

A photograph of two men standing in front of a green brick wall. On the left, an older Black man with dreadlocks, wearing a black jacket and shorts, has his arms crossed and is smiling. On the right, a younger man with glasses and a goatee, wearing a light grey puffer jacket, has his arms crossed and is also smiling. A mural of a parrot is visible on the wall behind them.

# Annual Impact Report

2024-2025






In 2024-25 we helped 516 households by providing them with safe, clean and secure accommodation.

**427**

people also received support services

**174**

people within PRHA's supported accommodation had previously slept rough.



**“PRHA provided me with more than just a roof over my head. They gave me a sense of dignity and belonging.”**

## Chair's report

As the newly elected Chair of Providence Row Housing Association I am delighted to present our Annual Impact Report.

As Board members we are privileged to see the value of PRHA's work on our visits to the services and in our discussions with residents. I encourage you to spend a few minutes to also share in this experience.

I have always felt that this short publication captures not only our work but also the spirit and values of PRHA. Behind every statistic lies the reality of the work that our staff are engaged in. You can hear the voices of residents through the quotes and stories of their achievements. You can also see that despite being small and locally based we touch the lives of hundreds of individuals every year helping them to move their lives forward.

I would like to thank the outgoing Chair John Giesen for steering PRHA so effectively through a time of unprecedented external challenge not only economically, but also politically and in terms of the pandemic. As the Vice Chair

I learnt so much from him about ensuring that the Board and staff remain focussed on our social mission and values and above all on the things that matter to our residents.

Those challenges have not gone away and if anything most have intensified. We face a year of significant changes in legislation for supported housing and for social landlords and funding challenges that will stretch all small organisations. Nevertheless PRHA's Board remains committed to finding ways to make this work for our residents.

**Helen New**  
Chair



# Support

## Person Centred Support – a unique offer for every individual

When our staff sit down with residents to find out what support they want from PRHA there could be many different answers. It may be practical support with lifeskills or help to address physical or mental health problems. It could be help to plan a way forward following traumatic life events. Or someone to go with them to attend daunting appointments. Or it could be a listening ear, an encouraging word, or acceptance. Whatever it is we will be there.

“

**This place changed my life. When I first came here, I was angry and struggling, but the staff never gave up on me. They helped me set goals and find a better path.”**

### AT'S STORY

AT became homeless after losing his job when he became unwell. He was diagnosed with depression, anxiety and physical health issues. Despite initial reluctance, PRHA staff supported him to engage with the GP and a psychotherapist. He is now in contact with his family again, engaged in PRHA, community and social activities and ready to move into independent accommodation.

### Supporting younger people

PRHA's services for younger people support them to navigate the transition into independence. They may have been homeless or be care-experienced but most have experienced disrupted childhoods, lacking the support network needed to build firm foundations. We support them to enter education or employment, build lifeskills and find their place in the community. We also help them learn to manage the responsibilities of being a tenant so that their move on is successful.

**Strengths based support:**  
Focusing on individuals' potential, attributes and interests.

### AO'S STORY

AO came to PRHA with complex support needs, including substance misuse, compromised physical health, and mental health challenges. He felt trapped by serious debt that was due to financial abuse. With his keyworker's support he slowly started to engage with services. He set goals towards regaining his previous lifestyle – regular exercise, healthier eating and re-engaging with his faith.

As he progressed he was able to start training courses and is now in full-time employment and tackling his debt. He recently moved into his own flat.

**Satisfaction: PRHA carries out annual satisfaction surveys**

**95%**  
of PRHA hostel residents have multiple support needs

**82%**  
agree that PRHA is having a positive effect on their lives

**86%**  
of supported housing residents are satisfied with their support plan

**89.9%**  
agree that PRHA understands their needs

“

**Providence House is lovely and clean and we all get along. I join in the activities and I sang Simply the Best at karaoke... and it is simply the best here.’**





# Save our Supported Housing

Supported housing saves the public purse £3.5 billion annually. Yet the amount invested in providing these services has been reducing year on year despite costs and demand rising substantially.

PRHA and other providers feel this is now at a crisis point and that Government has to avert the loss of more supported housing as providers are forced to close unviable services.

The National Housing Federation is leading a campaign to “Save our supported housing”. They estimate that:

- We need to build an additional 28,400 supported homes per year between now and 2040 (22,400 for older people and 6,000 for working-age adults).
- This could add c.£4bn to the national economy each year at today's prices, supporting more than 52,000 FTE jobs.

## Save our Supported Housing

### Working in partnership

We work with a wide range of statutory and voluntary agencies to ensure that residents can access the services they are entitled to and that will support their recovery. It also assists those services by ensuring better communication and for instance by reducing missed appointments.

The Care Coordination MDT team working in one hostel has been instrumental in reducing emergency services responses, incidents and further deterioration in the physical and mental health of a number of residents who are at risk because of complex support needs

Homeless people frequently suffer from very poor foot and leg health. We work closely with local hospitals to ensure that our residents can access podiatrist services including an onsite clinic.





# Our Buildings

The most important aspect of PRHA’s service for most of our residents is ensuring a safe comfortable home.

As well as an effective repairs service this means ensuring ongoing compliance with all the components of building safety including gas, fire, water hygiene, asbestos, lifts and electrical safety. There is a continuous inspection and monitoring programme that is reviewed regularly to ensure full compliance.

## Repairs Performance Stats

Although satisfaction is increasing we are still working to improve these figures

All residents (General Needs, EHM & Supported)	Survey 2025	Survey 2024
Satisfaction with repairs and maintenance services	77%	75%
Satisfaction with the overall quality of home	87%	75%

## Repairs completed within timescale:

	Actual 2024-25	Target 2024-25	Actual 2023-24
Emergency Repairs completed within target (cumulative)	100%	100%	99.1%
Non-emergency repairs completed within target (cumulative)	94.3%	91.3%	91.3%

PRHA has invested its own funds to redevelop two underused spaces in one of our hostels. These specially adapted bedsits will enable substance dependent residents with chronic or acute mobility needs to be discharged from hospital.

PRHA has two in-house operatives who carry out many of the routine repairs that are reported. They are well known to residents and sometimes are able to provide a first response in emergencies.

For more specialist repairs we engage a number of contractors. This year we procured new heating engineers, SureServe.





# Our People

PRHA is all about people: our residents, staff and the local community. And our staff teams are at the core of this. They have very complex and demanding roles and we recognise that we need to provide the right support and training to help them do this.

PRHA is committed to continuing to meet the IIP Gold standards for “Investing in people”. We have also decided to apply for “Investing in wellbeing” in 2025 to reflect the fact this is a priority for us. We have introduced staff awards for colleagues to nominate someone who helps maintain or improve their colleagues’ wellbeing.

“

**More than 75% of people agree that this is a ‘great place to work’ – this is testament to the continued excellent work done to support them, to the powerful dedication people have to the work and the continuous improvement of the culture.’** 2025 staff survey



Our People

PRHA encourages staff to take part in mentoring, training and coaching to develop their skills to progress their careers. We also support staff to complete relevant qualifications.

A recent mentoring programme graduate said:

“

**It helped me build confidence in my role and better understand how to contribute to the wider team and organisation. I would highly recommend it to colleagues who are looking for focused professional development or simply want to gain a new perspective on their work.’**





# Equality, Diversity and Inclusion

## Compassion + Respect + Inclusion + Empowerment + Justice

These have always been PRHA's values and we believe they matter as much now as they did when they were first adopted. They underpin our commitment to EDI and they shape our culture. We reflect the incredibly diverse community that we are based in and we recognise and celebrate this.

We aim to ensure our values are upheld through a range of initiatives ensuring that:

**Everyone understands why this is important to PRHA** and how it fits with our work helping people to recover from homelessness and

other forms of trauma including discrimination or harassment.

### **We publicise that PRHA's homes and offices are safe places for everyone.**

That any form of Anti-Social Behaviour or harassment will not be tolerated. Without this we cannot ensure that there is the right environment for residents to recover and for staff to carry out their work.

**Everyone can develop their potential** – for staff to develop their skills and knowledge and for residents to develop the lifeskills they need to live independently.



# 87.4%

of residents reporting that the landlord treats tenants fairly and with respect.

# 61%

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





# Grounded Ecotherapy

Our horticultural therapy group, Grounded have been busy with a new gardening project by the Tower of London on the Tower Hill Terrace and funded by Tower Hill Trust.

With support from Good gym volunteers, the team have re-establish the planters on the terrace, planting nectar-rich flowers to enhance the built environment.

The team has also received additional funding with Tower Hill Trust to maintain the garden for one year and enable Grounded volunteers to gain even more skills, experience and knowledge.

The rooftop garden on top of the Queen Elizabeth Hall at Southbank continues to flourish and thrive. Grounded hosted members of the PRHA Board and Senior Leadership Team on a hot sunny day in May and all enjoyed the garden, created with the help of PRHA residents and volunteers from the wider community. Our Victorian Fernery continues to delight visitors to the Purcell Rooms who can view it from the large windows in the Auditorium.



“Working on the roof garden is amazing. It’s beautiful and full of plants, butterflies and bees!”

“I love coming to Grounded. I never knew that gardening could be so good for my mental health.”





# Resident Engagement and Satisfaction

Resident engagement takes many forms in PRHA – it may be face to face contact with a staff member or in a group setting in their home.

Some residents volunteer to help us review policies and processes or to be involved in the procurement of a repairs contractor. Others attend the Resident Advisory Panel where they meet with Board members and this year a RAP member has joined the Board's Operations Scrutiny Group. Complaints are also a useful source of feedback and we review them regularly for learning.

We also undertake surveys that generate the Tenant Satisfaction Measure (TSM) results. Generally these are showing an improvement on the previous year. We will continue to aim to improve them through listening to feedback and acting on it.

To read the full TSMs reports please see our website: <https://prha.net/wp-content/uploads/2025/07/PRHA-TSM-Report-2025.pdf>

TENANT PERCEPTION MEASURES – 2025 SURVEY				
Question	Satisfied	Neither	Dissatisfied	Satisfied: Difference to previous year
Taking everything into account, how satisfied or dissatisfied are you with the service provided by PRHA?	80.2%	8.3%	11.5%	+3.2%
How satisfied or dissatisfied are you that PRHA listens to your views and acts upon them?	78.9%	12.6%	8.4%	+8.1%
Satisfaction that the landlord keeps tenants informed about things that matter to them	81.3%	10.4%	8.3%	+8.9%

Our resident engagement project launched fully this year (funded by the National Lottery) and aims to involve as many residents as possible in a range of activities that will enhance their quality of life. It also aims to engage them in PRHA on a number of levels.

## Complaints

Complaints are an important way of understanding where our services may need to improve. Please see <https://prha.net/reporting-a-complaint/> on our website where there is also a copy of our annual review of complaints.

“

**I like to keep involved in the Triple Aims project... The meeting is a chance for residents to really have a say in life at DGH.’**

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



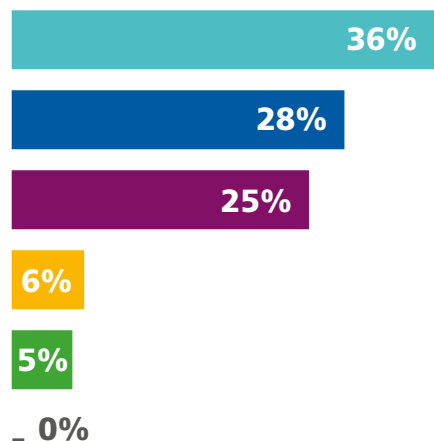


# Financial Performance

1 April 2024 – 31 March 2025 Extracts from PRHA financial statements

## INCOME

**£10.012m**



**£3.619 million**

Rents received from residents

**£2.774 million**

Charge for the services provided to the customers

**£2.470 million**

Contract income from Social Care contracts

**£0.603 million**

Income from other activities

**£0.546 million**

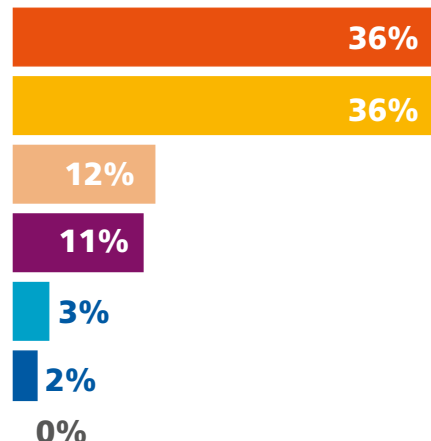
Other grants for providing services to the customers

**£0 million**

Increase in valuation of investment property

## EXPENDITURE

**£10.012m**



**£3.648 million**

The payroll cost of the people we employ

**£3.613 million**

Management and services provided to the customer

**£1.178 million**

Maintaining the properties

**£1.065 million**

Retained earnings for the year

**£0.293 million**

Net interest charges

**£0.215 million**

Lost income because of empty properties

**£0 million**

Decrease in valuation of investment property

## BALANCE SHEET AT 31 MARCH 2025

	2025 £'000	2024 £'000
Net cost of the properties and other assets	42,015	42,374
<b>Net cost of our assets</b>	<b>42,015</b>	<b>42,374</b>
Amount owed to us	816	684
What we had in the bank or invested	6,014	5,715
Amount owed by us to others	(3,761)	(4,005)
<b>Total assets (less current liabilities)</b>	<b>45,084</b>	<b>44,768</b>
Long term borrowing	(31,269)	(32,018)
	<b>13,815</b>	<b>12,750</b>
Total retained to date to help in the future	13,815	12,750
<b>Capital and reserves</b>	<b>13,815</b>	<b>12,750</b>





## BOARD OF MANAGEMENT

John Giesen (Chair to May 2025/resigned May 2025)  
Helen New (Chair from May 2025)  
Fahad Abdi  
John Beadle  
Babu Bhattacharjee  
Pippa Fleetwood-Read  
Taj Foster (resigned December 2024)  
Denise Kent  
Ed Knox  
Lynn Vickery

## 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)

**Stewart M Phillips** BSc (Hons) MCIH  
Head of Business Development

## FUNDERS AND CONTRIBUTORS

Our thanks go to:

- City of London Corporation
- London Borough of Tower Hamlets
- The National Lottery
- Southbank Centre
- Tower Hill Trust
- 4th Stoke Newington Cub Pack

## HOUSING ASSOCIATION PARTNERS

- North River Alliance: Islington and Shoreditch HA, ARHAG HA, Barnsbury HA, Gateway Housing Association, Christian Action (Enfield) HA, North London Muslim HA, Innisfree HA, Shian HA, Industrial Dwellings Society, Hornsey Housing Trust, Soho Housing.
- Gateway HA
- Peabody

## PARTNERS AND STAKEHOLDERS

- Beyond The Streets: Door of Hope
- Early Years Network Tower Hamlets
- East London Foundation Trust
- End of the Line
- Friends of Tower Hamlets Cemetery Park
- Felix Project
- Good Gym
- Groundswell
- Health E1
- IOMT (Integrated Offenders Management Team)
- LB Tower Hamlets Housing Options Service
- LB Tower Hamlets Community safety and safeguarding teams
- London Metropolitan University
- Neighbours in Poplar
- NHS: Mission Practice, Limehouse Surgery, MDT Royal London Hospital, RLH Pathway Team and Graham Hayton Unit, Kent Community Health: The Dental Outreach Homeless Service, DeanCross personality disorder unit, Mile End hospital foot health team
- Positive East
- Providence Row Charity
- RESET
- St Anne's Church, Limehouse
- Spitalfields Crypt Trust
- The Sisters of Mercy
- Tower Hamlets Food Store
- Tower Hamlets Housing Forum

## REGISTERED OFFICE

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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