

Annual Impact Report

2023-2024



The primary mission of PRHA is to offer housing and support to those in need.

In 2023-2024: We helped 582 households by providing them with safe, clean and secure accommodation.

465

people also received support services

209

people had previously slept rough

"I like everything about DGH, they saved my life. They took me from the streets and made me feel safe... I am really looking forward to moving to my own place."



Chair's report

This year we have seen many successes in terms of residents' lives being transformed and effective, complex support services being developed further.



It is hard to imagine how difficult it is for residents to make such massive changes in their lives and how skilled our staff are at building the relationships that support them to do so.

This work continues as always. Our residents' support needs have significantly increased year on year since Covid. In response staff are constantly striving to make services as effective as possible, in partnership with a wide range of agencies providing specialist support.

The funding position for supported housing remains as difficult as reported last year. Despite the evidenced savings to other public services such as the NHS, social care and prisons, pressures on Local Authority budgets are affecting PRHA's services. Most of these have to operate 24/7 so reducing staffing actually isn't an option. We continue to lobby alongside the National Housing Federation and sector partners for recognition of the critical state of the sector and the need for urgent action.

The saddest and most significant event for PRHA this year was the closure of the Dellow Centre hostel, reducing Tower Hamlets' homeless provision by 58 bed spaces. This service was the embodiment of our historic partnership with the Providence Row charity and the sisters of Mercy. Over 20 years it had offered a safe, welcoming environment for hundreds of people coming straight off the streets. I recognise how difficult this was for those residents and staff personally and wish to thank the staff teams who managed the process very efficiently.

Finally the Board has experienced a level of renewal this year with several members retiring after long service. We were delighted to welcome 4 new members with a range of skills that will help us to navigate the challenges of the coming years.

John Giesen
Chair

Support

PRHA provided supported housing for 356 individuals who had been experiencing homelessness.

Providing a much needed safe and secure environment in which to live, is a fundamental foundation for our residents' recovery journey. Our staff also offer support which allows them to improve their lifeskills. As a result

residents' self-esteem and confidence grows, allowing them to make real positive changes and move forward to greater independence and better quality of life.



BB'S STORY

BB was in his late 60s, with a history of rough sleeping, alcohol misuse and physical health issues. When he arrived his behaviour was challenging and he did not want to engage with PRHA staff or other partners. Staff won him round and supported him to engage with alcohol services and to attend health appointments. He has now moved on to sheltered accommodation and is settled. He said:

"There are a lot of friendly staff (at PRHA) and they always looked after me... Now I have moved out and I am feeling very well."

JAY'S STORY

Jay's severe learning difficulties were a barrier to independent living. Staff supported him to improve his reading and he became confident in managing his own paperwork which increased his confidence and independent living skills.

"The staff are lovely and care for the residents. They are good at their work. Now I am much better, have my own flat and I'm looking forward to my future."

Satisfaction: PRHA carries out annual satisfaction surveys

67%

of PRHA hostel residents have multiple support needs (two or more of: mental health /drug /alcohol use/offending behaviour / poor physical health/self-neglect etc).

87%

PRHA residents agree that PRHA is having a positive impact on their lives.

95%

Of our supported housing residents are satisfied with their support plan.

87%

agree that PRHA understands their needs

Recovery and Partnership

The idea of recovery is fundamental to our mission, encompassing homelessness, trauma, mental ill-health, and substance misuse.

PRHA believes that, with the right guidance, those we support can effect lasting change to their lives.

We cannot do this without the support of a range of partners. Our residents' complex needs require support from a number of specialist services including those addressing mental health and drug and alcohol misuse.

Many of our residents also have serious pre-existing health conditions so

addressing these is an important first step to recovery.

At Edward Gibbons House we have a pioneering integrated support, healthcare and personal care model that enables access on-site to a range of services. As well as the weekly GP surgery, district nurses and podiatrists provide vital on-site services. In our other schemes we also arranged visiting services including mobile dentist clinics, TB screening and blood borne virus services.



PRHA works closely with community safety teams and the police to ensure that our hostels remain safe environments for our residents, staff and the local community.

FF'S STORY

FF had suffered many personal and physical health traumas, had a history of rough sleeping, short stays in hostels, imprisonment and drug use. Staff started by addressing his malnourishment and linking him with the GP and hospital. He has now been at the hostel for over a year, is settled and his health is improving. He is starting to make other changes and look to the future.

"Thank you for giving me a second chance, I was given an opportunity that I never knew would happen and I will forever be grateful to PRHA for their support."

"The support here is really good. Whenever I have a problem the staff listen and they deal with it quickly."

68%

of residents in one PRHA hostel with newly identified substance misuse/alcohol needs started treatment and of those 71% are continuing to sustain the treatment programme



Grounded Ecotherapy

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

Started by a PRHA Resident in 2010, the project offers opportunities for PRHA residents and volunteers from the local community and organisations like the NHS, local GPs, and social prescribing groups, to learn about horticulture. Additionally, it provides a calm, supportive and safe environment for them to socialise and learn new skills.



"I love gardening with the group. I have difficulty being in groups but this was easy because they are so nice!"

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

Grounded Community Projects

On the Southbank the team continue to care for and maintain the Queen Elizabeth Hall Roof Garden which is more popular than ever with the general public.

We also have 2 exciting new garden builds:

- Reinstating wildflower beds next to All Hallows by the Tower church (the oldest church in the City of London built in 675AD) in partnership with the Tower Hill Trust.
- Boundary estate: Building new raised beds in a PRHA owned courtyard with help from PRHA residents to bring lots of colour and enjoyment to the residents who live there.



"There are wildflowers, trees and allotments, all of which are maintained by Grounded EcoTherapy – a charity and team of volunteers who've all faced homelessness, addiction and mental health problems. An outlet and purpose, the gardens have helped transform these people's lives. Arguably, it might just be one of the South Bank's crowning glories."

thenudge.com

Equality & Diversity

The core values and mission of PRHA are founded on appreciating our diversity and empowering staff and residents to thrive and support one another.

Every year we step back to review our services and the opportunities we provide to residents and staff. Then we set out an action plan for improvement. We have also signed up to 2 pledges to ensure that our ethnic minority and LGBTQ+ residents and staff find our services safe and accessible. They also ensure that everyone understands

our commitment to equality and opposition to racism and other hate crimes.

82.5%

**Satisfaction survey 2023-4:
Residents reporting that the
landlord treats tenants fairly
and with respect**



We will be working with residents and staff to review the impact of Anti-social Behaviour on those from ethnic minority backgrounds and LGBTQ+ communities and identify policy and practice changes.

60%

of PRHA managers are from ethnic minority backgrounds and women are well represented at all levels of the organisation.

"The SHARP and HouseProud pledges are really important to PRHA-they reinforce our commitment to providing safe environments for our residents, staff and our local community and to challenging racism and homophobia wherever it occurs."

Fiona Humphrey, CEO



HouseProud



Our Buildings

PRHA's primary responsibility is to provide safe, well managed and maintained homes.

Building safety is an ongoing priority both for staff and for the Board. Every Board meeting reviews information on compliance with safety requirements.

Particularly for our general needs tenants, our performance on repairs strongly influences their overall satisfaction with PRHA as a landlord. Like other landlords, over recent years we have seen a dip in satisfaction as we have struggled to secure reliable contractors and have focussed more resources on the (largely invisible) fire safety improvements. The results showed a significant drop last year so the gradual increase this year is welcome.



General Needs and Supported Housing	Survey 2024	Survey 2023
Satisfaction with repairs and maintenance services	75%	63%
Satisfaction with the standard of cleaning	85%	82%

Performance is also improving but still below target

General Needs and Supported Housing	Target	Performance 2023-24	Performance 2022-23
Emergency repairs – completed within timescales	100%	99.1%*	96%
Urgent repairs – completed within timescales	98%	89%	78%
Routine repairs – completed within timescales	98%	94.6%	90.8%

*NB this was one repair and no resident was left at risk

As a local landlord we are in and out of all of our buildings all the time. We are working on our objective to audit all of the individual properties to better understand their current condition and future investment needs. Already this year we commissioned surveyors to visit all of our buildings (and 30% of flats) and report on their condition. This showed that as relatively newly built or refurbished buildings, most were in good condition. We will continue this process and develop plans for future works.



Resident Engagement and Satisfaction

The resident engagement strategy has been taking effect with increased attendance at in person meetings centrally and in the schemes. These have resulted in a number of changes to practice especially in the hostels.

Satisfaction levels indicate that we need to reach out to more residents and make sure that they feel informed and listened to.

72.4%

Satisfaction that the landlord keeps tenants informed about things that matter to them.

This year we gathered survey information in line with the Government's new Tenant Satisfaction Measures requirements. Understanding our residents' perception of PRHA as a landlord is key to ensuring services meet their needs. We will be working with residents to understand the areas that require improvement and reporting back through the Service Users Advisory Panel and the website.



Tenant Perception Measures – 2024 Survey - PRHA			
Question	Satisfied	Neither	Dissatisfied
Taking everything into account, how satisfied or dissatisfied are you with the service provided by PRHA?	77%	13.7%	9.4%
How satisfied or dissatisfied are you that PRHA listens to your views and acts upon them?	70.8%	16.1%	13.2%

Complaints

While we don't want residents to feel they have to complain, complaints are an opportunity to improve services. We have focussed on improving the response times and

this is showing results. However the number of complainants in our survey still dissatisfied with the way they were handled is still way above what we would want to see at 37.8%.

We aim to involve residents as scrutiny group, advisory panel or Board members . If you are interested please contact Jaydee Anciro at PRHA.



Our People

Our staff are truly amazing! Each team has its own challenges from dealing with building emergencies, IT threats or residents in distress, but they all tackle them with positivity and good humour.

Twice a year we all meet together to catch up, celebrate achievements and plan our activities and strategies for the year ahead. We retain many staff for years (in some cases over 20 years!) and we recognise this with long service awards.

We have introduced two new staff awards this year:

“Saving a Life” – most of our staff are first aid trained and from time to time are called upon to use these skills to help residents. From administering Naloxone to CPR, these efforts really do save lives. So we now recognise this with a certificate, publicity and a present for the team.

“Star of the Month” – every month all staff are able to nominate a colleague that they feel has gone above and beyond for our residents or for their colleagues. Two Board members review them and choose a winner who receives recognition and a gift.

The IIP report found that: **“There were consistently positive stories and live examples of people being supported, developed, encouraged, listened to and empowered to give their best.”**

“PRHA have provided opportunities for me to train and learn in my new role widening my career options further.”

Cindy Li Pang,
Housing Team Co-ordinator

Our People



Financial Performance

1 April 2023 – 31 March 2024 Extracts from PRHA financial statements



34% £3.474 million
Rents received from residents

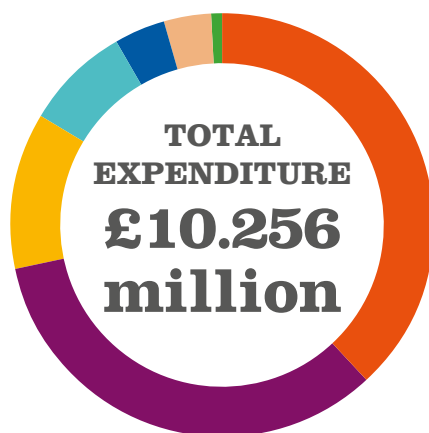
29% £3.024 million
Charge for the services provided to the customers

25% £2.584 million
Contract income from Social Care contracts

7% £0.676 million
Other grants for providing services to the customers

5% £0.498 million
Income from other activities

0% £0 million
Increase in valuation of investment property



38% £3.912 million
Management and services provided to the customer

34% £3.456 million
The payroll cost of the people we employ

12% £1.209 million
Maintaining the properties

8% £0.828 million
Retained earnings for the year

4% £0.414 million
Lost income because of empty properties

4% £0.367 million
Net Interest Charges

1% £0.70 million
Decrease in valuation of investment property

BALANCE SHEET AT 31 MARCH 2024

	2024 £'000	2023 £'000
Net cost of the properties and other assets	42,374	42,788
Net cost of our assets	42,374	42,788
Amount owed to us	684	386
What we had in the bank or invested	5,715	5,540
Amount owed by us to others	(4,005)	(4,028)
Total assets (less current liabilities)	44,768	44,686
Long term borrowing	(32,018)	(32,764)
	12,750	11,922
Total retained to date to help in the future	12,750	11,922
Capital and reserves	12,750	11,922



BOARD OF MANAGEMENT

John Giesen (Chair)

Helen New (Vice Chair)

Fahad Abdi

Pippa Fleetwood-Read

Denise Kent

Ed Knox

John Beadle (Appointed November 2023)

Taj Foster (Appointed November 2023)

Lynn Vickery (Appointed November 2023)

Babu Bhattacharjee (Appointed March 2024)

Mo Ali (Resigned Sept 2023)

Nazir Hafezjee (Resigned Sept 2023)

Sue Stevens (Resigned July 2023)

Andrew Disley (Resigned March 2024)

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, MCIH
Director of Finance

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

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

FUNDERS AND CONTRIBUTORS

Our thanks go to:

- City of London Corporation
- London Borough of Tower Hamlets
- The National Lottery
- The Sisters of Mercy
- 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, Spitalfields HA, Bangla HA, Barnsbury HA, Innisfree, Shian, Industrial Dwellings Society, Hornsey Housing Trust
- Gateway HA
- Peabody

PARTNERS AND STAKEHOLDERS

- Early Years Network Tower Hamlets
- East End Homes
- East London Foundation Trust
- Friends of Tower Hamlets Cemetery Park
- Good Gym
- Health E1
- London Metropolitan University
- Mission Practice
- MDT Royal London Hospital
- Providence Row Charity
- RESET
- Spitalfields Crypt Trust
- The Sisters of Mercy
- Tower Hamlets Housing Forum

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



INVESTORS
IN PEOPLE | Gold

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PRHA is an exempt charity and a Charitable Housing Association.