A group of six diverse people, including five men and one woman, are standing in a line against a red brick wall. They are all smiling and posing for the camera. The man on the far right is making a peace sign. The woman in the foreground is wearing a blue and white striped shirt and a black headscarf.

# Annual Impact Report

2025-2026

In 2025-26 we helped 531 households by providing them with safe, clean and secure accommodation.

**439**

people received support services

**190**

people within PRHA's supported services previously slept rough

“

PRHA gives me a sense of dignity and belonging... I feel comfortable and respected.”

PRHA Resident



## Chair's Report

This report reflects a continued focus on our residents, staff, and partners to provide high quality supported and social housing in the London Boroughs of Tower Hamlets and the City of London.

2025-2026 has been a year of both change and of looking forward. Following a period of extensive consultation with all our key stakeholders, we launched our 2026–2030 strategic plan, with the primary objective of providing the very best services to our residents, ensuring our buildings and homes are safe and well maintained, and PRHA is a place where our colleagues thrive in their work.

We were proud to be re-awarded The Investors in People Gold and Silver Accreditation, alongside their Silver Well-Being Award. Equally, our Tenant Satisfaction Measures showed consistent improvement, reflecting continuous progress for our residents.

After 22 years commitment to PRHA, we celebrated and thanked Fiona Humphrey, who retired from her role as PRHA's CEO in June 2026. Hugely respected by all she worked with, Fiona leaves a legacy of inclusive leadership that gets results. We are very grateful for her contribution to PRHA and the social housing sector more widely.

We were delighted to appoint Karen Stuart as our new CEO. Karen, who has been with PRHA for over 25 years, will build on Fiona's legacy, focusing strongly on our residents, buildings, staff, and business resilience.

As a small provider, we remain alert to the challenges we face, including the rising cost of living and the pressures of marginalisation affecting the people we exist to support. PRHA continues to stand as an inclusive organisation, championing all our staff and residents, and we go into the year ahead confident in our plan, our people, and our purpose.

**Thank you to our partners, board members, residents and colleagues, we look forward to strengthening our impact together.**

**Helen New**  
Chair



# Support

## What do you want? How can we support you to achieve this?

**Trauma-informed support allows residents to gain confidence, self-esteem and resilience in a calm and nurturing environment.**

PRHA's teams provide supportive environments where residents are listened to and encouraged to set life goals. They are then supported to achieve those goals. For some it is developing independent living skills, for others addressing substance use or mental health issues. Residents need to build self-confidence and resilience to tackle these huge challenges.

“

Life at DGH (Daniel Gilbert House) is about support, shelter, hope, encouragement, and a nice camaraderie between residents and staff... I feel that I have been given independence within the parameters of the support, to prepare myself for the next step.”

### NM'S STORY

NM moved into accommodation in December 2022 with a number of complex needs. His mental health was unstable and he struggled to engage with services. Using a trauma-informed lens, staff prioritised patience, reassurance and consistency in order to help him feel safe engaging with support.

Alongside practical support, staff worked with NM to build his confidence and independence. Over time he became increasingly able to arrange and attend appointments independently. He also developed an interest in improving his English reading and writing skills and began engaging more positively with both residents and staff within the service. As a result of this progress, NM was awarded high-priority banding for rehousing and has successfully moved on from the service.

PRHA provides activities and events that enable residents to develop social and communication skills. The national lottery funding has supported breakfast clubs and a literacy scheme that have helped 181 residents in our high support projects.

**97%**  
said “my participation has led to improving my mental wellbeing.”

**86%**  
said “my participation has led to improving my confidence.”



# Young People

**PRHA helps younger people to navigate the transition into independence, supporting them to enter education or employment, build lifeskills and find their place in the community.**

## LH'S STORY

LH's story highlights the impact of consistent, person-centred support and the importance of building trust. Earlier in the service, she was experiencing significant mental health challenges, poor housing conditions and financial stress, which affected her ability to engage and move forward. Through regular key-work sessions, emotional reassurance and practical guidance, LH gradually rebuilt her confidence and stability.

As a result of the service's involvement, LH has transitioned from isolation and disengagement to independence, improved wellbeing, and active participation in training, and creative projects. She now feels supported, empowered, and optimistic about her future, recognising that consistent support played a key role in her progress.

## CB'S STORY

CB moved into our supported services in 2024 with a diagnosis of OCD. At the point of moving into the service, her symptoms significantly impacted her daily functioning and her ability to safely and comfortably engage within communal environments. From the outset, staff adopted a gradual, exposure-based and trauma-informed approach, with an emphasis on trust-building, emotional regulation and collaborative goal-setting.

Over the past year, CB has made significant progress. She now allows staff into her flat for welfare checks, engages more openly in keywork sessions and is more confident in shared environments.

“

My time spent in my shared accommodation has been peaceful and I have felt nothing more than safe and comfortable. My neighbours have also been lovely and easy to live with.”

“

Overall, I am very grateful for the support I receive and feel that my support worker makes a meaningful difference in my day-to-day life.”



# Our Buildings

The safety and security of our residents is our highest priority. PRHA teams constantly inspect and monitor our homes to ensure that we can give this ongoing assurance.

## Repairs Performance Stats

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

| All residents (General Needs, EHM & Supported)            | VfM Survey 2026 | VfM Survey 2025 |
|-----------------------------------------------------------|-----------------|-----------------|
| Satisfaction with the overall quality of home             | 87%             | 87%             |
| Satisfaction that rent provides value for money           | 85%             | 68%             |
| Satisfaction that service charges provide value for money | 77%             | 69%             |

| All residents (General Needs, EHM & Supported)     | Survey 2026 | Survey 2025 |
|----------------------------------------------------|-------------|-------------|
| Satisfaction with repairs and maintenance services | 86%         | 77%         |
| Satisfaction with the standard of cleaning         | 91%         | 86%         |

## Repairs completed within timescale:

|                                                        | Target 2026 | Survey 2025 |
|--------------------------------------------------------|-------------|-------------|
| Emergency Repairs completed within target (cumulative) | 100%        | 100%        |
| Non-emergency repairs completed within timescales      | 98%         | 89.5%       |

PRHA has developed a building safety framework that specifically addresses any risk areas in our properties including gas, fire, water hygiene, asbestos, lifts and electrical safety checks and enables compliance assurance to our residents and our Board level. This ensures that all of the key areas of compliance are met and regularly monitored.

PRHA has invested its own funds to redevelop an underused space in one of our hostels. This new unit provides additional capacity in our Mental Health scheme.



# Our People

**At PRHA, our staff are our most valued asset and at the heart of everything we do. PRHA are committed to ensuring that every staff member feels valued, empowered and is supported to deliver their very best.**

Over the past year we have focused on an engaging, inclusive and empowering workplace, which attracts, retains and develops talent.

Twice a year we all meet together to catch up, celebrate achievements and plan our activities and strategies for the year ahead. This year our staff had the opportunity to influence and shape our next five year strategic plan.

In developing our workforce PRHA take a wide range of approaches to support staff in taking part in mentoring, training and coaching to develop their skills and progress their careers. During 2025/2026 we supported five staff to complete professional qualifications ranging from Building Surveying to CIH level 4 and 5.



**Ben Kumi**, Buildings Coordinator  
(Building Surveying Degree)

“

The qualification has already fed directly into my day-to-day work, giving me a stronger framework for managing contractor performance, prioritising repairs programmes, and balancing compliance with resident satisfaction. I'm grateful to PRHA for investing in my professional development, and look forward to applying this learning to upcoming priorities for the organisation.”

**Marjorie Lamptey**, Maintenance Manager



PRHA has again been awarded the Investors In People (IIP) Gold award and also the IIP Wellbeing Silver Award. PRHA is passionate about its people and giving them opportunities to thrive from a career perspective, while also ensuring their wellbeing is a priority.

**INVESTORS IN PEOPLE®**  
We invest in people Gold

Gaining these awards helps us celebrate the teams and individuals that make the organisation what it is. We are immensely proud of all of our staff, who work hard to ensure that our residents also have the chance to improve their lives and opportunities.

**INVESTORS IN PEOPLE®**  
We invest in wellbeing Silver

# Equality, Diversity and Inclusion

**PRHA values and fosters an inclusive and positive environment for residents and staff.**

**This year we were delighted to achieve the LGBTQ+ pledge pioneer status.**

At PRHA EDI is central to all that we do. Our approach is always based on ensuring that our core values of **Compassion, Respect, Inclusion, Empowerment and Justice** underpin all our services. We place a great emphasis on ensuring our residents and staff are treated fairly and consistently in line with our ethos and our responsibilities as a landlord, a support provider and an employer. We are signed up to the Social Housing Anti Racism Pledge and are committed to being an anti-racist organisation.



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

- Our culture of inclusivity is constantly promoted through our annual programme of festivals and celebrations. For instance our staff and residents are supported each year to observe Ramadan, and to celebrate Diwali along with other religious and culturally significant events.
- 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.

## Focus on Inclusion

We have continued our participation in the HDN (Housing Diversity Network) Mentoring scheme and have now put forward our fifth cohort of BAME staff.

At PRHA we believe that driving EDI practices is the responsibility of all our board, our staff and our residents. We equip all with the knowledge skills and confidence to challenge any form of discrimination through our ongoing inclusive cultures training, with a focus this year on inclusive leadership.



# Grounded Ecotherapy

**Grounded Ecotherapy is PRHA's multi-award winning Horticultural Therapy Project. Started by a PRHA Resident, the project is now in its 16th year and still going strong.**

The new gardening project at Tower Hill has gone from strength to strength, winning the Worshipful Company of Gardeners' Bronze Award twice this year. It continues to thrive despite the long period without rain. Congratulations go to the team of volunteers, partners and staff who came together to create something truly beautiful.

On the Southbank the roof garden continues to attract thousands of visitors every year and has featured in Time Out magazine recently, naming it their Best Roof Garden in London. Our volunteers work hard to ensure that it always looks its best and we are so grateful to them and their continuing commitment.



“

I never thought that gardening could be so rewarding. It has helped improve my mental health so much!”

“

Everyone that comes to Grounded always finds something they enjoy, even sweeping the garden!”

“

What I love about volunteering with Grounded is that there is a mixture of the social side, being busy but also the quiet stillness and you can have all three things at different times.”



# Resident Engagement and Satisfaction

**Resident engagement continues to be a key element of our work. Engagement can be in the form of in person one to one or group meetings both centrally and in the schemes. This vital input from residents continues to prompt changes and improvements in policy and practice.**

## Tenant Satisfaction Measures

Each year we run our annual TSM Survey to gauge how our residents feel in relation to the 12 'perception' questions set by the Regulator. This year 80 residents responded to the survey (representing 20% of residents present at the time of the survey). 87% of those responding were satisfied or very satisfied with the services provided by PRHA overall, an increase on the 80% figure for the 2025 Survey.

The TSMs help us continuously to improve our performance and residents' experience of our services.

As well as the TSM survey, we also have our quarterly Resident Advisory Panel (RAP) meetings where residents across all our supported schemes can meet with the Senior Leadership Team and Board members to give their feedback on our policies and procedures.

Residents can also get involved through the Maintenance Advisory Panel that carries out inspections of PRHA projects in partnership with the PRHA Maintenance team and is also involved in discussing property-related policies and activities.

“

I get to meet new people and learn about the buildings... it is a meaningful use of my time.” MAP resident inspector

“

I wanted to become a buddy to help new residents moving into Crimscott St. Being a buddy has helped me to grow and give something back. I enjoy everything about being a buddy.”

## TENANT PERCEPTION MEASURES – 2026 SURVEY

|                                                             |     |
|-------------------------------------------------------------|-----|
| Overall satisfaction with services                          | 87% |
| Satisfied that landlord listens to/acts upon tenant's views | 81% |

The Buddy project funded by the National Lottery is delivered by 'experts by experience' who provide a friendly welcome for new residents and support them to attend a wide range of wellbeing activities both within and outside of PRHA.

The full TSM for 2026 can be found on our website here:  
<https://prha.net/wp-content/uploads/2026/07/TSM-Report-2026.pdf>

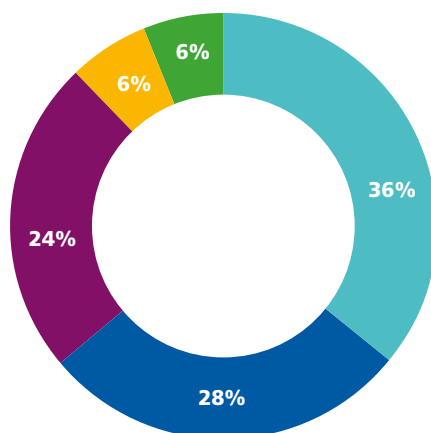


# Financial Performance

1 April 2025 – 31 March 2026 Extracts from PRHA financial statements

## INCOME

**£10.790m**



**£3.897 million**

Rents received from residents

**£2.990 million**

Charge for the services provided to the customers

**£2.581 million**

Contract income from Social Care contracts

**£0.695 million**

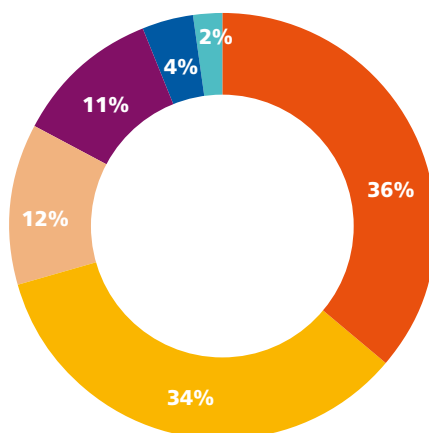
Income from other activities

**£0.627 million**

Other grants for providing services to the customers

## EXPENDITURE

**£10.790m**



**£3.917 million**

The payroll cost of the people we employ

**£3.699 million**

Management and services provided to the customer

**£1.346 million**

Maintaining the properties

**£1.158 million**

Retained earnings for the year

**£0.408 million**

Lost income because of empty properties

**£0.262 million**

Net interest charges

## BALANCE SHEET AT 31 MARCH 2026

|                                                | 2026<br>£'000 | 2025<br>£'000 |
|------------------------------------------------|---------------|---------------|
| Net cost of the properties and other assets    | 41,636        | 42,015        |
| <b>Net cost of our assets</b>                  | <b>41,636</b> | <b>42,015</b> |
| Amount owed to us                              | 915           | 816           |
| What we had in the bank or invested            | 6,182         | 6,014         |
| Amount owed by us to others                    | (3,244)       | (3,761)       |
| <b>Total assets (less current liabilities)</b> | <b>45,489</b> | <b>45,084</b> |
| Long term borrowing                            | (30,516)      | (31,269)      |
|                                                | <b>14,973</b> | <b>13,815</b> |
| Total retained to date to help in the future   | 14,973        | 13,815        |
| <b>Capital and reserves</b>                    | <b>14,973</b> | <b>13,815</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
- Denise Kent
- Ed Knox
- Lynn Vickery
- Gemma Richardson

## PRHA'S SENIOR LEADERSHIP TEAM

- **Fiona Humphrey** BA (Hons), CIHCM, Dip (Housing)  
Chief Executive (to 31 May 2026)
- **Karen Stuart** BA (Hons), PG Cert in Leadership and Management: Homelessness and Housing MCIH  
Deputy Chief Executive / Director of Operations (to 31 May 2026)  
Chief Executive (from 1 June 2026)
- **Layo Salako** BA (Hons), MBA, FCCA, MCIH  
Director of Finance  
Deputy Chief Executive (from 1 June 2026)
- **Mary Kneafsey** Dip (Drug and Alcohol), ENG, MCIH  
Assistant Director (Client Services)
- **Abdirahman Wakil** BSc (Hons), MCIH  
Assistant Director (Resident Services) (to 31 May 2026)  
Director of operations (from 1 June 2026)
- **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
- Department for Energy Security and Net Zero
- The National Lottery
- Southbank Centre
- Tower Hill Trust

## 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
- Riverside HA
- St Mungos

## 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
- LBTH Neighbourhood Mental Health teams (NMHTs): Bethnal Green, Bow, Poplar, Stepney
- LBTH Adult social Care

## REGISTERED OFFICE

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London  
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## PRINCIPAL BANKERS

HSBC Bank PLC  
Poultry and Princes Street,  
London EC2 2BX

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



Registered with the Regulator of Social Housing, number L0695 and with the Financial Conduct Authority, under the Co-operative and Community Benefit Societies Act 2014 Number 19322R.

PRHA is an exempt charity and a Charitable Housing Association.