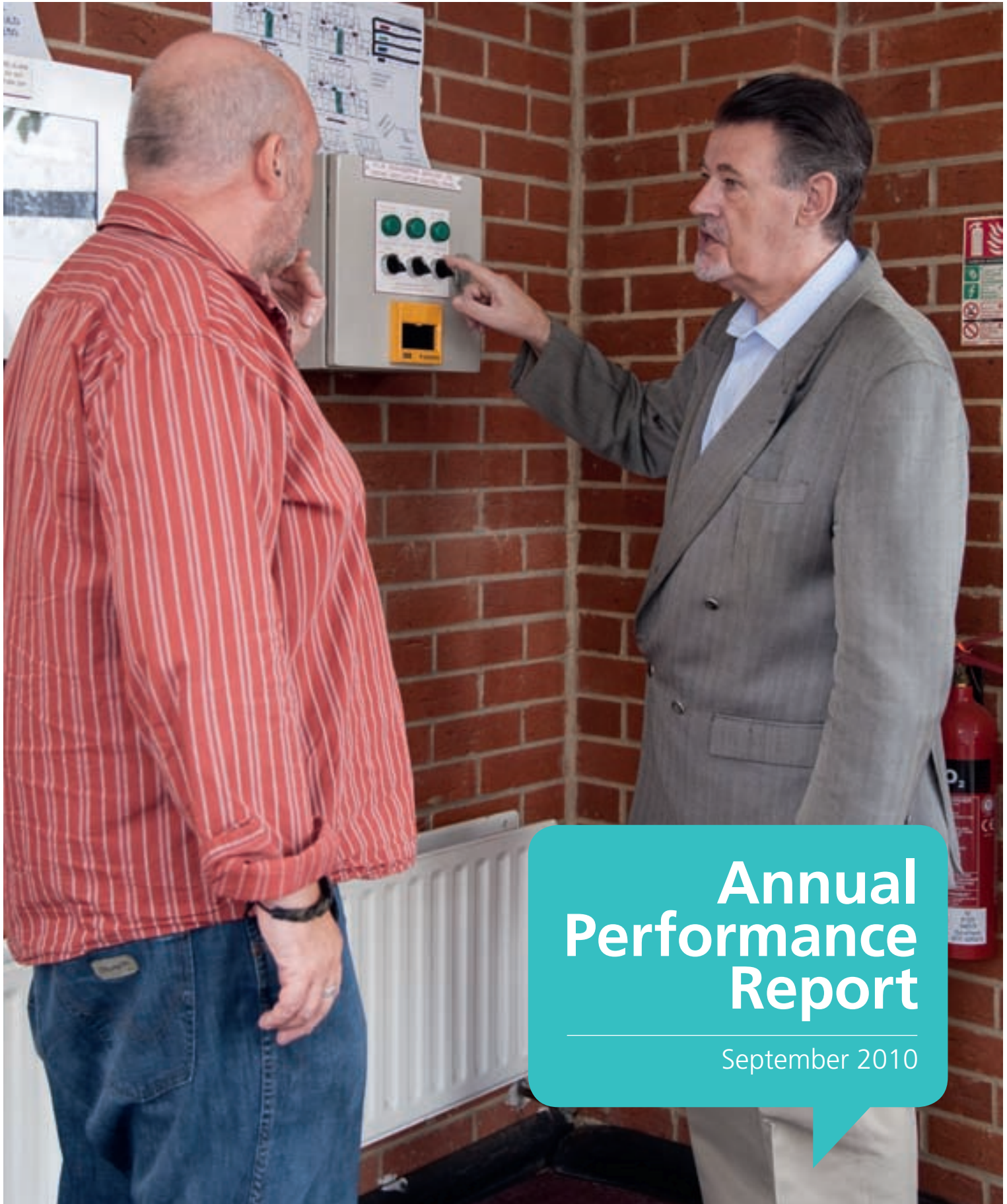


...where service users and staff work together to







**improve lives**



# Annual Performance Report

September 2010

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## **Acknowledgements**

We would like to thank all members of PRHA's Service User Advisory Panel and other PRHA service users for their input and involvement in setting priorities and standards for PRHA's services.

## **Other languages**

If you would like to see this Report in another language, please complete your details on the slip enclosed with this report and return it to Providence Row Housing Association.

## **Cover Photograph**

PRHA tenants are involved in health & safety inspections

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## **Providence Row Housing Association**

This is Providence Row Housing Association's first annual Performance Report to our tenants & licencees. It has been devised jointly by tenants, licencees and staff. It has also been agreed by our Management Board. In the Report, we are aiming to provide you with information about our services to you. We hope that this will then enable you to question how we do things. We also believe it will prompt you (& us) to suggest improvements that we can make.

We have provided a response slip with the Report so that if you have any questions or suggestions they can be fed into the process for the coming year.

I hope that you find this information useful.

**Lynn Vickery**

*Chair of the Management Board*

PRHA's tenants' top three priorities are repairs, value for money and anti-social behaviour.

### How the performance reporting & targets were agreed

A number of PRHA tenants have been involved in agreeing what they felt tenants' expectations are, what should be reported and how. We started in November 2009 at the PRHA Winter Conference. There tenants agreed the **three priority service areas**:

- The repairs service
- Value for money/service charges
- Tackling anti-social behaviour.

Several tenants also attended the conference in February 2010 where borough-wide targets for Tower Hamlets were set. These were agreed with tenants of other social housing providers in the borough. Happily we discovered that our three priorities were also those agreed by the borough wide group.

At this stage the Service Users Advisory Panel (SUAP) members felt that they should start meeting monthly to look at different aspects of the report. They have continued to do so all the way through to the final stages of how to present the information. We are very grateful to them for the time and thought that they have put into the process.

They have also helped us to consult more widely – through the Central Service Users Forum and a questionnaire to all tenants. Comments & ideas from these are included in the Report.

We will be coming back to you during the year to establish whether you have found the information useful and if there are any gaps that we need to address. If you want to provide feedback please fill out the reply slip in this Report and return it to us or email us at [pwhite@prha.net](mailto:pwhite@prha.net).

### How performance will be reported

We will distribute the main Report to all tenants. We will also be producing information for you on performance in your local area at your scheme. This will show how it compares with other similar properties (where relevant). This information will be produced annually and will be made available to all tenants.

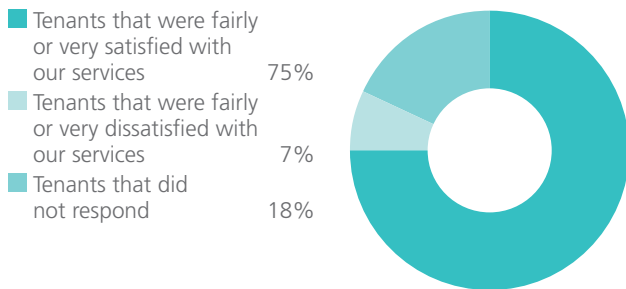
We have given you information in this Report where we have it. Where we do not yet collect the information we have given a timescale for this to be produced. Performance against all the annual targets will be included in the next annual Performance Report due to be published in September 2011.

The SUAP will continue to monitor PRHA's performance throughout the year and will be reporting back through the tenants' newsletter. All performance against 6 monthly targets will also be reported in the tenants' newsletter.

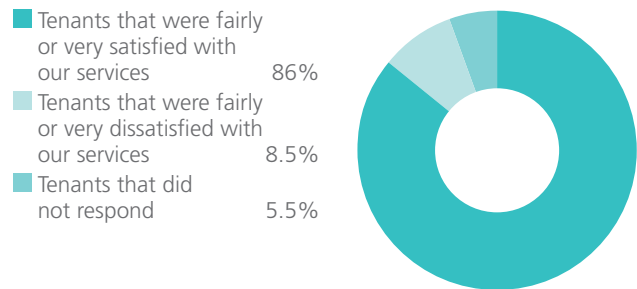
Information has been provided in this report for all of PRHA. We are also producing more local information for you. In the consultations, local information was repeatedly highlighted as a priority over organisation-wide information. We would be interested in knowing how useful you found both.

Thank you for reading this Report. If you have comments or feedback, please let us know by email: [pwhite@prha.net](mailto:pwhite@prha.net)

### Tenant Satisfaction 2008



### Tenant Satisfaction 2010



### Tenant Services Authority’s Local Offers and Standards

Throughout this document we refer to the Tenant Services Authority’s Local Offers and Standards. The TSA is our regulator. They set out a number of standards which they require us to meet. Most importantly they require that we work with tenants to ensure that we are accountable to them. This is called “co-regulation”.

This Report is part of that accountability. However it is only the tip of the iceberg. An explanation of our tenant accountability mechanisms is laid out throughout the Report.

### PRHA’s tenants

PRHA has a wide range of tenants. We have 450 in total as at September 2010. Of these:

- 93 households are general needs tenants & their families
- 44 are people living in specialist older person accommodation
- 313 are mainly single people living in temporary or permanent supported accommodation.

PRHA also provides support services to the tenants of a number of other housing associations. These have not been included in this Report.

Throughout the Report we refer to “tenants” – for the purposes of this Report this should be understood to include both tenants and licencees of PRHA.

### Overall tenant satisfaction

We carried out separate surveys for our supported housing and general needs tenants. In 2008, 75% of tenants were fairly or very satisfied with our services. 7% were fairly or very dissatisfied and 18% did not respond.

In 2010, 88% of supported housing tenants were fairly or very satisfied with our services. 7.5% were fairly or very dissatisfied and 4.5% did not respond.

In the same year, 82% of PRHA general needs tenants were fairly or very satisfied with our services, 11% were dissatisfied and 7% did not respond.

The 2008 figures in the diagram (above left) reflect responses from supported housing tenants. Since then, PRHA has developed a significant number of general needs properties. The figures for 2010 reflect the average across all tenants.

We aim to ensure that all of our tenants are satisfied with all of our services. However we recognise that this may not be possible. Where we cannot meet the expectations of tenants we will be clear about this and explain why. It may be because the services are not wanted by the majority of tenants or are too expensive.

We will carry out another satisfaction survey in 2011 to capture the views of all of our tenants.

**Fiona Humphrey**  
Chief Executive

## Our Tenants' expectations

Our tenants want to know what is happening with their repair & when it will be fixed. They want firm appointments & common standards.

### The TSA Standard for repairs and maintenance

*PRHA will:*

- provide a cost-effective repairs and maintenance service to homes and communal areas that responds to the needs of, and offers choices to, tenants and has the objective of completing repairs and improvements 'right first time'
- meet all applicable statutory requirements that provide for the health and safety of the occupants in their homes.

### Overall tenant satisfaction level for the repairs service

In 2008 the PRHA tenant survey reported a satisfaction level of 68%. We set out a service improvement plan to increase this level. This included the development of a Service Users Advisory Panel, inspecting more completed repairs, estate audits and the publication of repair response time targets to all staff and service users. We also distributed repair handbooks to all schemes and self-contained properties.

In 2010 this resulted in an increase in satisfaction to 70%. Our target for 2012 is 75%.

### Our immediate offer

*We aim to:*

- give a repair order number
- complete repairs within the target times
- resolve the problem on the first visit (and if this is not possible, actively follow up until the repair is satisfactorily completed)
- keep the resident informed of progress with the repair
- provide tenant satisfaction slips for all repairs
- follow up on tenant satisfaction responses if problems are raised
- carry out telephone surveys on at least 10% of repairs
- inspect 10% of all completed repairs and 100% of all repairs over £2000 in value
- involve tenants in scheme/property inspections to monitor standards "on the ground".

For general needs and low support schemes, tenants can contact the Property Services Team directly by phone, email or in person. In our supported housing projects, on-site staff will provide the link to the Property Services Team (although residents may also contact us directly and are encouraged to do so as part of our strategy for assisting them to move towards independent living).



# 98%

of emergency repairs completed within target



# 94.9%

of urgent repairs completed within target



**In the year ahead**

*We will:*

- provide an appointment date and timeslot (by April 2011) for all tenants in self-contained properties  
When this is in place we will report on performance for the percentage of appointments made and kept
- report on how our performance compares to other local landlords (from April 2011)
- monitor & report on the percentage of repairs resolved on first visit.

**In the longer term**

*We will:*

- review the compensation policy and procedure to make it more accessible & we will consider offering automatic compensation for missed appointments in some circumstances (by September 2011)
- aim to provide tenants with the ability to report repairs through our website (by December 2011)
- investigate tracking software for repairs so that tenants can track their individual and communal repairs. We will evaluate this against the potential cost & will consult on this (by December 2012).

**In the year ahead we will report on the following targets so that our tenants can monitor if we are meeting our standards:**

**6 monthly**

Performance for each of our response repairs against target times:

**Repairs undertaken in 2009/2010**

	Target	Actual
• Emergency repairs completed within target	100%	98%
• Urgent repairs completed within target	91%	94.9%
• Non-urgent/routine repairs completed within target	95%	96.8%

This shows that PRHA did not meet its target for emergency repairs but did meet targets for urgent and routine repairs. PRHA attended all emergency call-outs, however there were a small number of jobs where follow-up action was required but did not occur within the 24 hour target.



**96.8%**

of non-urgent/routine repairs completed within target



**70%**

Percentage of tenants satisfied with repairs service in 2009/10

Although there was no risk to tenants because of this, we are currently reviewing our systems so that all emergency repairs are reclassified as urgent once the actual emergency repair is completed.

### **Number of lift breakdowns & action taken to respond**

Currently PRHA maintains 14 lifts. All are serviced regularly and many work well with few problems. However in some schemes there have been specific problems leading to more frequent breakdowns.

In total there were 62 breakdowns last year – 26 of these were at one site which has experienced a lot of vandalism and therefore very high levels of breakdown.

Two other schemes had 7 & 5 breakdowns respectively. Both required new control panels which will be installed once received from the manufacturer.

The figures for each scheme will be included in the annual local information sheets, together with a report on how we have responded.



Tenant involvement in the repairs service has contributed to increased satisfaction.

### Our Tenants' expectations

Our tenants want to know how their service charges have been spent & that contractors are doing a good job.

#### The TSA Standard on Value for Money

In meeting all TSA standards, including their local offers, registered providers shall have a comprehensive approach to managing their resources to provide cost-effective, efficient, quality services and homes to meet tenants' and potential tenants' needs.

Currently PRHA provides information to tenants on how their service charges are broken down. However we have not consistently given feedback on how this is spent or on contractor performance.

The types of services vary greatly between different types of property. Some have lifts, fire alarm systems, key fob systems etc. Others have only a small charge for communal heating and lighting. In many of the supported schemes bills are 'all-inclusive' of heat, council tax and water rates. We will therefore be reporting this in more detail in the local leaflets.

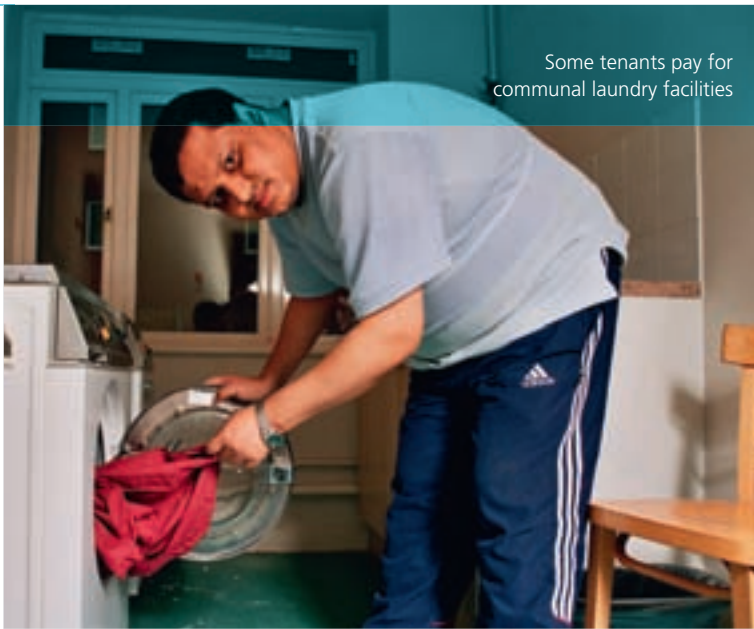
#### Tenants' Maintenance Advisory Panel

The Tenants Maintenance Advisory Panel has been in place for over a year now and has developed a consistent level of attendance. It is expected that they will play an important role in taking forward this work with staff.

In the year ahead we will work with them to:

- extend their work to include regular reviews of information on costs and performance on all repairs and services contracts. It would be a requirement of the contracts that contractors must attend these meetings if required
- include the MAP team in key decisions around our investment strategy
- extend the MAP brief to include inspections of completed repairs to communal areas
- promote job shadowing and work placement for MAP representatives within the Property Services Team
- provide additional training for MAP representatives to develop their skills knowledge and experience
- ensure all tenants have the right to make representations (with support) at Maintenance Advisory Panel to challenge costs and performance.
- involve at least three trained residents in the repairs and services procurement process.

Catering & cleaning services for a number of our properties were tendered out last year. A survey of relevant tenants took place to ensure that their concerns and requirements were included in the specification. A service user was then involved in the interview process.



### In the year ahead

*We will also:*

- set out a plan to review services annually and plan to review all service contracts every 3-5 years – we will share this with tenants
- look at partnering with other social landlords to achieve costs savings in service contracts
- provide regular meaningful information on costs and performance of contractors and in-house maintenance staff
- provide opportunities for tenants to challenge costs and performance where they feel that contractors and/or in-house service had not delivered what they are supposed to
- look with residents at ways in which more choice can be brought into the repairs process e.g. in terms of priorities for expenditure or choice of colour schemes/layout of communal facilities. Also consider if appropriate whether tenants who want to pay for a better offer can receive for example a better kitchen or bathroom
- fully involve residents in the tender process for all major contracts.

### In the year ahead we will also report on the following so that our tenants can monitor if we are meeting our standards:

- how your service charge was spent
- what services are provided
- which services are communal (and therefore Housing Benefit eligible) and which are personal charges (which the resident has to pay for).
- we will also report to tenants on how we are trying to bring in choice & how our performance compares to other local landlords.



# £2.2m

Amount PRHA spent on service costs in 2009/10

We re-tendered all of our contracts for electrical services this year. This includes fire alarms, key fob systems and CCTV.

## Our Tenants' expectations

Our tenants want to know what can be done about anti-social behaviour. They want to be updated on action taken & reassured that they can remain anonymous. They also want to know that graffiti & rubbish will be dealt with quickly & effectively.

### TSA Standard on Anti-social Behaviour (ASB)

*PRHA should:*

Work in partnership with other public agencies to prevent and tackle anti-social behaviour in the neighbourhoods where they own homes.

### Our immediate offer

*We aim to:*

- inform all tenants about what tools and powers are available to them and to PRHA when they report a problem
- provide a named contact to regularly update the complainant about action taken
- ensure that the complaint is followed up until it is closed. All ASB reports are logged on PRHA's database and kept open until the complaint is dealt with or closed
- provide a response within one working day of a complaint being made. Information in the response should include response times, a plan of action, a named contact person and an assurance of anonymity
- involve community police in tenants' meetings where ASB is being discussed
- look at physical security measures where possible & necessary.

### In the year ahead

*We will:*

Develop a neighbourhood management policy for any neighbourhoods and communal areas which PRHA is responsible for.

### We also have plans in place to:

Publish information on the PRHA website on what tools and powers are available to tenants and to PRHA staff when ASB is reported.

### In the longer term

*We will:*

- Look at systems for enabling 24-hour & weekend reporting for ASB – possibly through partnerships with others – & consult with tenants (by December 2011)
- Investigate tracking software, where someone who complains anonymously could receive a reference number where they could track results of their complaint on the PRHA website. We will evaluate this against the potential cost & will consult tenants on this (by December 2011).

### The TSA Standard on Neighbourhood Management

*PRHA should:*

Keep the neighbourhood and communal areas associated with the homes that they own clean and safe. They shall work in partnership with their tenants and other providers and public bodies where it is effective to do so.

The issue of safety is covered earlier in this Section. The issue of cleanliness is covered in the Home Standard (Section 5).

The total number of reports in our general needs housing stock in the year ending 31st March 2010 was 5.

- 4 were resolved to tenants' satisfaction
- 1 is under review as there has been some recurrence



Bulk rubbish removal



Tenant volunteers helping to look after Mile End Cemetery Park

### TSA Standard on Local Area Co-operation

*PRHA should:*

Co-operate with relevant partners to help promote social, environmental and economic well being in the areas where they own properties.

PRHA is involved in a range of local partnerships which aim to promote the well-being of the communities that our tenants live in. We are actively involved in the borough's local strategic partnerships which aim to coordinate the activities of all local bodies including the Council, Primary Care Trust, education services, police & fire brigade as well as voluntary organisations. We are also involved in the Tower Hamlets Housing Forum which is a partnership between the borough and all of the social housing landlords. This group aims to improve the local environment and ensure common standards for housing services. We are also lead members for the Community Involvement Network which aims to co-ordinate tenant involvement and community activities across the borough.

### In the year ahead we will report on the following information so that our tenants can monitor if we are meeting our standards:

Total number of reports of anti-social behaviour at PRHA housing schemes and how these have been resolved.

The total number of cases of anti-social behaviour resolved at each housing scheme/block of flats will be reported in the annual local information sheets together with a summary on how we have responded.

### In the year ahead

*We will:*

Report back on the outcome of anonymous results in the tenants' newsletter & on the website to encourage people who want to remain anonymous to complain (July 2011).



# 20%

of all formal complaints were about anti-social behaviour

Total number of reports of anti-social behaviour in supported housing during 2009/10 = 17. Some of these relate to issues in shared facilities.

## Our Tenants' expectations

Our tenants want a range of ways of feeding back their views. They want complaints to be acted upon & the results reported back to them.

### The TSA Standard for Involvement and Empowerment

*PRHA should support co-regulation with their tenants by:*

- offering all tenants a wide range of opportunities to be involved in the management of their housing, including the ability to influence strategic priorities, the formulation of housing-related policies and the delivery of housing-related services
- consulting with their tenants and acting reasonably in providing them with opportunities to agree local offers for service delivery
- providing tenants with a range of opportunities to influence how providers meet all the TSA's standards and to scrutinise performance against all standards and in the development of the annual report
- support to tenants to build their capacity to be more effectively involved.

### Our immediate offer

*We aim to:*

- consult tenants in a number of different ways about the services that they receive
- consult tenants on gaps in services
- involve tenants in the management & running of the properties in which they live
- involve tenants in the management & running of the Association
- provide training for tenants to support their participation (this year this has included training in joining a Management Board & IT-based skills)
- ensure that all short-term supported housing tenants are consulted regularly on all house rules, especially visitors' restrictions.

Currently PRHA consults supported housing tenants through a wide range of mechanisms including surveys & local meetings. Tenants meet regularly with local and senior staff to discuss services & policies.

### In the year ahead

We have only recently developed a number of general needs properties. The Housing Management Team will be working with these tenants to establish the sort of participation mechanisms they would like PRHA to support. This could include tenants' associations, estate inspections & less formal ways of feeding back. For example tenants at our Aylward Street scheme were recently asked about their views on participation at a family fun day.

We will also be reviewing the "participation impact strategy" with all tenants to examine how tenant involvement has impacted on the organisation & its services.

### We will also report on

- % of tenants satisfied with opportunities for participation
- number of tenants involved in formal & informal participation structures

In 2008, 76% of tenants were satisfied with opportunities for participation. In 2010 this increased to 81%.



Staff and tenants training together



Providing information for tenants

**The TSA Standard for customer service, choice and complaints**

*PRHA should:*

- provide choices, information and communication that is appropriate to the diverse needs of their tenants in the delivery of all standards
- have an approach to complaints that is clear, simple and accessible that ensures that complaints are resolved promptly, politely and fairly.

**Our immediate offer on customer service & complaints**

*We currently:*

- welcome all complaints as an opportunity to improve our services
- ensure tenants know how to complain & how the complaint will be responded to
- aim to resolve all complaints as quickly & effectively as possible & in line with timescales in procedures
- ensure that all complaints receive a written response
- publish the complaints procedure in the Tenants' Handbook.

**In the year ahead**

*We will:*

- publish the complaints procedure on-line
- publish action taken as a response to complaints or suggestions (where not confidential) – for example, we have changed the way cleaning schedules operate because of complaints or suggestions
- review the tenants' newsletter to provide information that tenants have said they want to receive.

**In the longer term**

*We will also:*

Investigate enabling tenants to make a complaint on our website (by December 2011).

**No. of complaints received (formal & informal) in supported housing**

106 informal & 88 formal complaints were received. Of these, 100% of informal complaints and 99.5% of formal complaints were resolved.

We will be refining how we report this so that tenants can see how quickly complaints are resolved at each level of the process.

**Formal Complaints received 2010**

■ Service delivery	67.5%
■ Anti-social behaviour	20%
■ Other	12.5%



## **The TSA Standard for Understanding and Responding to the diverse needs of tenants**

*PRHA should:*

- treat all tenants with fairness and respect
- demonstrate that they understand the different needs of their tenants, including in relation to the seven equality strands – age, sex, race, disability, sexual orientation, gender, religion or belief – and in relation to tenants with additional support needs.

PRHA has a strong commitment to diversity and aims to ensure that all tenants and staff are aware of this. We also aim to live up to our organisational values of Inclusion, Respect, Empowerment, Justice and Compassion.

## **Our immediate offer for personal development**

*We aim to:*

- provide opportunities for tenants to develop employment-related skills & lifeskills
- provide opportunities for tenants to volunteer
- ensure we understand the background of our tenants in order to respond to their diverse needs.

## **We also have plans in place to achieve reporting on:**

- % service users engaged in employment
- % service users engaged in volunteering
- % service users engaged in education.

We currently have this information for some of our services but not all. Where we have this it will be reported in the local performance information.

PRHA actively encourages tenants to take up employment & training opportunities within the Association. A number of our tenants are now employed full-time. We met our target for 10% of staff and volunteers to be tenants or PRHA service users.

In 2008, 78% of our supported housing tenants said that they felt we understood their needs. In 2010, this figure increased to 85%. This may reflect the fact that we provide support services to these tenants above and beyond our role as their landlord.



In 2009, tenants from PRHA volunteered at the Eden Project.

### Our Tenants' expectations

Our tenants want their homes to be safe & for communal areas to be kept clean. They want us to keep them informed about schedules for cleaning and inspection visits.

#### The TSA Standard for Quality of Accommodation

*PRHA should:*

- ensure that tenants' homes meet the Standard set out in section 5 of the Government's Decent Homes Guidance by 31 December 2010 and continue to maintain their homes to at least this Standard after this
- meet the Standards of design and quality that applied when the home was built, and were required as a condition of publicly funded financial assistance, if these Standards are higher than the Decent Homes Standard
- in agreeing a local offer, ensure that it is set at a level not less than these standards and have regard to section 6 of the Government's Decent Homes Guidance.

#### Decent Homes Standard:

This is set by Government to ensure that all social housing meets an acceptable standard.

In 2010 PRHA met this Standard.

The condition of our properties has been surveyed this year. Our planned maintenance programme has also been reviewed to ensure that all properties continue to meet this standard as they get older.

#### Our immediate offer

*We aim to ensure that:*

- tenants are involved in estate/scheme inspections
- all schemes have regular window cleaning & that the dates for this are published in advance
- cleaning of communal areas is effective, occurs as planned & is done to agreed standards
- tenants are informed when areas were last cleaned
- all schemes have regular grounds maintenance
- tenants are told when fire systems are going to be tested
- tenants know their property has been inspected for gas safety (where applicable)
- television reception from communal aerials is effective
- adaptations are provided where needed for people with a disability.



# 100%

of gas safety  
checks completed



### In the year ahead

We will:

- ensure that tenants are involved in the planning & choices for any planned & capital works to their homes or estate
- where we provide catering services, residents must be consulted through catering committees, any action points minuted and feedback given to the residents
- improve the standard of cleaning:  
*Cleaning is currently inspected during Maintenance Advisory Panel scheme/estate inspections. The MAP team are working on a set of standards that will enable us to agree what is acceptable & what needs to improve. This will allow us to ensure that contractors are performing well.*
- advise tenants how PRHA is meeting the Decent Homes Standard.

### In the year ahead we will report to our tenants on the following targets so that they can monitor if we are meeting our standards:

- Percentage of Gas safety checks completed
- Percentage of Fire system inspections completed

### We also have plans in place to achieve reporting on:

- % planned window cleans completed
- % planned communal cleaning completed
- % planned grounds maintenance completed

It is proposed to set the target for these standards at 100%, as any "missing visits" should be made up by the contractors.

- % estate/scheme inspections completed against the target  
*Inspections by the Maintenance Advisory Panel already take place. The MAP team have received training and have a cycle of visits that they attend with staff. This year we will be looking to agree the frequency of inspections with tenants & then report on the percentage that took place.*
- Average days taken to remove bulk rubbish  
*This is not currently monitored but will be from December 2010 & a target timescale will be agreed with the Service Users Advisory Panel.*



# 100%

of fire system inspections completed

### Our Tenants' expectations

Our tenants want information on the issues that matter to them and support to manage their tenancies.

#### The TSA Standard for Allocations

*PRHA should:*

- let their homes in a fair, transparent and efficient way. They shall take into account the housing needs and aspirations of tenants and potential tenants. They shall demonstrate how they:
- make the best use of available housing
- are compatible with the purpose of the housing
- contribute to local authorities' strategic housing function and sustainable communities.

There should be clear application, decision-making and appeals processes.

All PRHA properties are let through the Local Authorities Common Housing Register (general needs housing) or Housing Options Team (supported housing). There are very few rejections but we monitor them to ensure that the decisions are fair and transparent.

#### The TSA Standard for Rents

*PRHA should:*

- Charge rents in accordance with the objectives and framework set out in the Government's Direction to the TSA of November 2009.

All of PRHA's accommodation is charged according to the Government's Directive, which sets out target rents for all sizes of accommodation in local areas. Service charges are based on actual costs incurred for agreed services. Where tenants request additional services which would be chargeable (for example CCTV in their area) we consult and only proceed if there is majority support from the improvement.

All tenants are provided with clear information about how their rent and service charge is set and changed.

#### The TSA Standard for Tenure

*PRHA should:*

- Offer and issue the most secure form of tenure compatible with the purpose of the housing and the sustainability of the community. They shall meet all applicable statutory and legal requirements in relation to the form and use of tenancy agreements.

PRHA uses assured shorthold tenancies and licences for its supported accommodation, based on the expected period of stay. We issue assured tenancies for general needs properties unless the accommodation is intended to be temporary.

#### Empty Properties

PRHA occasionally has properties empty between lettings. These are called "voids". As a small landlord, we can ensure that these are re-let efficiently & quickly, although occasionally there are delays with getting referrals, particularly for supported housing.

The income lost during 2009-2010 as a result of empty properties was £157,000.

This represents 2.3% of our total income from rents and service charges.

This year PRHA has introduced an improved standard for all properties that are being prepared for re-letting.



**Our supported housing tenants want to know what move-on options they have**

In 2009/2010 we housed 561 people in temporary supported housing.

Of these:

- 119 moved on positively during the year.
- 68 moved into social housing (housing association or ALMO/Council)
- 6 moved into private rented accommodation.

The remaining 45 moved into a range of options including further long-term supported housing, returning to family or moving out of the area.

**Our immediate offer**

*We aim to ensure that:*

- regular updates are provided to short-term supported housing tenants on issues affecting move-on
- all staff are trained to provide basic welfare benefits advice
- specialist advice on budgeting and welfare benefits is available to all tenants.

**In the year ahead**

*We will ensure that:*

- all temporary supported housing tenants receive written information when they move in about move-on options & likely timescales. We also aim to ensure this is updated regularly and that information is given on factors affecting different options (by March 2011)
- all information about mutual exchange & transfer is available to all general needs tenants in the Tenants' Handbook and on-line & is regularly updated.

**In the year ahead we will report to our tenants on the following information so that they can monitor how we are meeting our standards:**

- number of people moving on to social housing from temporary supported accommodation &
- number of people moving on to private rented accommodation.

**In the longer term we will aim to monitor the following from 1st October 2010:**

- % new house rules implemented following consultation with tenants in temporary supported housing.

We will aim for a target of 100%.



**450**

tenants were housed at any one time in 2009/2010



**199**

supported housing tenants were helped to move into more permanent accommodation

## Our Tenants' expectations

Our tenants want a say in how things are run. They want to be consulted and want to be involved in planning services for the future.

**Governance** is how PRHA is run & how it makes sure it meets legal requirements.

### The TSA Standard for Governance

*PRHA shall:*

- ensure effective governance arrangements that deliver its aims, objectives and intended outcomes for tenants and potential tenants in an effective, transparent and accountable manner.

Governance arrangements shall ensure PRHA:

- adheres to all relevant legislation
- complies with its governing documents and all regulatory
- is accountable to tenants, the TSA and relevant stakeholders
- taxpayers' interests and the reputation of the sector
- has an effective risk management framework.

### How PRHA meets the TSA Standard

PRHA's Management Board has broadly adopted the National Housing Federation's Code of Governance which lays out the standards that the Board works to & the way in which the business of the Association is run.

We do not have a limit on how long Board members can serve on the Board, although they do have to be re-elected at least every 3 years. Most of our Board members have served for between 1 and 5 years although some have been members for much longer. This gives a mixture of experience and new ideas.

There are clear roles, responsibilities and accountabilities for the Board, Chair and Chief Executive. The Board reviews the effectiveness of these arrangements at least annually.

Every year we submit an annual return to the TSA, the Regulatory and Statistical Return. We also report regularly on a number of our activities through the National Register of Social Housing.

We currently have one tenant Board member: Mary Ann McKeever. Another recently retired so we have carried out training for interested applicants and hope to recruit a second tenant Board member in November 2010.

There are usually between 9 and 11 Board members in total.

The standards which apply to PRHA also apply to our subsidiary, the Kipper Project, which provides services to homeless young people.

### Our immediate offer

*We aim to ensure that:*

- tenants have a say on our Board
- our Service Users Advisory Panel's work is fed back to our Board
- tenants can meet Board members at informal events
- tenants in supported housing are consulted on day-to-day running of their housing schemes
- scheme & estate inspections take place with local tenants
- tenants are involved in the planning of new developments or when we introduce changes in the way we do things.
- participation is at the heart of everything we do.

We aim to run PRHA in a way that is accountable & meets legal requirements.



**In the year ahead, we will report to tenants through the tenants' newsletter on changes made as a result of tenant feedback. We will also give updates on:**

**What the Board is doing and who the Board members are**

Anyone who is interested in joining the Management Board should contact the Executive Assistant at PRHA Central Office. She will then advise you when vacancies occur. The process involves going to a training session, meeting PRHA's Chief Executive and tenant Board members & observing a Board meeting. The final decision is made by the Board.

**Financial viability** is how PRHA ensures that it uses its resources to achieve its objectives & does not have financial difficulties.

**The TSA Standard for Financial Viability**

*PRHA should:*

- Manage their resources effectively to ensure their viability is maintained.
- PRHA has effective controls and procedures in place to ensure that our finances are used properly & that our assets, such as properties, are protected. We have effective systems in place to monitor and report on the current and future use of our finances. We also plan ahead to ensure that any risks to our financial plans are identified and effectively managed.

Tenants who are interested in seeing PRHA's accounts should contact the Executive Assistant at PRHA Central Office.

**We have systems in place to ensure that:**

- we have sufficient cash to fund our activities at all times
- our financial planning is realistic
- any plans we have are properly budgeted for
- we meet the requirements of our lenders (banks or building societies who lend us money to build properties)
- We provide the TSA with regular financial information & report annually on any loss from fraudulent activity.

**Our Board members are all volunteers with a wide range of experience & skills.**

# About our finances

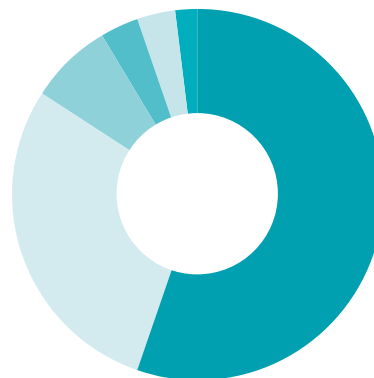
## Where the money came from (2009-10)

- Contract income from supporting people 46%
- Rent received from residents 23%
- Charge for the services provided to our tenants 23%
- Other grants for providing services to our tenants 5%
- Income from other activities 3%



## What the money was spent on (2009-10)

- The payroll cost of the people we employ 56%
- Services costs 29%
- Cost of maintaining the properties 7%
- Net interest charges 3%
- Retained earnings for the year (surplus) 3%
- Lost income because of empty properties 2%





In 2009/2010 we housed 500 tenants at any one time.  
We held 121 tenants meetings & events during the year.



## About PRHA

PRHA is a small, specialist housing association registered with the Tenant Services Authority. Our work is focused on the East End of London, in particular Tower Hamlets, Hackney and the City.

We provide general needs accommodation for families and single people. We also provide supported housing & homelessness-related services.

PRHA also includes the Kipper Project and East End Focus. Both these organisations specialise in homelessness advice and support for young people in East London.

PRHA is a very diverse organisation. Our staff, service users, volunteers and Board members come from over 40 countries and speak over 50 languages. They also represent a wide range of faiths. We aim to ensure that our services are appropriate for everyone and that we celebrate our diversity.

As well as being a landlord we provide a range of specialist services which support people to maintain tenancies and manage health & wellbeing issues & become more independent.

We also work in partnership with a number of other organisations to support our tenants and our local communities.



PRHA staff & volunteers are committed to providing excellent services.

# Providence Row Housing Association



## Questions or comments

If you have any questions or comments about this Report please contact us using the reply card at the front of the Report.



**INVESTORS  
IN PEOPLE**



**business to support people**

Registered with the Tenant Services Authority, as a Registered Provider Number L0695 and with the Registry of Friendly Societies, as an Industrial & Provident Society, Number 19322R. PRHA is an Exempt Charity. Providence Row Housing Association is a Charitable Housing Association incorporating The Kipper Project, a registered charity.

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