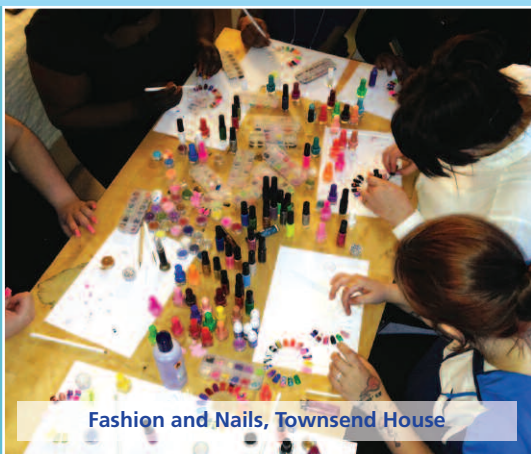




Alfresco Dining, St Eugene Court



Fishing Line, Conway House Residents



Fashion and Nails, Townsend House



Cardboard Citizens perform 'The Glass House' at Bethany House

ich

Irish Centre Housing

Annual Report

2013/14

Message from the Chair and Chief Executive



The CAB Team with Tricia Durkan (second left), ICH Chief Executive



Digital Inclusion Session



Quiz Time



Prizes Galore, Residents' Conference

2013/14 has been a year of continued achievement for ICH. With increased viability and a strengthened governance structure we embarked on a strategic planning process which will secure ICH's long term future as a recognised provider of quality accommodation and services within the sector.

The year's financial performance was impressive, both resident and staff satisfaction levels were high and performance across the key housing indicators once again reached upper quartile level.

We have ambitious plans for the future and have identified new objectives and priorities. The next 12 months will see ICH strengthen its commitment to provide accommodation and support to single people by identifying new development and service opportunities designed to achieve positive outcomes for our residents.

We will continue to re-invest and future-proof our properties and identify stock options to meet any local changing needs and requirements.

A change of name for the Association in 2015 will reflect more appropriately the scope, diversity, adaptability and aspiration of our services and client base.

Whilst the sector is continuing to experience challenge, increasing risk and uncertainty, we are confident that with a continued focus on good governance, sound financial management and long term planning, ICH will be a key sector player in meeting the changing needs and requirements of existing and future residents and stakeholders.

Residents' Conference

Conway House was the venue for our annual Residents' Conference held in March 2014. Residents played a key role in planning the day and the agenda included information sessions delivered by Camden Citizens Advice Bureau (CAB) on budgeting, digital inclusion, and the ongoing reform of the welfare benefit system. Raj Khurtoo, ICH Facilities and Maintenance Operative, led a DIY workshop and back by popular demand were a variety of alternative therapy sessions including auricular acupuncture and ayurvedic shoulder and neck massage.

A hearty lunch provided by City Dining was followed by a quiz which was won by a team of St Louise residents.

Feedback from the event has been tremendously positive, with lots of residents enjoying the opportunity to interact with people from other schemes, participate in group discussion and socialise in a relaxed and informal atmosphere.

Beza Welde Kiros, an ICH hostel resident, commented,

"It was a very nice day. I have met new people and we have shared ideas. I really enjoyed the IT workshop and it has been very good to learn new things."



Improvements, New Shared Kitchen



Internal Decorations

Investing in the Future

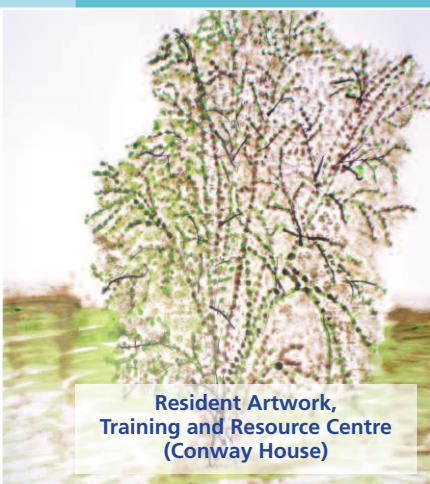
The past year has seen continued investment in our property as well as in our information technology platform.

As part of ICH's commitment to maintain our stock at a high standard we have carried out large scale external painting and internal redecoration programmes, in addition to ongoing bathroom and kitchen refurbishments in our hostels. We have also commissioned a stock condition review of all ICH properties as part of our long term investment and strategic planning.

The IT investment encompassed server and desktop hardware, operating software, back office applications and data links. The improvements have also benefitted the residents in terms of free Wi-Fi at all supported schemes and St Louise Hostel. As well as improving operating efficiency, this investment has future-proofed the IT system and maintained data security.

Residents' Feedback

The 2013 annual residents' satisfaction survey delivered very positive results which reflected high levels of satisfaction with the overall service provided:



Resident Artwork,
Training and Resource Centre
(Conway House)

- 86% of General Needs' respondents said their rent level represented good value for money
- 93% of General Needs' respondents were satisfied with the overall service provided by ICH
- 95% of our supported respondents felt welcome when they first entered the service
- 93% of supported respondents felt they were given adequate, help, information and support.
- 96% of supported respondents found staff approachable
- 100% of General Needs' respondents found contacting the relevant person as easy and found our staff friendly and helpful

We recognise the importance of customer insight and are working hard to deliver even better services.



Rosie Butt with Clive MacCrory,
recipient of Camden Adult Pathways
Award (Recovery Category)

"I was referred to Conway House in January 2013 and I haven't looked back since. I have got involved in life at the hostel and am currently a resident representative."

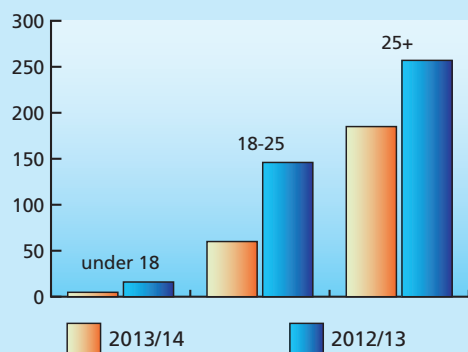
... Salah Ali

"I moved into the Recovery Service in 2013 and the staff team have been great. I am volunteering two days per week at FareShare and go to Mind Yourself, a group promoting happy and healthy living for Irish people in London."

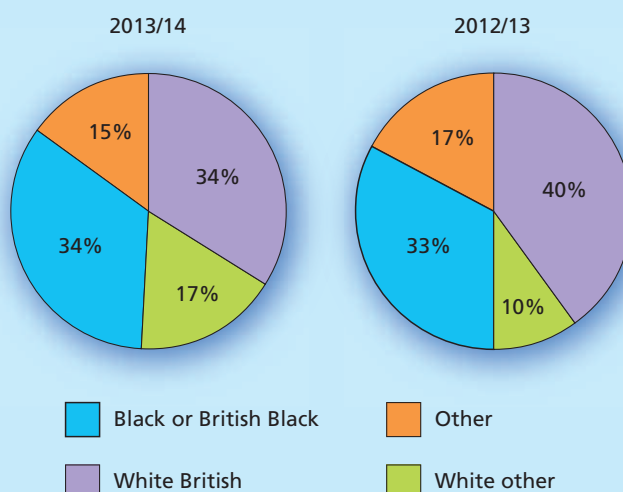
... Clive MacCrory

Housing Performance

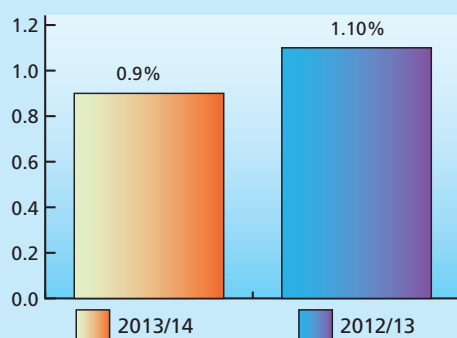
Lettings by Age



Lettings by Ethnicity



Arrears (non HB)
as % of annual income



Repairs completed within time

Response times	2013/14	2012/13
Emergency [24 hours]	100%	100%
Urgent [7 days]	98%	97%
Routine [28 days]	97%	99%

Complaints

	2013/14	2012/13
Complaints Received	82	72
Verbal	59	62
Written	23	10
Resolved at stage 1	77	61
Resolved at stage 2	5	11
Resolved at stage 3	0	0

Rent Collection
as % of annual
income

2013/14	102%
2012/13	97%

Finance

I&E Account

	2013/14	2012/13
Income	£	£
Income from housing	3,482,441	3,179,544
Housing Support Grant	1,120,726	1,169,957
Grants/Other	5,768	47,889
TOTAL	4,608,935	4,397,390
Expenditure		
Housing services	1,945,809	1,935,504
Support services	1,158,001	1,014,778
Maintenance	764,850	724,900
TOTAL	3,868,660	3,675,182
Surplus	740,275	722,208
Interest received	16,081	13,324
Surplus for the year after designation	756,356	735,532

Balance Sheet

	2013/14	2012/13
	£	£
Fixed assets	18,692,393	18,737,160
Current assets	4,047,707	3,267,384
Liabilities (current and long term)	(3,330,430)	(3,351,229)
TOTAL	19,409,670	18,653,315
Funded by		
Share capital	6	7
Social housing and other grants	10,646,009	10,646,009
Free reserve	8,763,655	8,007,299
TOTAL	19,409,670	18,653,315

Valuing our Staff



Kristina Maki, Employee of the Year,
with Tricia Durkan

The theme of the 2013-14 staff conference was “Knowing you; knowing us”. Teamwork and shared success was explored and celebrated during the day. Highlights of the event included the presentation of Long Term Service Awards to a number of staff members.

The Employee of the Year Award was resurrected with high standards set for future nominations. Congratulations to Joel Afolabi and Kristina Maki who were both recognised for their outstanding contributions to ICH.

A few words from Joel

“I started as a temporary member of staff at the old Conway House in 2007. I enjoyed the work and I applied for a permanent position and was confirmed in post as Finance and Admin Officer later that year. Since then, my role has changed and developed and I am now based at Head Office with a corporate remit.”

“Since 2007 I have overseen the upgrade of the rent accounting system from being largely paper based and batch processing to a real-time electronic system. Latterly, I have led on the IT investment programme and implemented new software for supported housing. I wasn’t expecting to receive this award, but I was genuinely pleased that my colleagues appreciate the efforts I have made.”



Joel Afolabi, Employee of the Year

... and from Kristina

“I started working for ICH as a Trainee Project Worker at Bethany House, in May 2007. I think the Trainee scheme offered by ICH is a really important one. I certainly benefitted from the scheme as it would not have been possible to gain relevant paid experience in housing without it.”

“When the vacancy for Team Leader arose, I applied and was successful. The learning curve was steep to begin with and I continued to learn every day from colleagues and clients, which is one of the best aspects of the work.”



Mary Cribbin, recipient of Long Term
Service award, with Tricia Durkan

“Having worked at Bethany House for seven years, I felt it would be a good time to spend a short while working in a different sector and refresh my skills and experience. I applied for and have been granted a sabbatical. I will be moving to Italy in August 2014. On hearing I was taking a sabbatical, one of the residents at Bethany House commented, that [the sabbatical] must be why ICH is considered a good employer who invests in its staff. I could not agree more and hope to return with new ideas and skills.”



Finance Team: Ahmed Lamptey, Cleo
Wu, Joel Afolabi and Harry Draycott



Townsend House, Hertsmere



Bethany House, Islington



Highgate Road, Camden

Management Board

Sally Harvey
(Chair)

Irene Bannon

Sally Buckley
(resigned September 2013)

Peter Hammond

David Mitchell

Lorraine Richardson
(resigned February 2014)

Janine Stiles
(co-opted February 2014)

Frances Thornton

Maggie Van Reenen

Ross Wood
(resigned September 2013)

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Devonshires Solicitors
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EC2M 7DT

Bates Wells & Braithwaite
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Homes and Communities Agency Registration Number – H1313.