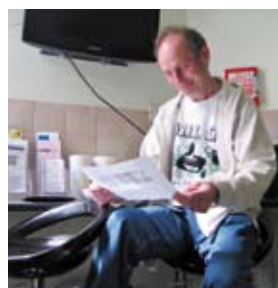
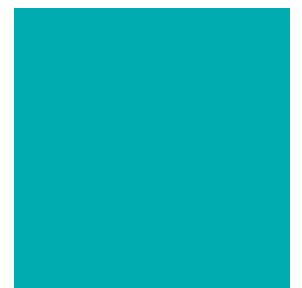
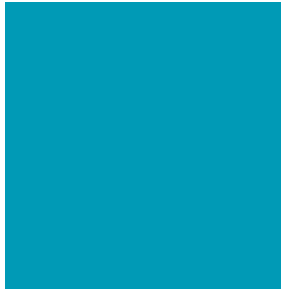


# IMPROVING LIVES; VALUING PEOPLE

Irish Centre Housing Annual Report 2009





## INTRODUCTION FROM THE CHAIR

During the year under review ICH has seen some significant changes within the organisation whilst we continue to plan

with confidence and clarity for our future. We have been putting long term strategies in place supported by a new staff structure, following a major re-structuring, that can continue to deliver a high quality service to residents and better adapt to change going forward.

We have recently started a major business planning exercise involving all staff, residents and key stake-holders which will set out our business objectives for the next five years and beyond. We are committed to ensuring that our buildings and the services we provide remain strategically relevant and viable and continue to meet the needs of the diverse communities we serve.

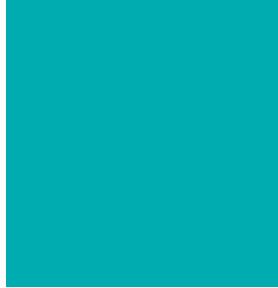
At ICH we recognise that strong governance is crucial to our success and the Board, recognising the challenges ahead, is working together in improving the way in which we appraise and develop our own performance.

Our successes throughout the year have been underpinned by close working relationships with our key partners and funders where continuing support is appreciated. Over the coming year we will seek to enhance those already established partnerships and seek new opportunities and alliances to further expand our business.

These achievements reflect the professionalism of management and staff and I wish to express my appreciation for their tireless efforts on behalf of our residents.

Finally, I would like to thank members of the Board for their support and unflinching commitment to the work of ICH.

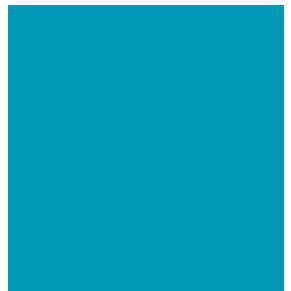
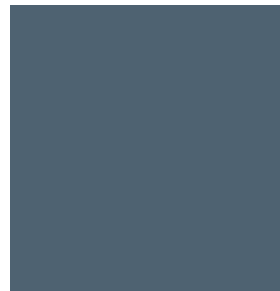
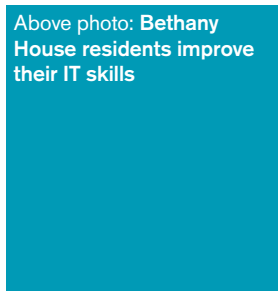
John Coote Chair



Above photo: The Mayor of Brent and ICH Chief Executive present an award to a resident at St Eugene Court



Above photo: Bethany House residents improve their IT skills



## CHIEF EXECUTIVE'S REVIEW

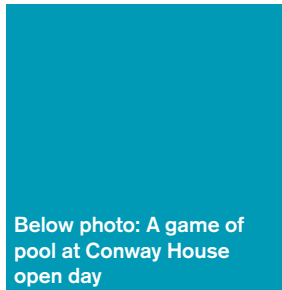
The year has seen ICH take some difficult decisions recognising that to succeed we needed high performing teams across our services to more effectively meet the changing needs of our client base and ensure compliance with our commissioners and funders.

A new staffing structure has re-defined and re-focused some existing roles and at the same time welcomed new roles and people into the organisation with an increased emphasis on quality, performance and outputs.

The year has seen some notable successes. These include the establishment of ICH's first Residents Panel, high levels of accreditation across all our Supporting People contracts, recognition from our local authority partners for our work on locality management and community engagement and the establishment of a specialist project, funded by London Borough of Camden at Conway House.

Going forward into a new year, we will be investing heavily in training and developing our staff, undertaking a programme of service reviews and with the help of our Development Agent, appraise the options for the re-development of some of our larger schemes.

Tricia Durkan Chief Executive



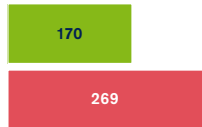
Below photo: A game of pool at Conway House open day



## FACTS AND FIGURES

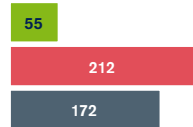
### WHO WE HOUSED

Men Women



### AGE

<18 18-25 25+



### WHERE PEOPLE WENT

Planned move supported by ICH  
Planned move not supported



Those we housed:

Black and ethnic minority	60.45%
Slept rough prior to being housed	20.62%
Had connection with borough where housed	80.42%

Maintenance performance

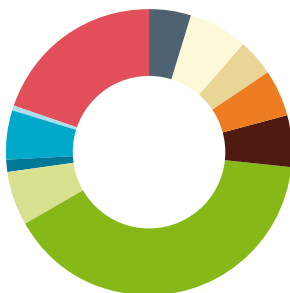
Types	No of jobs	Completion
Emergency (24 hours)	176	98.8%
Urgent (7 days)	1290	98.0%
Routine (28 days)	567	95.7%

Complaints

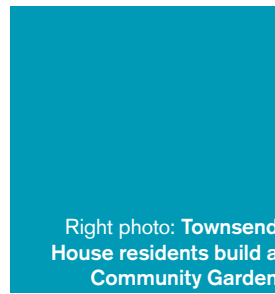
Total written complaints in year	85
Reduction on last year	156
Resolved within 14 days	97.5%

### REASON FOR HOUSING

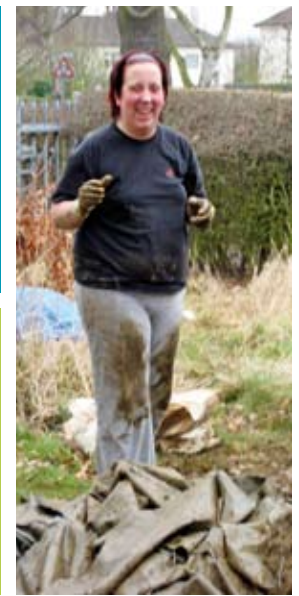
- Left home country as refugee 4.8%
- Discharged from prison or from longstay hospital or other institution 6.8%
- Eviction or repossession 4.2%
- Domestic Violence 5.1%
- (Non violent) relationship breakdown with partner 5.9%
- Asked to leave by family or friends 40.1%
- Property unsuitable because of overcrowding 6.0%
- Couldn't afford rent or mortgage 1.4%
- To move to accommodation with support 5.6%
- To move to independent accommodation 0.5%
- Other 19.6%



Above photo: Cooking classes at St Louise



Right photo: Townsend House residents build a Community Garden



## FINANCIAL PERFORMANCE

	2009	2008
<b>Income</b>		
Income from housing	2,968,883	2,835,129
Supporting People Grant	1,834,587	1,675,642
Grants / Other	50,360	58,069
<b>TOTAL</b>	<b>4,853,830</b>	<b>4,568,840</b>

	2009	2008
<b>Expenditure</b>		
Services	909,707	909,041
Management	1,378,939	1,151,194
Support	1,849,176	1,651,953
Routine maintenance	436,555	297,162
Planned maintenance	8,366	45,800
Major repairs		56,184
Rent loss from bad debts	145,703	178,676
Property depreciation	47,603	28,727
Other		
<b>TOTAL</b>	<b>4,776,049</b>	<b>4,318,637</b>

Surplus	77,781	250,203
Interest received	25,139	39,637
<b>Surplus / (deficit) for year after designation</b>	<b>102,920</b>	<b>289,840</b>

**Balance sheet**

Fixed assets	13,459,341	13,087,273
Current assets	1,200,741	1,427,617
Current liabilities	(535,160)	(615,288)
<b>TOTAL</b>	<b>14,124,922</b>	<b>13,899,602</b>

**Funded by**

Share capital	15	13
Social housing and other grants	7,524,233	7,401,833
Free reserve	6,600,674	6,497,754
<b>TOTAL</b>	<b>14,124,922</b>	<b>13,899,602</b>

## MANAGEMENT

### BOARD

**John Coote** Chair  
**Berry Bermingham** Company Secretary  
**Sally Buckley**  
**Peter Hammond**  
**Lorraine Richardson**  
**Frances Thornton**  
**Ross Wood** Vice Chair

### SENIOR MANAGEMENT TEAM

**Tricia Durkan** Chief Executive  
**Mary Cribbin** Head of Operations (Support Services)  
**Aidan O'Kane** Head of Operations (Housing and Project Management)  
**Mutlow Marke** Head of Finance  
**Steve Webb** Business Support Manager



Above photo: New entrance for Conway House



Left photo: St Eugene Court's Resident Warden

### AUDITORS

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

### INTERNAL AUDITORS

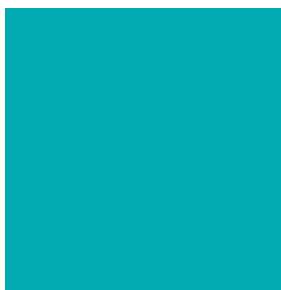
**TIAA**  
Business Support Centre  
Gosport  
PO13 0FQ

### AFFILIATIONS

National Housing Federation  
Homeless Link  
Federation of Irish Societies



Left photo: Management Team at St Louise



Right photo: A resident on a visit back to Ireland



INVESTOR IN PEOPLE

### Irish Centre Housing

1 Holmes Road  
London NW5 3AA

Tel: **020 7485 8889**

Fax: **020 7485 3137**

Email: [info@irishcentrehousing.org](mailto:info@irishcentrehousing.org)

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

Housing Corporation Registration No: H1313

Friendly Societies Registration No: 19068R

ICH is a charitable Housing Association