



Pathways



**Pathways
Annual Report**

2022-23



About Housing Pathways Trust

Almshouse charities are the oldest form of social housing in England. Pathways' legacy dates to the 17th century and today the charity is responsible for 270 Almshouses that provide low-cost accommodation to people in need over the age of 50. The Almshouses are located at 19 sites across London with one site in Kent.

In addition to the Almshouses, the charity owns 8 commercial properties, 15 leasehold properties and two allotments.

The income from the commercial properties at Ealing Green supports our Ealing and Brentford grants programme.

The Haslemere allotment in Northfields dates to 1910 and has 72 plots. The Northfield Avenue allotments has 170 plots and dates to 1832 making it London's oldest allotment.

The charity is regulated by the Charity Commission and the Regulator of Social Housing.

This Annual Report provides a review of the financial year 2022/23 summarising the organisation's performance, achievements and future plans.

The report is made available to all Pathways' residents and can be downloaded from the website.

270

Almshouses

8

Commercial properties

15

Leasehold properties

242

Allotment plots

£80K

Grants to good causes



Pathways

Housing Pathways Trust Annual Report – Message from the Chair



Mark Melliush
Chairman

Welcome to our Annual report 22/23.

Serving Pathways is a special honour and I know that I speak for all the trustees when I say that we are delighted with all that has been achieved over the past year.

This year has seen us do a significant amount of housekeeping behind the scenes by the merging of the smaller alms house charities that we had taken on and this will not only result in lower central costs but means that some of the finance that was tied up in our bigger charity arm can now be released to support some of our smaller groups of houses. This has all been done so that our residents benefit in the end.

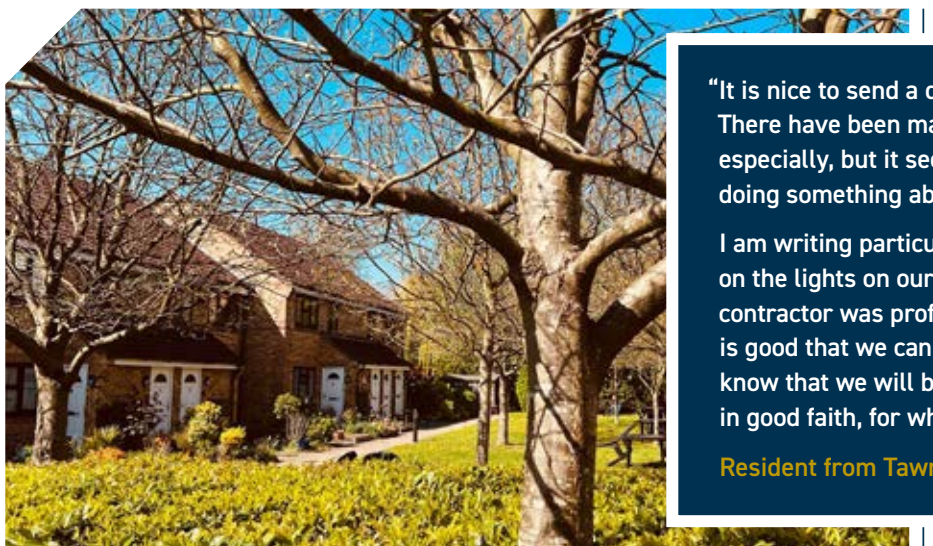
Already we have initiated surveys of some of our properties to see where best our resources can be spent. Our hope is to provide the best, cost efficient homes that we can so that every resident benefits. We have also been looking at our green footprint as a trust, and will be doing all we can to work towards being as energy efficient as possible which we hope will result in lower bills in the long run.

I am pleased to be able to say that we now have one of the best and most stable staff teams in the office and each one is working to support our residents.

Finally, one of the wonderful gifts of Pathways is that we can support other smaller charities as well. We have provided for so many smaller organisations that are working to help those most in need. What a delight to know that we don't just work to provide good housing but also to help people through such things as food banks.

So thank you for being with us as we shape our housing to help best serve both our current and future generations with good housing.

Mark Melliush



"It is nice to send a different message when it is due. There have been many complaints in recent months especially, but it seems that Pathways is listening and doing something about it.

I am writing particularly to thank you for the repairs on the lights on our green. It looks lovely and safe. The contractor was professional and did the job "rapido". It is good that we can complain when needed, but great to know that we will be heard and that Pathways will act in good faith, for which I thank you."

Resident from Tawny Close, Ealing

Chief Executive Review



Steve McNaughton
Chief Executive

The current period is the most significant for the charity since 2012 when 10 sites were transferred from Anchor Housing. At the time of the transfer, a corporate trustee was set up to manage the respective charities. This was an overly complex structure for a relatively small organisation and in March 2023 the Charity Commission approved our application to merge the two biggest charities in the structure, in the name of Housing Pathways Trust.

The merger has streamlined the business, delivered efficiencies and provided a platform to provide focussed services to our residents. In particular the merger supported our plans to modernise IT systems including finance and property management software.

The structure and emphasis of employees delivering services to Almshouse residents has changed moving from specialised roles to 'generic' property manager roles. The charity now has 3 property managers responsible and empowered to manage all aspects of the service to the sites they are responsible for.

The initial indications are that residents are happier with the new service and that overall satisfaction is improving. Residents will be able to formally provide feedback via an independent survey in 2024.

The survey will enable comparisons with previous surveys and with similar organisations. The results of the survey will influence the service and investment priorities of the charity.

The organisational changes made meant that the charity was better placed to meet the challenges of the cost-of-living crisis and trustees made the decision to increase the budget of the resident welfare fund to support the most vulnerable residents living in our properties.

During this period of change I would like to pay tribute to the staff team and the board of trustees for their hard work and commitment. We are in an excellent position to ensure the long legacy of the charity continues in a positive manner, as we prepare our plans for the future. This will ensure our properties continue to be safe, secure and well maintained places to live.



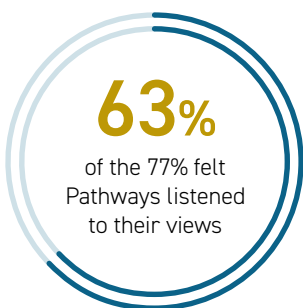
"Thank you so much! I honestly did not expect this to happen so quickly. The flat is so nice and the location is great. It went way beyond my expectations I feel so lucky! [...]"

Resident from Dean Court, Ealing



Listening to our residents – improving services

The results of our last resident survey, published in December 2020, recorded an overall satisfaction score of 77%. Within this score 63% felt Pathways listened to their views. Listening to residents has become integral to our approach as we aim to increase the level of satisfaction recorded in the 2020 survey. The next resident survey will take place in January 2024 with the results published in April.



We have now begun to publish a “**you said, we did**” record to demonstrate our commitment to listening to residents and improving our services. Here are some examples:

- **improved lighting at 6 sites**
- **new garden bench at Tawny Close**
- **remodelled laundry room at Tawny Close**
- **parking controls at Vaughan Court**
- **new signage & paving at Taylor Court**
- **window & door replacement at Begonia Ave**
- **improved cleaning and grounds maintenance across all sites**
- **new fencing at Tawny Close and Dean Court**
- **installation of 5 wet rooms for those struggling with mobility**
- **new door entry system at Dovedale Cottages PIC**
- **increase the number of site visits by staff**

As well as increasing the number of site visits we have agreed a new out of hours service and introduced different ways residents can communicate to us such as the introduction of a resident app to report repairs and issues.

In June 2023 we held our third annual resident conference. Each year the attendance has increased and on this occasion 38 residents attended representing most of our sites.



Ealing and Brentford Grants Programme

Income from the Ealing Green commercial premises funds our Ealing and Brentford grants programme. The commercial premises are at the heart of the local community providing a range of services.



“It is a privilege to continue the long legacy of supporting communities in Ealing and Brentford via Pathway’s grant programme. The grants committee are looking forward to expanding the reach of the grants programme in 2024.”

Isabella Rossi, chair of the grants committee

Grants are approved by our grants sub-committee and in 2022-23 the charity distributed nearly £80,000 to West London based charities and community organisations.

Grant awarded 2022-23



Bless Church Community

“The Pathways grant helps fund the outreach work undertaken by the church’s Children and Families worker alongside two sessional support workers, to enable them to lead their established ‘Playtime’ project which serves young families across the Ealing area on a weekly basis.”

Bless Community Church – £8,555

Their vision is to be a community of people who embrace faith in God, grow as His children, and Bless the City they serve. They seek to encourage individual church members to make a positive impact right where they are- at work, home and in their local community.

Age UK Ealing – £9,797

Age UK Ealing supports older, often vulnerable people over the age of 50 throughout the London Borough of Ealing. Many of their clients are struggling with loneliness and isolation, while some are facing extreme poverty, particularly fuel poverty. Their aim is to empower older people in Ealing to increase wellbeing, confidence, independence, inclusion and happiness, reduce isolation and improve living conditions and welfare.

Alliance Arts – £5,000

The purpose of Alliance Arts is to give individuals, particularly young people, the opportunity to participate in the arts. Alliance Arts aims to bring people together in a positive way thus making communities stronger while reducing the local crime rate.



Ealing Law Centre – £10,000

Their aim is to relieve poverty, suffering and distress among persons resident or working within London Borough of Ealing and neighbouring Boroughs through provision of free legal advice and assistance; and the advancement of education for these persons.

Woman’s Trust – £4,700 (see mission below)

Welshore Community Hub – £5,000

The Hub’s aims are to increase networking between formerly isolated groups, to promote values of equity, inclusiveness, participation co-operation, and to support and develop residents’ groups, thereby empowering residents and resident groups to influence and transform public policies and services, and all factors affecting the conditions of their lives.

Homestart Ealing – £10,000

Homestart recruits and trains volunteers from around the borough of Ealing and then carefully match the volunteer with a family in need of support. Volunteers are from all walks of life, all with a little free time available each week to help provide emotional and practical help to local families facing challenges with children under 5.

Ealing Music Therapy – £7,500

Ealing Music Therapy (EMT) is the only charity in Ealing which provides Music Therapy on a full day basis in schools within the London Borough of Ealing. Music Therapy is an established clinical intervention using music creatively to form a therapeutic relationship and to support clients with their emotional, physiological, social and communication needs.

Into The Light – £7,860

Into The Light provide support, resources, courses, workshops and counselling to adults in Ealing who have experienced childhood sexual abuse and to those that support and care for them.

Young Ealing Foundation – £10,000

They aim to ensure all young people in Ealing can access the opportunities and support they need to grow up and lead happy and safe lives, fulfil their potential and become a valued and listened to part of the local community, by working with and in the community to empower small, local charities to thrive and flourish in order to enable sustainable, high quality service provision for children and young people and promote great youth work in all its forms.

Ealing Mencap

“A client had a diagnosis of PTSD from events that took place in their country of birth during a war and had mobility problems as a result of a stroke. They already received PIP but their mobility issues had worsened. The caseworker supported the client to submit a change in circumstances to the DWP, gather medical evidence and complete a PIP renewal form. As a result of this support, the client was successfully awarded enhanced PIP mobility and daily living components totalling £7,740 per year. The client was also supported to apply for travel concessions including a Blue Badge and disabled persons freedom pass.”

Woman’s Trust

“When I was first referred to WT, I was in a really bad place mentally. I was battling depression and was borderline suicidal. I was deeply unhappy and very weepy but the sessions I had with my counsellor helped me immensely. It drew me back from the precipice of depression and helped me to realise that life really was worth living. It had a really positive impact on me generally and when I look back from where I was then to where I am now, I can only be grateful for the positive impact WT has had on my life. I think plenty other women in similar or worst states of mind than me would benefit immensely from WT’s services and the work WT does should be supported.”

Into the Light

“Completing this course brought me into contact with phenomenally brave women where we shared and supported each other. This is the first time I have ever connected with other survivors, and it is extremely reassuring and powerful where I felt heard, seen and valued.

“I have more trust in people now. The counselling has improved my life in terms of self-acceptance and trust. I can now trust my husband and other people with my children to a much higher level than before counselling.”

The Charity's Finances

Housing Pathways Trust

During the financial year, the Charity recorded a negative net movement in funds of £391,931 compared to a positive net movement in funds of £1,411,828 in the previous year. This deficit was mainly due to the impact of global economic conditions where the value of our investments and investment property were reduced by £624,799.

Within the net movement in funds, the Charity made a deficit on Almshouse Accommodation of £143,115 compared to a surplus of £41,086 in the previous year. The deficit was due to a significant increase in the cost to repair and maintain our properties during the year and the higher-than-average number of properties becoming empty. Properties becoming empty resulted in reduced income and increased expenditure incurred to ensure vacant dwellings are of a good standard for incoming residents.

Non-social housing activities including allotments, commercial properties produced income of £527,425 (2021/22: £595,329) and income from fixed asset investments amounted to £127,276 (2021/22: £121,831). Grants payable and associated costs were £109,370 (2021/22: £75,549).

In total £561,447 was invested to ensure our sites are safe and well-maintained places to live. This represented an increase of 15% compared to 2022. Major works such as replacing and upgrading bathrooms, kitchens, and remodelling works to amounted to a further £184,426.

Housing Pathways Trust - Statement of Financial Activities

For the year ended 31st March 2023

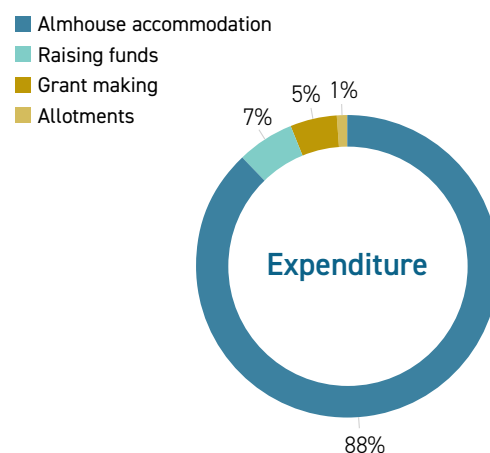
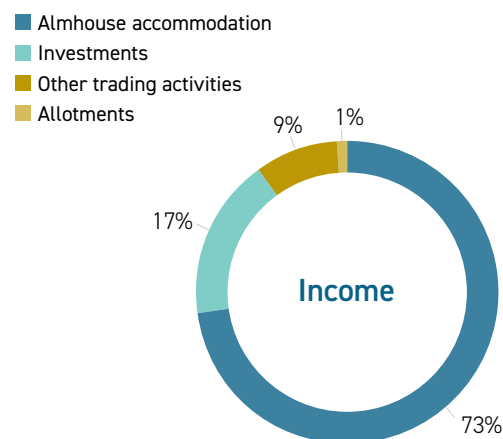
	2023				2022
	Unrestricted	Restricted	Endowment	Total	Total
	£	£	£	£	£
Income from					
Donations and Grants	2,000	-	-	2,000	2,000
Charitable Activities					
<i>Almshouse Accommodation</i>	1,762,406	-	-	1,762,406	1,722,848
<i>Allotments</i>	12,724	-	-	12,724	25,960
Other Trading Activities	224,746	-	-	224,746	181,659
Investments	409,141	8,090	-	417,231	434,541
Other	-	-	-	-	75,000
	2,411,017	8,090	-	2,419,107	2,442,008
Expenditure on					
Raising Funds	109,934	1,921	5,635	117,490	251,906
Charitable Activities					
<i>Almshouse Accommodation</i>	1,542,324	85,280	277,917	1,905,521	1,681,762
<i>Allotments</i>	21,378	-	1,480	22,858	22,688
<i>Grant making</i>	108,841	-	529	109,370	75,549
	1,782,477	87,201	285,561	2,155,239	2,031,905
Gains/(losses) on investments	(192,916)	(13,075)	(42,308)	(248,299)	193,725
Gains/(losses) on investment properties	-	-	(376,500)	(376,500)	742,000
Net income/(expenditure)	435,624	(92,186)	(704,369)	(360,931)	1,345,828
Actuarial gains/(losses)	(31,000)	-	-	(31,000)	66,000
Transfers between funds	(4,866,671)	-	4,866,671	-	-
Net movement in funds	(4,462,047)	(92,186)	4,162,302	(391,931)	1,411,828

Balance Sheet

As at the 31st March 2023

	2023	2022
	£	£
Fixed Assets		
Housing Properties	11,623,708	11,793,355
Investment Properties	4,413,500	4,790,000
Other Fixed Assets	1,385,988	1,382,724
Social Investments	-	-
Investments	4,373,678	4,570,440
	21,796,874	22,536,519
Current Assets		
Trade and Other Debtors	280,487	173,722
Cash and Cash Equivalents	1,892,232	1,578,018
	2,172,719	1,751,740
Creditors: Amounts falling due within one year	(670,804)	(535,316)
Net Current Asset	1,501,915	1,216,424
Total Assets less Current Liabilities	23,298,789	23,752,943
Creditors: Amounts falling due after more than one year	(1,433,699)	(1,492,922)
Provisions for liabilities	(154,000)	(157,000)
Net Assets	£21,711,090	£22,103,021
Funds		
Permanent Endowment	13,538,705	9,376,403
Restricted Funds	3,173,691	3,265,877
Unrestricted Funds	4,998,694	9,460,741
Total Funds	£21,711,090	£22,103,021

The Charity's cash in bank have increased to £1.8 million (2022: £1.5 million), reflecting cash generated for the year. The designated reserve of over £2 million set aside for future cyclical and maintenance, extraordinary repairs continue to be held. Investments decreased in value by 4% this year to £4.3million (2022: £4.5 million), which reflects market conditions over the course of the year.



King George V Memorial Houses

The Charity recorded a net movement in funds of £ (4,023) (2022: £56,786). This is due to unfavourable movement on the value of investments of £14,449 (2022: favourable movement of £38,841).

In the year the Charity made a deficit on Social Housing lettings of £1,208 (2022: surplus £7,523) due to undertaking the maintenance at the scheme. The Statement of Financial Activities shows a decrease of £4,023 in Funds to £801,676 (2022: £805,699) and is mainly attributable to a decrease in the carrying value of fixed asset investments and increased replacement of fixed asset components.

The Charity's cash in bank have decreased to £118,666 (2022: £142,227), mainly due to major works carried out



during the year. The designated reserve of over £800,000 set aside for future cyclical and maintenance, extraordinary repairs continue to be held. Investments decreased slightly this year to £452,197 (2022: £459,654), which reflects market conditions over the course of the year.

Ealing Allotments

Not many Almshouse charities, or housing organisations, own allotments but we do! The Haslemere and Northfields Avenue allotments reflect our fascinating history, with the Northfields Avenue site being the oldest in London.

The day-to-day management of the allotments is delegated to allotment management committees ensuring the allotments are well managed and helping create a thriving community that makes a big impact in the local area. As a much valued urban green space, this impact was especially prevalent during the coronavirus pandemic.



To contact the allotments:

Northfields Avenue allotments are also known as Ealing Dean Allotment Society (EDAS).

For information about the allotments visit:

<https://ealingdean.co.uk/> or email enquiries@ealingdean.co.uk

For information about the Haslemere Allotments visit: www.haslemereallotments.org.uk/

“Just want to say how pleased we are with the Bay Window which was put in on Sunday.

They were so considerate and careful with everything they did and left the area very clean. We would recommend them willingly. Other residents that I have spoken to have the same response. The room certainly feels a lot warmer. Thank you.”

Resident from Begonia Avenue, Kent

Trustees and Governance

Pathways has a voluntary Board of Trustees that meet six to eight times per year. The Trustees set the strategic direction of the charity and maintain an overview of the performance of the charity.

The charity is regulated by the Charity Commission and the Regulator for Social Housing. Trustees have adopted the 2020 National Housing Federation Code of Governance.

Trustees:

Mark Melliush – Chair
Andrea Joseph
Fiona Howie
Isabella Rossi – Chair of the grants committee
Joshua Reddaway – Chair of the audit and risk committee
Tyca Riley

Co-opted grants committee trustees:

Alice MacKenzie
Katherine Yentumi

Staff Team:

Steve McNaughton – Chief Executive (part-time)
Bolaji Omotade – Head of Finance & Company Secretary
Eoin Donnelly – Senior Property Manager
Rishi Ahluwalia – Interim Finance Manager
Brett Simpson – Property Manager
Mark Gomes – Property Manager
Natasha Johnson – Property Manager
Raz Iqbal – Income Collection Officer (part-time)
Domitille Francois – Executive Assistant

“The company hired to do the deep clean in the exterior was excellent. The paintwork is pristine. It is a pleasure to come in now and be greeted with fresh paint and walls. They were also a very polite team. I am sure I speak for the other residents. Many thanks.”

Resident from Esther Doe Lodge, Winchmore Hill, Enfield



Pathways

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