feel like I am part of something special. They are really friendly and I really enjoy gardening with the other volunteers."



<https://prha.net/grounded-about/>

Diversity

PRHA's core values and mission are based on valuing our diversity and enabling everyone within our organisation, staff and residents alike, to thrive and to support each other.

We are committed to tackling all forms of inequality whether structural or personal wherever this may occur.

We report annually on how our services are experienced by people with protected characteristics and generate an action plan for further analysis or improvement where needed.





“My time within the SEC Next Generational Leaders Mentoring Scheme has been invaluable, it offered a unique opportunity to reflect on my career and journey so far. It also equipped me with the skills, knowledge, and confidence to successfully apply for a more senior position”.

Rachel Barnett PRHA

As an employer of a majority BAME workforce we have been working to ensure that there is representation at all levels from the front line staff through to the Senior Leadership team and Board. We have successfully enabled several internal promotions through mentoring schemes and training.



HouseProud

We have also committed to the “Houseproud” pledge aiming to ensure that members of the LGBTQI+ community feel safe, supported and listened to in all of our housing and work environments.



Working alongside residents

Resident engagement is about asking the experts (our residents) about how we should run our services.

We want to ensure that they are able to influence, shape, and decide on how services are delivered from the day to day running of our supported housing and individual's personal support plans through the delivery of repairs services to the strategic decision making of the Board.

This has been central to PRHA's way of working for the past 20 years but it received a setback during the pandemic. Most systems and mechanisms for engaging residents have been face-to-face individual and group discussions. This just didn't translate well to the new fully digital world especially for our supported housing residents who tend to communicate predominantly verbally. We are trying to re-establish the face-to-face systems and are encouraged by the response.

We consulted all residents through the annual survey, service user advisory panel and residents' meetings. We have also been learning from other feedback such as complaints and reporting back on this to residents.

This year we consulted supported housing residents on the support service. This resulted in a successful bid to the National Lottery fund for additional peer-led and activity based services which will be delivered over the next 3 years.



Satisfaction survey 2023

Although still relatively high, survey results show a slight drop in satisfaction with our responsiveness to residents. We will be discussing this with residents and setting targets for improvement:

| General needs (GN) and supported (SH) | Survey 2023 | Survey 2022 | Survey 2021 |
|--|-------------|-------------|-------------|
| Satisfied that landlord listens to/ acts upon tenant’s views | 82% | 86% | 85% |



Housing and Building Safety

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

We have invested heavily in fire safety upgrades for our properties and have focussed on tackling damp mould and condensation whenever this occurs.

The Board and senior leadership team receive regular compliance reports so that they can remain updated on all aspects of the safety framework in PRHA.

We are also carrying out a stock condition survey of our properties and will be looking to use this information to inform repair programmes going forward.



Like other social housing providers we have experienced a decrease in recent survey results about satisfaction with our services. In particular a drop in overall satisfaction with services and repairs services. These outcomes of the 2023 survey will be discussed with residents and recommendations incorporated into the departmental work plans.

A priority for the year ahead for the Board and senior leadership team is development & implementation of an action plan in line with the Better Social Housing Review's recommendations.

| General needs (GN) and supported (SH) | Survey 2023 | Survey 2022 | Survey 2021 |
|---|--------------------|--------------------|--------------------|
| Overall satisfaction with services | 84% | 92% | 88% |
| Satisfaction with repairs and maintenance services | 63% | 77% | 72% |
| Satisfaction with the overall quality of home | 84% | 87% | 86% |

Repairs performance has been a struggle with a change in our responsive repairs contractors, ongoing national shortages of some materials, of construction labour and of staff for repairs teams. We now have new contractors and a new team and are working to improve the services that we provide.

| | |
|---|--------------|
| Emergency Repairs | 96% |
| Urgent Repairs | 78.2% |
| Routine Repairs | 90.8% |
| Appointments kept as a % of those made | 74.5% |

Our People

PRHA can only achieve its objectives through the commitment, skills and experience of our people – from the staff team to the Board there is a strong focus on providing the best possible services.

We aim to ensure that they all have the training and support necessary to fulfil their responsibilities.

This year we were delighted to receive IIP Gold for the third time. This was welcome feedback given that the pandemic had been so hard on the teams who carried on providing services.

The IIP report found that:

“Most people feel empowered, supported, and involved. Those who have worked in other organisations make a very favourable comparison, praising the level of support they receive at PRHA.”

“Senior leaders are highly accessible and available, with the relatively small size of the organisation an asset in maintaining relationships.”

“The strength of the organisation’s ethos toward its clients is very apparent and is for many people the key reason they value working with PRHA.”

Our teams comprise c.150 people most of whom provide face-to-face services to residents or “backroom” support to those services.

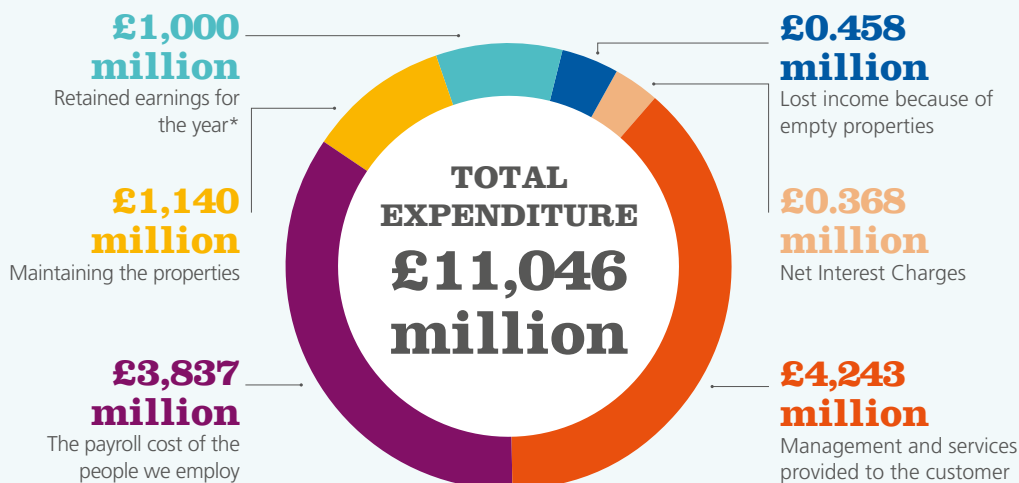
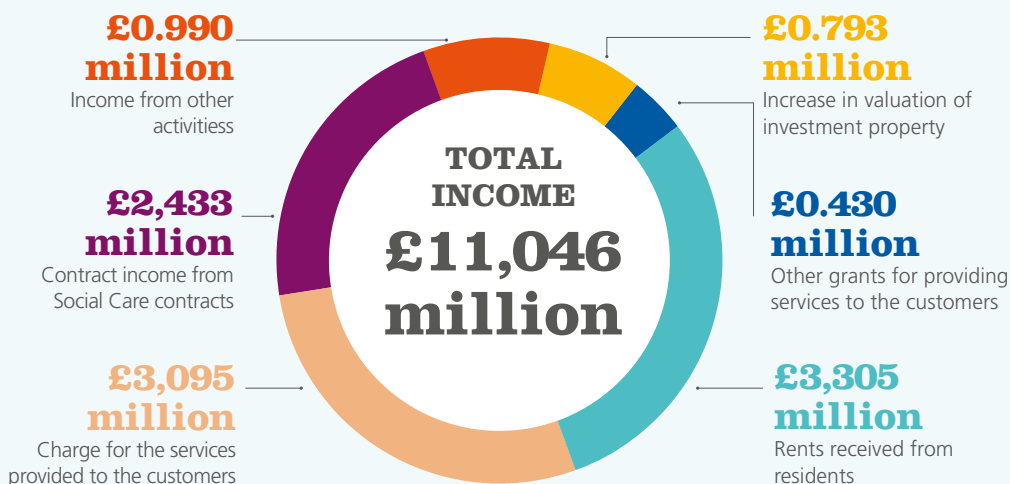
The Board

The Board is working on its succession strategy and has recruited 3 new members this year with specific skills around finance, risk management, community engagement, asset management, business and social housing management.



Financial Performance

1 April 2022 – 31 March 2023 Extracts from PRHA financial statements



*PRHA saw an increase in its surplus figure from £303,000 to £1.0 million due to the revaluation gain on its investment property of £793,000 (arising from the reclassification of its previous head office at 458 Bethnal Green Road, from housing office buildings to investment property). Excluding the impact of the investment property, the surplus for the year is £207,000 compared with £303,000 in 2022.

BALANCE SHEET AT 31 MARCH 2023

| | 2023 £'000 | 2022 £'000 |
|--|---------------|---------------|
| Net cost of the properties and other assets | 42,788 | 42,172 |
| Net cost of our assets | 42,788 | 42,172 |
| Amount owed to us | 386 | 208 |
| What we had in the bank or invested | 5,540 | 5,412 |
| Amount owed by us to others | (4,028) | (3,265) |
| Total assets (less current liabilities) | 44,686 | 44,527 |
| Long term borrowing | (32,764) | (33,605) |
| | 11,922 | 10,922 |
| Total retained to date to help in the future | 11,922 | 10,922 |
| Capital and reserves | 11,922 | 10,922 |



BOARD OF MANAGEMENT

John Giesen (Chair)
Andrew Disley (Vice Chair)
Fahad Abdi
Mo Ali
Denise Kent
Helen New
Sue Stevens
Pippa Fleetwood-Read (Appointed March 2023)
Nazir Hafezjee (Appointed March 2023)
Ed Knox (Appointed March 2023)
Thomas Albohm (Resigned Sept 2022)
Rebecca Bowden (Resigned Nov 2022)
Serena Braggiotti (Resigned Sept 2022)

PRHA'S SENIOR LEADERSHIP TEAM

Fiona Humphrey BA (Hons), CIHCM, Dip (Housing)
Chief Executive

Karen Stuart BA(Hons), PG Cert in Leadership and Management: Homelessness and Housing MCIH
Director of Operations

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

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- Corporation of London
- London Borough of Hackney
- London Borough of Tower Hamlets
- Southbank Centre
- Tower Hill Trust

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, Bangla HA, Barnsbury HA, Innisfree, Industrial Dwellings Society, Hornsey Housing Trust and Shian HA
- Peabody

PARTNERS AND STAKEHOLDERS

- Providence Row Charity
- The Sisters of Mercy
- Early Years Network Tower Hamlets
- East End Homes
- East London Foundation Health Trust
- Good Gym
- Health E1
- Mission practice
- Pathway Royal London
- RESET
- Spitalfields Crypt Trust
- Tenant Participation Advisory service
- Tower Hamlets Housing Forum
- Tower Hamlets Council: HOST, Social services, Public health, Safer Neighbourhood Operations Community Safety & Substance Misuse, WorkPath
- Tower Hamlets Multi-Agency Safeguarding Hub (MASH)

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



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