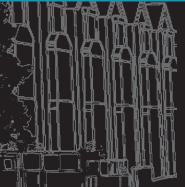


Annual Report 2010 - 2011





Re-development of Conway House

Irish Centre Housing is working in partnership with Camden Council to develop a 60 bed purpose designed hostel for single homeless and vulnerable men journeying towards independent living.

Sally Buckley - Chair

Chair's Introduction

The year under review has seen the Association move forward significantly in shaping both its buildings and services for the future with support from our partner local authorities and new funders.

Adopting a high degree of corporate responsibility and with a strong strategic focus, we developed a long term business plan which evidences sustained viability within the context of increasing economic and sector challenges. Improved outcomes for residents remains a key strategic aim of the Association and our long term re-investment plans are designed to ensure the quality of our accommodation and service provision meet the needs and aspirations of both our existing and new residents.

During the year we started the re-development of Conway House funded by the HCA and private finance from our bankers, together with revenue funding from LB Camden. We also carried out option appraisals on some of our other major schemes to determine their future relevance and adaptability.

The sector is continuing to operate in a climate of increasing risk and uncertainty, which brings many challenges particularly to specialist providers such as ICH.

I am confident that we have the strength, skills and commitment at both Board and executive level to continue to provide a quality bespoke service to our residents and stakeholders.

Board of Management



Sally Buckley Chair



Ross Wood Vice Chair



Frances Thornton Board Member



Lorraine Richardson Board Member



Peter Hammond Board Member



Sally Harvey Board Member



Irene Bannon Board Member



Mark Seaborn Board Member

Housing Performance

Lettings

By Gender	2010/11	2009/10	By Age	2010/11	2009/10
Male	144	151	Less than 18	26	29
Female	193	238	18-25	143	187
Total	337	389	25+	168	173
By Ethnicity					
White British	34%	29%			
White Irish	7%	14%			
Black British/Black	<39%	38%			
Other	20%	19%			

Reason for Housing (as a percentage of total lettings)

2010/11	2009/10
Left home country as refugee3.9%	1.0%
Discharged from prison or from long stay hospital or other institution8.1%	10.0%
Eviction or repossession	10.3%
Domestic Violence	8.5%
(Non violent) relationship breakdown with partner3.0%	3.6%
Asked to leave by family or friends	31.0%
Property unsuitable because of overcrowding2.1%	1.8%
Could not afford rent or mortgage1.5%	1.0%
To move to accommodation with support4.4%	4.1%
To move to independent accommodation	1.3%
Other	27.4%

Personal Circumstances (as a percentage of total lettings)

	2010/11	2009/10
Those with a connection with the borough where housed	84.9%	84.7%
Those who qualify for housing benefit	92.8%	97.1%
Rough Sleeping prior to being re-housed	10.2%	20.0%

Complaints

2010/11	2009/10
Total written complaints in year77	70
Total verbal complaints in year	146
Resolved within target84%	94%

Maintenance

Priority	2010/11	2009/10
Emergency (24 hrs)	99.2%	98.9%
Urgent (7 days)	98.3%	98.1%
Routine (28 days)	98.9%	97.4%

Financial Results

Income & Expenditure Account

	2010/11	2009/10
Income	£	£
Income from housing	2,689,571	2,983,041
Supporting People Grant	1,852,364	1,903,395
Grants/Other		81,000
TOTAL	4,590,264	4,967,436
	2010/11	2009/10
Expenditure	£	£
Services	877,261	938,613
Management	1,159,991	1,253,795
Support	1,863,056	1,858,489
Routine maintenance	344,298	441,120
Planned maintenance	11,626	
Rent loss from bad debts	101,647	110,385
Property depreciation	77,870	60,567
Other	83,868	74,539
TOTAL	4,519,617	4,737,508
	2010/11	2009/10
	£	£
Surplus		229,928
Interest received		1,561
Surplus/(deficit) for year after designation		231,489

Balance Sheet

	2010/11 £	2009/10 £
Fixed assets		13,547,989
Current liabilities	(1,529,742)	1,420,044 (497,625)
TOTAL	15,161,916	14,470,408
	2010/11	2009/10
Funded by	2010/11 £	2009/10 £
Funded by Share capital	£	2009/10 £
<u> </u>	f8	£
Share capital	<u>f</u> 8 8,248,789	£ 12

Chief Executive's Report

In 2010/11 ICH continued to identify the priorities which will shape and focus our strategic and operational approach on a long term basis. We continued to successfully meet the requirements of our regulator and funders and strengthened our core external relationships through joint working and forward planning.

The year saw some notable outcomes and successes. We carried out two major decanting programmes and set up an interim decanted service in LB Hackney until the re-development of Conway House is completed. In addition, with the support of LB Camden, we successfully re-housed a large number of vulnerable, elderly residents into permanent accommodation of their choice within the borough. We maintained a high level of Supporting People funding in four key boroughs and Bethany House, having secured specific recognition of its unique service provision in LB Islington, was exempted from the commissioning process and awarded a long term contract. Our performance levels improved and in some areas, notably rent arrears, exceeded business plan targets.

Developing a strong corporate culture continued to be a key priority and once again we invested significantly in training and developing our staff. With a continued focus on good governance, financial management and long term business planning, I am confident that the Association, over the next 12 months and beyond, will continue to improve services and satisfaction levels, while devising and modelling future business and stock options.



Tricia Durkan -Chief Executive

Senior Management Team



Seated: Tricia Durkan (Chief Executive)

Left to Right: Harry Draycott (Finance Director), Mary Cribbin (Head of Operations - Support Services),

Aidan O'Kane (Head of Operations - Housing and Project Management)

Solicitors

Devonshires Solicitors 30 Finsbury Circus London EC2M 7DT

Bates Wells & Braithwaite 2-6 Cannon Street London EC4M 6YH

Bankers

Clydesdale Level 6 1 Canada Square London E14 5AA Bank of Ireland London Region PO box 1755 Croydon CR9 2SB

Auditors

Beever and Struthers Alperton House Bridgewater Road Wembley HA10 1EH

TIAA Ltd
Business Support Centre
53-55 Gosport Business Centre
Aerodrome Road
Gosport
PO13 0FQ

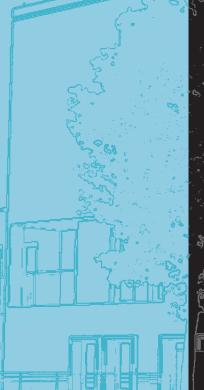




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Irish Centre Housing is a Charitable Housing Association; Industrial and Provident Society Registration Number - 19068R; Tenant Services Authority Registration Number - H1313.