

# IRISH CENTRE HOUSING

Annual Report 2008





## MESSAGE FROM CHAIR

Although it has been another successful year for ICH it has also proved to be a most challenging one.

The year was overshadowed by a climate of frozen or reduced funding for Supporting People projects. Despite this, we managed to secure some additional money for service improvements and as a consequence our Supporting People results continue to show year on year improvements.

This year also saw the completion of the refurbishment of Bethany House. The success of this major undertaking demonstrates clearly how, given the cooperation of all concerned, it is possible to successfully upgrade an old building to a high standard whilst maintaining a service to its residents. The official opening, organised in part by the residents, was a most successful event. It was particularly satisfying for me to hear from many residents how proud they were of their new home. It was also most gratifying to be able to speak with the representatives of our partners and to thank them for their contribution in this successful venture.

After almost 10 years as Chief Executive, Antonia Watson left ICH in February. We thank Antonia whose dedication to the Association led to the significant growth and development needed to meet the ever changing needs of our residents and funders. My appreciation also goes to the Interim Chief Executive, Peter O'Callaghan and to the Senior Management Team for so ably maintaining service standards while awaiting the arrival of our newly appointed Chief Executive, Tricia Durkan.

It is always a pleasure to welcome new Board Members. This year saw the appointment of two additional members, Peter Hammond and Lorraine Richardson, who bring a range of skills and experience from which ICH will benefit.

Finally, I would like to take this opportunity to express my sincere thanks to the staff of ICH for their wholehearted devotion to our residents, and to extend my gratitude to the Board Members for their ongoing and unstinting support.

John Coote Chair



**"I HAVE HAD OPPORTUNITIES AND EXPERIENCES THAT HAVE ADDED VALUE TO MY LIFE. BETHANY HOUSE HAS EXCEEDED MY EXPECTATIONS."**

Connie – Resident

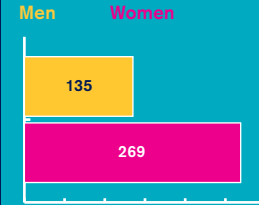


**"I HAVE WORKED WITH SOME TRULY EXCELLENT PEOPLE AND I AM AMAZED AT THE CREATIVITY ACROSS THE ORGANISATION."**

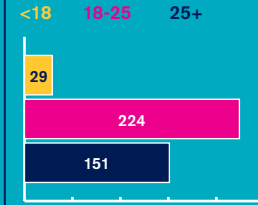
Antonia Watson – Former CEO

## FACTS AND FIGURES

### WHO WE HOUSED



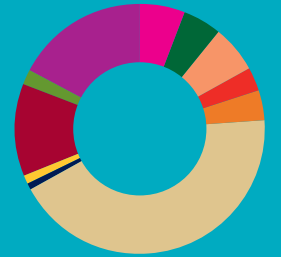
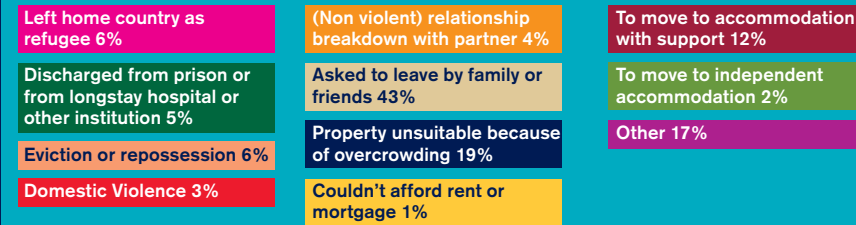
### AGE



### WHERE PEOPLE WENT



### REASON FOR HOUSING



### Those we housed:

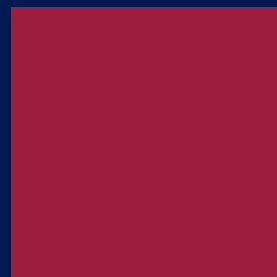
Black and ethnic minority	71%
Slept rough prior to being housed	12.5%
Had connection with borough where housed	85%

### Maintenance performance

Types	No of jobs	Completion
Emergency (24 hours)	321	99.6%
Urgent (7 days)	1347	99%
Routine (28 days)	460	93.9%

### Complaints

Total written complaints in year	87
Reduction on last year	8.4%
Resolved within 14 days	89.7%



improving lives;  
valuing people

## MANAGEMENT

### BOARD

John Coote Chair  
Berry Bermingham  
Company Secretary  
Lorraine Richardson  
Frances Thornton

Saif Ahmad  
Sally Buckley  
Peter Hammond  
Cormac Smith  
Ross Wood Vice Chair

### SENIOR MANAGEMENT TEAM

Tricia Durkan Chief Executive  
Mary Cribbin Housing Services Manager – Women and Families  
Aidan O’Kane Housing Services Manager  
Mutlow Marke Head of Finance  
Nigel Smith Interim Head of HR  
Steve Webb Communication & Performance Manager

### KEY PARTNERS AND FUNDERS

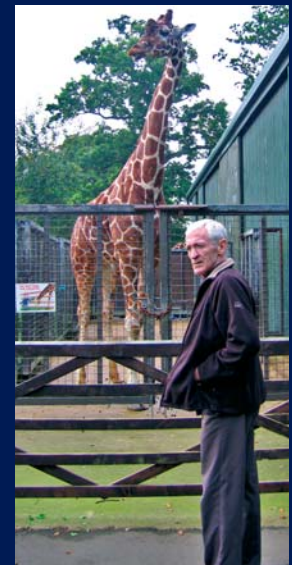
Business Action on Homelessness | Capital Arts | Camden PCT | Cardboard Citizens | City of Westminster College | Community Kitchens | Connections @ St Martins | Dion Fund | Dream Arts | Embrace | Groundworks | Hampstead Wells and Campden Trust | Hertfordshire County Council | The Housing Corporation | Hungerford Project | Kensington Temple London City Church | Look Ahead | London Borough of Brent | London Borough of Camden | London Borough of Islington | London Irish Centre | Mace Housing Co-operative | Peabody Trust | Pret A Manger | Prince’s Trust | Single Homeless Project | St Giles Trust | St Mungo’s | Thames Reach | Training for Life | Transitional Spaces Project (OSW) | Westminster City Council | Women and Media

FINANCIAL PERFORMANCE	2008	2007
<b>Income</b>		
Income from housing	2,835,129	2,588,992
Supporting People Grant	1,675,642	1,444,862
Grants / Other	58,069	50,984
<b>TOTAL</b>	<b>4,568,840</b>	<b>4,084,838</b>
<b>Expenditure</b>		
Services	909,041	951,303
Management	1,151,194	1,067,642
Support	1,651,953	1,387,659
Routine maintenance	297,162	233,549
Planned maintenance	45,800	29,601
Major repairs	56,184	30,549
Rent loss from bad debts	178,576	91,204
Property depreciation	28,727	28,857
Other		
<b>TOTAL</b>	<b>4,318,637</b>	<b>3,820,364</b>
Surplus	250,203	264,474
Interest received	39,637	64,178
Transfer (to) / from reserves		(623,897)
<b>Surplus / (deficit) for year after designation</b>	<b>289,840</b>	<b>(295,245)</b>
<b>Balance sheet</b>		
Fixed assets	13,087,273	12,100,825
Current assets	1,427,617	1,573,842
Current liabilities	(615,288)	(344,907)
<b>TOTAL</b>	<b>13,899,602</b>	<b>13,329,760</b>
<b>Funded by</b>		
Share capital	15	13
Social housing and other grants	7,401,833	7,121,833
Free reserve	6,497,754	734,318
Designated reserve		5,473,596
<b>TOTAL</b>	<b>13,899,602</b>	<b>13,329,760</b>



“I CH ARE DETERMINED AND TENACIOUS IN SUPPORTING RESIDENTS TO ACHIEVE THEIR INDIVIDUAL POTENTIAL AND LEAVE HOMELESSNESS BEHIND FOR GOOD.”

Liz Duff – Transitional Spaces Project (OSW)



## SOLICITORS

Devonshires  
Salisbury House  
London Wall  
London  
EC2M 5QY

## AUDITORS

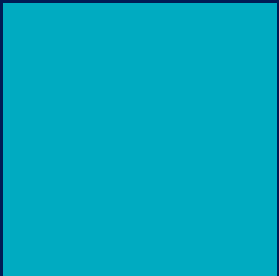
Beever & Struthers  
Alperton House  
Bridgewater Road  
Wembley  
Middlesex  
HA10 1EH

## INTERNAL AUDITORS

TIAA  
Business Support Centre  
Gosport  
PO13 0FQ

## AFFILIATIONS

National Housing Federation  
  
Homeless Link  
  
Federation of Irish Societies



## KEY POINTS

ICH develops a new Mission Statement:  
"improving lives; valuing people"

Almost all of our schemes had an SP review;  
the results improved for them all

Launch of Staff Forum which aims to increase the  
involvement of employees in decision making in  
the organisation

Additional SP funding from Camden Council  
enables service development at Conway House

Refurbished Bethany House was officially opened  
by the Mayor of Islington

St Louise and Bethany House residents produce  
"Life in a Hostel" video

Conway House celebrated the official opening  
of their new garden, funded by the Boulevard  
Community Grant scheme

CEO, Antonia Watson, left ICH after almost 10  
successful years

Green Lights scored in Housing Corporation  
assessment

ICH has worked hard to improve neighbourhood  
relations

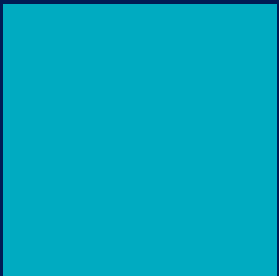
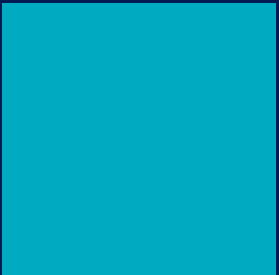
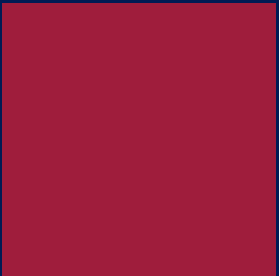
A big investment was made to successfully  
upgrade the Association's IT

Work has begun on the £470k redevelopment of  
Forde House; this will provide an additional 4  
self-contained units

Bethany House residents develop their skills by  
participating in the "Putting Down Roots" project

Younger residents in Herts get a new playground

Conway House residents participate in RTE Television  
programme "Corrigan's Challenge"



## Irish Centre Housing

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Web: [www.irishcentrehousing.org](http://www.irishcentrehousing.org)

Housing Corporation Registration No: H1313

Friendly Societies Registration No: 19068R

ICH is a charitable Housing Association



INVESTOR IN PEOPLE

