



## 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.



# Chair's Introduction



Sally Buckley - Chair

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
<b>By Ethnicity</b>					
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 refugee .....	3.9%	1.0%
Discharged from prison or from long stay hospital or other institution .....	8.1%	10.0%
Eviction or repossession.....	10.8%	10.3%
Domestic Violence.....	4.2%	8.5%
(Non violent) relationship breakdown with partner .....	3.0%	3.6%
Asked to leave by family or friends .....	39.0%	31.0%
Property unsuitable because of overcrowding .....	2.1%	1.8%
Could not afford rent or mortgage .....	1.5%	1.0%
To move to accommodation with support .....	4.4%	4.1%
To move to independent accommodation .....	0.2%	1.3%
Other .....	22.8%	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 year .....	77	70
Total verbal complaints in year .....	190	146
Resolved within target .....	84%	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 .....	48,329	81,000
<b>TOTAL</b> .....	<b>4,590,264</b>	<b>4,967,436</b>

	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
<b>TOTAL</b> .....	<b>4,519,617</b>	<b>4,737,508</b>

	2010/11	2009/10
	£	£
Surplus .....	70,647	229,928
Interest received .....	10,309	1,561
<b>Surplus/(deficit) for year after designation</b> .....	<b>80,956</b>	<b>231,489</b>

## Balance Sheet

	2010/11	2009/10
	£	£
Fixed assets .....	13,977,620	13,547,989
Current assets .....	2,714,038	1,420,044
Current liabilities .....	(1,529,742)	(497,625)
<b>TOTAL</b> .....	<b>15,161,916</b>	<b>14,470,408</b>

	2010/11	2009/10
Funded by	£	£
Share capital .....	8	12
Social housing & other grants .....	8,248,789	7,638,233
Free reserve .....	6,913,119	6,832,163
<b>TOTAL</b> .....	<b>15,161,916</b>	<b>14,470,408</b>



# 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

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Irish Centre Housing is a Charitable Housing Association; Industrial and Provident Society  
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