

Focus Ireland Annual Report 2009



Everyone has a right to a place
they can call home.



‘The people who use Focus Ireland’s services know the meaning of “home” because they have either lost their home or have been at serious risk of losing it.’

Sr Stanislaus Kennedy, Life President, Focus Ireland



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‘...we remain extremely grateful to our faithful supporters and statutory funders, without whom we would not be able to do the life-changing work we do.’

Joyce Loughnan, Chief Executive, Focus Ireland



Foreword

Joyce Loughnan, Chief Executive



Dear Friends

It is fair to say that although 2009 was a difficult year we were still able to provide vital support to over 5,500 people and manage just under 650 units of permanent, short-term and emergency accommodation.

This was possible through the great work of our staff and volunteers, managed by our competent executive and management team. This work was guided by expert direction from our dedicated board who are themselves volunteers. I would like to thank them all for their hard work and commitment during the year.

It was a very tough year which saw the recession deepen. We had to contend with cuts in funding and a 5.5 per cent drop in our fundraising income. We anticipated this and acted early to cut our costs, which was possible due to changes in the marketplace. These actions allowed us to retain all services and to continue to deliver quality services for our customers within budget. We also successfully reduced our support services (HR, Finance and IT) costs to retain our commitment to ensuring that 88c in every euro received is spent on direct services.

A review undertaken by the Homeless Agency recognised Focus Ireland for its

- › competence in supporting people with high needs
- › success in housing people and supporting them to live independently

- › specialist skill in working with young people and families, and for its
- › service in Temple Bar, which is a recognised Citizen's Information Centre and a low-cost restaurant.

Our 'Pathways to Home' research has been influential in helping to shape the future direction of the sector, as has our participation on the Board of the Homeless Agency (on behalf of the Homeless Network of Dublin-based services) and on the Board of ICSH.

Among the highlights of 2009 were the receipt of an ICSH award for Social Housing Schemes for our Cluain Ghlas housing development in Waterford; the opening of our Ferrybank housing scheme in Waterford; the building of a new services and accommodation development in Limerick; the extension of our Prison Inreach service to Limerick and Cork; the securing of funding from Pobal for our Preparation for Education, Training and Employment (PETE) service; and, after much hard work, the securing of units for our South Dublin Aftercare service.

During 2009 we also negotiated with Government on a Financing Homes/Leasing Homes initiative which aims to take advantage of empty accommodation, including affordable stock belonging to Local Authorities. We are grateful to KPMG, McCann FitzGerald and an independent entrepreneur who ably assisted us in putting a compelling case to Government.

As a result of the difficult economic circumstances we had to work hard to manage to secure 29 homes under our housing development programme. Our settlement work saw 158 households supported in settling into their homes during this period. This means that Focus Ireland has successfully settled a total of 829 households and provided just under 370 homes since 2005 – making home a reality for nearly 1,200 households during this period.

Although the year was frustrating in many ways as we lost the momentum of our housing programme due to the collapse of the property market and economy and the withdrawal of government capital investment in social housing, we are hopeful that in 2010 a viable leasing scheme will be agreed to allow people trapped in emergency and transitional temporary accommodation to move into a place they can call home.

In 2009 we further extended our work, targeting the media, political parties and civil service to advocate on behalf of people who are homeless and to lobby on key issues relating to homelessness. We enjoyed some significant successes:

- › The lobbying work of the Make Room Alliance with the Simon Community, St Vincent de Paul and Threshold ensured that changes were agreed to the Housing Bill.
- › Joint research 'Making a Home in Ireland' was published with the Immigration Council of Ireland (ICI).
- › We continued our campaign to secure a legal right to aftercare services.
- › We secured the exemption of young people leaving care from the budget decision to cut the Job Seekers Allowance by half for under 20s.
- › We successfully lobbied to oppose more cuts to the Rent Supplement.
- › We were delighted to achieve clean internal and external audits and to again win the Leinster Society of Chartered Accountants award, which recognises excellence in financial reporting and transparency, for our 2008 annual report.

Our fundraising team had a difficult time in 2009 as companies and individuals had less to give at a time when charities needed more funds. However, the team worked doubly hard to raise €5.3m required to pay for nearly one-third of our annual costs.

I would like to finish by adding that we remain extremely grateful to our faithful supporters and statutory funders, without whom we would not be able to do the life-changing work we do.

I also pay tribute to some of the people we work with who have shared their own stories in this year's annual report to enhance everyone's understanding of what it means to be out of home.



Joyce Loughnan
Chief Executive

President's address

Sr Stanislaus Kennedy, Life President



Have you ever thought about what 'home' means to you?

The exploration of the meaning of home is the theme of our Annual Report 2009. I believe that it is impossible to understand the impact of homelessness unless we understand what home represents.

The people who use Focus Ireland's services know the meaning of 'home' because they have either lost their home or have been at serious risk of losing it.

Many of us who have not experienced this do not always take the time to reflect on the true meaning of home. This may be because, for those of us who have always had a 'home', it is such a central part of us and can be taken for granted. Home can be considered like food or water; we don't fully realise how vital they are to our well-being and survival until we can no longer access them.

Home is our refuge from the world. It is the place where we feel we belong and where we feel loved and (once it is a secure place) safe. It is where we live with our family, spouses, partners, relatives and friends. Home provides us with great strength and comfort, but this balance can be easily upset in difficult times, especially for families who are already marginalised in society.

The year 2009 was a very tough year as the recession caused terrible damage to our society. Families and single people across the nation faced new hardships due to job losses and

cutbacks. The year also saw extensive flooding and extreme weather conditions which forced many people to leave their homes – with some never to return.

In these difficult times the security that a home provides and what it means to lose a home have never been understood so vividly by so many in our society. Sadly, many more households now know the great worry, or terrible reality, of losing their home.

If the idea of 'home' represents security and safety for most people, its opposite is homelessness. There are many different reasons why people become homeless, including poverty, poor housing, family breakdown, a childhood in State care, unemployment, addiction to drugs/alcohol and mental health problems.

In order to effectively prevent and combat homelessness these problems must be tackled through targeted services and housing, including aftercare, access to education, community mental health services and drug-treatment facilities.

Focus Ireland has a long history of working to support people to overcome these problems and provides on-going support as required. However,

the success of this work is at risk unless people can actually secure and sustain a home. This work has been undermined by the choices the Government is making in our names.

How can the Government secure over €50 billion to bail out the banks but at the same time cut welfare payments and continue to underinvest in housing and essential services? While the Government's commitment to its homeless strategy is welcome, it is undermined by its decision to slash the welfare payments and services that people need to avoid losing their homes.

These decisions cause terrible damage to the people who never benefited during the boom years and many more who have lost their jobs more recently but are now expected to pay the price of the recession.

Those in power and the so-called Golden Circle quickly dismiss these concerns by repeating the argument that banks are central to the survival of our country. This is a flawed logic as it assumes those of us in the voluntary sector do not fully understand economics. We understand it only too well. We understand that years of putting the economic interests of the few

ahead of the many have left us with a country deeply divided between rich and poor, despite years of plenty.

We also understand that investing in housing and social infrastructure and supports is even more important in times of economic hardship. Continued cuts to housing, welfare and services provision are very short-sighted, and Ireland will end up paying much more in the long-term if it continues along this road. We will pay more as a society as the cuts will lead to the further breakdown of communities and a rise in the number of people trapped in unemployment and poverty, who may also be homeless or living in sub-standard accommodation. Having to deal with these problems in the long-term means we will also pay more in financial terms.

It makes both economic and moral sense to invest in housing and support services now so that these problems can be avoided. This investment will provide the housing people need, and the support provided will help people to sustain these houses as homes and to avoid becoming homeless again in the future. Equally important, this investment will help to build a fair society for all people and not just for the few.



Sr Stanislaus Kennedy

Life President

‘In these difficult times the security that a home provides and what it means to lose a home have never been understood so vividly by so many in our society.’

Sr Stanislaus Kennedy, Life President, Focus Ireland



To read about Emma's story, please see page 28.

About Focus Ireland

Focus Ireland is a housing and homelessness charity working to prevent people becoming, remaining or returning to homelessness through the provision of quality services, supported housing, research and advocacy. Founded in 1985 by Sr Stanislaus Kennedy, it works with single adults, families and young people, believing that everyone has a right to a place they can call home, which is safe, secure, affordable and appropriate to their needs.

Mission

Focus Ireland aims to advance the rights of people out-of-home to live in a place they call home through quality services, research and advocacy.

Vision

Focus Ireland believes that everyone has the right to a place they can call home.

Objectives

Focus Ireland's objectives are to:

- › respond to the needs of people out-of-home and those at risk of becoming homeless, through a range of appropriate high quality services
- › provide emergency, transitional and long-term accommodation for people out-of-home
- › campaign and lobby for the rights of people out-of-home and the prevention of homelessness.

Values

Focus Ireland's models of service provision are dictated by the needs of our customers. We believe that the quality of service delivery is as important as the kind of service we provide. There are eight primary values that underpin our models of service delivery, both to our staff and our customers:

- › respect
- › safety
- › accessibility
- › empowerment
- › stewardship
- › quality
- › partnership
- › integration

Chief Executive

Joyce Loughnan

Directors

Sr Stanislaus Kennedy
(Founder and Life President)
Gerry Danaher (Chairman)
Paul Finnerty (Vice-Chairman)
Paul Carroll (newly appointed)
Deirdre Connolly (Worker Director)
Helen Kilroy
David Martin
William K. Nowlan
Mary O'Shea (newly appointed)
Dr Valerie Richardson

Secretary and registered office

Mark Byrne
9–12 High Street
Christchurch
Dublin 8

Trustees

Dermot Hussey
Donal Nevin
Sr Sile Wall

Focus Ireland is a company limited by
guarantee with charitable and covenant status.
Company Registered No: 106149
Registered Charity No: CHY 7220

Solicitors

Arthur Cox
Ferrys Solicitors
McCann FitzGerald

Bankers

Allied Irish Banks
Anglo Irish Bank Corporation
Bank of Ireland
Bank of Scotland (Ireland)
Permanent TSB
Ulster Bank

Auditors

PricewaterhouseCoopers (external audit)
Chartered Accountants and Registered Auditors
1 Spencer Dock, North Wall Quay

OSK (internal audit)
East Point Plaza
East Point, Dublin 3

Architects

Gerry Cahill
24A Upper Baggot Street
Dublin 4

CJ Falconer & Associates
St Patrick's House
Newtown
Waterford

Sarah's story

'When you are in care and going to school you feel different to everyone. You feel like an alien because you know all the other kids have families and a home to go to and you don't.'



Sarah's story

‘When I was homeless it really scared me at times. Seeing all the drugs and how some people end up.’

Sarah from Dublin was homeless within a year of leaving care at the age of 18. She said: ‘I was very emotional and angry and wasn’t able for it when I left State Care. I just couldn’t handle it and I ended up homeless. I wasn’t ready to accept any help. I dropped out of college and just went out drinking all the time.’

A staff member from Focus Ireland’s aftercare outreach service worked with Sarah to try and get her back on her feet again and into stable accommodation. She said: ‘When I was homeless it really scared me at times. Seeing all the drugs and how some people end up. I didn’t want to go that way and it was great when I got to move in to Focus Ireland’s aftercare accommodation project. I really felt safe there.’

She moved in to Focus Ireland’s Chéad Chéim project which provides supported accommodation for young people who have left care to help them make the journey to independent life. She is now settled and wants to go to college and get a job working with children.

Sarah said what she wants most of all for the future is her own family and her own home.

She said: ‘I never really had a home growing up and unless you have been in this situation you don’t know how it impacts on you in life.’ Sarah was taken into care when she was nine years old and regularly moved around different foster families and residential care homes during her teens. She said life in care could be stressful at times especially when mixing with settled kids at school.

‘When you are in care and going to school you really feel different to everyone. You feel like an alien because you know all the other kids have families and a home to go to and you don’t.’ Then when you turn 18 and you have to leave care it’s really difficult. I wasn’t ready for it at all.’

Sarah said she wants to see more support in place for people leaving care so they don’t face the problems she did. ‘I think there should be more support for people like me leaving care and it should be everyone’s right to receive this type of care if they need it. That’s why I fully support Focus Ireland’s campaign to secure a legal right to aftercare for all young people leaving care who need it. I think that all young people deserve to have the chance to be supported to help them prepare to leave care and to also help them once they do so they can move on and get a home of their own and reach their full potential in life.’

Focus Ireland's flagship coffee shop service is based in Temple Bar in the heart of Dublin and provides a welcoming environment with support for people who are homeless or at risk of becoming homeless.



Focus Ireland's coffee shop, Temple Bar, Dublin.

Focus Ireland services

Prevention · Support · Housing

Focus Ireland has been working hard since 1985 to combat and prevent homelessness. We are always building on our experience and using this learning to inform the development of our services, with a view to ending long-term homelessness and the need to sleep rough.

This work has involved many innovative developments and has required flexibility in the provision of services and housing. Tackling social problems is a learning curve for all societies; and this has been no different for all of the organisations involved in tackling homelessness in Ireland.

For over 20 years Focus Ireland has been to the fore in developing responses that meet the changing needs of people who are homeless or at risk of homelessness. This work is now at a crucial stage as Focus Ireland is working towards helping to achieve the agreed Government target to end long-term homelessness and the need to sleep rough by the end of 2010.

There are changes underway to support the achievement of this aim, and this process involves a major reconfiguration of homelessness services to support people to move on from emergency accommodation and to secure and sustain a home. There are challenges involved in this process, but the most important thing is that the accommodation and support is in place to help people make the journey to a home of their own.

This work has seen Focus Ireland further refine its model of services across the key areas of prevention, support and housing. Our experience has shown that this approach is the most effective way of working towards our aim of ending long-term homelessness.

Focus Ireland's ethos is to prevent people becoming, remaining or returning to homelessness. Our services are specifically targeted to this end to meet the individual needs of young people, adults, families and children who are homeless or at risk of losing their home.

The key to tackling any problem effectively is to put measures and supports in place that will prevent the problem happening in the first place. Focus Ireland strives to do this by carefully implementing a range of preventative measures to stop people from becoming homeless.

A vital part of this process has been to identify the groups who are most at risk of becoming homeless. We do this continuously through research, service evaluation and by gaining insights from the invaluable experience of our staff, and the people they work with through our services.

Focus Ireland's ethos is to prevent people becoming, remaining or returning to homelessness.

Focus Ireland has identified the groups most at risk, which include households at risk of tenancy breakdown, young people leaving State care, people leaving rehabilitation programmes, people leaving prison, people with mental health problems, and people who require support to access

vital advice and information on their rights and entitlements.

These are the main situations or experiences which put people at risk of becoming homeless. The risk is even higher if the individuals or families do not have the social supports or life skills to manage a home independently.



In 2009, over 3,000 people accessed the coffee shop and the service provided nearly 40,000 healthy meals to men, women and children during the year.

Prevention services

Focus Ireland's aftercare services for young people

These were developed in recognition of the need to provide young people leaving State care with support and settlement services to ensure that they acquire the skills necessary to live independently and avoid becoming homeless.

The model includes a combination of residential aftercare service which provides a semi-independent, residential programme for young people leaving State care and a support and settlement outreach service that works with young people preparing to leave care or moving to a home of their own. Focus Ireland has been providing aftercare services in partnership with the HSE since 1999 and now provides services in Dublin and Waterford.

In 2009 a total of 43 young people aged 18–21 years were supported and settled in the community with the assistance of Focus Ireland's aftercare service. The great success of the service saw nine of these young people settled in their own homes during the year and a further two supported to retain their homes. We are still working to support the other 31 young people in making the transition to independent adult life.

Developments in 2010 will include the launch of a new *Leaving Care and Aftercare Handbook*, produced in partnership by Focus Ireland, the

Irish Association of Young People in Care, Rainbow Community Services and the Children's Acts Advisory Board. The handbook will be an invaluable resource for both care-leavers and service providers.

North Dublin Aftercare

The North Dublin Aftercare Residential Service, which provides specialised one-to-one support for young people making the transition from care to independent living, actively supported 18 young people in 2009. Eight of these young people were supported in moving on to private rented accommodation, while staff helped two people to secure a home in social housing during this period.

Access to education, training and employment plays a vital role in our aftercare programmes and this work saw three young people gain employment and 12 access school, college or FÁS during 2009.

South Dublin Aftercare

Focus Ireland's South Dublin Aftercare Support and Settlement Service was set up in April 2007 in partnership with the HSE, Dublin Mid-Leinster. The service provides young people leaving HSE care with specialised one-to-one support to help them through the process of leaving care through provision of advice, support and advocacy.

The service currently offers a service to 37 young people aged 16–21 years. In 2009 South Dublin County Council provided eight independent apartments in Clondalkin to set up (with HSE support) a new residential service in South Dublin for young people making the transition from care to more independent living.

This new residential aftercare facility in the South Dublin area was opened at the end of 2009 to provide more intensive support for care-leavers for a period after they leave the care system. Catering exclusively for young people from the South Dublin and Mid-Leinster areas, at capacity, the service will provide a residential service to 13 young people at any one time.

In 2009 South Dublin Aftercare supported 45 young people in the community. Seven young people were successfully settled in their own homes and one prevented from losing his home during this period.

Waterford Aftercare

Our Waterford Aftercare service supports up to eight young people making the transition from care to living in the local community.

The Crisis Intervention Service Partnership (CISP)

This is the day service of the HSE out-of-hours service for young people under 18 years of age and is staffed by the HSE and Focus Ireland under the management of the HSE.

CISP aims to return young people to their family, local community services or to find an appropriate care setting for them. Our Outreach team works closely with CISP to prevent young people from engaging in street homelessness. In 2009 the CISP service worked with a total of 306 young people aged 12–18 years.

The Step-Down Programme

This is a residential programme for men and women who have successfully completed a drug rehabilitation programme with the HSE.

Step-Down supports people in managing a home of their own after completing a drugs rehabilitation programme.

The Step-Down programme supported 16 people in 2009 and is a partnership between Focus Ireland, the HSE Keltoi residential therapeutic rehabilitation facility and the Rehabilitation Integration Service.

Step-Down expanded its referrals base in 2009 to take on people from the Coolmine and the Aislinn Centre. The number of places available in Step-Down will be increased from 7 to 12 in 2010 as the programme develops to accept more referrals.

Prison In-Reach Programme

This service aims to provide a seamless response between prison services, homeless services and housing to prevent people becoming or returning to homelessness after leaving prison. Focus Ireland piloted this service in Dublin between 2007 and 2009 and it is currently being evaluated.

Funding from Pobal allowed Focus Ireland to set up In-Reach programmes in Cork and Limerick on behalf of the Irish Prisons Services during 2009.

In 2009, Prison In-Reach in Dublin worked with 52 customers, while the service in Cork and Limerick worked with 10 and 16 customers, respectively.

The advice and information service

Our research has shown that early access to information on rights and entitlements is crucial to providing a route out of homelessness or to preventing people becoming homeless. It also helps to support people who are homeless to access accommodation as quickly as possible.

In 2009 our work in this area saw Focus Ireland staff receive over 2,000 different queries for advice and information at our Coffee Shop Advice and Information Service in Temple Bar, Dublin.

Staff in the coffee shop dealt with 1,301 different customers during the year, providing support, advice and information on accessing short-term and permanent housing and addiction-related issues. Staff also supported people in accessing health services and contacting Community Welfare Officers in relation to getting Rent Supplement.

Our advice and information service in Sligo opened in 2009 and is providing an

invaluable advice and information outlet to those requiring specific information on rights and entitlements in the county. The Dublin advice and information service will be reorganised in 2010 in anticipation of providing the service locally to meet needs in the Dublin region. A new advice and information service will open in 2010 in Limerick, which will add to our services in the county.



In 2009 a total of 43 young people aged 18–21 years were supported and settled in the community with the assistance of Focus Ireland's aftercare service.

Support services

Focus Ireland provides an extensive range of services specifically targeted at meeting the needs of people who are homeless. These services also work towards ending long-term homelessness. They help people overcome issues which may have contributed to them becoming homeless and also support them in securing a permanent place to call home.

People's lives start to develop differently once they begin making the journey from homelessness to home. Many people who are on this journey need support before they can complete it successfully and sustain it in the long-term. Without this support people who have been housed can fall into a cycle of repeat homelessness.

However, when support and access to additional services are in place they reduce the risk, increasing people's ability to sustain a home. People's needs may include referral to other treatment and health services; they may need to learn practical skills and to gain enough confidence to manage a home of their own.

Focus Ireland has developed a range of day services and short-term residential programmes tailored to support young people, adults and families to make a successful transition to prepare them to move on to their own home. People can also benefit from gaining access to education, training and employment. These skills will help families and individuals to develop

positive lives and prevent them from becoming homeless again in the future.

Focus Ireland's coffee shop

Focus Ireland's flagship coffee shop service is based in Temple Bar in the heart of Dublin and provides a welcoming environment with support for people who are homeless or at risk of becoming homeless. The service is open seven days a week and provides low-cost, high-quality meals for single people, families and children.

The coffee shop also provides an advice and information service which aims to prevent and combat homelessness. In 2009, over 3,000 people accessed the coffee shop and the service provided nearly 40,000 healthy meals to men, women and children during the year.

The team based at the coffee shop worked intensively with 179 households in 2009. Its staff conducted detailed holistic needs assessments to confirm the specific supports required for each household. After their assessments, our staff secured accommodation for 69 households through effective care planning and advocacy work. A total of 40 secured private rented accommodation, 24 secured social housing and 5 moved into Focus Ireland housing. Staff are still working to support the other households to secure a home.

Meanwhile, our Tenancy Support and Settlement Service based at the coffee shop continued to work in the community. This work saw staff directly support 48 households to maintain the tenancies of their homes and avoid becoming homeless. In 2010, the Open Access Service will be reviewing its current role in line with the localisation of day services.

Education services

A total of 317 people accessed our education services in 2009. This work included many people re-engaging with education for the first time in

years through more informal programmes.

Meanwhile, a total of 85 FETAC (Further Education and Training Awards Council) certificates were awarded to students through a number of special awards ceremonies during the year.

Focus Ireland's education service was redeveloped towards the end of 2009 and this process saw a new service launched to tackle long-term homelessness through outreach work with people in emergency accommodation.

The PETE (Preparation for Education, Training and Employment) service is funded by Pobal and offers a preliminary education and training approach that enables people in



A total of 317 people accessed our education services in 2009. This work included many people re-engaging with education for the first time in years through more informal programmes.

emergency accommodation to gain the skills and confidence necessary to take the first steps in accessing the existing pathways to mainstream training, education and employment. The City of Dublin Vocational Education Committee kindly supports Focus Ireland's education service and provides tutors for some of the courses. Students can also do informal education courses.

Services for young people

Off-the-Streets provides a short-term residential programme for young people aged 16–18 years as part of the HSE Crisis Intervention Services. Staff endeavour to provide a welcoming, accepting and supportive environment for young people who are out-of-home or at risk of becoming homeless. The programme supports young people in developing coping mechanisms and in self-regulating their presenting behaviour(s).

Staff are currently developing a 'strength-based' programme which will further improve outcomes and promote lasting change for young people who access the service. The programme supports young people in identifying their existing skills and encourages them to use these skills to address their behaviours and build their self-esteem. A total of 15 young people used the service in 2009. People using the service were supported in accessing Focus Ireland's education programme, returning to school or participating in a FÁS course during the year.

The Street Outreach Team works on the streets of Dublin and via a drop-in day service, helping young people to access a route out of homelessness. The Outreach Team targets young people aged 12–25 years by going out on to the streets during the day and at night to make contact with young people who are homeless or at serious risk of becoming homeless.

In 2009 the Outreach Team engaged with 480 young people in an effort to monitor, support and enable them to reconnect with services. The reconfiguration of services in

Dublin, which is ongoing as part of the work towards ending long-term homelessness, will see Focus Ireland and Dublin Simon provide a joint regional adult outreach service in 2010. Focus Ireland will continue to provide outreach for under-18s on behalf of the HSE and is developing an outreach service on behalf of the City of Dublin Youth Services Board (CDYSB).

The Extension Day Service is a drop-in centre where young people aged 16–25 years can shower, have something to eat, do laundry, get advice and be referred to accommodation services. Our staff at the Extension Day Service work to build trusting relationships with young people who are seriously marginalised and vulnerable to help them access services and to move out of homelessness.

Every young person works with staff who support them so they can develop their lives and move on from homelessness. In 2009 a total of 357 young people accessed the Extension Day Service. There were also over 300 requests for advice and information during this period.

In 2010 Focus Ireland's youth day services and the provision of a youth outreach service to the CDYSB outreach projects in the city will be reorganised, with the aim of preventing youth homelessness. Focus Ireland will deliver a reduced day service and will open a temporary supported accommodation service for young people, incorporating case management.

The Caretakers is a partnership project with the Society of St Vincent de Paul and is part of the network of HSE Crisis Intervention Services offering both a case management and hostel accommodation service.

In 2009 a total of 40 people accessed this innovative project which targets hard-to-reach young people aged between 16 and 21 who are sleeping rough and actively using drugs. During 2009 a total of 34 residents used the Caretakers for accommodation, while an additional six young people accessed case management support during the day.

The project successes saw 15 people supported in accessing either short-term or long-term housing, five returning to live with their families, three entering long-term residential care and three moving in with friends. Other work by the project saw 20 young people supported in accessing drug treatment and five in accessing mental health services in 2009.

Caretakers also provides a Daily Liaison Service (DLS), providing advice and assistance on entitlements, undertaking prison and/or hospital visits, accompanying customers to appointments

(e.g. doctors, drug treatment) and advocating on their behalf with other services for accommodation, etc. A total of 60 people engaged with the DLS during 2009. The DLS worker continues to work with clients after they have moved on, supporting them in their move on to other accommodation.

The Minister for Children and Youth Affairs Barry Andrews TD launched the Caretakers Annual Report for 2008 with a visit to the project in November 2009. The project is supported by the Minister's Department and the HSE.



In 2009 a total of 40 people accessed the Caretakers which targets hard-to-reach young people aged between 16 and 21 who are sleeping rough and actively using drugs.

Services for families

Focus Ireland's **Aylward Green** project in Finglas, Dublin, provides high-quality emergency housing for families who are homeless. Families can stay in the accommodation for up to nine months, and staff support parents and children to address issues that have contributed to them becoming homeless.

Staff provide intensive support in relation to a variety of needs, including drug and alcohol addictions, parenting issues, budgeting, relationship difficulties, anger management, mental and physical health issues, literacy and numeracy needs, experiences of abuse and, of course, homelessness. A total of 23 families, including 58 children, were living in emergency housing at this project during 2009. The focus of the work with the families is to provide a safe, supportive and secure environment where they can begin to explore and address the issues that have contributed to their homelessness.

During the year the hard work by Focus Ireland's staff supported six families in accessing private rented accommodation, three families in moving on to local authority social housing and four in moving on to short-term accommodation.

This work is facilitated by a number of services, including a key worker service for adults, regular visits to the families in their accommodation, and on-site childcare facilities where the children's social and developmental needs can be assessed and addressed. The childcare centre worked with 22 children (up to five years) in 2009. This work provides vital support for the children themselves. It also gives

parents time to work with staff to help them to address some of the issues that may have led to the family becoming homeless.

There is also a breakfast club to ensure that school-going children have access to nutritional food. The after-school project in Aylward Green works to ensure that the children of families who are homeless do not miss out on education or on the fun and play activities central to a child's development in early life. Focus Ireland believes that sustaining a child's education is one of the vital tools in breaking the cycle of homelessness.

Children from families who are homeless often suffer from low attendance at school or can even drop out altogether as the family struggles with issues such as frequent changes of address, lack of transport and money shortages. Focus Ireland works to support families to keep children in school despite the disruption of being homeless. In 2009 the afterschool programme in Aylward Green worked with 19 young people aged 5–16 years.

Focus Ireland's Childcare Centres in Finglas and Waterford provide care for the young children of families who are homeless. Focus Ireland believes it is crucial to support families with children who are homeless or at risk of becoming homeless. Trained staff work to ensure that each child is given the chance to play, learn, develop and make friends within a caring and safe environment.

The childcare provided makes a real difference in terms of bringing more structure to the lives of these children. A total of 100 children were supported in Focus Ireland's childcare services in Dublin and Waterford during 2009.



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Housing services

Focus Ireland's Transitional Housing Programme

Focus Ireland worked with 57 households in various transitional housing programmes in 2009. In Limerick, 13 single adults were accommodated in transitional accommodation during the year, while our project in George's Hill in Dublin accommodated 16 single adults.

Focus Ireland's transitional programme in Waterford provides transitional accommodation for both family and single-adult households. In 2009, 9 families and 11 single adults were living in Focus Ireland's transitional accommodation in Waterford city, while five family and three single-adult households were in transitional accommodation in Waterford county.

As part of the housing-first approach, 2010 will see the winding-down of the Dublin transitional accommodation service and people will be helped to secure housing with supports appropriate to their needs in relation to sustaining their home.

Tenancy Support and Settlement Services

Focus Ireland's vision is that everyone has a right to a place they can call home. Our Tenancy Support and Settlement (TSS) teams were established to realise this vision by assisting

people during the time they adjust to independent living in their own homes. The teams work with people in Local Authority or private rented housing that were previously homeless. This service also provides a crisis intervention service to people who are at risk of becoming homeless through losing their tenancy; staff work with people to prevent this from happening.

Focus Ireland's Intensive Family Settlement Service works with families with multiple and complex needs who are moving on from homelessness. The service provides an intensive level of support for parents and their children to help them sustain their tenancy and their home. Trained staff are there to offer direct support with practical aspects of home management, such as paying bills, budgeting, connecting utilities and finding schools. They help people to address the emotional, behavioural and health-related issues that have caused vulnerability and homelessness, and they help to overcome the isolation and anxiety that can often be part of settling into a new community.

In 2009 Focus Ireland worked with 453 households, of which 158 households were supported in settling into their own homes. This vital work also saw Focus Ireland staff ensure that a further 61 households were prevented from losing their tenancy and becoming

homeless in 2009. Since 2005 Focus Ireland has successfully settled a total of 829 households through our services.

Long-term housing

Focus Ireland's long-term housing provides many families and individuals with a permanent place to call home. Even though people living in these homes are no longer homeless, Focus Ireland's work does not stop there.

While some people may go on to live independently, others in vulnerable situations or

living with issues such as mental health or other health difficulties may not be able to sustain their tenancy in their own home without the support provided by Focus Ireland staff.

People in these situations were often previously stuck in a vicious circle of leaving homelessness only to become homeless again through a crisis in their tenancy. The value of Focus Ireland providing both a home and tenancy support to people with this background cannot be overestimated, as it ensures that they have a better future and do not become homeless again.



Focus Ireland's long-term housing provides many families and individuals with a permanent place to call home.

Delivering homes

Focus Ireland provides a place to call home for a total of just under 650 households in Clare, Cork, Dublin, Limerick, Waterford and Sligo. These homes are provided either directly by Focus Ireland, through partnership with Local Authorities, or in partnership with other voluntary housing organisations. This work has seen us deliver a total of just under 370 homes since 2005.

Focus Ireland's vision is that 'everyone has a right to a place they can call home'. In many

ways, 2009 proved to be a very difficult year in working towards this vision. Despite the fact that hundreds of thousands of houses lie empty throughout Ireland, the economic crisis resulted in a reduction in available capital spending for social housing. A new leasing scheme announced by the Government in 2009 failed to become fully operational during the year.

As a result of these difficult circumstances, Focus Ireland had to work hard to secure 29 homes under its housing development programme. A breakdown of these new homes,



Focus Ireland (Waterford) staff – Samanta Brennan, Orlaith Fitzgerald and Edel Leahy, with David Niblock (Manager) at the Cluain Ghlas housing project.

which make a massive difference to many people's lives, follows below:

- › An additional four units in Dublin that Focus Ireland manages on behalf of the Stepping Stone housing charity
- › Eight units secured from South Dublin County Council to allow Focus Ireland to provide homes for up to 13 young people leaving care in partnership with the HSE in the South Dublin area
- › Unsold affordable units secured from Dublin City Council to provide homes for 11 households in different areas across the city
- › Five new homes provided in Cork in partnership with Cork Council under the RAS scheme.

Official launch of new homes in Waterford

The Minister for Housing and Urban Renewal, Michael Finneran TD, officially opened our housing development of 37 homes based in Ferrybank in Waterford city at the start of February.

This excellent development shows the success of the partnership approach between the Department of the Environment, Heritage and Local Government, Waterford City Council and Focus Ireland in providing much-needed homes for the local community. Focus Ireland has now delivered 147 homes through this partnership work in Waterford.

Focus Ireland believes that this approach is the best response to meeting the needs of vulnerable groups. It helps to make the best use of resources on all sides and allows the willingness, energy and local knowledge of voluntary groups in the community to be brought to bear in partnership with statutory agencies, to provide the best possible service in meeting local needs.

ICSH award

Focus Ireland won the 'Homeless Category' in the Irish Council of Social Housing awards at the

end of 2009 for its Cluain Ghlas housing development at Hennessey's Road in Waterford City. The award was presented at the 2009 ICSH annual conference in recognition of the design excellence of the community development housing scheme.

The development provides one-, two- and three-bedroom homes for 16 families and single adults from the local area and was delivered through the effective partnership of Focus Ireland with the Department of the Environment, Heritage and Local Government, Waterford City Council, St Brigid's Childcare and the One51 Foundation.

This innovative housing project provides high-quality, low-cost, supported housing and is helping to directly address specific housing needs identified in the Waterford area by Focus Ireland in collaboration with the local councils.

The housing development was designed by architects CJ Falconer & Associates and built on land previously known as 'Powersfield' which was a derelict site in the city for many years. The development was officially opened by Michael Finneran TD, Minister for Housing and Urban Renewal, in December 2008.

Maintaining quality homes

Focus Ireland is also engaged in maintaining and upgrading its existing housing stock to the highest standard. During 2009 it completed major re-roofing projects in its Basin Lane accommodation and in the Caretakers service.

Improving access to housing

Focus Ireland continues to be very active in working to improve access to housing through a range of actions which include developing innovative proposals to finance social housing development. We have been actively engaged with Government as part of our efforts to advance these proposals. Focus Ireland also seeks to improve access to, and delivery of, housing through policy development and lobbying for increased provision of social housing.

New developments in 2010

Seven new homes will be provided in Catherine Place, Limerick. We will also be working to secure funding for two major developments in Dublin which have been planned for several years: Harold's Cross and John's Lane West. We also aim to plan and seek funding for a major upgrade of the housing in our Stanhope Green development, which is now over 20 years old. As the new Leasing Scheme is finalised into a workable form, we will also be working to acquire a number of appropriate unsold private developments and to make a significant direct contribution to providing homes for people who are homeless.

Focus Ireland quality standards

Over the last three years Focus Ireland has invested considerable time and energy in developing best practice standards so that it can deliver the highest quality service to its customers. The Minister for Children Barry Andrews TD officially launched our Quality Standards in Aftercare and Tenancy Support and Settlement services in September 2009. These followed on from the development of our Quality Standards in Housing.

Focus Ireland developed these standards to ensure that its services deliver best outcomes for its customers, whilst also ensuring value for money through the efficient use of available resources. As part of our commitment to working

in partnership and the development of best practice in the sector we have made these standards available to the wider social sector, including other support services, the Homeless Agency, the HSE, HIQA and colleges training social care practitioners.

The comprehensive policies and procedures cover every aspect of service provision, from access into services through to supported settlement. They provide clear information for staff to assist them at every stage of their engagement with customers using services. They include standards of best practice, along with clear monitoring processes to support ongoing development of the services to ensure they meet the changing needs of specific client groups. And, most importantly, they let customers know exactly what type and quality of service they should expect from Focus Ireland.

This process also saw us work with our customers to develop information to ensure that they are aware of and understand their rights in accessing all aspects of our services. These include our Residents' Handbook, the Customer Handbook, the Customer Charter, Customer Complaints Policy and Customer Involvement Strategy.

Focus Ireland believes that implementing these standards in our services has allowed us to build on our provision of top-quality services for our customers.



Focus Ireland provides a place to call home for a total of just under 650 households in Clare, Cork, Dublin, Limerick, Waterford and Sligo.

Emma's story

‘The best thing about my new home is that my children can just be proper kids now and I won't always be looking over my shoulder worried sick about them like I was when we were homeless.’



Emma's story

‘There were people taking drugs who were staying in other units in the building so I was afraid for myself and the kids. It was no place for us to be living.’

Emma was homeless and living in emergency accommodation in Dublin with her two children for 13 months before she secured a home with the help of staff from Focus Ireland's Coffee Shop and Information Service in Temple Bar. Emma spoke of her experience and the impact it had on her children.

‘It was awful living a small place with one bedroom between all of us. There was nowhere to cook and nowhere for the kids to play when they'd be safe.’

‘There were people taking drugs who were staying in other units in the building so I was afraid for myself and the kids. It was no place for us to be living.’

Emma said the worst thing for her was seeing the damage the family's living conditions were having on her children: ‘They had to act like little adults. Always being quiet and doing what I told them to so I knew they were safe. They couldn't be kids at all just running around and having fun.’

The experience also had an impact on Emma: ‘I felt really isolated and lonely with no support and no real life to be honest. It was really stressful.’

Emma got in touch with Focus Ireland and the charity worked with her to gain access to suitable housing and to support her in other areas such as improving parenting skills and gaining access to education.

She has now moved into a house in the private rented sector and Focus Ireland is supporting her to settle in her new home. Emma's said she can't believe how her life has turned around.

‘I left school at 13 and this really hit my confidence later in life. Now I am back doing education courses and I want to go on and learn more so I'll be able to get a job at some stage.’

‘The best thing about my new home is that my children can just be proper kids now and I won't always be looking over my shoulder worried sick about them like I was when we were homeless. The house has a garden and there's a park near by so it really is great.’

Focus Ireland has been campaigning for a 'Statutory Right to Aftercare' for many years and continued to prioritise this work in 2009.



Advocacy, research and communication

Advocacy

Focus Ireland's vision is that everyone has a right to a place they can call home. Our advocacy work seeks to advance this vision by developing an informed and more receptive political landscape through a range of communications, lobbying, research and policy work.

Focus Ireland works to raise understanding of the complex issues behind homelessness and housing need in Ireland, and to inform and influence the development of policy by carrying out evidence-based research to identify emerging trends in these areas.

During 2009 our advocacy work focused on a number of core work areas. We have responded to changes in the socio-economic environment which affected the organisation and our customers. The Advocacy Unit seeks to drive forward the organisation's strategic aims and to advocate for our customers. An overview of this work follows.

Driving policy through advocacy

Focus Ireland works to advance policy positions to help tackle and prevent homelessness. Critical to this task is the need to demonstrate the effectiveness of a particular policy and communicate that evidence to key audiences such as the Oireachtas, local government, the statutory sector, other voluntary bodies and the public.

Influencing aftercare policy

Focus Ireland has been campaigning for a 'Statutory Right to Aftercare' for many years and continued to prioritise this work in 2009. The year began with the launch of Focus Ireland's proposals for reform of the 1991 Child Care Act at a press conference in our coffee shop. Recognising the importance of customer participation, a number of workshops were also held to inform the young people we work with who had been in State care about this campaign.

Meanwhile, an Internet campaign calling on people to e-mail Deputy Barry Andrews, the Minister for Children, and their own local TDs on the issue was also launched to build public support for the Statutory Right to Aftercare. Focus Ireland held a number of meetings with the Minister as a key part of the campaign work. In addition, Focus Ireland worked on building alliances with partner organisations, while also seeking to build wider political support for legislative change.

Influencing homeless policy

Our Pre-Budget Submission in 2009 focused on the need for a dedicated revenue-stream for housing support. Focus Ireland prepared a detailed submission based on the costs and benefits that such an approach would provide. These costs were based on data provided by the Homeless Agency in its *Submission on the implementation of the national homeless strategy*.

Focus Ireland launched its Pre-Budget Submission in the media and continued to highlight the need to provide housing with support as a key component of realising the objectives of the Government's homeless strategy to end long-term homelessness and the need to sleep rough by the end of 2010.

The year also saw the establishment of NAMA (National Asset Management Agency). Focus Ireland sought to inform and lead public debate and policy on this issue from a 'social' perspective by arguing that the NAMA legislation delivers a social dividend. Together with other community-based groups, Focus Ireland was successful in arguing that the board of NAMA

should contain a representative with a background in social housing.

A core aspect of our policy and campaign work in 2009 was in relation to issues in the private rented sector. Focus Ireland successfully advocated to the Department of Social and Family Affairs that young people leaving State care and in homeless services should not be affected by the cut in the Jobseeker's Allowance for young people under 21 years of age, which was contained in the mini-budget of April 2009.

Focus Ireland also completed policy submissions in relation to standards in the private rented sector and reform of rent supplement in its ongoing attempts to inform and influence national policy development.

The Advocacy Unit also initiated an Access to Housing strategy in 2009. This strategy was aimed at supporting the development team and Focus Ireland services to access housing in targeted areas. The strategy was piloted in Dublin South Central and Dublin South. The pilot initiatives were well received by those who participated and the aim is to roll out the initiative to other areas in 2010.

Research

Focus Ireland believes that it is essential to identify the reasons why individuals and households become and remain out of home, in order to provide effective responses to tackling and preventing homelessness through the provision of housing, targeted services and policy changes.

In 2009 our research work included the completion and launch of the 'Making a Home in Ireland: Housing Experiences of Chinese, Indian, Lithuanian and Nigerian Migrants in Blanchardstown' study in partnership with the Immigrant Council of Ireland.

The report charts the housing careers of migrant communities in the study area, and found that where people live and settle is important in determining the quality of their lives, their access to services and their long-term integration. The report identifies best practice in ensuring that housing policy takes account of the specific needs of new communities. Focus Ireland disseminated the findings of this report and continues to encourage local authorities to use the research to help inform their future housing policies to promote integrated communities.

Quality services informed by research and evaluation

Focus Ireland is committed to supporting the development of quality services of the highest standard. As part of an ongoing strategy, the

Advocacy Unit undertook several specific evaluations of Focus Ireland projects, including the Homeless RAS Pilot, tenancy support to help families facing eviction to overcome their anti-social behaviour, the Spokes training project and the Prison In-Reach project.

Developing best practice in the enumeration of homelessness involves drawing on both Irish and European experiences. Focus Ireland contributed to a number of European conferences, including the MPHASIS (Mutual Progress on Homelessness through Advancing and Strengthening Information Systems) end-of-project conference in Paris. Focus Ireland was also represented on the National Homeless Consultative Committee data subgroup and successfully lobbied for a more comprehensive and accurate enumeration of people residing in emergency homeless accommodation or sleeping rough in the forthcoming 2011 Census of Population.

Partnerships/external representation

Focus Ireland has always recognised the value of working in partnership with other voluntary and statutory bodies to advance its agenda. It works

to represent the interests of its customers across a wide range of national and international fora, including the Homeless Agency; the Board of the Irish Council for Social Housing; the Homeless Network in Dublin and homeless fora in Cork, Limerick, Waterford and Sligo; FEANTSA (European Federation of National Organisations working with the Homeless); and also the groups listed below. In 2009 this work included:

The MakeRoom Alliance: Focus Ireland, the Simon Communities of Ireland, the Society of St Vincent de Paul and Threshold continued their work of seeking public and political support for an agreed agenda of reforms central to ending homelessness by 2010. Details of the campaign are available at www.makeroom.ie. This work included a lobbying campaign calling for amendments to the Housing Bill which ensured that issues around homelessness were dealt with in the final Act.

The Poor Can't Pay campaign: This initiative was aimed at bringing together NGOs, community organisations and trade unions to campaign against cuts in social welfare and the minimum wage and to call for the restoration of the annual Christmas payment. The campaign was supported by organisations and individuals across the entire country.

End Child Poverty Coalition: Through the ECPC, Focus Ireland has progressed policy objectives related to child poverty, income adequacy and

housing need for children. During 2009 the coalition was invited to address the Joint Oireachtas Committee on Social and Family Affairs. A very successful debate on child poverty was also organised in the run-up to the European Parliament elections in June.

European Network for Housing Research:

Focus Ireland prepared a conference paper on the links between poverty and homelessness in Ireland which was presented at the Network's 2009 annual conference.

Habitual Residency Condition group: Focus Ireland initiated the re-establishment of a network of organisations with an interest in monitoring the operation and implementation of the Habitual Residency Condition (HRC).

European Anti-Poverty Network: Focus Ireland continued to play an active role in the European Anti-Poverty Network and is represented on its Board.

Dublin Focus on Youth: Focus Ireland is on the Steering Committee for this ongoing campaign to oppose cuts to youth services in local communities in Dublin.

The Community Platform: Focus Ireland joined the Community Platform, which is a network of 30 NGOs in the community and voluntary sector that work to address poverty, social exclusion and inequality.

Communication

Communications plays a key role for Focus Ireland, in terms of the work the agency carries out to advocate on behalf of people who are homeless and lobbying to influence policy on key issues relating to homelessness.

Focus Ireland works continuously through a range of media to raise awareness of the many complex issues surrounding homelessness to keep the issue on the national agenda.

Focus Ireland continued to build its profile in the media in 2009 as it issued 28 press releases which resulted in significant coverage across both national and regional media. Its media programme is targeted at continuing to raise its profile and influence as one of the leading housing and homeless services organisations. This work also strategically supports its advocacy, fundraising and campaigning work.

Customer empowerment

The stories of our customers are often the vital ingredient that helps to develop a more considered understanding of homelessness and related issues across society. Most journalists will agree that it is the human story that connects more readily with the audience and has the most powerful and lasting impact.

The people we work with are at the very centre of Focus Ireland so it follows that their participation in our communications work is

essential. We work hard to help to empower people to have their voice heard through the media. However, we always ensure that people who speak in the media are at a stage where they are comfortable to do so.

Our work in 2009 saw a young man Darren take part in the promotion of the Coffee Shop Advice and Information Service. Meanwhile, a tenant of ours, Dougie, helped to launch our 2008 Annual Report. Customer involvement also saw two young women using our aftercare services to launch our Right to Aftercare Internet campaign while another two took part in an extensive report on 'Aftercare' for the Capital D show on RTÉ. Without their involvement Focus Ireland would find it much more difficult to raise awareness and increase understanding of these issues.

European Partnership work

Focus Ireland worked with the Pomeranian Forum in Aid of Getting Out of Homelessness based in Gdansk, using our campaigning experience to support the development of the first-ever public awareness campaign in Poland on the issue of homelessness.

Focus Ireland also took part in the FEANTSA annual conference in Denmark in October on the theme of customer participation. This work included supporting a customer to take part in the conference and making a presentation on the use of the media to challenge stereotypes. Focus Ireland also produced a DVD, outlining its customer participation work over the years, which was screened at the international event. It also held the Irish seat on the FEANTSA Administrative Council and held an information session on the work of FEANTSA for all Irish homeless organisations.

Friends of Focus

Focus Ireland's celebrity friends also played a pivotal role in endorsing our media campaigns and bringing our work to the forefront in 2009. Friends of Focus included singer Laura Izibor, Irish music star Paul Brady, TV presenter Gráinne Seoige, property developer Mick Wallace, Miss Ireland 2009 Laura Patterson, Boxer Oisín Fagan and TV presenter Caroline Morahan.

Focus Ireland's busy press office received approximately 200 media interviews and information requests in 2009 and our national and regional spokespersons carried out numerous interviews throughout the year.

A number of national, regional, local, sector and specialist media press releases were issued which resulted in significant coverage. Print media monitoring picked up on 248 stories quoting Focus Ireland in the national papers and 323 stories in the regional papers. When sales for these national and regional papers were combined, Focus Ireland regularly reached readership audiences of between 2 to over 3 million each month. Focus Ireland also received coverage in a number of magazines, sector publications and websites.

With the support of our customers, ambassadors and spokespersons, Focus Ireland continued to build its profile in the media in 2009. Some media highlights of the year included national TV news reports on Focus

Ireland's reaction to the launch of the Homeless Strategy Implementation Plan in April, the launch of our Annual Report in September and a report on our Street Outreach services supporting people sleeping rough at Christmas. Sr Stan and Geoffrey Shannon were also interviewed on the Pat Kenny Show on RTÉ Radio 1 as part of the Aftercare campaign.

Advancing strategic issues

Focus Ireland proactively contributed to (and in cases led) the media debate on a number of important issues during 2009, including calls for a two-year moratorium for people running into mortgage difficulties; better protection for people in the private rented sector; opposition to cuts in the Rent Supplement; support for more accurate statistics on homelessness; and the need for NAMA to deliver a social dividend. This supported and strengthened our strategic lobbying work behind the scenes on these issues.

Education and training

A core aspect of our public awareness work is the development of education and training programmes to promote improved understanding and responses to homelessness. Our education work in 2009 focused on the following:

Schools-based resources: Focus Ireland has developed two education modules targeted at primary and secondary school students. Our resource for primary students, called *No Place Like Home*, was previously developed by the Curriculum Development Unit at Mary Immaculate College, Limerick, in partnership with Focus Ireland and is the first of its kind on the curriculum for children in 5th and 6th Class.

Our secondary school module, *Without your home, your life develops differently*, was developed with the Curriculum Development Unit, Dublin, for inclusion in the Civic, Social and Political Education Programme. This module was completed in late 2009 and will be distributed to every secondary school in Ireland in early 2010.

Professional training: This continued to be a central part of our education and training work throughout 2009 and included:

- › Provision of a training programme on homelessness to over 1,000 Garda trainees in Templemore Garda Training College. We also provided input into a review of Garda training and a new training strategy.
- › Delivery of a two-part lecture series to third-level students undertaking the AVEA (Auctioning, Valuation and Estate Agent) degree course in the Dublin Institute of Technology. Focus Ireland has been requested to repeat these lectures on an on-going basis.
- › Lectures on the history of homeless policy and service provision in Ireland from 1988 to the present for nursing students in University College Dublin. These lectures complemented the Focus Ireland education modules developed for student nurses which are used as support materials for their course work
- › Response to over 300 information requests in 2009 from college students, school students, professionals working in the area and the general public.



Launch of viral marketing activities calling for support against Social Welfare cuts as part of 'The Poor Can't Pay' campaign.



Mick Wallace, MD of Wallace Construction, Joyce Loughnan, CEO of Focus Ireland and Dougie Smith who secured a home in one of Focus Ireland's developments, at the launch of Focus Ireland's Annual Report 2008 at City Hall in Dublin.

John's story

'My life is much better now and I'm settled where I am. I get visits from my son and I feel life is moving in the right direction after years in the wilderness.'



John's story

'My Uncle and I didn't see eye to eye. At the end of the day I left. I had started drinking and also took drugs. I just felt depressed and empty moving from place to place.'

John had lived at home until the age of twenty-six until sadly his elderly parents became very sick. Due to their illness they were forced to remortgage their home to pay for urgent medical treatment.

After his parents passed away John had to leave the family home and went to live with his uncle. The loss of his parents had a huge impact on John's life. To add to the strain John had been in a long-term relationship which broke down about the same time as the death of his parents.

John said: 'Things just started to go wrong all at once. My parents passing away and my relationship breaking down it was just all too much for me to take all at once. I found I really struggled and couldn't cope well.'

Living with his uncle did not work out and this also broke down. Left with no-where to turn and nobody to take him in, John then became homeless. He had already been drinking heavily and taking drugs which added to his problems. As with many people John found that with the onset of depression his alcoholism became worse. John then drifted and slept rough in Ireland and England for a few years.

'My Uncle and I didn't see eye to eye. At the end of the day I left. I had started drinking and also took drugs. I just felt depressed and empty moving from place to place.'

Upon returning to Waterford John's social worker advised him to link in with Focus Ireland for support. Having spoken to Focus Ireland John learned about his entitlements and received vital support in accessing services to deal with – and overcome – his addiction. He is now living in a two-bedroom long-term home in Focus Ireland accommodation. His support worker has assisted him with making a home and getting started in an accredited training course.

'Focus Ireland were great. They told me about my entitlements, gave me encouragement and I was delighted to move into my new home. My life is much better now and I'm settled where I am. I get visits from my son and I feel life is moving in the right direction after years in the wilderness.'

John also has two children aged 8 and 14. The eldest of which can now stay with him at weekends to enjoy family life with her father. John has had a difficult few years but with Focus Ireland's help he has built a home and a future for himself and his children.

The continued loyalty of supporters, businesses, event participants and community groups helped us to raise a staggering €5.34 million.



Gráinne Seoige teamed up with Focus Ireland again this year to switch on the lights of our Christmas Tree at the top of Dublin's Grafton Street as part of Focus Ireland's 'Sponsor a Star' campaign.

Fundraising

Each year we are positively overwhelmed by the support we receive from the public and from companies. This support ensures that we can help as many men, women and children as possible to escape homelessness and find a safe and secure place to call home.

Yet again in 2009, and despite the economic challenges we all faced, it was inspiring for both our staff and customers to see that our supporters continued to help us in so many ways.

Those who could not make a donation supported our work by volunteering their time and expertise in innovative ways, including gardening, designing pages for our website or helping to paint our projects. The continued loyalty of supporters, businesses, event participants and community groups helped us to raise a staggering €5.34 million. Of every euro raised, 88 cents went directly towards the provision of services to people who are homeless.

Our supporters

In 2009 almost 17,000 supporters made donations to our work, accounting for over half of the overall funds donated. The commitment of our supporters is also reflected in the generosity of more than 8,000 men and women who give to us regularly, through direct debits and standing orders. These regular donations help us to plan our service provision in the secure knowledge that the funds are there to meet the expenditure

of these much-needed services for young people, adults and children who are homeless in Ireland.

Event fundraising

Over 2,500 event fundraisers and 300 volunteers generously donated their time, talent and resources to make a difference to the lives of people who are homeless. Their enthusiasm, energy and goodwill generated just under €800,000 throughout 2009. Some of the highlights were:

- ▶ The Focus Ireland Four Peaks Challenge, supported by Today FM and launched by boxer Oisín Fagen and model Pippa O'Connor, raised over half a million euro in 2009. Demand for the event resulted in two Four Peaks Challenges for a second year running. Over 600 'Four Peakers' completed a round trip of 800 miles and scaled the four highest peaks in Ireland, totalling 11,937 ft.
- ▶ The Focus Ireland Fundraising Triathlon, supported by Q102, took place for the second time on Sunday, 2 August, at Grand Canal Square, Dublin 2. The event was launched by



Highest Peak Challenge participants.

style icon Caroline Morahan and attracted 200 participants who raised over €55,000 to help people who are homeless.

- › The Annual Focus Ireland Golf Classic took place in the Dún Laoghaire Golf Club on Friday, 3 July. Team members enjoyed glorious sunshine amid the spectacular backdrop of the Wicklow Mountains and successfully raised €30,000 to help people who are homeless.
- › Nine hundred secondary school students took part in the Schoolmates Sleepover supported by Spin FM, Spin South West and Red FM on 16 October. The students organised the sleepovers in their homes and schools and collected sponsorship of €20,000.
- › Throughout the month of December hundreds of secondary school students and singing groups took to the streets for the second Focus Ireland Singing Santas event and raised €12,000 to help people who are homeless.
- › Three new fundraising events were launched in

2009 and helped to raise a combined €70,000 in funding. On 30 July individuals took part in the Highest Peak Challenge and climbed Ireland's Highest Mountain, Carrauntoohil, in Co Kerry. Two months later five brave teams headed to the UK to take part in the UK 3 Peaks Challenge, a joint fundraising initiative between CARE UK and Focus Ireland. On 20 November 150 brave volunteers took to the freezing and wet streets to sell key rings as part of our first national collection days which we themed Key to a Home.

- › There was no shortage of enthusiasm and energy as people of all ages ran in marathons throughout the world, held sleep outs, or organised golf tournaments to support our work throughout 2009. To all groups and individuals sincere thanks and particularly to the pupils and past pupils of Belvedere College who spent two nights on the streets to fundraise for Focus Ireland and raised an amazing €53,000.

Company fundraising

In 2009 our existing company partners continued to find ways to support our work. New partnerships were also forged with companies, all united in a commitment to work with us in addressing homelessness and providing access to homes through their sponsorship, funding and donations of products and services. Companies and their staff raised almost €800,000 to ensure that we could continue to deliver our services throughout Ireland.

A complete listing of all companies who supported us in 2009 is included at the end of this report, but to mention a few:

- › CPL commenced its partnership with Focus Ireland and has set itself a target of raising €20,010 by the end of 2010 through fundraising events, corporate volunteering and participating in our flag day.
- › Wolseley Ireland, in addition to providing funding, was a lead retailer for the Key to a Home collection days and provided us with heavily discounted heating equipment for some of our housing projects.
- › Java Republic continued its support in 2009 through its ongoing purified water fundraiser in its restaurant and through a free coffee initiative at the Bank of Ireland 'Show your Business' week in College Green, Dublin.
- › Marks & Spencer supported us by donating a proportion of their Christmas card and Foods To Go product sales. In addition, they also donated 2,800 t-shirts for our fundraising events' participants.
- › State Street International (Ireland) sponsored High Scope Training for staff at our Finglas Childcare Centre in Dublin.

Company volunteer projects

- › Staff volunteers from Diageo painted all the bedrooms in our Caretakers project in Dublin over a two-day period.
- › Hibernian Aviva staff carried out much-needed landscaping and painting at one of our housing projects in Dublin.
- › A large group of employees from Barclays Bank Ireland painted our Off the Streets accommodation for young people and then landscaped the gardens at our neighbouring housing project in Stanhope Green, Dublin.
- › Twenty employees from Carillion Facilities Management undertook painting, weeding, tidying and cleaning jobs in one of our Basin Lane long-term housing projects in Dublin.
- › Dublin Bus supported our Key to a Home collection days by counting money at their Phibsboro and Ringsend depots in Dublin.
- › Securicor also supported the Key to a Home collection days by providing secure transit of the collected funds.

Donated products

- › Aviva, Erne Property Management, Quintiles Ireland and Abbey Travel donated food hampers for families who are homeless.
- › Henkel and the Mercer Group donated toys to our childcare centres.
- › Gift vouchers were donated by McKenna's, Clery's and Guiney's Department Stores.
- › John Paul Construction donated all the corporate gifts they received for us to raffle at our events in 2010.
- › Clear Channel donated over 200 bus shelter advertising sites to promote our Key to a Home campaign in November.
- › Ticketmaster donated concert tickets for events in November and December which raised funds through an online auction.

Company fundraising events

- › We were also honoured to be chosen as the recipient of funds raised by the KPMG Denis O'Connor Walk held in August in support of our coffee shop and Housing and Advice Centre at Temple Bar, Dublin. KPMG also helped us to prepare a business case demonstrating the value of availing of empty accommodation, which we presented to the relevant departments of Government and the main banks.
- › We were recipients of the proceeds of the raffle at the Midsummer Ball hosted by the German/Irish Chamber of Commerce.
- › Wine Australia Ireland hosted a Tag Rugby event and donated the proceeds to support our work.
- › Brown Thomas, Limerick, hosted a very successful fashion show in aid of Focus Ireland in March.

Focus Ireland Christmas Tree Star Sponsorship

Our Christmas Tree for People who are Homeless, a campaign that asks businesses to support our work by offering them the opportunity to sponsor a star on the Christmas Trees at the top of Grafton Street in Dublin, Quayside Shopping Centre Sligo, Colbert Station Limerick and Plunkett Station in Waterford, raised over €220,000 in 2009 from almost 200 companies throughout Ireland. Our media

partners, the Irish Independent, the Sligo Champion, the Limerick Leader and the Munster Express, through their provision of free advertising, ensured the campaign's success. The campaign was also greatly supported by Dublin City Council, Iarnród Éireann and the Quayside Shopping Centre.

Support through advertising

- › We continue to receive invaluable support from Today FM, through free advertising and promotion of our Four Peaks Challenge each year.
- › SPIN 1038, for the fifth year, supported the Schoolmate Sleepover schools' fundraising event for 12–16 year olds.
- › Q102 supported our annual fundraising Triathlon, providing several months of free advertising, as well as DJ Robbie Keane who kept the mood upbeat on the day.
- › Companies also chose to support us with unrestricted funding which, in addition to supporting existing projects, allows us to develop and test new and innovative strategies to prevent homelessness and move people out of homelessness to independent living. These companies included Pioneer Investments, Ulster Bank, the Central Bank and Bank of America.

To all whose support made such a difference to the lives of so many in 2009, thank you.

Our supporters

Companies and professional bodies

A&L Goodbody (Solicitors)	Association of Chartered Certified Accountants
A Birthistle & Co	ASTI Credit Union
Abbott Ireland Pharmaceutical Operations	B Lynch Office Supplies
Abhann Productions (Riverdance)	Baker Tilly Ryan Glennon
Ablecom	Balfour Beatty Ireland
ACC Bank	Bank of America
Accenture	Bank of Ireland
Accident Repair Centre	Bank of Scotland (Ireland)
Adonis Flowers	Barclays Bank Ireland
Aermak	Bargaintown
Aerospace Industries	Barrettstown House
AHK – Dublin	BCM Hanby Wallace
Alan Caren & Partners	BCP Asset Management
All Print and Design	Beauchamps Solicitors
Allied Irish Bank	Beaverstone
Ampersand	Behaviour & Attitudes Marketing Research
Amrop	Beltrae Partners
An Bord Bia	Benchmark Underwriting
An Garda Síochána	Bennett (Constructions)
Angelwing	Birmingham Cameras
Anglo Irish Bank Corporation	BH Consulting
Anicca Consulting	BHP Insurance
Anthony F O’Gorman & Co	BI Worldwide
AOL Global Operations	Blackrock Clinic
Apex Electrical Rewinds	Bloxham Stockbrokers
Apple Computer	BMG Leisure Products
Arthur Cox	Bolton Abbey
Arthurstown Construction	Bon Secours Hospital
Arup Consulting Engineers	Boots Healthcare
Arvato Finance Services	Boyle Sports
Ashfield Publications	Bradleys Pharmacy

Branair	Codex
Brendan Merry & Partners	Collins Crowley Solicitors
Brennan Governey & Co	Comcal Systems
Brian A Rennick & Co Solicitors	Computershare
Bridgewater Associates	Construction Chemical Supplies
Bright Promotions	Coremedia
Brindley Advertising	Cormac J Breatnach & Associates
Broadcast Video Services	Coyle Hamilton Willis
Broadcasting Commission of Ireland	CPL Resources
Brown Thomas	CPSU Dublin North
Bruce Shaw Partnership	CRH Group Services
BT	Cuisine de France
Budget Travel	Custom House Capital
Buildcon Construction Co	Cygnus
Business & Leadership	Daft.ie
Business Support Systems	Daintree
Byron Creative	Dalton B and Associates
C&F Quadrant	Dance Dublin
CIE Welfare Association	Danfoss Ireland
CJ Falconer & Associates	David F McMahon & Co
Caledonian Life	David Megan
Calor Gas	David Walsh & Co Solicitors
Capita Life and Pensions	DDA Architects
Capital Glass Company	Decision Support Systems
CAPS Pioneer	Dell Perot Systems
CARA Group	Deloitte
Carambola Cents	Dept of Agriculture, Fisheries & Food
Carat Ireland	Dervan Engineering Consultants
Cargolift Ireland	Design Interiors
Carillion	Designworks
Carmody Smith PR	Deutsche Bank
Carty Contractors	DHL International (Ire)
Cawley Nea TBWA	Diageo Ireland
Central Bank & Financial Authority of Ireland	Digitize New Media
Champagne Charlie	Display Contracts International Park
Chanel Printers	Distrupol Ireland
Charisma Blinds	DM Barry & Associates
Chartered Accountants Ireland	Donegal Bar Association
Chemistry	Donnelly Fruit & Veg
Chubb Insurance Company of Europe SE	Dorville Homes
Cill Dara Heating Services	Dr Emer Loughrey & Associates
Citibank Europe	Dublin City Centre BID
City Analysts	Dublin County Sheriff Office
Civil Public Services Union	Dublin Food Sales
Clancourt Management	Dublin Stevedores
Clarion	Duggan Lynch
Cleary McCabe & Associates	Dunmore Holiday Villas
Cliften Antiques	EA Delaney
Cluid Housing Association	Eason & Son

El Electronics	HA O'Neil Mechanical Engineers & Contractors
Ellickson Engineering	Hager (Ireland)
Ellier Developments	Hartford Life
Embassy Cleaning Services	Hay Group
Emerald Contract Cleaners	Hayes Solicitors
Enterprise Solutions	Health Service Executive
Ernst & Young	Health Services Staffs Credit Union
ESB	Hegarty Demolition
Events Parking	Helaba Dublin
EVP Management	Henkel Ireland
F&C Ireland	Henry J Lyons & Partners
Fairview Credit Union	Hewlett Packard
Fanagans Funeral Directors	HG Entertainments
FBD Insurance	Hibernian Aviva
Ferry Solicitors	HJ Heinz Co (Ireland)
Fexco	Hogan & Associates
Finsbay Ser	Home Managers
Fitzwilliam Card Club	Home Payments
Flood Maguire & Robertson	Homescape
Flynn Equipment Agencies	Horizon Graphics
Focus Training	Horwath Bastow Charleton
Fortis Ireland	Houseworks
Frank Motherway & Associates	HSBC Bank UK
Friction PR	HSE South
Fujitsu Siemens	Humar
Furlong Carpets	Hy-Tech Logistics
Furniture Services	INTO
G&T Crampton	IBEC
GJ Moloney Solicitors	IEN
GAB Robins Scully Tyrrell	IGSL
GAI International Insurance	Impact
Galway Harbour Company	Indecon Economic Consultants
Gemserv	Initial Medical Services
Gerard P McCarthy & Co	Innovative Print Solutions
Gerard T Murphy & Co	Innovex Ireland
Gilligan Architechtrual	Institute of Chartered Accountants
GlaxoSmithKline Pharmaceuticals	Integral Computers
Glencorrib Financial Services	Integrity Solutions
Golden Horseshoe	Intelligo Software
Google	Interfusion Networks
Gore & Grimes Solicitors	International Charity Bazaar Dublin
Gotham City Café	International Investment and Underwriting
Grattan Property	IPASS
Greencore Group	Ireland Assist
Greenstar	Ireland's Domain Registry
Guardian Group	Irish Blood Transfusion Board
Guilfoyles Plant Centre	Irish Film Institute
Gymfit	Irish Food Processors
H&K Manufacturing	Irish Industrial Explosives

Irish Insurance Federation	M&M Trading Com
Irish Life & Permanent	M Bolger Senior Counsel
Irish Life International	MacEoin Architects
Irish Medical Organisation	Magnett Networks
Irish Pride Bakers	Mailbag
Irish Public Bodies Mutual Insurances	Manor DIY
Irish Recruitment Consultants	Marine Advisory Services
Irish Stock Exchange	Mark Conan
Irish Workers Trade Union	Mark John
ITT Water & Wastewater Ireland	Markaline
James N Earls & Sons & Daughter	Marks & Spencer
Jams Smyth Architects	Martin Malone Transport
Java Republic Roasting Republic	Mason Hayes & Curran
JED Metrology	Masterfire Protection
Joe Keane Hardware (Limerick)	Mater CAMHS
John Cradock	Matrix Claims Services
John Ryan Photography	Max Europe Holding
John Sisk & Son	McAllister Volkswagen
John Thompson and Partners	McCoy Motors
Johnson & Johnson	MCDI
Jones Lang LaSalle	McDonald Brothers
K&M Evans	McElroy Associates
Kate Bowe PR	McEvoy Associates Signium International
Keanes Bar	McGarrell Reilly Contractors
Kellogg Company of Ireland	MeadWestvaco Healthcare Packaging
Kelly Bros Butchers	Mediavest
Kenny Whelan & Co	Mercer Human Resource Consulting
Kent Carty Solicitors	Merck Sharpe Dohme (Ireland)
Kielsys Chemist	Mercury Engineering
Kildangan Stud	Michael Collins Associates
Kilkenny Design	Michael N Slattery & Associates
Killeshal Precast Concrete	Mick Quinn Digital Photography & Imaging
Kinahan Commercials	Milltown/Clonskeagh Credit Union
Knight Frank	MJ Flood (Ireland)
KPMG	MKN Property Group
Krystyna Rawicz Associates	MOC Services
KSI Clinch	Modeva
LF Churchward & Co	Moore Cleaning Services
Label Tech	Morgans Wine Merchants
Lacy & Associates	Moston
Lafferty Design Group	Moylan Malcahy & Co
Language Communications	MRK Commincations
Leo Burdock Christchurch	Mullan Consulting
Liffey Maid Cleaning Services	Mullingar Pewter
Litton Lane Audio Hire	Mulvaney & Flanagan Electrical
LNB Fire Safety	Murray Consultants
Lone Star	Myron Court
L'Oreal Golden	NAI Mason Owen & Lyons
M&M Enterprises	National Educational Psychological Service

National Lottery	Poolman
Neopost Ireland	POR Project Management Services
New Horizons Ireland	Precision Construction
Newenham Mulligan & Associates	Premier Recruitment
Nexgen Capital	PricewaterhouseCoopers
Niall P O'Neill Solicitor	Primary Insurance Company
Nordell & Associates	Prime Wealth Management
Northern Marine Underwriters	Private Residential Tenancies Board
Northside Partnership	ProsCon
Noyeks Newmans Wood Centre	Prospect Network
Nspire Re	Prudential Europe
O'Connor Design Partners	PSEU
O'Connells Bar	PWA International
O'Connor Autotours	Quinlan Private
O'Connor Sutton Cronin & Associates	Quintiles Ireland
O'Dea & Co	Quo Vadis Solutions
O'Donnell & Tuomey Architects	RG Murphy Quantity Surveyor
O'Donovans	Radio Telefis Éireann
O'Farrell Kennedy Builders	Radisson SAS St Helen's Hotel
O'Keeffe Architects	Rangeland Foods
Omnicommedia Group Ireland	Reardon & Company
O'Neill Independent Financial Consultancy	Red Dog
ORC International	Reddy Charlton McKnight Solicitors
O'Regan Little Solicitors	Redlough Landscapes
Origin Enterprises	Renaissance
O'Sullivan Partners Law Firm	Renaissance Services of Europe
PK Chemicals	Richview Sports & Social Committee
P Reid Plumbing & Heating	Ritz Carlton
PJ Hegarty & Sons	Road Binders
Panasonic Irl	Roadtrain
Patel Tonra	Robert Roberts
Patrick P O'Sullivan & Co	Roc Insurance / Capital Insurance Brokers
Patrick Shaffrey Associates	Rocgroup
Paypal/Ebay	Roofing Experts & Co
Permanent tsb	Royal College of Surgeons
Perrem Design Hardware	SL Controls
Peter O'Brien & Sons (Landscaping)	Sabeo Technologies
Petrogas Group (applegreen)	Sabre Electrical Services
PFP Services	Safetynet
PharmaServe	Saint Luke's Hospital
Phelan Prescott & Co	Sancian Group
Philtron Electric	Sanofi Aventis
Pioneer Alternative Investments	Savills
Pioneer Investment Management	Scottish Benevolent Society of St Andrews
PJ Boner & Co	Screen Scene
PJ Hegarty & Sons	Secretariat of Secondary Schools
PJT Insurance Service	Securitas
Platin Grain Co	Security & Cargo Seals
Playprint	Seven Seas Ireland

Shannon Furniture Carpets
 Sheehan Quinn & Co
 Sheelin
 Sleater & Co
 SMART Solutions
 SME Sales
 SMK Engineering Solutions
 Snap Printing (Naas Road)
 Sony Computer Entertainment
 Sorelle
 Squires & Co
 State Street International (Ireland)
 Steel Services Ireland
 Stephen MacKenzie Solicitors
 Storefit Shopfitters
 Sumitomo Mitsui Finance Dublin
 Summerville
 Sunway Travel
 Susan's Hair Salon
 Sweeney O' Rourke
 Symantec
 T Whelan Electrical
 TASCQ
 TD Global Finance
 Teagasc
 Tectum Carpentry
 The Bill Moss Partnership
 The Caterware Co
 The Community Foundation for Ireland
 The CSPU Dublin North
 The National Dairy Council
 The Public Analyst Laboratory
 The Sia Management Group
 The Toronto-Dominion Bank
 Tingle & Co
 TJK Software Services
 Tolmac
 Total Produce Ireland
 TRAMEX
 Treasury Holdings

Trench Control
 Triangle Computer Services (Ireland)
 Trident Media
 Ulster Bank Group
 Unilever Foods Ireland
 Uniphar
 UNITE the Union
 Vaughan Project Engineering
 Version 1
 VHI
 Videnda Distribution
 Vision Consulting
 WH Good
 WKS Electrical Contractors
 Waterford Plumbing & Heating
 Watson Wyatt
 Wavin Ireland
 WDS Security
 Webfactory
 WEEE Ireland
 Wellington Quay Dental Practice
 Wells Cargo Logistics
 West LB Ireland
 Whitespace Publishing Group
 Whitewater
 Wicklow Way Christmas Trees
 William K Nowlan
 Wine Australia Ireland
 Winthrop Engineering & Contracting
 With Taste
 Wolseley Ireland
 Woodleigh Ventilation
 WorldSpreads Group
 Wyeth Medica Ireland
 XWERX Media
 X-Yachts (group)
 Young & Associates
 Zamano Solutions
 Zurich Bank

Community and schools fundraising

146 Dublin Ventures
 Adrienne Finlay
 Ardscoil La Salle
 Ashbourne Community School

Avril Carr
 Barbara Strahan
 Belvedere College
 Blakestown Community School

Bluebell Youth Project
Brendan Genocky
Brian A Rennick & Co Solicitors
Burren Walk
Caolan Slee
Carl Whyte
Castleknock Community College
Catherine Corry
Children Acts Advisory Board
Cian O'Fiach
Ciaran McCullagh
Colaiste Chiaran
Colaiste Eoin
Colasti Chorca Dhuibhne
Collette Grant
Cuckoos Nest Pitch & Putt Club
D&E Madigan
D O'Byrne
Dalkey School Project National School
Declan O'Byrne
Deerpark Ladies Golf Club
Derek & Vana Ward
DKIT Library
Drogheda Community Lottery
Dublin 7 Educate Together National School
Dublin Golf Society
Dublin Scottish Benevolent Society of St Andrews
Elm Park Bridge Club
Ewan & Lucas Wells
Fingal Community College
Glasson Girl Guide Unit
Greenfield Bridge Club
Henry & Helen Saville
Holy Child Senior Girls School
Holy Faith Secondary School
HSE Community Services
Joanne Ryan
Karen Benjacar
Kathleen Phelan
Knocklyon Youth & Community Centre
Lavina Slattery

Lost Focus
Margaret Bracken
Margaret Spelman
Marian Leahy
Mary Hunt
Mary Jameson
Mary Kelly
Mater Hospital
Mater Hospital
Maura Enright
McCann Fitzgerald
Merlin Van De Braan
Mollie-Kate Richardson
National Gallery Bookshop
Notre Dame Secondary School
Our Lady of Bethlehem Abbey
Patricia Sayles
Patrician College
Phrenz Group Ennis
Ratoath Folk Group
Ratoath Garden Club
Rhona Trench & Tomas Winston
Robin Sykes
Rose Seymour
Ruth Lennon
Scoil Bhríde
Scouting Ireland
Scouting Ireland
St Colmcilles Community School
St Mac Dara's Community College
St Mary's Class of '89
St Tiernan's Community School
Tess Barrett
The Tuesday Rosary Group
Tipperary Institute
Tracey O'Neill
Treasure Europa
University College Dublin
Wexford Union of Parishes
Youthreach

Trusts and foundations

Edmund Rice Schools Trust
Ulster Bank Dublin Trust Company

One51 Foundation

The HR team is committed to providing a professional service by supporting staff and management in ensuring that best-practice procedures are maintained throughout the organisation.



Human Resources

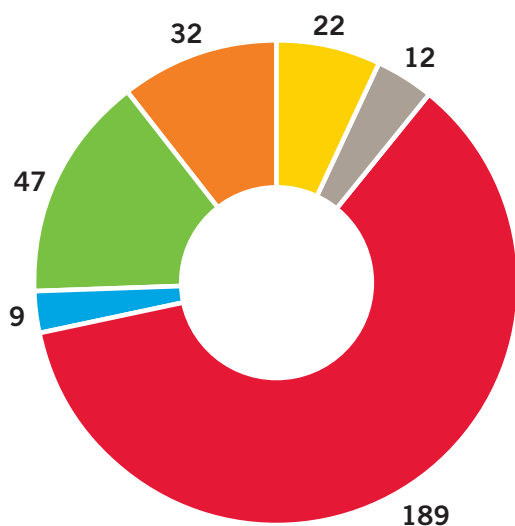
Supporting staff in a challenging environment

Human Resources plays a vital role in Focus Ireland as we strive to ensure that our customers are best served by both staff and management who are among the leading professionals working in their field. We set high employment standards, ensuring that all staff are fully qualified for their role in providing all of the agency's services.

The HR team is committed to providing a professional service by supporting staff and management in ensuring that best-practice procedures are maintained throughout the organisation. This commitment, linked to the excellent processes and procedures in place, means that we are continuously working to deliver quality services and successful outcomes for our customers.

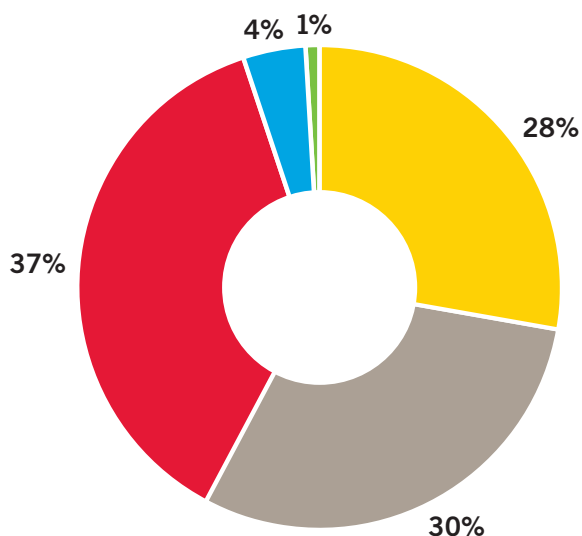
The unprecedented downturn in the economy and the changing needs of our customers

presented challenges for the staff and the organisation in 2009. Staff remained committed to their work and adapted to the changing environment. The fact that 42 per cent have five or more years' service in Focus Ireland shows the loyalty our staff have towards the organisation and the dedication they bring to supporting our customers. At year end, the total headcount across Focus Ireland was 279 staff (excluding volunteers). The breakdown of staff, including volunteers, can be seen in the chart below.



Employee and volunteer status

- CE – Community Employment, FÁS
- CSV – Community Service Volunteer
- Full-time staff
- JI – Jobs Initiative, FÁS
- Part-time staff
- Volunteer



Employee length of service in years

- <2 years
- >2 years
- >5 years
- >10 years
- >15 years

During 2009 we continued our volunteering strategy with the aim of not only increasing the number of volunteers throughout the agency to enhance our work in services and support services but also to help change public perceptions of our customers. We have 15 Befrienders in our volunteering programme in both Dublin and Limerick, with the purpose of addressing the problem of isolation by bringing people together for positive, supportive relationships. Our Befrienders, will help reduce the isolation often felt by those who have experienced homelessness and are now living independently in the community.

Our staff development programmes demonstrate our commitment to investing in the recruitment, training and career development of all staff so they can work in a well-resourced and skilled role in an ever-changing environment. We endeavour to continually enhance the professionalism of all our staff by developing their expertise and by providing internal promotional opportunities. This means that our customers always get the benefit of highly skilled and experienced people working hard to deliver effective and efficient services.

Our core training and development programme continued during 2009, ensuring that employee training needs were met and continuous learning facilitated. We organised

63 training courses during the year, which averaged out at between 2.5 and 3 training days per person.

All our staff are encouraged and supported to upskill by seeking further qualifications and to apply continuous learning and growth in their areas of expertise through Focus Ireland's education policy. Through this policy, educational support was provided to eight staff who applied for assistance in 2009 and a further six employees who gained qualifications which were supported by the agency.

There were 22 participants in our Community Employment Programme and the entire group was supported in its training needs through supervision and annual performance appraisals by line managers. All of the participants attended at least three training courses throughout the year with a view to upskilling them for future employment. At the end of their contract, two participants attained further employment within the agency in part-time positions.

Part of the Health and Safety remit for 2009 was to ensure that the organisation's safety statement and associated risk assessments were revised to incorporate changes in legislation. The Health and Safety Officer provided support and advice to line management and their teams in relation to best practice and legislative compliance.

The Therapeutic Crisis Intervention Training Programme continued in 2009, providing staff with the skills, knowledge and confidence to prevent, de-escalate and manage potential crisis situations. Staff Occupational Health training continued, with training for staff in managing their own well-being and their work-life balance.

To encourage employee engagement, the first staff satisfaction survey was rolled out in July 2009, with a response rate of 64 per cent of the total employee group demonstrating staff commitment and willingness to participate. Overall, the findings were very positive, with 70 per cent of respondents believing that their work

impacts positively on their customers, while 60 per cent strongly believe that Focus Ireland is a good place to work. A survey group was established as an outcome of this survey, with the responsibility to devise an action plan to improve communication across the agency; it is intended to roll out an annual survey and to compare results on an annual basis.

The HR team will continue to work in partnership with all our staff to ensure that a professional level of service is provided to our customers and to support the achievement of Focus Ireland's objectives and strategy in line with the core values of the organisation.

Sean's story

'Having a home means you can live normally and that your kids hopefully won't have the same troubles some of us had growing up.'



Sean's story

'Before we met Focus Ireland we were in the dark completely about everything. We weren't getting anywhere.'

Sean and his partner Alison lived with their two children in Cork. They rented a small three-bedroom house. However, when Sean and Alison had to look after six more children from Sean's previous relationship, things started to change.

'When we had to take on the six children the place became very overcrowded. After a few months the landlady served us with an eviction notice. She did give us a chance to talk to the Council to see if they could accommodate us. There wasn't anything arranged for us and it ended up we were then treated as homeless.'

Sean and Alison then heard about Focus Ireland and approached the charity. 'Focus Ireland helped us find another place. It was an old 2-bed room town house with an attic conversion which gave us three small bedrooms. It was somewhere until we got a more suitable place.'

Focus Ireland continued to work with Sean and Alison to secure alternative accommodation. Our staff in Cork helped them negotiate their way through services provided by the council, social services and to access additional services provided by the voluntary sector.

'Before we met Focus Ireland we were in the dark completely about everything. We weren't

getting anywhere. Focus Ireland came along and let us know what was available to us. Anything that we needed done Focus Ireland was there to step in and help us.'

Sean and Alison and the eight children are now in new and better accommodation but they still face an uncertain future.

'Here in the new house it is like a dream come true but I still worry about the future. The landlady has told us that in a year or two she will be looking to put the house up for sale. What would happen to the kids if we became homeless again?'

For Sean, securing stable long-term housing is vital for the future well-being of his family and Focus Ireland will continue to work with him and the local authorities to help secure a permanent home for him and his family.

Sean said: 'Your home is everything. It's your stability and the stability for the kids. It means your kids don't have to keep changing schools. It means you're not facing the possibility of being put out on the street the next day. Having a home means you can live normally and that your kids hopefully won't have the same troubles some of us had growing up.'

‘This work was guided by expert direction from our dedicated board who are themselves volunteers. I would like to thank them all for their hard work and commitment during the year.’

Joyce Loughnan, Chief Executive



Focus Ireland Board

Left to right, standing:

William K. Nowlan, David Martin, Helen Kilroy, Gerry Danaher (Chairman), Mary O'Shea, Paul Finnerty (Vice-Chairman) and Paul Carroll

Left to right, sitting:

Deirdre Connolly (Worker Director), Sr Stanislaus Kennedy (Founder and Life President) and Dr Valerie Richardson

Focus Ireland Limited and subsidiaries

Directors' report and financial statements

year ended 31 December 2009

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Finance Director's report

We entered 2009 expecting the year to be hugely challenging for our organisation and our finances. As the recession deepened we anticipated that this would impact on our State grants and fundraising during a year when our services would be required more than ever.

However, by anticipating these challenges we took early action to reduce costs which was possible due to changes in the marketplace. As a result we were able to deliver a 5.9% cut in spending without adversely affecting our services. This was achieved by a concerted effort to reduce costs across the organisation; in particular we were able to reduce our staff costs, our research and promotions costs and our fundraising costs. During the year we also outsourced our IT and payroll departments and changed utility suppliers to allow us to maximise cost reductions.

Our income and expenditure account was also artificially inflated by a gain to our pension deficit. The deficit stood at €1.972m in 2008 and has improved to €1.63m at the end of 2009.

Income

Our finances can be greatly affected by any changes in Government funding as 62% of our revenue comes directly from State bodies. In 2009 our funding for existing services was cut by 3%. Additional funding was received for a number of new projects in 2009 including a residential unit in Tallaght and Prison In-reach schemes in Cork and Limerick.

Focus Ireland continues to be very well supported by corporate entities and the general public despite the difficult economic conditions everyone is faced with. Overall we experienced a 5.5% drop in fundraising income in 2009 compared with that raised in 2008.

As always, we are very grateful to our donors and funders for their continued support and generosity.

Expenditure

The need to ensure we provide value for money to both donors and State bodies is always a core objective of Focus Ireland. In the current climate, this is more important than ever. Overall, our expenditure was reduced by 5.9% from 2008. In particular, our allocation and management of staff resources enabled us to reduce the staff costs by 4%.

Over the last two years, our employees have agreed to forgo salary increments. This has been the equivalent of a 5% pay reduction.

In such a turbulent year we were very pleased to deliver strong performances in our two key ratios:

- › Expenditure on direct services was 88% of total expenditure (88% in 2008)
- › Fundraising revenue spent on direct services was 78% (76% in 2008)

Capital and property development

During 2008 CAS (Capital Assistance Schemes) funding dried up and as a result Focus Ireland had no new housing developments approved in 2009 which is extremely disappointing. Our housing development resource has been dedicated to formulating viable leasing schemes to take advantage of the excess property supply available. There was some good news on this front in 2009 as a total of 11 affordable homes (on a 5 year lease) were approved in December on a pilot basis. In early 2010 we opened a new housing project in Catherine Place, Limerick.

Corporate governance and other issues

During 2009 we were able to establish reserves equal to three months operating costs which is in line with the minimum recommended practice for charities.

VAT costs paid for the year were €701k (€722k in 2008) which we are unable to reclaim as charities are VAT exempt. We continue to be part of a lobbying group working for change in this legislation.

Our financial statements for 2009 fully comply with the required company law, accounting standards and are in compliance with the Charities SORP 2005 (UK Charities Statement of Recommended Practice). As recommended by the Charities SORP, we show both grant and fundraising income by source throughout our project groups.

Outlook for 2010

It is predicted that 2010 will prove to be another difficult year for Focus Ireland as we expect further cuts in State funding and donations. While as the recession continues there will be a heightened demand for our services. We will continue to ensure our costs are tightly controlled so that Focus Ireland remains agile and continues to deliver services as required to meet the needs of the most marginalised in our society.

We also have two large long-term issues to address in the coming year:

- › Pension deficit. Like the vast majority of defined benefit pension schemes we currently have a deficit. We have undertaken a review of our scheme and have decided to cease our current defined benefits scheme and move to a defined contribution scheme. We will have to submit a proposal to the Pension Board detailing how we will fund the deficit.
- › In 2010 we will sign off on our long-term housing financial plans which forecasts the expenditure required over the next 5–10 year period. This is required to ensure we are adequately prepared for the task of modernising older properties to meet current standards and reduce ongoing maintenance costs.



Mark Byrne

Finance Director

Financial review

	2009		2008	
	€m	%	€m	%
Mix of income				
Fundraising income	5.39	29%	5.70	30%
Grant income	11.44	62%	11.62	62%
Other including investment income and restaurant sales	0.59	3%	0.58	3%
Rental income	1.16	6%	0.91	5%
	<u>18.58</u>	<u>100%</u>	<u>18.81</u>	<u>100%</u>

	2009		2008	
	€m	%	€m	%
Mix of expenditure				
Direct charitable activities costs	15.81	88%	16.73	88%
Support costs	0.86	5%	0.91	5%
Fundraising and events costs	1.19	7%	1.34	7%
	<u>17.86</u>	<u>100%</u>	<u>18.98</u>	<u>100%</u>

	2009		2008	
	€m	%	€m	%
Fundraising cost to income ratio				
Fundraising income	5.39		5.70	
Cost to raise income	<u>1.19</u>		<u>1.34</u>	
		<u>22%</u>		<u>24%</u>

Directors' report

The directors present their annual report together with the audited financial statements of the Company and of the Group for the year ended 31 December 2009.

Principal activities

The Company is a registered charity and hence the report and results are presented in a form which complies with the requirements of the Companies Acts, 1963 to 2009 and although not obliged to comply with the Statement of Recommended Practice (SORP) as issued by the Charity Commissioners for England and Wales in October 2005 the Group has implemented many of its recommendations in these accounts. The main activities of the Group are charitable.

Legal status

Focus Ireland Limited is a company limited by guarantee, not having a share capital, incorporated in Ireland on 7 March 1985 under the Companies Acts, 1963 to 2009, registered number 106149.

The objectives of the Company and of the Group are charitable in nature with established charitable status (Registered Charity No. CHY 7220). All income is applied solely towards the promotion of the charitable objectives of the Group.

Results for the year and review of operations

The results for the year as set out on page 74 are considered satisfactory by the Board.

Statutory funding represents 62% of its total income. 2009 was a very challenging year for fundraising which was reflected with donations and contributions down 6% on 2008 and represent 29% of its total income.

In 2009 Focus Ireland continued to provide services to our clients. We have continued to develop our services in Dublin, Waterford, Kilkenny, Cork and Sligo and continued to deliver our housing programme.

Housing properties

The board is conscious of the continuing need for accommodation for the homeless and disadvantaged and is fully committed to playing our part in meeting these needs. We have a strategic plan to deliver 800 new homes by 2010. By the end of 2009 we have delivered 344 homes.

This represents a significant expansion of our housing stock through the acquisition and development of suitable accommodation through to the end of 2008 however the Government's Capital funding in the past year has mainly been committed in acquisition of Part V properties which Focus Ireland has had little access to. This situation led to no new approvals for The Agency in 2009. The absence of capital available to the sector has led the Government to explore revenue funded initiatives.

Future developments

In 2010 Focus Ireland will endeavor to continue to deliver new homes to customers despite the scarcity of capital funding.

We will seek to use the opportunity presented in 2010 by the continuation Capital Assistance Scheme (CAS) funding for projects for homeless people and projects to assist the National Homeless Strategy. We will also seek to use the Government leasing scheme both to build new projects and buy private units.

Upkeep of housing properties

The Group's policy is to maintain its housing properties (some listed buildings) in a state of good repair.

In order to provide for this expenditure, which is not grant-assisted, we have set up a designated fund for the structured upkeep of housing properties. This fund is shown in our reserves and is based on condition audits carried out by the Group's architects.

Based on these reports there is a rolling programme in place to carry out structural repairs on our buildings.

During the year €Nil of the fund has been utilised for upkeep and major structural repair of certain properties (2008: €96,000 utilised). As at 31 December 2009, the Group's aggregate designated fund amounted to €1,378,505 (2008: €1,128,505).

Pensions

The Group operates a defined benefit pension scheme, of which the Company provides two-thirds of the contribution and the employees contribute one-third. The pension scheme assets and liabilities are administered and held independently of the agency under an approved trust.

During the year the Board of Focus Ireland undertook a review of the pension scheme with a view to addressing the deficit on the pension scheme. As a result of this review it was concluded that it is financially unsustainable to continue to offer a Defined Benefit pension scheme to staff. It was agreed that the Defined Benefit scheme would be closed and all entitlements earned to 31st March 2010 (through Defined Benefit scheme) would be ringfenced and protected. Focus Ireland has committed to providing for the entitlements earned under the Defined Benefit scheme over the life of the scheme.

A Defined Contribution scheme will be operated for all staff contributions from 1 April 2010. The Company contributions will be 7% of pensionable salary while employee contributions will remain unchanged at 5% of pensionable salary.

FRS17 Retirement Benefits

The Accounting Standards Board (ASB) issued Financial Reporting Standard 17 (FRS 17) Retirement Benefits on 30 November 2000. FRS 17 deals with the treatment of pensions and other retirement benefits in an employer's accounts and abandons the use of long-term actuarial values for assets in a pension scheme in favour of a market based approach for valuing both assets and liabilities.

On an FRS 17 basis the scheme disclosed a deficit of €1.63M as at 31 December 2009, on the basis of the funding programme recommended by the scheme's actuaries, Watson Wyatt (Ireland) Limited. In placing a cost on the liabilities, FRS 17 dictates that the discount rate/investment return should be a corporate bond yield (4.75%) whereas the actuaries use a rate determined by the actual investment strategy being pursued by the fund (6.4%). All other key assumptions used in determining the financial commitment of the company in respect of retirement benefits are identical under the FRS 17 and actuarial funding determination.

The deficit as at 31 December 2008 under FRS 17 amounted to €1.972M. The improvement in the FRS17 funding position in 2009 was due to an improvement in the actual return on assets, primarily equities. The pension expense for the year amounted to €0.544M.

The Scheme Actuary has advised that, as with the majority of similar arrangements in the Irish market, the Focus Ireland Pension Scheme did not meet the statutory Funding Standard as at 31 December 2009. The Company and the Trustees will be working together to put a recovery plan in place which will be submitted to the Pensions Board by 31 December 2010.

Corporate governance

The Directors are committed to maintaining the highest standard of Corporate Governance and they believe that this is a key element in ensuring the proper operation of the Company's activities. Although the Company is not a listed company and therefore not

subject to the "Principles of Good Governance and Code of Best Practice" (as adopted by the Irish Stock Exchange), the Board nevertheless has determined that the Group should, at the very least comply with the basic principles of Corporate Governance as outlined in this code. As part of this policy an effective Board and a competent Executive team head the company.

The Board is responsible for providing leadership, setting strategy and ensuring control. It comprises of nine non-executive directors including one employee director. The Board's non-executive directors are drawn from diverse backgrounds in business and professions, who bring to Board deliberations, their significant business and decision-making skills achieved in their respective fields together with a broad range of experience and views.

There is clear division of responsibility at the company with the Board retaining control of major decisions under a formal schedule of matters reserved to the Board for decision, with the Chief Executive responsible for devising strategy and policy within the authorities delegated to her by the Board.

The Company has a comprehensive process for reporting management information to the Board. The Board is provided with regular information, which includes key performance and risk indicators for all aspects of the organisation. The Board meets regularly as required and met six times during 2009 (seven in 2008).

On appointment, directors receive briefing sessions and comprehensive briefing documents designed to familiarise them with the company's operations, management and governance structures. All non-executive directors are appointed for an initial three year term, which may be renewed for one further three year period, giving a maximum of six continuous years for any director. The employee director is appointed for a term of three years following a nomination and election process among the staff.

One-third of directors are required to retire annually by rotation and if eligible may offer themselves for re-election. During the year Mr David Martin, Ms Helen Kilroy and Dr Valerie Richardson retired from the board and were re-elected. The role of Chairman and Chief Executive are separate and all directors are independent of the management of the company.

Board committees

Committees of the Board are established for good governance under the code of practice as follows:

1 Audit committee

The function of the audit committee is to review internal financial controls and risk management processes. It liaises with external and internal auditors and reports directly to the Board. The Committee has met once in 2009 (three in 2008).

2 Nominations committee

Assists the Board in ensuring that the composition of the Board and its Committees have the appropriate skills, knowledge and experience. It also ensures that there is effective succession planning. The Committee met three times in 2009 (five in 2008).

3 Remuneration committee

Established in 2004, it determines and approves remuneration for the executive management of the organisation. The Committee met twice during 2009 (three in 2008).

Sub-committees established for good governance including but not confined to Board members are:

1 Finance committee

Monitors and reviews the financial performance of the group. It provides an independent review of the annual budgets, monthly management and financial accounts and makes recommendations to the Board where relevant. The Committee met six times during 2009 (six in 2008).

2 Property committee

This Committee is charged with considering key policy decisions relating to the acquisition, holding and use of property by the Group. The Committee met seven times during 2009 (eight in 2008).

Internal controls

The Directors acknowledge their overall responsibility for the Group's systems of internal control and for reviewing its effectiveness. They have delegated responsibility for the implementation of this system to the Executive Management. This system includes

financial controls, which enable the Board to meet its responsibilities for the integrity and accuracy of the Group's accounting records.

The Board has also established a process of compliance which addresses the Board's wider responsibility to maintain, review and report on all internal controls, including financial, operation and compliance risk management.

The key elements of internal control systems

- 1 The Group has strict policies and procedures in place for the receipt, recording and control of Donations received from private individuals and the corporate sector. These procedures are regularly reviewed and independently audited.
- 2 The Company has an established Risk Management programme. We hold quarterly workshops to review the risk register and each risk is owned and monitored by an Executive who reports on their areas of risk fortnightly at the executive meeting. Risks are reviewed by the Board twice annually.
- 3 An independent internal audit is conducted annually to evaluate the internal financial controls and assessment of business risk. This year we had an independent, unannounced internal audit concentrating mainly on our capital expansion programme, and the control and capture of fundraising income and expenditure. These reports were submitted to the Audit Committee. The findings of both audit reports were positive stating that the internal controls of the organisation were well documented and sufficiently robust to safeguard the assets of the company.
- 4 An Audit Committee reports independently to the Board on all aspects of controls and risks.
- 5 Procedures and control systems are formally documented in a series of Service Level Agreements, within all departments of the group. These were implemented in 2003 and reviewed and reissued bi-annually.
- 6 There is a formal organisational structure in place with clearly defined lines of responsibility, division of duties and delegation of authority.
- 7 Detailed budgets are prepared annually, in line with the strategic plan these are reviewed by the finance sub-committee and further reviewed and approved by the Board. Actual results and service outcomes are compared regularly against these Budgets to ensure, alignment with plan; tight budgetary control and value for money.
- 8 The Board approved a new Reserve policy. We will endeavour to increase reserve levels to mitigate the increasing risks of a growing business and to ensure sustainability of our services.

Organisational structure

The Group includes the Holding Company, it's wholly owned Subsidiary – Focus Housing Association Limited, and its joint venture undertaking – The Caretakers Project Limited. The Holding Company is principally concerned with the provision of support with services to homeless people and the conduct of research and advocacy. The Subsidiary Company provides accommodation in Dublin, Limerick and Waterford and the joint venture undertaking provides overnight accommodation and support to young people in Dublin.

The Board of directors who meet approximately six times annually retains overall responsibility for the strategic development of the charity in close liaison with the executive officers.

Joyce Loughnan, Chief Executive, managed the operation of the charity with delegated divisional responsibility to the following:

Services	Orla Barry
Finance and Administration	Mark Byrne
Fundraising	Mark Mellett
Research, Policy, Communication and Education and Housing Development and Property Management	Mike Allen
Human Resources	Madeleine Clarke

Housing and settlement

- 1 Long-term accommodation – in Dublin, Waterford, Limerick, Sligo and Cork provides good quality, secure and supported accommodation. The level of support required by single people and families varies depending on individual needs.
- 2 The Rental Accommodation Scheme (RAS) allows local housing authorities secure rental housing for households who have a long-term housing need. Focus Ireland offer local authority and private housing providers, housing management and support services, in return for access to good quality stable homes for vulnerable households.
- 3 Aylward Green, Finglas – provides emergency accommodation for families who are homeless. Families are supported to stabilize their lives and to enable them to move on to long-term housing. The childcare facility and after-school services provides for the individual needs of the children.
- 4 Tenancy Support and Settlement services – in Dublin, Waterford, Limerick, Cork and Sligo provide a preventative tenancy support to single adults and families who are at risk of homelessness and post settlement support to those who have recently acquired a new home following a period of homelessness. The customer is given practical assistance and support in managing their home and in accessing local services and facilities.
- 5 Intensive Family Settlement service – provides a high level of support to families with multiple needs, who are settling into a new home.
- 2 The Extension & Street Outreach Service – the day service for young people aged between 16–25 years who are out-of-home. It provides practical facilities including showers, laundry and cooking facilities 365 days a year. Each person is assigned a key worker who helps them to identify their needs, provides them with support and also acts as advocate with organisations on their behalf. The team also provides a day and night street outreach service making contact with young people who are sleeping rough or begging in Dublin city.
- 3 Child Care Centres – in Dublin and Waterford provide a safe, developmental learning environment for babies, toddlers and pre-school children. Support is also offered to their parents. Children's nutritional and health needs are provided for and families have access to Health professionals, including GP's, Public Health nurses and Speech and Language Therapists. The Child Care Centre in central Dublin closed in 2009 as the number of families requiring the service reduced.
- 4 Education – The education programme brings together the existing Spokes programme and a new programme, Preparation for Education, Training and Employment, PETE, funded through Pobal. The Spokes programme offers FETAC qualifications and preparation for work and training for adults who are experiencing homelessness. PETE provides education and training programmes within emergency hostels in Dublin city.
- 5 The Caretakers project – provides overnight accommodation and daily support services to young people (16–21 years of age) who are drug using and homeless in Dublin City in partnership with the Society of St Vincent De Paul.

Supported pathways through homelessness

- 1 Drop-In Coffee Shop and Housing Advice Centre – this open access service is often the first port of call for people in crisis. In addition to providing Advice and Information and Case Management services it is also our central referral point and refers customers to either Focus Ireland or other Agencies' services. The coffee shop is a popular social meeting place for people who are homeless and serves high quality hot nutritious meals 365 days a year.
- 6 Off the Streets – operating as part of the network of HSE Crisis Intervention Services, Off the Streets provides a short-term residential programme for young people aged 16–18 who are out of home. The young people are supported to stabilize their lives; engage in education, training or work and to move on to more stable accommodation.

- 7 Transitional Programmes – in Dublin, Waterford and Limerick assist participants to make decisions about their future, address personal issues that have contributed to their homeless status and to gain the skills to sustain a home.

Preventing homelessness

- 1 Day Service for young people under 18 years of age – A partnership project with the HSE aiming to link young people to community services, as part of the network of Crisis Intervention Services for young people out of home or at risk of homelessness.
- 2 Aftercare residential and settlement services provide aftercare support to young people leaving residential care and foster care, on behalf of the HSE Dublin North-East and HSE Mid Leinster, enabling them to settle in their first home and to access education; employment; health and community facilities.

Cheid Cheim in North Dublin has 14 apartments where young people are supported to gain the skills and confidence to live independently. A new residential aftercare facility opened in South Dublin in 2009 with support from South Dublin County Council.
- 3 Prison In Reach – The service was piloted in Clover Hill prison in Dublin and in 2009 new programmes began in Cork and Limerick prisons, supported by Pobal, assisting men to find homes and to integrate into the community on discharge from prison.
- 4 A residential Stepdown programme for people leaving drug rehabilitation and a Pre Settlement programme for people leaving prison prevents a return to homelessness for vulnerable groups in Dublin.

Research, policy, communication and education

The Research, Policy, Communication and Education Unit within Focus Ireland contribute to the work of the organisations through the following activities.

- Campaigning and lobbying for the achievement of Focus Ireland's vision through the coordinated use of research, policy analysis and public awareness. In particular research and policy work focuses on:
 - Improving access to housing for those at risk of or experiencing homelessness
 - Investigating and developing policy responses which improve access to supported housing
 - Blocking established pathways to homelessness
 - Investigating emerging trends which may impact on future homelessness
 - Carrying out research, providing information and policy input that will assist in the development of quality services provided by Focus Ireland
 - Preventing homelessness through education, training and public awareness programmes that directly and indirectly target people at risk of homelessness.

The Caretakers Project Limited

The Caretakers Project Limited was incorporated on April 3, 2003 (Company No. 369456 CHY 15489) as a company limited by guarantee, for the purposes of operating short-term emergency accommodation and social services to young people (16 -21 years of age) from a property made available to the Company by the Society of St Vincent de Paul. All operational and financial activities are administered by Focus Ireland Limited and the Company is controlled jointly by the Group and the Society of St Vincent de Paul to reflect their joint participation in the project. The Company prepares separate statutory audited financial statements, which are filed at the Companies Registration Office as required by law.

Relationships with other charities

The Group has entered into a joint venture with the Society of St Vincent de Paul, known as The Caretakers Project Limited, as disclosed above.

Focus Ireland actively promotes partnership working with statutory bodies and other charitable organisations in the provision of services and the pursuit of its advocacy goals. Examples of this work includes participation in the Homeless Agency in Dublin and partnership work with local authorities and health services around the country. In addition Focus Ireland has progressed its objectives through partnerships with other voluntary organisations, including the 'MakeRoom' campaign (a joint initiative between Focus Ireland, the Simon Communities of Ireland, the Society of St Vincent de Paul and Threshold), Focus Ireland is also a member of the Irish Council for Social

Housing; the Irish Charities Tax Reform Group and Feantsa (European network of organisations working with homeless people).

Management and staff

We appreciate and acknowledge the committed work of our staff and volunteers. Our continuing success and achievements through our work is due to their dedication and tremendous contribution. We are committed to the continuing development of all our staff and we allocate resources annually towards a comprehensive training and development programme. We have an employee assistance programme including an occupational health training programme. Focus Ireland is an equal opportunities employer and we recognise the need to attract the best staff and volunteers to achieve our vision and objectives.

Our Volunteer programme expanded in 2009 and the Volunteer strategy is constantly being reviewed to further increase the number of volunteers throughout the Agency with a view to changing perceptions regarding our customers and provide volunteers with greater citizen engagement. The work of these volunteers greatly enhances the work of our projects and teams. Focus Ireland also benefits from voluntary work under corporate social responsibility, whilst we do not recognise the monetary value of this volunteer work (under SORP 2005 guidelines) we greatly appreciate the breadth of experience this brings to the organisation.

Health and safety

With safety being one of the core values of Focus Ireland, we have continued to maintain a safe system of work and environment, for both our employees and clients, as per the requirements of the Safety, Health and Welfare at Work Act 2005. In 2009 the Health and Safety Officer ran a programme of training for Management in hazard identification and risk analysis to assist them in reviewing their safety statements. Following this the Health and Safety Committee, as per our policy underwent an audit of all locations to ensure that we are in compliance with the legislation. The Health and Safety policy will be reviewed again in 2010 to allow for further developments in the legislation.

Environment

The Group has a proactive approach to assisting all personnel to conduct our business in a manner that protects the environment of our customers, employees and the community.

During 2009 the Group looked at new ways of reducing its impact on the environment. Volume of office waste that was recycled increased in 2009 against previous years. In addition to office waste recovery according to Repak regulations, the Group is now recycling its domestic waste through DCC.

The Group is compliant with relevant environmental legislation.

Dividends and retention

The Company is precluded by its Memorandum of Association from paying dividends either as part of normal operations or on a distribution of its assets in the event of a winding-up.

Post balance sheet events

During the year the Board of Focus Ireland undertook a review of the pension scheme with a view to addressing the deficit on the pension scheme. As a result of this review it was concluded that it is financially unsustainable to continue to offer a Defined Benefit pension scheme to staff. It was agreed that the Defined Benefit scheme would be closed and all entitlements earned to 31st March 2010 (through Defined Benefit scheme) would be ringfenced and protected. Focus Ireland has committed to providing for the entitlements earned under the Defined Benefit scheme over the life of the scheme.

A Defined Contribution scheme will be operated for all staff contributions from 1 April 2010. The Company contributions will be 7% of pensionable salary while employee contributions will remain unchanged at 5% of pensionable salary.

Companies (Amendment) Act, 1986

The reporting requirements of the Companies (Amendment) Act, 1986 relating to financial statements do not apply to the Company, as it is a company limited by guarantee not having a share capital and does not trade for the acquisition of gain by its members.

Statement of directors' responsibilities

The directors are responsible for preparing the Annual Report and the financial statements in accordance with applicable Irish law and Generally Accepted Accounting Practice in Ireland including the accounting standards issued by the Accounting Standards Board and published by The Institute of Chartered Accountants in Ireland.

Irish company law requires the directors to prepare financial statements for each financial year which give a true and fair view of the state of affairs of the company and of the profit or loss of the company for that period. In preparing those financial statements, the directors are required to:

- › select suitable accounting policies and then apply them consistently;
- › make judgements and estimates that are reasonable and prudent;
- › prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue in business.

The directors confirm that they have complied with the above requirements in preparing the financial statements.

The directors are responsible for preparing books of accounts which disclose with reasonable accuracy at any time the financial position of the company and to enable them to ensure that the financial statements are prepared in accordance with accounting standards generally accepted in Ireland and comply with the Irish Companies Acts, 1963 to 2009. They are also responsible for safeguarding the assets of the company and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.


Books of account

The measures taken by the directors to secure compliance with the company's obligation to keep proper books of account are the use of appropriate systems and procedures and employment of competent persons. The books of account are kept at 9–12 High Street, Dublin 8.

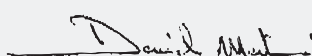
Auditors

The auditors, PricewaterhouseCoopers will continue in office in accordance with the provisions of Section 160 (2) of the Companies Act, 1963.

On behalf of the board



Mr Paul Finnerty

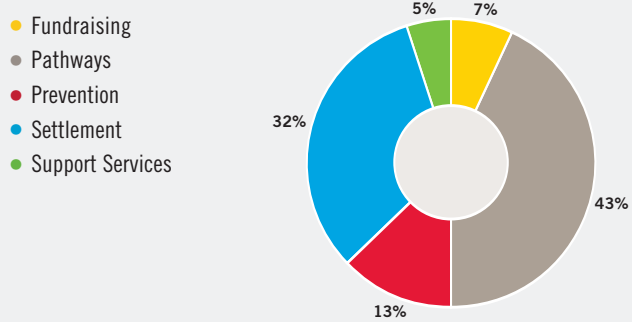


Mr David Martin

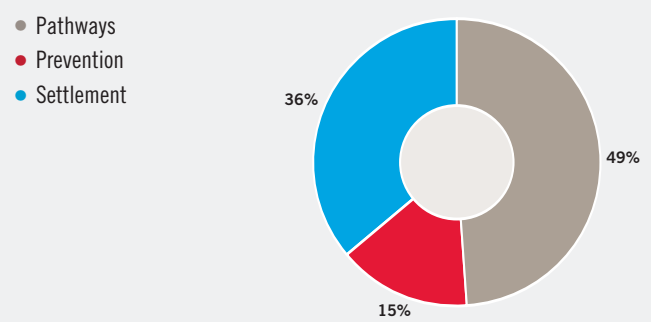
31 March 2010

Analysis of income and expenditure

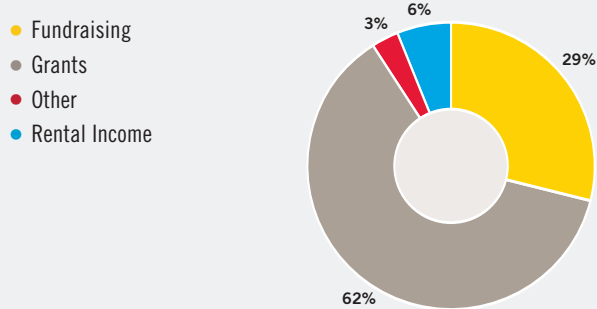
How the costs get allocated



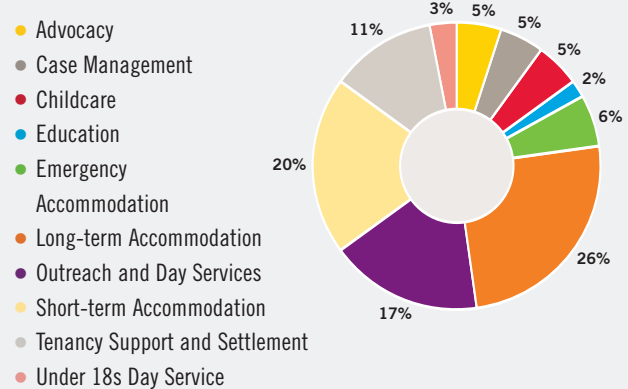
Split of costs by strategy strand



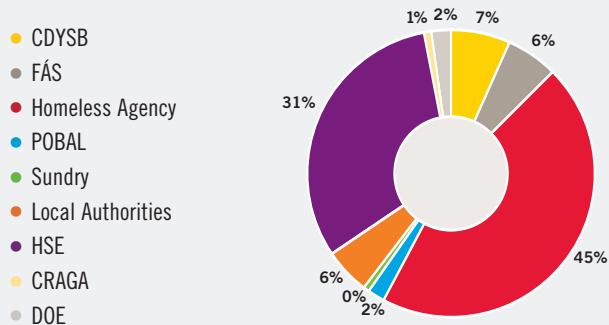
Split of income



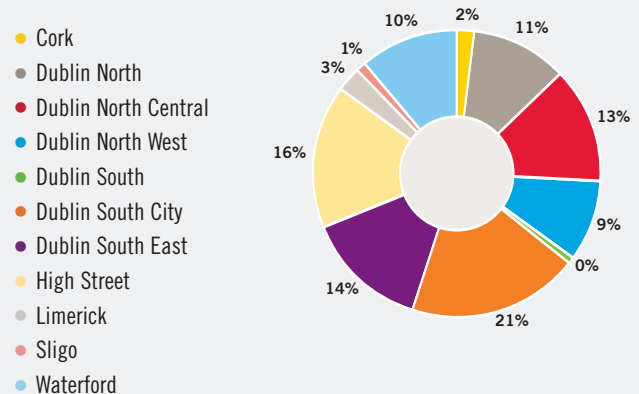
Service costs by category



Grants income by donor



Service cost by location



Independent auditors' report to the members of Focus Ireland Limited and subsidiaries

We have audited the group and parent company financial statements (the 'financial statements') on pages 74 to 99. These financial statements have been prepared under the accounting policies set out in the statement of accounting policies on pages 78 to 80.

Respective responsibilities of directors and auditors

The directors' responsibilities for preparing the Annual Report and the financial statements in accordance with applicable Irish law and the accounting standards issued by the Accounting Standards Board and published by the Institute of Chartered Accountants in Ireland (Generally Accepted Accounting Practice in Ireland) are set out in the Statement of Directors' Responsibilities on page 70.

Our responsibility is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland). This report, including the opinion, has been prepared for and only for the company's members as a body in accordance with Section 193 of the Companies Act, 1990 and for no other purpose. We do not, in giving this opinion, accept or assume responsibility for any other purpose or to any other person to whom this report is shown or into whose hands it may come save where expressly agreed by our prior consent in writing.

We report to you our opinion as to whether the financial statements give a true and fair view, in accordance with Generally Accepted Accounting Practice in Ireland, and are properly prepared in accordance with Irish

statute comprising the Companies Acts, 1963 to 2009, and the European Communities (Companies: Group Accounts) Regulations, 1992. We state whether we have obtained all the information and explanations we consider necessary for the purposes of our audit, and whether the company balance sheet is in agreement with the books of account. We also report to you our opinion as to:

- › whether the company has kept proper books of account;
- › whether the directors' report is consistent with the financial statements; and

We also report to you if, in our opinion, any information specified by law regarding directors' remuneration and directors' transactions is not disclosed and, where practicable, include such information in our report.

Basis of audit opinion

We conducted our audit in accordance with International Standards on Auditing (UK and Ireland) issued by the Auditing Practices Board. An audit includes examination, on a test basis, of evidence relevant to the amounts and disclosures in the financial statements. It also includes an assessment of the significant estimates and judgments made by the directors in the preparation of the financial statements,

and of whether the accounting policies are appropriate to the group's and company's circumstances, consistently applied and adequately disclosed.

We planned and performed our audit so as to obtain all the information and explanations which we considered necessary in order to provide us with sufficient evidence to give reasonable assurance that the financial statements are free from material misstatement, whether caused by fraud or other irregularity or error. In forming our opinion we also evaluated the overall adequacy of the presentation of information in the financial statements.

Opinion

In our opinion the financial statements:

- give a true and fair view, in accordance with Generally Accepted Accounting Practice in Ireland,

of the state of the group's and the company's affairs as at 31 December 2009 and of the group's surplus and cash flows for the year then ended; and

- have been properly prepared in accordance with the requirements of the Companies Acts, 1963 to 1983 and 1990 to 2009 and the European Communities (Companies: Group Accounts) Regulations 1992.

We have obtained all the information and explanations which we consider necessary for the purposes of our audit. In our opinion proper books of account have been kept by the company. The company's balance sheet is in agreement with the books of account.

In our opinion the information given in the directors' report on pages 63 to 70 is consistent with the financial statements.

PricewaterhouseCoopers

PricewaterhouseCoopers

Chartered Accountants and Registered Auditors, Dublin 1

15 April 2010

Consolidated Statement of Financial Activities

For the year ended 31 December 2009

	Notes	2009 Restricted funds €	2009 Unrestricted funds €	2009 Designated funds €	2009 Total €	2008 Total €
Incoming resources						
Voluntary income						
Donations and fundraising income	2	149,540	4,754,669	231,956	5,136,165	5,702,214
Gifts in kind	3	–	–	250,000	250,000	–
Incoming resources from charitable activities						
Revenue based grants	8	11,437,960	–	–	11,437,960	11,615,645
Rents and charges to residents		–	1,164,657	–	1,164,657	906,919
Restaurant sales		–	96,473	–	96,473	109,687
Other income		–	270,791	–	270,791	318,224
Activities for generating funds						
Investment income		–	220,109	–	220,109	158,553
Total incoming resources		<u>11,587,500</u>	<u>6,506,699</u>	<u>481,956</u>	<u>18,576,155</u>	<u>18,811,242</u>
Resources expended						
Charitable activities						
Crisis intervention, needs assessment and care management for homeless people	5	6,749,438	1,251,644	–	8,001,082	8,061,332
Supported housing and resettlement services		4,843,444	2,641,701	–	7,485,145	8,100,030
Advocacy		120,407	425,002	–	545,409	782,427
Costs of generating funds						
Fundraising and events costs	2	–	1,186,056	–	1,186,056	1,336,894
Governance costs						
Governance costs		–	94,054	–	94,054	55,025
Other resources expended						
FRS 17 Pension Provision		–	544,000	–	544,000	640,000
Total resources expended		<u>11,713,289</u>	<u>6,142,457</u>	<u>–</u>	<u>17,855,746</u>	<u>18,975,708</u>
Net movement in funds	6	<u>(125,789)</u>	<u>364,242</u>	<u>481,956</u>	<u>720,409</u>	<u>(164,466)</u>

Consolidated Statement of Total Recognised Gains and Losses

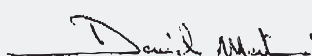
For the year ended 31 December 2009

	Notes	Restricted funds €	Unrestricted funds €	Designated funds €	2009 Total €	2008 Total €
Net incoming						
resources for year		(125,789)	364,242	481,956	720,409	(164,466)
Actuarial (loss)/gain in respect of pension scheme	21	–	558,000	–	558,000	(1,000,000)
Total recognised gains and losses relating to the year		(125,789)	922,242	481,956	1,278,409	(1,164,466)

There is no difference between the surplus for the period and the surplus retained for the period and their historical cost equivalents.

Incoming resources and net incoming resources arose solely from continuing operations.

On behalf of the board

Mr Paul Finnerty

Mr David Martin

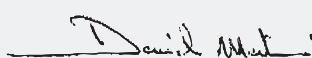
31 March 2010

Consolidated Balance Sheet

As at 31 December 2009

	Notes	2009 €	2008 €
Fixed assets			
Properties	10	48,159,252	47,424,617
Less Capital Assistance Scheme loans	10	45,512,079	44,380,227
		2,647,173	3,044,390
Other tangible assets	11	362,877	415,402
		3,010,050	3,459,792
Current assets			
Cash in bank and at hand	12	7,921,986	5,539,036
Debtors	13	301,851	299,887
Grants receivable		447,018	878,254
		8,670,855	6,717,177
Creditors – amounts due within one year			
Creditors, accruals and deferred income	14	2,424,657	1,873,576
Grants received in advance		529,606	376,210
		2,954,263	2,249,786
Net current assets		5,716,592	4,467,391
Total assets less current liabilities		8,726,642	7,927,183
Long-term liabilities			
Bank loan	15	50,785	101,576
Net assets excluding pension liability		8,675,857	7,825,607
Pension liability	21	1,630,000	1,972,000
Net assets including pension liability		7,045,857	5,853,607
Capital and reserves			
Capital grants and donations	16	3,073,926	3,160,085
Accumulated funds – restricted	19	13,886	139,675
Accumulated funds – unrestricted	19	927,333	5,091
Designated	19	3,030,712	2,548,756
		7,045,857	5,853,607

On behalf of the board

Mr Paul Finnerty

Mr David Martin

31 March 2010

Cash Flow Statement

For the year ended 31 December 2009

	Notes	2009 €	2008 €
Net cash inflow from charitable activities	17	<u>2,105,721</u>	<u>119,477</u>
Capital expenditure and financial investment			
Payments to acquire tangible fixed assets		<u>394,107</u>	<u>769,037</u>
Financing			
Capital donation received		(66,087)	327,955
Capital element of term loan repaid		<u>(50,790)</u>	<u>(50,791)</u>
		<u>(116,877)</u>	<u>277,164</u>
Increase in cash		<u>2,382,951</u>	<u>1,165,678</u>
Reconciliation of net cashflow to movement in net funds			
Increase in cash in the year	18	2,382,951	1,165,678
Cashflow from changes in borrowings	18	<u>50,790</u>	<u>50,790</u>
Movement in net funds in the year		2,433,741	1,216,468
Net funds at 1 January 2009		<u>5,386,670</u>	<u>4,170,202</u>
Net funds at 31 December 2009		<u>7,820,411</u>	<u>5,386,670</u>

Accounting policies

The significant accounting policies and estimation techniques adopted by the company are as follows.

Accounting convention

The financial statements are presented in Euro (€) under the historical cost convention. The Group, in common with many similar charitable organisations, derives a small proportion of its income from voluntary donations and fund raising activities held by individuals/parties outside the control of the Company. The income from these sources are necessarily accounted when received.

Basis of consolidation

Focus Housing Association Limited became a Subsidiary by alteration of its Memorandum and Articles of Association on March 5, 1998. These Articles provide that Focus Ireland Limited shall at all times hold voting control of the Subsidiary Company.

The Caretakers Project Limited is treated as a subsidiary and the full financial results of the Company are incorporated in the Group accounts as the Group has control of the management and administration of all the financial activities of the entity.

The financial statements are prepared under the Irish GAAP and the Charities SORP 2005. The financial statements do however depart from the Charities SORP 2005 in regard to the accounting for Capital Assistance Scheme loans ('loans').

The departure arises as a result of the financial statements of Focus Housing Association Limited, a subsidiary of Focus Ireland Limited, being prepared in accordance with the Statement of Recommended Practice (SORP) for registered social landlords – update 2005. The loans have been accounted for using the registered landlords SORP as the Directors of Focus Ireland believe it to be the most appropriate method of accounting for the Loans.

By adopting the registered landlords SORP instead of the Charities SORP the loans are recognised as a deduction from the properties in the Balance Sheet rather than as incoming resources in the Statements of Financial Activity (SOFA).

The financial impact on the accounts if Focus Ireland were to adopt the Charities SORP to account for the loans would result in the cumulative restricted reserves and net assets of the Charity increasing by the loans recognised in note 10 of the accounts.

Fixed assets

Fixed assets are stated at cost less accumulated depreciation. Depreciation is provided on a straight line basis to write off the cost of the assets over their estimated useful lives at the following annual rates:

Housing properties (refer below)	nil
Leasehold improvements	5%
Office furniture and equipment	25%
Housing furniture and equipment	10%
Motor vehicles	20%

Assets are eliminated from the balance sheet when fully depreciated.

Housing properties

Depreciation is not provided on housing properties on the basis that these properties have been financed by way of capital assistance loans which are repayable in full for twenty years (purchases prior to 2002) or thirty years (purchases post 2002). Expenditure on these properties is capitalised as incurred.

Capital Assistance Scheme loans (CAS)

Loans under capital assistance schemes have not been amortised on the basis that they remain repayable in full for period as noted above from the date of advance. On completion of the loan period, provided certain conditions are met, the loans and interest, if applicable, are relieved in full and will be released to reserves.

Recognition of income and capital contributions

Items of income, principally revenue based grants and rents, are recorded on an accruals basis. Restricted contributions and donations are recorded in or deferred to the period in which the related expenditure is charged.

In accordance with best practice, Fundraising Income is shown gross without deduction of any overhead costs involved in raising such funds. Fundraising and Event costs, shown separately in the financial statements, include staff, direct and indirect overheads and Event costs.

Capital Contributions received towards capital projects are taken directly to Capital Reserves.

Grants

Grants received to fund housing properties are deferred and not amortised to income. Grants received to fund other capital expenditure are deferred and amortised to income over the estimated useful lives of

the related fixed assets. Grants and assistance to fund non-capital expenditure are credited to income and expenditure in the period in which the related expenditure is incurred. Grants and assistance due but not yet received are included as 'Grants receivable' in the balance sheet. Grants and assistance received which relate to the funding of expenditure not yet incurred are deferred and included under 'Grants received in advance' in the balance sheet.

Leases

All operating lease rentals are charged to the profit and loss account on a straight line basis.

Income

All unrestricted income and donations are included in the financial statements on the basis of amounts received and receivable.

Retirement benefits

We comply fully with FRS 17 basis of calculation of pension liability in the accounts.

On this basis, defined benefit pension scheme assets are measured at fair value. Defined benefit pension scheme liabilities are measured on an actuarial basis using the projected unit credit method and discounted at the current rate of return on a high quality corporate bond of equivalent term and currency to the liability. The excess of scheme liabilities over scheme assets is presented on the balance sheet as a liability.

The defined benefit pension charge to operating profit comprises the current service cost and past service costs. The excess of the expected return on scheme assets over the interest cost on the scheme liabilities is presented in the profit and loss account as other finance income. Actuarial gains and losses arising from changes in actuarial assumptions and from experience surpluses and deficits are recognised in the statement of total recognised gains and losses for the year in which they occur.

Prior to 2005, the defined benefit pension charge to the profit and loss account comprised the regular cost calculated by the actuary, as adjusted by the effect of allocating any variations from that regular cost over the expected remaining service lives of employees in the scheme. Such variations from regular cost arose from changes in actuarial assumptions and from experience surpluses and deficits.

Reserves policy

Focus Ireland needs reserves to:

- › Ensure that the charity can continue to provide a stable and quality service to those who need them. Within this context to minimise recruitment, staff training, staff induction and marketing costs by avoiding the need for redundancies caused by financial crisis.
- › Meet contractual liabilities should the organisation have to close. This includes redundancy pay, amounts due to creditors and commitments under leases.
- › Meet unexpected costs like break down of essential office machinery, staff cover re illness, maternity leave, parental leave, and legal costs defending the charities interest.
- › Provide working capital when funding is paid in arrears and place the charity in a position where it could bid for funding which can be paid in arrears.
- › Meet the costs of winding up the organisation in the event that this was necessary.
- › Be adequate to cover 3 months of current expenditure for Focus Ireland.

Restricted funds

Restricted funds are funds subject to specific trusts, which may be declared by the donor(s) or with their authority or created through legal process, but still within the wider objectives of the charity. Restricted funds may be restricted income funds, which are expendable at the discretion of the trustees in furtherance of some particular aspect(s) of the objectives of the charity. Or they may be capital funds, where the assets are required to be invested, or retained for actual use, rather than expended.

Unrestricted funds

Unrestricted funds are expendable at the discretion of the Board in furtherance of the charity's objectives. Part of the unrestricted fund is earmarked for a sinking fund – structural upkeep of housing properties and has been designated as a separate fund, but the designation has an administrative purpose only, and does not legally restrict the Board's discretion to apply the fund. In 2009 €Nil (2008:€142,000) Bequests have been designated. €Nil (2008:€96,000) of previous year's designations for structural upkeep of housing properties was spent in 2009.

Notes to the financial statements

1	Ownership and operations	82	»	14	Creditors, accruals and deferred income	90	»
2	Fundraising income and costs	82	»	15	Bank loan	90	»
3	Gifts in kind	82	»	16	Capital grants and donations	91	»
4	Breakdown of costs of charitable activity	82	»	17	Reconciliation of new incoming resources to net cash inflow from charitable activities	91	»
5	Resources expended	83	»	18	Analysis of net funds	91	»
6	Net incoming resources	83	»	19	Reserves	92	»
7	Taxation	83	»	20	Capital commitments and contingent assets and liabilities	92	»
8	Breakdown of costs of charitable activity	84	»	21	Pension	93	»
9	Financial assets	86	»	22	Reconciliation of movements in capital and reserves	99	»
10	Housing properties and Capital Assistance Scheme loans	87	»	23	Approval of financial statements	99	»
11	Other fixed assets	88	»				
12	Cash at bank and in hand	89	»				
13	Debtors	90	»				

1 Ownership and operations

The Company is limited by guarantee and does not have a share capital.

The Company is precluded by its Memorandum of Association from paying a dividend either as part of normal operations or on distribution of the Company's assets in the event of it being wound up. All income must be applied solely towards the promotion of the charitable objectives of the Company.

2 Fundraising income and costs

Fundraising income represents the gross money raised including all gross income from events held.

Fundraising costs cover all costs incurred in raising funds including staff and event costs. These costs are 22% of funds raised.

3 Gifts in kind

Gifts in kind for use by Focus Ireland are included as incoming resources when receivable.

During the year Focus Ireland received a bequest of an apartment which it has put into use in 2009. This was recognised as income in 2009 amounting to €250,000, based on an estimate of current market value.

4 Breakdown of costs of charitable activity

The resources expended on charitable activities have been classified to comply with SORP 2005. Such costs include the direct costs of the charitable activities together with those Support costs (Finance and Administration cost) incurred that enable these activities to be undertaken. These Support costs have been allocated across the activities based on headcount and floor space occupied. Total support costs for 2009 were 4.8% (2008: 4.8%) of total costs. This presentation format is a requirement of SORP 2005 paragraph 164/165.

Support costs totaling €859,950 comprise Headcount and Administration costs of €589,950 and Premises costs of €270,000 are reflected in the Statement of Financial Activity as follows:

Headcount and Administration costs traditionally reflected in Support Services have been allocated to the activities based on direct headcount in the Direct Services as follows:

Crisis intervention needs assessment and care management for homeless people	47.4%
Supported housing and resettlement services	49.3%
Research, policy, communication and education	3.3%

Premises costs traditionally reflected in Support Services have been allocated based on Floor space occupied by the Direct Services as follows:

Crisis intervention needs assessment and care management for homeless people	22.5%
Supported housing and resettlement services	75.0%
Research, policy, communication and education	2.5%

Included in Note 8 is a breakdown of these costs by project.

5 Resources expended

	2009 €	2008 €
Included in resources expended are wages, salaries and pension costs comprising:		
Wages and salaries – direct services	10,342,704	10,742,356
Wages and salaries – administration	518,058	571,538
Wages and salaries – fundraising	389,425	365,300
Social welfare costs	1,209,395	1,255,513
Pension costs	397,471	424,375
	<u>12,857,053</u>	<u>13,359,082</u>

The average number of persons employed by the Group during the year was 284 (2008 – 291). In addition to this we have relief staff which equates to 20 full time equivalents (2008 – 19).

The Group operates a contributory pension scheme which provides defined benefits for its employees. The assets of the Scheme are held separately from those of the Company under a Trust.

Amounts outstanding at year end were €50,067 and AVC's of €2,707 (2008: €50,553) and were paid within thirty days of the year end.

No salaries or fees are payable to the directors of the Company. An employees' representative to the Board is remunerated for employment only.

6 Net incoming resources

	2009 €	2008 €
The net incoming resources for the year is stated after charging:		
Audit fees (VAT inclusive)	18,000	20,000
Depreciation, net of capital grant amortisation	<u>35,563</u>	<u>43,068</u>

7 Taxation

The Holding Company and its Subsidiaries has been granted charitable tax exemption by the Revenue Commissioners.

8 Breakdown of costs of charitable activity

	Case management €	Childcare €	Education training employment – over 16's €	Educational support – under 16's €	Long-term accommodation €	Outreach and day services €
Income						
Grant income						
Pobal	–	155,986	19,158	–	–	–
City of Dublin Youth Services Board	–	–	53,348	–	–	629,859
Dept. of the Environment, Heritage and Local Government	–	–	–	–	62,318	–
Dept. of Gaeltacht & Community Affairs	–	–	–	–	–	–
Dublin City Council	–	–	–	–	76,797	–
FÁS	3,048	33,780	16,586	–	388,595	22,530
Kilkenny County Council	–	–	–	–	–	–
Limerick City Council	–	–	–	–	157,328	–
HSE – childcare services	–	5,902	–	–	104,575	309,669
HSE – South Eastern Health Board	–	18,333	–	–	68,750	–
HSE – Mid Western Health Board	–	–	–	–	78,750	–
HSE – Mid Leinster	–	–	–	–	–	–
Homeless Agency – Local Authority	361,609	237,342	101,619	–	813,152	1,091,584
Homeless Agency – HSE	162,171	87,744	29,043	–	291,195	328,985
Waterford City Council	–	–	–	–	274,497	–
Sligo County Council	–	–	–	–	38,000	–
Cork County Council	–	–	–	–	–	–
Sundry	–	–	–	–	30,000	–
Total grant income	526,828	539,087	219,754	–	2,383,957	2,382,627
Rents and charges to residents	–	–	–	–	904,149	–
Restaurant sales	–	–	–	–	4,653	91,066
Investment income	–	–	–	–	–	–
Other income	–	112,668	–	–	22,217	16,741
Capital management fee	–	–	–	–	73,234	–
Allocation of administration income	25,611	41,598	8,213	7,192	108,901	75,517
Total Income (excl fundraising allocation)	552,439	693,353	227,967	7,192	3,497,111	2,565,951
Direct resources expended	585,873	821,659	217,575	52,411	4,013,394	2,734,029
Other resources expended	–	–	–	–	–	–
Support costs allocated	32,404	52,634	10,392	9,100	228,337	95,555
Total resources expended	618,277	874,293	227,967	61,511	4,241,731	2,829,584
Net movement in funds before allocation of fundraising						
	(65,838)	(180,940)	–	(54,319)	(744,620)	(263,633)
Allocation of fundraising income	226,725	370,680	77,915	63,672	1,150,373	668,709
Net movement in funds	160,887	189,740	77,915	9,353	405,753	405,076

The resources expended on charitable activities have been reclassified since 2006 to comply with SORP 2005. Such costs include the direct costs of the charitable activities together with those Support costs (Finance and Administration cost) incurred that enable these activities to be undertaken. These have been allocated across the activities based on headcount and floor space occupied. Total support costs for 2009 were 4.9% (2008 4.8%) of total costs. This presentation format is a requirement of SORP 2005 paragraph 164/165.

Short-term accommodation €	Tenancy support and settlement €	Under 18's day service €	Young people care services €	Caretakers Project for under 18's €	Advocacy development communication research €	Fundraising €	Admin – including governance €	Total €
–	33,297	–	–	–	–	–	–	208,441
–	–	–	–	–	52,331	–	20,462	756,000
–	–	–	–	–	–	–	85,000	147,318
–	–	–	–	–	–	–	84,480	84,480
2,792	–	–	–	–	–	–	–	79,589
100,168	12,133	10,558	219	–	–	–	47,393	635,010
–	102,133	–	–	–	–	–	–	102,133
–	–	–	–	–	–	–	–	157,328
131,435	–	360,464	1,268,636	927,252	–	–	–	3,107,933
22,917	–	–	–	–	–	–	–	110,000
26,250	–	–	–	–	–	–	–	105,000
–	–	–	295,831	–	–	–	–	295,831
818,359	642,053	–	–	–	–	–	–	4,065,718
245,387	–	–	–	–	–	–	–	1,144,525
–	71,115	–	–	–	–	–	–	345,612
–	–	–	–	–	–	–	–	38,000
–	24,787	–	–	–	–	–	–	24,787
–	–	–	–	255	–	–	–	30,255
1,347,308	885,518	371,022	1,564,686	927,507	52,331	–	237,335	11,437,960
226,269	18,000	–	16,239	–	–	–	–	1,164,657
754	–	–	–	–	–	–	–	96,473
–	–	–	–	–	–	–	220,109	220,109
24,104	50	–	3,069	–	16,441	–	2,267	197,557
–	–	–	–	–	–	–	–	73,234
48,061	55,982	17,883	57,390	–	13,363	–	(459,711)	–
1,646,496	959,550	388,905	1,641,384	927,507	82,135	–	–	13,189,990
1,668,614	1,356,652	450,420	1,918,824	924,723	522,566	1,186,056	858,950	17,311,746
–	–	–	–	–	–	–	544,000	544,000
100,770	117,378	22,628	72,617	–	23,081	–	(764,896)	–
1,769,384	1,474,030	473,048	1,991,441	924,723	545,647	1,186,056	638,054	17,855,746
(122,888)	(514,480)	(84,143)	(350,057)	2,784	(463,512)	(1,186,056)	(638,054)	(4,665,756)
364,807	429,470	158,321	534,352	312	154,773	1,186,056	–	5,386,165
241,919	(85,010)	74,178	184,295	3,096	(308,739)	–	(638,054)	720,409

9 Financial assets

The Caretakers Project Limited was established as a joint venture to manage a project under which Focus Ireland Limited would provide all the administrative and financial input into the Company and the Society of St Vincent de Paul would make available the property from which the Company would operate.

The effect of the results of this joint venture (which is treated as a subsidiary) on the Group are summarised as follows:

	2009 €'000	2008 €'000
Statement of financial activities		
Grants received (HSE)	928	939
Restricted donation	–	29
	<u>928</u>	<u>968</u>
Less:		
Support and advocacy services	(925)	(963)
Surplus	<u>3</u>	<u>5</u>
Balance sheet		
Cash at bank and in hand	81	27
Debtors	–	3
Creditors, accruals and deferred income	(74)	(26)
Net assets	<u>7</u>	<u>4</u>
Capital and reserves		
Reserves brought forward	4	(1)
Reserves for the year	3	5
Accumulated reserves	<u>7</u>	<u>4</u>

10 Housing properties and Capital Assistance Scheme loans

	Properties		Capital Assistance Scheme loans	
	2009	2008	2009	2008
	€	€	€	€
Housing properties				
Stanhope Green	3,022,222	3,022,222	2,590,266	2,590,266
George's Hill	3,906,888	3,906,888	3,421,024	3,421,024
Buckingham Street	93,097	93,097	93,987	93,987
Ballybough	170,760	170,760	172,487	172,487
Finglas	4,895,398	4,895,398	4,895,398	4,895,398
Basin Lane	1,132,230	1,132,230	1,077,956	1,077,956
Parnell Street, Limerick	877,856	877,856	740,257	740,257
Ballytruckle, Waterford	5,732,377	5,678,089	5,510,940	5,453,942
Corbrac House, Limerick	1,126,670	1,099,320	1,129,429	1,145,179
Waterford units	11,424,634	11,445,324	11,100,300	10,986,426
Belmont, Waterford	8,040,466	8,032,552	8,047,876	8,140,550
Dublin units	1,572,601	1,197,987	1,034,000	1,034,000
Limerick units	2,598,945	2,314,220	2,471,661	2,436,911
Cork units	972,950	969,786	1,034,654	–
Sub total housing properties	45,567,094	44,835,729	43,320,235	42,188,383
Services properties				
Aftercare, North Circular Road, Dublin 7	2,592,158	2,588,888	2,191,844	2,191,844
	48,159,252	47,424,617	45,512,079	44,380,227

The title deeds of the properties at Stanhope Green, George's Hill, Buckingham Street, Ballybough, Finglas and Basin Lane are held by Dublin City Council. The title deeds of the properties at Parnell Street, Limerick and Ballytruckle, Waterford, are held by Limerick City Council and Waterford City Council respectively. In regard to certain properties legal charges are registered against the properties by the local authorities. The property Aftercare, North Circular Road, Dublin 7 is held by the Holding company, all other properties are held by the Subsidiary company, Focus Housing Association Limited.

Loans advanced by municipal (housing) authorities to the Subsidiary company have a twenty year repayment period for those advances prior to 2002, and a thirty year repayment period for those advanced post 2002. However, the Subsidiary company will be relieved in full of repayments of capital and interest so long as the housing authority is satisfied that the accommodation continues to be properly maintained and to be let to eligible categories of persons at reasonable rent levels.

In the event of the accommodation not continuing to be let in accordance with the terms of the scheme, the Subsidiary company will become liable for repaying the outstanding balance of the loan together with any accrued interest. In the event of default of repayments, the housing authorities may take appropriate steps to secure redemption of the loan. The Subsidiary company may not, if there is any balance outstanding on the loans, dispose of the accommodation without the consent of the housing authorities.

10 Housing properties and Capital Assistance Scheme loans, continued

€

Movement on properties acquired during the year**Capital Assistance Scheme loans (CAS) received during the year**

Balance at 31 December 2009	45,512,079
Balance at 31 December 2008	44,380,227
Received during year	1,131,852

Costs of properties acquired during the year

Balance at 31 December 2009	48,159,252
Balance at 31 December 2008	47,424,617
Cost during year	734,635

Cashflow movement on properties acquired during the year

397,217

11 Other fixed assets

Group	Freehold buildings €	Leasehold improvements €	Office furniture and equipment €	Housing furniture and equipment €	Motor vehicle €	Total €
Cost						
At beginning of year	31,743	755,462	216,217	610,291	66,280	1,679,993
Additions	–	3,110	–	–	–	3,110
At end of year	31,743	758,572	216,217	610,291	66,280	1,683,103
Depreciation						
At beginning of year	–	427,610	216,217	597,566	23,198	1,264,591
Charge for year	–	37,307	–	5,072	13,256	55,635
At end of year	–	464,917	216,217	602,638	36,454	1,320,226
Net book value						
At 31 Dec 2009	31,743	293,655	–	7,653	29,826	362,877
At 31 Dec 2008	31,743	327,852	–	12,725	43,082	415,402

Holding company

All of the other fixed assets above, with the exception of housing furniture and equipment, are held within the holding company, Focus Ireland Limited. The housing furniture and equipment is held in the subsidiary company, Focus Housing Association Limited. The NBV of other assets in the holding company at 31 December 2009 and 2008 was €348,093 and €402,677 respectively.

12 Cash at bank and in hand

	2009 €	2008 €
Unrestricted	5,677,596	3,170,435
Designated	1,313,392	1,313,392
Restricted	930,998	1,055,209
	<u>7,921,986</u>	<u>5,539,036</u>

Restricted cash represents unspent monies received from donors who have specified certain conditions for use.

Designated cash represents monies fundraised in advance for future specific purposes as identified by the Board.

Reconciliation of movement in funds to net cash inflow from financial activities

	2009 €	2008 €
Cash as at 1 January 2009		
Cash in bank	5,539,036	4,373,358
Amts due within 1 year (incl in creditors)	(50,790)	(50,790)
Amounts due over 1 year	(101,576)	(152,366)
Opening cash balance	<u>5,386,670</u>	<u>4,170,202</u>
Movement in funds in the year	720,409	(164,466)
Add back depreciation less amortisation	35,563	43,068
Less fixed asset additions	(3,110)	–
FRS 17 adjustment	216,000	250,000
Less capital expansion during year	(734,635)	(14,932,223)
Add back grants received for capital expansion during year	1,131,852	15,701,260
Less change in debtors	429,272	(14,404)
Less change in creditors	704,477	5,278
Add capital donations received during year excluding amortisation	(66,087)	327,955
Cash as at 31 December 2009	<u>7,820,411</u>	<u>5,386,670</u>
Cash as at 31 December 2009		
Cash in bank	7,921,986	5,539,036
Amts due within 1 year (incl in creditors)	(50,790)	(50,790)
Amounts due over 1 year	(50,785)	(101,576)
	<u>7,820,411</u>	<u>5,386,670</u>

13 Debtors

	2009 €	2008 €
Amounts falling due within one year:		
Amounts owed by subsidiaries	–	–
Other debtors	107,650	237,739
Prepayments and accrued income	194,201	62,148
	<u>301,851</u>	<u>299,887</u>

14 Creditors, accruals and deferred income

	2009 €	2008 €
Amounts falling due within one year:		
Term loan	50,790	50,790
Trade creditors	105,155	82,424
Accruals and other creditors	1,338,098	1,006,524
Deferred income	667,001	480,193
PAYE/PRSI	263,613	253,645
	<u>2,424,657</u>	<u>1,873,576</u>

15 Bank loan

	2009 €	2008 €
Amounts falling due after more than one year:	<u>50,785</u>	<u>101,576</u>

The term loan from Permanent tsb, which is repayable by annual instalments over a period not exceeding ten years on a non-interest bearing basis, is secured by a guarantee from the HSE. The HSE agreed to fund the repayments by a grant amount equal to each annual loan repayment.

16 Capital grants and donations

	2009 €	2008 €
Received and receivable		
Balance at beginning of year	3,405,058	3,077,103
Transfer to subsidiary	–	–
Elimination of grants fully amortised	–	–
Amounts received during the year	(66,087)	327,955
Balance at end of year	3,338,971	3,405,058
Amortisation		
Balance at beginning of year	244,973	224,901
Released during year	20,072	20,072
Balance at end of year	265,045	244,973
Net book amount	3,073,926	3,160,085

17 Reconciliation of new incoming resources to net cash inflow from charitable activities

	2009 €	2008 €
Net incoming/(outgoing) resources	720,409	(164,466)
Depreciation, net of amortisation	35,563	43,069
(Decrease)/increase in provisions	216,000	250,000
(Increase)/decrease in debtors	429,272	(14,404)
(Decrease)/increase in creditors	704,477	5,278
Net cash inflow from charitable activities	2,105,721	119,477

18 Analysis of net funds

	At 1 Jan 2009 €	Cashflow €	Non cash changes €	At 31 Dec 2009 €
Cash in hand and at bank	5,539,036	2,382,950	–	7,921,986
Overdrafts	–	–	–	–
Total cash on demand	5,539,036	2,382,950	–	7,921,986
Debt due within one year	(50,790)	50,790	(50,790)	(50,790)
Debt due after one year	(101,576)	–	50,790	(50,785)
Total term finance	(152,366)	50,790	–	(101,575)
Net funds	5,386,670	2,433,740	–	7,820,411

19 Reserves

	Accumulated funds restricted €	Accumulated funds unrestricted €	Designated funds €	Total €
1 January 2009	139,675	5,091	2,548,756	2,693,522
Net incoming resources	(125,789)	364,242	481,956	720,409
Actual gain in respect of pension scheme	–	558,000	–	558,000
Total recognised gains and losses relating to the year	(125,789)	922,242	481,956	1,278,409
At 31 December 2009	13,886	927,333	3,030,712	3,971,931

Designated funds

In 2009 €481,956 has been designated of Bequests. €Nil of previous year's designations for structural upkeep of housing properties was utilised in 2009.

20 Capital commitments and contingent assets and liabilities**a) Capital commitments**

The Board have approved a strategy of a housing expansion to be carried on from 2005–2016 to meet the growing needs of homeless people. Company capital commitments approved by the Board at 31 December 2009 in respect of a proposed development of houses amounted to €1,415,500 (2008: €2,513,000.)

b) Leasing commitments

- The Company occupies a leasehold premises at 9–12 High Street, Dublin 8 for 15 years from 1 August 2003, subject to five yearly reviews at a current rent of €250,000 per annum.
- The Company also occupies a leasehold premises as 131–133 Francis Street, Dublin 8 for 4 years 9 months from August 2007, at a rent of €121,000 per annum.
- The Company also occupies a leasehold premises as 15 Eustace Street, Dublin 2 for 35 Years from 1995, at a rent of €33,000 per annum.
- We have a number of other short leases of 1 to 5 years in: Kilkenny, Sligo, Cork and Co. Dublin.

c) Contingent liabilities

There were no contingent liabilities at 31 December 2009 (2008: Nil).

d) Contingent asset

During 2009 Focus Ireland was granted deed of transfer of a site in Harold's Cross for a nominal fee of €100. There are a number of restrictions placed on the development and use of this site. If these restrictions are not adhered to or if Focus Ireland does not develop this site within a six year timeframe, the site is to be sold back to the donor at the nominal price. As such the asset has been recognised in the financial statements at its nominal purchase price of €100. Due to the restrictive clauses in the Agreement a reliable monetary measurement of the site is not available.

21 Pension

FRS 17 – Retirement benefits, which applies to defined benefit schemes, is mandatory for the Company for the year ending 31 December 2009.

The scheme provides for pension and life assurance based on annual salaries. The assets of the Scheme are held separately from those of the Group vested in independent trustees. Contributions to the scheme are charged to the Statement of Financial Activities so as to spread the cost of pensions over employees working lives with the Company and are calculated by a qualified actuary on the basis of a periodic valuation.

The most recent actuarial valuation was at December 31, 2005 and showed that the scheme was in surplus on an ongoing basis. The assumptions which have the most significant effects on the results of the valuation are those relating to the expected rate of return on investment and the rate of increase in salaries. It was assumed that the rate of long-term investment returns will exceed the rate of pensionable salary increases by 2.15%.

A contribution rate of 15% is being maintained on the basis of actuarial advice, of which members contribute 5%. The pension charge for 2009 amounted to €621,000 (2005: €522,000) relating entirely to employees in the Republic of Ireland. The best estimate for employer's pension contributions for 2010 is €417,000.

- The purpose of the ongoing funding valuation is to come up with a realistic (but prudent) funding programme and a realistic assumption is employed that reflects the actual investment strategy of the Scheme;
- Under FRS 17 the assumption is prescribed and you are forced to ignore the actual investment strategy and assume the Scheme is invested in high quality corporate bonds.

The Scheme Actuary has advised that, as with the majority of similar arrangements in the Irish market, the Focus Ireland Pension Scheme did not meet the statutory Funding Standard as at 31 December 2009. The Company and the Trustees will be working together to put a recovery plan in place which will be submitted to the Pensions Board by 30 June 2010.

21 Pension, continued

FRS 17 retirement benefits disclosures

Watson Wyatt (Ireland) Limited, Actuaries & Consultants, has prepared the valuation of the scheme used for the purpose of FRS 17 disclosures. The financial assumptions used to calculate the retirement benefit liabilities under FRS 17 were as follows:

	31 Dec 2009 % pa	31 Dec 2008 % pa
Assumptions		
Inflation rate	2.0	2.0
Discount rate	5.7	5.7
Expected average return on assets	5.8	6.2
Expected rate of salary increases	3.5	3.5
Rate of pension increases in payment	2.0	2.0
Rate of pension increases in deferment	2.0	2.0

Basis of expected rate of return on scheme assets

A range of different assumptions have been used to estimate the expected return on scheme assets. For equities, the long-term rate of return is expected to exceed that of fixed interest gilts by a margin. In assessing the equity risk premium, past returns have been analysed giving a risk premium of 2.99% above the long-term gilt yields, giving an assumed return of 6.71%.

For property assets, the assumed rate of return is 6.40% reflecting an expectation that property returns will not match equity returns in the future. Thus the overall expected return on scheme assets at 31 December 2009 is 5.84%.

FRS 17 retirement benefits disclosures	At 31 Dec 2009		At 31 Dec 2008	
Scheme assets and expected rate of return	Market value €'000	Expected long-term rate of return %pa	Market value €'000	Expected long-term rate of return %pa
Equities	3,206	6.71	1,976	7.52
Properties	104	6.40	139	6.00
Fixed interest gilts	771	3.72	654	3.84
Other	318	2.00	328	3.00
	<u>4,399</u>		<u>3,097</u>	

21 Pension, continued

	2009	2008
(as a percentage of total scheme assets)	%	%
Equities	72.89	63.80
Bonds	17.52	21.10
Property	2.37	4.50
Other	7.22	10.60

The following amounts have been recognised in respect of the defined pension scheme.

	2009	2008
	€'000	€'000
Analysis of amounts charged to operating profits:		
Current service cost	544	640
Past service cost	—	—
Total charged to operating profit in respect of members	544	640
Analysis of amount credited to other finance income:		
Interest on pension scheme liabilities	287	276
Expected return on assets in the pension scheme	(209)	(289)
Net debit/(credit) to other finance income	78	(13)
Analysis of amount recognised in Statement of Total Recognised Gains and Losses:		
<i>Analysis of amounts recognised in statement of realised gains and losses:</i>		
(Gain)/loss on assets	(562)	1,842
Experience gain on liabilities	(323)	(139)
Loss /(gain) on change of assumptions (financial and demographic)	327	(703)
Actuarial (gain)/loss to be recognised in statement of realised gains and losses	(558)	1,000

21 Pension, continued

FRS 17 Retirement benefits disclosures

	2009		2008		2007	
	€'000	%	€'000	%	€'000	%
History of experience gains and losses						
Gain on scheme assets:						
Amount	(562)		1,842		419	
Percentage of scheme assets at end of period		(12.76%)		59.48%		10.06%
Experience (gain) on scheme assets:						
Amount	(323)		(139)		84	
Percentage of scheme liabilities at end of period		(5.365%)		2.74%		1.72%
Total actuarial gain recognised in Statement of Recognised Gains and Losses:						
Amount	(558)		1,000		(158)	
Percentage of scheme liabilities at end of period		9.26%		19.73%		3.23%
				2009	2008	
				€'000	€'000	
Reconciliation to the Balance Sheet						
Market value of scheme assets				4,399	3,097	
Actuarial value of scheme liabilities				(6,029)	(5,069)	
Deficit in the scheme				(1,630)	(1,972)	
Analysis of the movement in deficit in the scheme during the period:						
Deficit in the scheme at beginning of period				(1,972)	(722)	
Contributions paid				406	377	
Pension expense				(544)	(640)	
Other finance charge/income				(78)	13	
Actuarial gain/(loss)				558	(1,000)	
Deficit in the scheme at end of period				(1,630)	(1,972)	

21 Pension, continued

Fiscal year end	31 Dec 2009	31 Dec 2008	31 Dec 2007	31 Dec 2006	31 Dec 2005
Asset experience					
Asset (gain)/loss during period	(561)	1,842	419	(213)	(369)
Asset (gain)/loss expressed as a % of scheme assets	(12.76%)	59.48%	10.06%	5.48%	11.46%
Liability experience					
Liability (gain)/loss during period	(323)	(139)	84	96	(15)
Liability (gain)/loss expressed as a % of scheme liabilities	(5.36%)	2.74%	1.72%	2.10%	0.35%
Total actuarial (gain)/loss					
Total actuarial (gain)/loss recognised in STRGL over period	(558)	1,000	(158)	(652)	238
Total actuarial (gain)/loss expressed as a % of scheme liabilities	9.26%	19.73%	3.23%	14.24%	5.50%
Development of net Balance Sheet position	31 Dec 2009	31 Dec 2008	31 Dec 2007	31 Dec 2006	31 Dec 2005
Actuarial value of scheme liabilities	(6,029)	(5,069)	(4,886)	(4,580)	(4,325)
Fair value of assets	4,399	3,097	4,164	3,886	3,221
Surplus/(deficit) in the scheme	(1,630)	(1,972)	(722)	(694)	(1,104)
Unrecognised past service costs	—	—	—	—	—
Irrecoverable surplus	—	—	—	—	—
Pension asset/(liability) recognised in Balance Sheet	(1,630)	(1,972)	(722)	(694)	(1,104)

21 Pension, continued

Mortality

The Mortality table is 62% of PNML00 with 0.39% per annum improvements in mortality from 2008 for Males and 70% of PNFL00 with 0.39% per annum improvements in mortality from 2008 for Females.

Expected lifetime

The expected lifetime of a participant who is aged 65 and the expected lifetime (from age 65) of a participant who will be aged 65 in 20 years are shown in years below based on the above mortality tables.

Age	Males	Females
65	21.56	23.21
65 in 20 years	24.31	25.48

	Pension assets €'000	Pension liabilities €'000	Pension deficit €'000
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Movement in scheme assets and liabilities

At 1 Jan 2009	3,097	(5,069)	(1,972)
Current service cost	–	(543)	(543)
Interest on scheme liabilities	–	(287)	(287)
Expected return on scheme assets	209	–	209
Actual less expected return on scheme assets	561	–	561
Experience losses on liabilities	–	323	323
Change in financial assumptions	–	(327)	(327)
Contributions by plan participants	203	(203)	–
Employer contributions paid	406	–	406
Benefits payments by the fund	(77)	77	–
At 31 December 2009	4,399	(6,029)	(1,630)

22 Reconciliation of movements in capital and reserves

	2009 €	2008 €
Opening shareholders funds as previously reported	5,853,607	6,710,190
Total recognised gain/(loss) for the year	1,278,409	(1,164,466)
Movement on capital grants and donations	(86,159)	307,883
Closing shareholders funds	<u>7,045,857</u>	<u>5,853,607</u>

23 Approval of financial statements

The financial statements were approved by the directors on 31 March 2010.

Five year financial summary

	2009 €'000	2008 €'000	2007 €'000	2006 €'000	2005 €'000
Income					
Statutory grants	11,438	11,616	11,356	10,518	9,894
Fundraising and donations	5,136	5,702	6,086	5,217	4,732
Rents and tenant income	1,165	907	772	661	467
Gifts in kind	250	–	66	165	–
Other income	587	587	403	428	286
Total income	18,576	18,812	18,683	16,989	15,379
Expenditure					
Staff costs					
Staffing – housing and homeless services	12,229	12,672	11,902	10,534	9,505
Staffing – service supports and fundraising	732	832	809	760	697
Pension – FRS 17 provision	216	250	179	236	213
Customer activities	385	629	888	732	562
Research	134	283	320	399	155
Conferences	26	34	59	97	–
Curriculum development	1	16	19	94	–
Administration					
Post, print and stationery	64	109	111	104	106
Telephone	216	213	219	199	195
Insurance	164	145	255	121	102
Interest/financial charges	22	24	14	9	2
Depreciation/amortisation	36	42	39	34	42
Fundraising costs	700	909	966	901	677
Audit fees	20	20	20	16	16
IT and systems development	264	193	201	89	60
Professional fees	352	305	498	313	214
Subscriptions	19	8	22	11	33
Recruitment, training and staff development	108	280	445	278	171
Premises costs					
Rent	554	482	362	297	298
Repairs, maintenance, security and cleaning	1,417	1,300	1,888	1,158	1,125
Energy	197	230	189	163	159
Total	17,856	18,976	19,405	16,545	14,332
Surplus/(deficit)	720	(164)	(722)	444	1,047

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To protect the identity and privacy of our customers, names, place names and references to family members have been changed in their stories otherwise all details represent real-life stories as told by our customers. In order to protect the identity of our customers, the photographs in this publication are not those of people who have experienced homelessness.

Focus Ireland, Waterford

Grange Cohan
St John's Park
Waterford

Tel 051 879 807
Fax 051 879 811

Focus Ireland, Limerick

Parnell Place
Parnell Street
Limerick

Tel 061 317 199
Fax 061 311 629

Focus Ireland, Sligo

69 John Street
Sligo Town
Sligo

Tel 071 914 9974
Fax 071 913 8856

Focus Ireland, Cork

107 Acorn Business Campus
Mahon Industrial Estate
Cork

Tel 086 602 8143
Fax 021 435 0666

Focus Ireland, Kilkenny

Tel 056 777 7848



Focus Ireland, Head Office

9-12 High Street
Christchurch
Dublin 8

Tel 01 881 5900
Fax 01 881 5950

Email info@focusireland.ie
www.focusireland.ie

