

Working together to improve lives

ANNUAL REPORT 2015-16





Chair's report

This year PRHA has been planning for the future in an increasingly uncertain world where only one fact remains constant – that many people continue to need the shelter of our accommodation and support from our staff teams.

The challenges that we have been grappling with include a wholesale Governmental review of the future funding of supported housing, changes to welfare benefits and housing Benefit and a transfer away from social housing towards home ownership. We are carefully reviewing all of this to ensure that we can continue to deliver on our core objectives, manage the challenges but also grasp the opportunities that will inevitably arise.

We have been delighted to progress several long term partnerships this year, with George Green's Almshouse (managing their new housing scheme for local women) and with Early Years Network Tower Hamlets to extend their childcare provision on our premises. We have also been working with the Corporation of London and St Mungo's Broadway to relocate our service for City Rough sleepers.

The Board's long term succession plan is coming to fruition with several new members joining and longstanding Board members retiring or preparing to retire.

I would particularly like to thank Patricia Coulson for her commitment and contribution over the years.

Finally we have as always been providing high quality services to a large number of homeless people, each year improving on how these are tailored to meet the specific needs and circumstances of individuals. I would like to thank all the staff, volunteers and Board members for their ongoing loyalty, support and commitment to our work.

Jeff Baker

Chair

Providence Row Housing Association





Working together to improve lives

PRHA's services for homeless people have always been at the very heart of our mission.

We constantly strive to make them as effective as possible given the complexity of reasons behind individuals' homelessness. We have learnt a lot from our service users themselves about the need for trusting relationships and looking beneath the surface of defensive or challenging behaviour. We have also focussed increasingly on trying to find the one key which will unlock the potential within people helping them to develop self confidence and self belief – this could be a remembered interest from childhood, a seemingly unachievable skill or an opportunity to be creative.

We find that once people start to recover themselves they want to help others and need a sense of purpose. We try to ensure that they can access volunteering and training opportunities to enable them to progress onto the next stage of reintegrating with the community.

"A roof over my head and a really good support team which believes in my recovery." Martin, tenant

Robert's story

Robert lost his family and job due to drug dependency. Following a prison sentence he came to Riverside drug free and determined to change his life. He has received support to maintain his resolve and rebuild his self esteem and his independent living skills. He is now active in PRHA's networks including the residents advisory panel and carrying out maintenance inspections. He is getting prepared to move on soon.

"Working with the Maintenance Club and moving in to a bedsit has helped me stand on my own 2 feet and given me the confidence to move on."





This year they carried out a piece of community research for Healthwatch and the Clinical Commissioning Group gathering the views of homeless people with dual diagnosis (alcohol/substance misuse and mental health issues) on the design and commissioning of services.

Key findings of the report

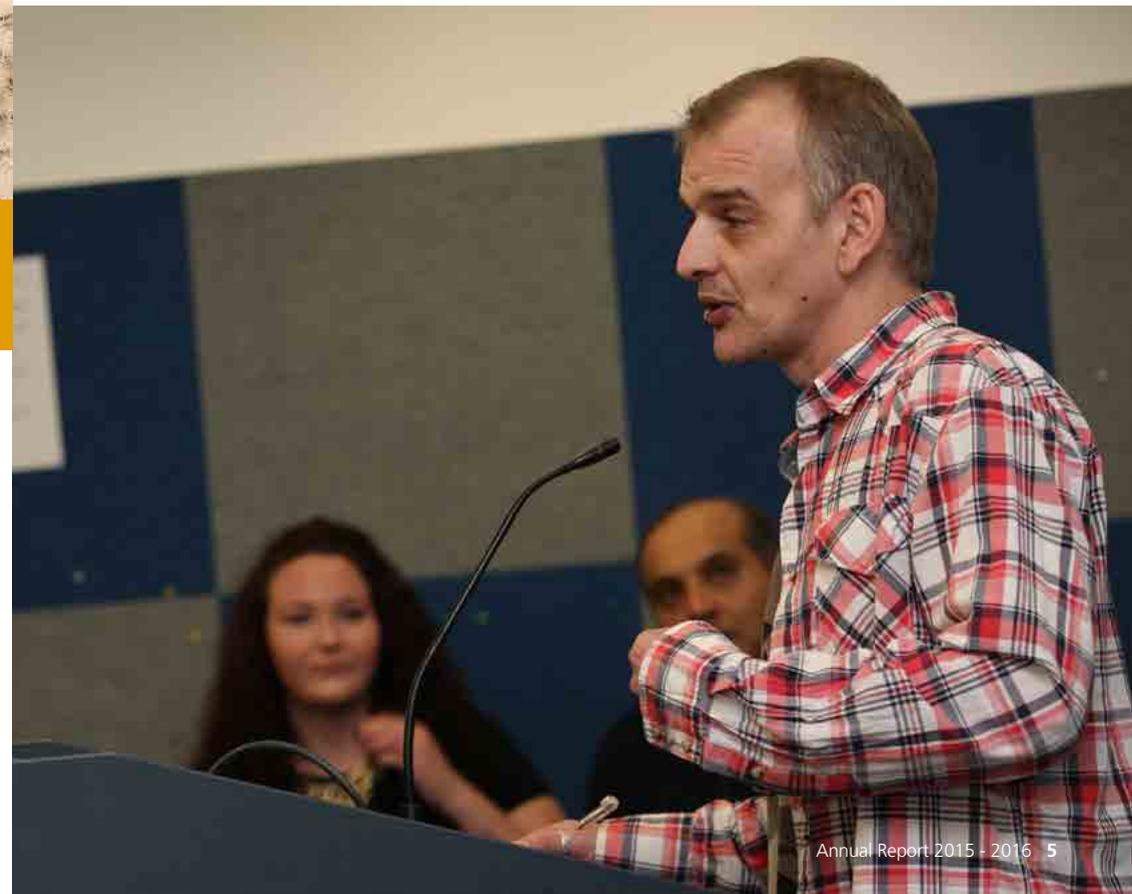
- Relationship building is the key to success in both drug and alcohol and mental health services
- A single point of access for services is needed to avoid confusion

- Services should be more responsive to the needs of people who find engaging with structured services difficult. This should include in-outreach to hostels
- Service users value the support of others with lived experience in the delivery of services
- More effective joint working and information sharing is needed between agencies and more training/support to voluntary sector staff.

Unlocking potential

Our “Peer consultancy project”, funded by Lankelly Chase, involves people with lived experience who help to develop effective models of service provision for people who experience ‘Severe and Multiple Disadvantage’ in Tower Hamlets.

“I have gone from being an angry alcoholic who hated more or less everything, not least myself...to where I find myself today.” Peer consultant





“It shows what can be done when you work with passion. It is a truly inspirational garden in a very special place.”

Dan Pearson garden designer on meeting Grounded at the roof garden

Developing individual and community resilience

Grounded Ecotherapy exemplifies PRHA's approach to life - support recovery for individuals and the benefits will be felt by the whole community.

Grounded Ecotherapy is a relentlessly enthusiastic group of staff and volunteers who share a passion for “recovery for people and places”. Physical and mental wellbeing are promoted through gardening and landscaping and the by product is a beautiful environment for everyone, full of flowers, vegetables and wildlife.

Originally set up by and for people recovering from homelessness, substance

misuse and mental ill-health, this group also now encompasses a wide range of volunteers from across the community.

They work not only in our local housing estates, parks and community allotments, they also maintain the roof garden above the Queen Elizabeth Hall on the South Bank in London.

Follow our projects on <https://www.facebook.com/groundedeco/>





“I feel like I have been given a new lease of life, from being told that I had months to live to now volunteering it has been such a personal achievement.”

Ali's story

Ali has been supported by our offender services to tackle his substance misuse and underlying issues. He engaged with counselling, treatment and lifeskills training. He stopped using and became involved in Upbeat our service user-led group that provides peer support and arranges activities. He has now completed an engineering course and is a prominent Upbeat organiser.

Reducing offending

Many of our services work with people who have offended in the past. Often this is linked to substance misuse or their mental ill-health. Our staff aim to tackle the underlying causes to reduce the likelihood of offending in the future. We work closely with a range of agencies to ensure that our service users can access treatment and develop supportive networks for the future.

“The staff are amazing! They look after me, understood me, and cared for me when I was falling to pieces.”

Charles, service user





Affordable housing for local people

PRHA supports local communities by developing and managing housing for local families as well as specialist supported housing.

This year we were delighted to commence our partnership with George Greens Almshouses, managing their new building in Poplar which provides much needed, high quality housing for single women on limited incomes.

Repairs completed to timescale

This year we met/exceeded our targets for Emergency and Routine repairs but performance on urgent repairs dipped slightly below target. This is being reviewed.

	Target	Performance 2015-6	Performance 2014- 15
Emergency repairs	100%	100%	100%
Urgent repairs	98%	97.6%	98.4%
Routine repairs	98%	98.8%	98.9%
Appointments kept as % of those made	95%	100%	98.9%

PRHA believes in partnership

PRHA aims to extend its offer to local communities through partnerships. This year we have worked closely with Early Years Network Tower Hamlets a small local childcare provider to enable them to expand their current activities.

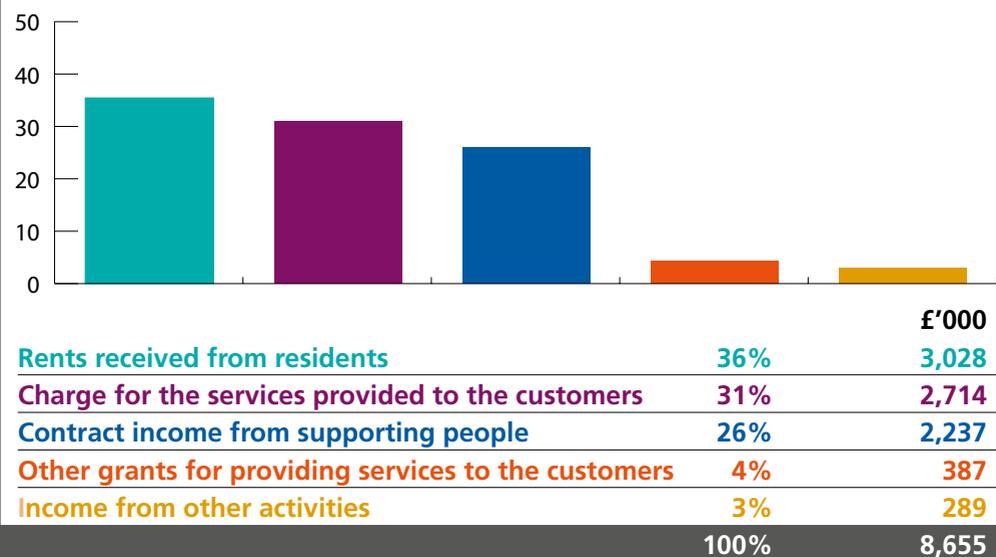
They already run a nursery on one of our sites and works have now started to create additional childcare places for 2-5 year olds including free places for some local families.

Also this year PRHA has been working closely with the Corporation of London and St Mungo's Broadway to relocate our service for City Rough sleepers. This unique partnership will allow PRHA tenants to move to new purpose built premises in Southwark whilst freeing up the Middle Street site for St Mungo's Broadway to redevelop for another Rough Sleepers service.

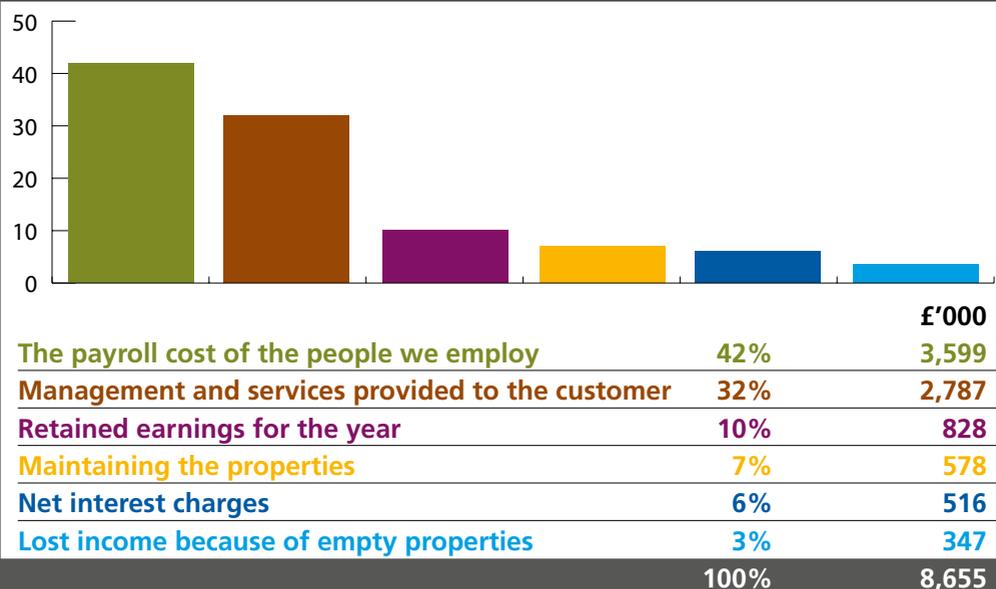
PRHA Financial Performance

1 April 2015 - 31 March 2016

Where the money came from



What the money was spent on



Balance sheet

	2016 £'000	2015 £'000
The cost of the properties and other assets	43,151	43,518
Net cost of our assets	43,151	43,518
Amount owed to us	553	701
What we had in the bank or invested	4,417	3,862
Amount owed by us to others	(2,269)	(2,331)
Total assets less current liabilities	45,852	45,750
Long term borrowing and grants received to build properties	(38,188)	(38,910)
	7,664	6,840
Capital and reserves		
Fund available for future use	7,664	6,840
	7,664	6,840

INDEPENDENT AUDITOR'S STATEMENT TO PROVIDENCE ROW HOUSING ASSOCIATION

We have examined the summary financial statements which comprise the summarised income and expenditure account and balance sheet of Providence Row Housing Association for the year ended 31 March 2016.

Our report is made solely to Providence Row Housing Association in accordance with the terms of our engagement. No person is entitled to rely on this report unless such a person is a person entitled to rely upon this report by virtue of and for the purpose of the above legislation or has been expressly authorised to do so by our prior written consent. Save as above, we do not accept responsibility for this report to any other person or for any other purpose and we hereby expressly disclaim any and all such liability.

Respective responsibilities of the Board and auditors

The Board is responsible for preparing the summarised financial statements.

It is our responsibility to form an independent opinion as to the consistency of the summary financial statements with the full annual financial

statements. We conducted our work in accordance with Bulletin 2008/3 "The auditors statement on the summary financial statement for use in the United Kingdom" issued by the Financial Reporting Council. Our report on the full annual financial statements describes the basis of our opinion on those financial statements.

Opinion

In our opinion the summarised financial statements are consistent with the full financial statements of Providence Row Housing Association for the year ended 31 March 2016.

We have not considered the effects of any events between the date on which we signed our report on the full annual financial statements (14 September 2016) and the date of this statement.

BDO LLP, statutory auditor
London, United Kingdom
15 September 2016

BDO LLP is a limited liability partnership registered in England and Wales (with registered number OC305127).

Board

Jeff Baker (Chair)
Richard Smith (Vice Chair)
Mo Ali
Serena Braggiotti Stassano (joined November 2015)
Rick Brunwin
Patricia Coulson (retired March 2016)
Andrew Disley (joined November 2015)
Mary Ann McKeever
Steve Mendel
Belinda Porich
Ian Sealey (joined November 2015)
Ray Thompson

PRHA's Senior Management Team

Fiona Humphrey BA (Hons), MCIH, Dip (Housing)
Chief Executive / Company Secretary

Karen Stuart BA (Hons)
Assistant Director (Community Services)

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

Tim Browning BSc (Hons), Dip Arb, MRICS,
MCIQB, MCIARB
Assistant Director (Property Services)

Layo Salako BA(Hons), MBA, FCCA
Assistant Director (Finance)

Elaine Bailey CIPD
Head of Human Resources

Funders and Contributors

Our thanks go to:

- City of London
- Greater London Authority
- Homes and Communities Agency
- Lankelly Chase Foundation (Promoting change network)
- London Borough of Hackney
- London Borough of Islington
- London Borough of Tower Hamlets
- Southbank Centre

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, West London Mission HA, Lien Viet HA, Days and Atkinson's Almshouses, Barnsbury HA
- George Green's Almshouses
- Circle
- East End Homes
- East Thames Housing Group
- One Housing Group
- Peabody
- Stadium HA

Partners and Stakeholders

- Providence Row Charity
- The Sisters of Mercy
- Early Years Network Tower Hamlets
- East London Business Alliance
- East London Foundation Health Trust
- Friends of Tower Hamlets Cemetery Park
- Metropolitan University
- King's College Social Care Workforce Unit
- Queen Mary University
- Single Homeless Project
- St Mungos Broadway
- Skillsmatch
- Spitalfields Crypt Trust
- Tower Hamlets Housing Forum

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

