

# IRISH CENTRE HOUSING

Annual Report 2009/10





## INTRODUCTION FROM THE CHAIR

I was pleased to be elected as Chair of ICH in September 2009.

The year under consideration has

seen a critical review of our business priorities, which together with a strengthened and reinvigorated Board, places the Association in a strong position going forward.

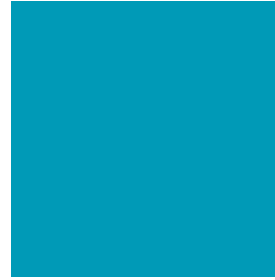
During the year we focused on remaining financially viable and robust, whilst at the same time developing long-term reinvestment plans for our properties.

We have received crucial and valuable support from our key partners and regulators throughout the year, resulting in a central government funding commitment to redevelop one of our largest hostels as well as providing a number of affordable housing units on the same site.

A customer focused approach remained central to the delivery of our services. Residents have been involved throughout the year in measuring the effectiveness of current services and helping us to identify future service priorities and models.

We recognise the Association is facing increasing challenges, both at national and local level. With the support of our Board and a dedicated and committed staff team we are confident we can continue to deliver services that are relevant and meet the needs of the communities we serve.

**Sally Buckley** Chair



## CHIEF EXECUTIVE'S REVIEW

During the year under review ICH continued to focus on residents, to develop long term strategies and plans to improve our buildings and to re-model some of our key services. We continued to meet the requirements of our regulators and funders and, through effective partnership working with our local authorities, we have been able to identify and design service priorities going forward.

The year has once again seen some notable successes. We continued to receive high levels of accreditation across all our Supporting People contracts. We received a positive response from the Homes and Communities Agency to our bid submission for the redevelopment of Conway House, the funding for which has now been confirmed. St Louise hostel was short-listed for a national award in recognition of achievements in managing anti-social behaviour in Westminster.

We continued to invest in our staff and during the year senior managers, middle managers and team leaders started a management development programme designed to improve leadership skills across all tiers of management.

The coming year will be challenging for ICH given the current economic climate and the pressures on all public sector organisations to achieve efficiency savings whilst not compromising on quality and standards. We are confident that we can continue to strengthen the Association by exercising prudent governance and management and at the same time move into new areas of development and growth.

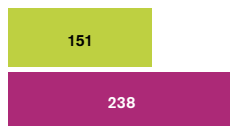
**Tricia Durkan** Chief Executive



## FACTS AND FIGURES

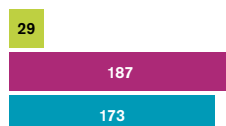
### WHO WE HOUSED

Men Women



### AGE

<18 18-25 25+



### OUTCOMES

67% of residents exiting the service had a supported planned move

### REASON FOR HOUSING

Left home country as refugee 1%

Discharged from prison or from longstay hospital or other institution 10%

Eviction or repossession 10.3%

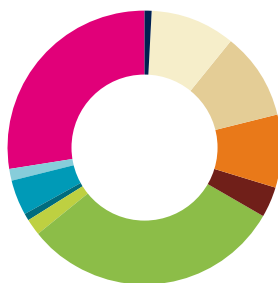
Domestic Violence 8.5%

(Non violent) relationship breakdown with partner 3.6%

Asked to leave by family or friends 31%

Property unsuitable because of overcrowding 1.8%

Couldn't afford rent or mortgage 1%



To move to accommodation with support 4.1%

To move to independent accommodation 1.3%

Other 27.4%

### Those we housed:

Black and ethnic minority	58.1%
Slept rough prior to being housed	19.8%
Had connection with borough where housed	84.7%

### Maintenance performance

Types	No of jobs	Completion
Emergency (24 hours)	97	98.9%
Urgent (7 days)	1216	98.1%
Routine (28 days)	704	97.4%

### Complaints

Total written complaints in year	70
Reduction on last year	15
Resolved within 14 days	94%

## FINANCIAL PERFORMANCE

2010

2009

### Income

Income from housing	2,912,340	2,968,883
Supporting People Grant	1,903,395	1,834,587
Grants / Other	70,701	50,360
<b>TOTAL</b>	<b>4,886,436</b>	<b>4,853,830</b>

### Expenditure

Services	938,613	909,707
Management	1,253,795	1,378,939
Support	1,858,489	1,849,176
Routine maintenance	441,120	436,555
Planned maintenance	0	8,366
Rent loss from bad debts	110,385	145,703
Property depreciation	60,568	47,603
Other		
<b>TOTAL</b>	<b>4,662,970</b>	<b>4,776,049</b>

Surplus	223,466	77,781
Interest received	1,561	25,139
Transfer (to)/from reserves	6,462	
<b>Surplus / (deficit)</b>	<b>231,489</b>	<b>102,920</b>

### Balance sheet

Fixed assets	13,547,989	13,459,341
Current assets	1,467,684	1,200,741
Current liabilities	(610,265)	(535,160)
<b>TOTAL</b>	<b>14,405,408</b>	<b>14,124,922</b>

### Funded by

Share capital	12	15
Social housing and other grants	7,573,233	7,524,233
Free reserve	6,832,163	6,600,674
<b>TOTAL</b>	<b>14,405,408</b>	<b>14,124,922</b>

## MANAGEMENT

### BOARD

Sally Buckley Chair

Ross Wood Vice Chair

Conor O'Shaughnessy Treasurer Joined Jan 10

Peter Hammond

Lorraine Richardson

Frances Thornton

Sally Harvey Joined Dec 09

Irene Bannon Joined Dec 09

Malcolm Bushell Joined Jan 10

John Coote Resigned Feb 10

Berry Bermingham Resigned Dec 09

### 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 Resigned Mar 10

Steve Webb Business Support Manager



### Irish Centre Housing

1 Holmes Road, London NW5 3AA

Tel: **020 7485 8889**

Fax: **020 7485 3137**

Email: **info@irishcentrehousing.org**

Web: **www.irishcentrehousing.org**

ICH is a Registered Housing Provider: H1313

Friendly Societies Registration No: 19068R

ICH is a charitable Housing Association

### 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