



25
years

I would like to congratulate Focus Ireland as you mark 25 years of helping and looking after some of the most vulnerable people in our society – those who have no place they can call home.

PRESIDENT OF IRELAND, MARY McALEESE

Focus Ireland Annual Report 2010

25
years

Working for everyone
without a home


Focus
Ireland



I would like to congratulate Focus Ireland as you mark 25 years of helping and looking after some of the most vulnerable people in our society – those who have no place they can call home.

25
years

Message from the

PRESIDENT OF IRELAND

MARY MCALEESE

From small beginnings as a coffee shop for people who are homeless, Focus Ireland has now become one of Ireland's leading charities and a caring and influential voice for those who daily face the fear and distress of sleeping in doorways, squatting in derelict buildings or anxiously awaiting a bed in an emergency hostel.

While most of us can only imagine what it must be like to inhabit that cold, lonely and often violent world, it is unfortunately a harsh reality for the many people who have no proper shelter on a bitter winter's night, and no idea where their next meal is coming from. It is not a life that anyone chooses, but many people, for a variety of reasons, find themselves living as homeless without that most basic of needs, a roof over their head. Without a home we are without security, without comfort, without a voice that can be heard. Without a home, we are living in a world without hope.

For a quarter of a century Focus Ireland has been bringing hope to citizens trapped in the bleak and frightening world of the homeless and those at risk of entering it. By providing shelter from the cold, a friendly listening ear and invaluable practical and emotional support Focus Ireland has helped thousands of people who were homeless to get back on their feet and face the future with optimism and self-belief. Their tremendous work in developing services for people who are homeless, lobbying on their behalf and raising society's awareness of the reasons why so many people end up living as homeless has meant that homelessness, while a very, very difficult period in many lives, does not necessarily become a tragic life sentence.

I would like to thank Focus Ireland for the lifeline you have provided to so many people who are homeless in this country since your formation in September 1985. I would also like to wish you every success as you continue with your important work which has already done so much to change the landscape for people who are homeless in Ireland.

1985 •

25
years

2010

Focus Ireland has been working hard since 1985 to combat and prevent homelessness. It is now 25 years on and people remain at the heart of our work. We have always understood the terrible damage and human suffering homelessness causes for people. It can cause lasting damage and has led to many broken lives in our society – especially when people do not get the support they need. And it is other people – our staff, funders, donors and supporters – who support those who are homeless to make the journey to home.

SR STANISLAUS KENNEDY

FOUNDER AND LIFE PRESIDENT OF FOCUS IRELAND

1985

Focus Ireland founded by Sr Stanislaus Kennedy in September 1985 as the charity opened its Coffee Shop, Advice and Information centre in Temple Bar in Dublin.

1989

Work begins on Focus Ireland's first housing development at Stanhope Green in Dublin to provide vital accommodation for people who were homeless and those at risk. The land was donated to Focus Ireland by the Sisters of Charity.

Focus Ireland's 'Off the Streets' project opens to provide emergency accommodation for young people under 18 in Dublin.

1993

President Mary McAleese officially opens Focus Ireland's development at Parnell Place in Limerick city centre to provide 17 homes for people who were formerly homeless.

1996

The three elements of Focus: the Coffee Shop and services (Focus Point), the housing association (Focus Housing) and the research arm (Focus Ireland) come together as Focus Ireland, under a single CEO and Board.

1998

25 years

**Focus Ireland marks 25 years
working for everyone
without a home.**

1999

Work begins on our housing development to provide over 50 homes at Grange Cohan in Waterford.

2000

Focus Ireland publishes 'Left Out on Their Own Research' which found that two thirds of young people in the study experienced homelessness in the first two years of leaving care.

2003

The Caretakers project opens to provide emergency accommodation for young people aged 16-21 sleeping rough in Dublin with addiction problems. The project is a partnership between Focus Ireland and the Society of St Vincent de Paul.

2004

Actor Cillian Murphy launches Focus Ireland's 'Right to a Home Campaign' as a survey carried out by Focus Ireland found that 63% of the public blame homelessness and the housing crisis on a lack of Government action.

2007

2009

400 adventure seekers raise over €400,000 by climbing the highest peak in each of the four provinces over the weekend as they took part in the 10th annual Focus Ireland Four Peaks Challenge.

2010

Focus Ireland and Mary Immaculate College Limerick launch educational resource aimed at creating a better understanding of homelessness among primary school students.

A book charting the history of Focus Ireland is due to be published in November 2011 to mark the charity's 25th anniversary.



My number one priority is my daughter who represents the next generation in this country. I want her to grow up in a society where she is given the same opportunity as everyone else and the support we are getting will ensure she never becomes homeless like I did.

KAYLA, 19, DUBLIN



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I believe we all have a role to play in overcoming homelessness in Ireland. We are confident it can be done if society adopts the belief ‘that everyone has a right to a place they can call home’. With your continued support we can play a significant role in shaping the type of society we want to have in Ireland for the future.

JOYCE LOUGHNAN, CHIEF EXECUTIVE

Foreword

Joyce Loughnan, Chief Executive

Dear friends,

2010 should have been the momentous year in which the Government achieved its objectives of ending long-term homelessness and the need to sleep rough. However, due to the painfully slow progress in delivering homes, these objectives were not achieved.

The good news is that we supported over 6,500 people and managed 620 units of permanent homes and short-term, emergency accommodation. In addition, we were able to overcome the many challenges posed by reduced funding and higher demand for services and support. In fact, during the year we made major changes to many of our services, working in partnership with many other organisations to ensure that our combined effort has maximum impact in tackling and preventing homelessness.

Some highlights of our work included:

- ▶ Launching our new project in Catherine Place, Limerick, which provides seven new homes and a base for our services and information advice in the city.
- ▶ Reconfiguring our street outreach services to form a joint team with Dublin Simon across the four local authorities in the city.
- ▶ Launching a new Extended Day Service with Merchant's Quay Ireland at our Coffee Shop to support the most marginalised people who are homeless – especially those sleeping rough – in Dublin.

- ▶ Merging with the Tallaght Homeless Advice Unit to offer advice and information and a drop-in day service for the South Dublin region.
- ▶ Expanding our Prison InReach service to operate in Cloverhill, Mountjoy, Cork and Limerick prisons.
- ▶ Reconfiguring one block of apartments into 12 units of supported temporary accommodation for young people under 25 in Dublin from 2011.

As I review these achievements it makes me feel privileged to be CEO of Focus Ireland as we mark our 25th year striving to achieve our vision that everyone has a right to a place they can call home.

During the boom years Focus Ireland made significant strides in supporting many of the country's most vulnerable individuals and families – helping 1,449 households to secure a home during the period 2005–2010 and doubling our housing stock to become the fourth largest voluntary housing provider in Ireland.

Each success achieved along the way was made possible by the tremendous support of our loyal donors, statutory funders and partners.

I would also like to pay a special tribute to all our staff, and the many volunteers – including our Board – who have given us their time, skills, energy and enthusiasm over the years.

I would also like to thank our Founder and Life President Sr Stanislaus Kennedy for her ongoing inspiration and commitment.

Significant progress was made, including continued reductions in the number of people forced to sleep rough, and the re-alignment of all support services for people who are homeless in Dublin to provide better-quality, integrated services.

However, as the Government targets were not met, many people who are now ready to move on from homelessness have to remain in emergency accommodation. Delivering homes to those people remains the greatest challenge for the coming year.

Focus Ireland remains committed to ending long-term homelessness and the need to sleep rough. We expect the new Government to set a new, realistic but urgent timescale to achieve these goals.

Impact of the economic crisis

The economic crisis has resulted in new issues that need to be addressed. Many more people find themselves deep in debt and at risk of losing their home. Focus Ireland research has shown that eight per cent of Irish people now think it is 'likely' that they will face homelessness at some time in the future – double the number who had this concern in 2007.

The State has reduced its funding by five to ten per cent. The public and corporates are less able to support us; this has resulted in a 14 per cent drop in our fundraising income, which we rely on to deliver 30 per cent of our services, demand for which has increased by 15 per cent. We have reduced our staff levels by 15 per cent, kept wages at 2008 levels and reduced costs by 10 per cent.

We continue to monitor and manage our finances very tightly. We have altered services to match changing needs and launched new services. We have not had to curtail any services. This was all made possible by the great work of our staff.

Advocacy – providing a voice for our customers

Meanwhile, our advocacy work has grown from strength to strength, with our numerous campaigns throughout the year attracting significant media coverage. Among these were:

- ▶ Active lobbying with the aim of amending the Child Care Bill to secure a legal right for aftercare for young people leaving State care at 18. This lobbying work will continue in 2011, with both Fine Gael and Labour having supported this campaign while in opposition.
- ▶ Lobbying of all parties to include key policies on housing and homeless services in their manifestos in the countdown to the election in 2011.
- ▶ Launching our 25th Anniversary year with a new public awareness campaign which featured press, outdoor and radio ads.
- ▶ Establishing ourselves with the highest number of fans in the sector on Facebook and Twitter, gaining 40,000 supporters on Facebook, and 13,000 followers on Twitter by the end of the year. We were also shortlisted for a Web Award in recognition of our work.

Focus Ireland Strategy 2011–2016

Staff at all levels, along with the Board, also worked hard during the year to develop our new strategy, 'Holding on to a place you can call home', which reflects our experience gained over the past 25 years and the level of homelessness in Ireland as well as the realities of the current economic crisis. It sets out how we plan to play our role in combating and preventing homelessness from 2011 to 2016. The strategy includes a detailed set of targets which run up to 2013 when it will be reviewed to ensure it is on track.

By the end of 2013 Focus Ireland will have:

- › supported a further 2,500 households to secure and sustain a home
- › delivered 300 additional homes to enable people with ongoing support needs to move out of homelessness
- › supported up to 7,000 people – including 350 families – every year that are homeless or at risk of becoming homeless
- › established advice and information services in Cork, Sligo, Limerick, Waterford and Kilkenny to support up to 1,800 people a year who are at risk of becoming homeless
- › influenced a change of government policy to address the structural causes of homelessness in Irish society
- › raised €16.9 million through public and corporate support to help fund our services and housing.

These targets will help us to prevent a maximum number of households from becoming homeless; support many other families and single people for as long as they remain homeless; and settle households that have been homeless and support them to live independently in the community.

I believe we all have a role to play in overcoming homelessness in Ireland. We are confident it can be done if society adopts the belief 'that everyone has a right to a place they can call home'. With your continued support we can play a significant role in shaping the type of society we want to have in Ireland for the future.



Joyce Loughnan - Chief Executive



Over the years our work has touched many thousands of lives in Dublin and around the country and we know people can move on from being homeless.

SR STANISLAUS KENNEDY, LIFE PRESIDENT

President's address

Sr Stanislaus Kennedy, Life President

Dear friends,

2010 should have been the momentous year in which the Government achieved its objectives of ending long-term homelessness and the need to sleep rough. However, due to the painfully slow progress in delivering homes, these objectives were not achieved.

Focus Ireland has been working hard since 1985 to combat and prevent homelessness. It is now 25 years on and people remain at the heart of our work. We have always understood the terrible damage and human suffering homelessness causes for people. It can cause lasting damage and has led to many broken lives in our society – especially when people do not get the support they need. And it is other people – our staff, funders, donors and supporters – who support those who are homeless to make the journey to home. This work is based on our ethos that every person is equal and we have a duty to protect those going through difficulties.

Focus Ireland first grew from research into the nature of homelessness amongst women in Dublin. In 1984, I spent a year with eight young women who had been homeless and they opened my eyes and heart to the whole world of being homeless with all its pain and deep sadness. This led to the founding of 'Focus Point' in 1985 as the Coffee Shop in Temple Bar opened its doors to people who were out-of-home. Focus Point evolved into Focus Ireland, which has grown from this initial small seed into what it is now – a big tree with many different branches.

Focus Ireland provides services specifically targeted to provide support at different stages of homelessness to help people move on to a home. We continue to work hard through our services, housing and advocacy to provide this help where and when it is needed. It would be great to say that our work is done and the book is closed. Sadly, that is not the case. Our services are needed now more than ever and there are significant challenges to overcome.

Focus Ireland has always had a strong voice in keeping the issues of homelessness and housing need on the agenda. We continue this work to provide a voice for people who are marginalised as we mark our 25th anniversary and will be working hard to remind the new Government that more must be done to provide homes for people who are homeless.

The sad reality is that – while there have been improvements in many areas over the years – the problems are getting worse. Successive Governments have failed to tackle homelessness despite the Celtic Tiger years. Figures from the Department of the Environment showed a total of 2,700 people homeless and 23,000 households on housing waiting lists in 1991. However, there

are up to 5,000 people homeless nationwide and social housing waiting lists have shot up to a record total of over 100,000 households according to recent estimates.

These figures show that, sadly, while some improvements had been made in earlier years, we are now taking a step backwards. This is not acceptable. Irrespective of the economic climate, irrespective of the state of public finances, these figures are a damning indictment of the continuing failure of both our society and our political system to protect the most vulnerable. We would be failing in our duty to the 5,000 people who are homeless today – and thousands at risk – if we did not warn the Government that a continued failure to provide housing for those in most need will lead to an entrenched homeless crisis worse than when we first opened our doors 25 years ago. The politicians should remember that ending homelessness makes both moral and economic sense. It helps the person or family to secure a home and it saves the State money across a range of areas, including emergency accommodation, the judicial system and drug treatment.

Focus Ireland will continue to work hard to combat and prevent homelessness; this work is based on our vision that everyone has a right to a place they can call home, and we have a duty to protect those going through difficulties.

Over the years our work has touched many thousands of lives in Dublin and around the country and we know people can move on from being homeless. We are proud to have worked with so many people who have shown great strength in rebuilding their lives and moving on from being homeless. The word 'heroic' is sometimes used loosely. However, I believe people who overcome these great difficulties in life are heroic. They have an extraordinary determination and a deep desire to find, create and maintain a home for themselves.

Many problems remain, yet it is right to celebrate our 25th year and give thanks for our many achievements. It is these very successes that show what is possible and inspire us all to redouble our efforts towards achieving our vision that everyone has a right to a place they can call home.

We continue this work to provide a voice for people who are marginalised as we mark our 25th anniversary and will be working hard to remind the new Government that more must be done to provide homes for people who are homeless.

Sr Stanislaus Kennedy, Life President, Focus Ireland



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.

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 provided. 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)

Dr Valerie Richardson

William K. Nowlan

Paul Finnerty

Helen Kilroy

David Martin

Deirdre Connolly

Mary O'Shea

Paul Carroll

Trustees

Dermot Hussey (retired)

Donal Nevin (retired)

Sr Síle Wall

Dr Helen Burke (appointed)

Tim Bouchier Hayes (appointed)

Secretary and Registered Office

Mark Byrne

9-12 High Street

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Company Registered No: 106149

Registered Charity No: CHY 7220

Solicitors

Arthur Cox

Ferrys Solicitors

McCann FitzGerald

Bankers

Allied Irish Banks plc

Anglo Irish Bank Corporation

Bank of Ireland

Permanent TSB

Ulster Bank Limited

Auditors

Deloitte and Touche

Chartered Accountants and Registered Auditors

Deloitte and Touche House

Earlsfort Terrace

Dublin 2

Ireland

Architects

Gerry Cahill

C.J. Falconer and Associates

Quinn, Savage, Smyth



My number one priority is my daughter who represents the next generation in this country. I want her to grow up in a society where she is given the same opportunity as everyone else and the support we are getting will ensure she never becomes homeless like I did.

KAYLA, 19, DUBLIN

Kayla's story

Kayla was homeless most of her teenage life. Her Mum and Dad split up when she was six and she moved to live with her Mum in the UK. But she said: 'I was a "Daddy's girl" and really missed my Dad.' She moved back to Dublin when she was 12 to live with her father but the relationship broke down after a while and she was placed in residential care a year later.

'It didn't work out for me in care either. I didn't know why or what was wrong with me. My Dad knew there was something up but it wasn't until years later that we found out I had a deficit personality disorder. I am now much calmer now I know what it is and am able to deal with it and am much more settled and able to get on with things.'

Kayla was in and out of care or homeless for a few years. She left care and became homeless at the age of 14 and again at 16. When Kayla left residential care she said she used to be:

'... roaming the streets all day long waiting for 8 p.m. when I could present as homeless to the Gardaí. I would be in the Garda station for hours waiting for someone to collect me and I never knew where I was going to sleep that night. I remember when I was 14 walking down O'Connell Street at about 10 p.m. on my own with nowhere to go. I kept my head down because I didn't want anyone to see my face. I was embarrassed that I was crying.'

Kayla's social worker put her in touch with Focus Ireland's Aftercare project when she was 18. 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. Kayla moved out of Focus Ireland's Aftercare programme where

she had spent a year learning the skills to help her move on from homelessness to live independently. She then moved into temporary accommodation at a Focus Ireland project where she is receiving the support to develop her parenting skills to help her with her baby daughter. A Focus Ireland worker is supporting Kayla to plan for the future and move on to independent living.

Kayla says: 'I live for my daughter now. When she came along it really made me grow up. My plan now is to go to college or get a job and rent a place of our own.'

Kayla is getting her life back on track with her own determination and the support of Focus Ireland. Kayla has also supported Focus Ireland's advocacy work and she was quoted in a press release about the issue of youth homelessness. Kayla said: 'I really wanted to do anything I could to help other young people who find themselves homeless as I was when I was a kid. I think it is really important that more is done to support young people and to help prevent them from becoming homeless in the first place. If I didn't receive the support I did I would still be homeless. That's why I fully support Focus Ireland's campaign to secure a legal right to aftercare and I think more needs to be done to help kids under 18 who find themselves homeless for whatever reason.'



In 2010, Focus Ireland services worked to support 6,500 people, compared to 5,500 in 2009.



Focus Ireland services

Prevention · Support · Housing

In 2010 Focus Ireland began the process of recognising 25 years of working with people who experience homelessness, helping them move into long-term housing and preventing others at risk of losing their homes from experiencing homelessness.

For 25 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 being homeless.

Focus Ireland responds in some way to everyone who is homeless or at risk of becoming homeless, but we have developed specialised skills and competencies in supporting young people and families who face homelessness. These particularly vulnerable groups often require a complex range of interventions to assist them in sustaining a place they can call home. Focus Ireland has continued to provide and develop these specialised services and has extended them to other areas where they are needed nationally.

The quality of assistance we can provide to individuals and families facing homelessness depends crucially on the skill and dedication of the staff we employ. Focus Ireland has an

exceptional record of employing high-quality, well-trained staff and in investing in their further training. We continue to be committed to maintaining and building on this record in 2011.

With the reconfiguration of homeless services, in Dublin in particular, Focus Ireland has developed partnerships with other organisations to align services with the implementation of the Pathway to Home model. While this was exciting, it brought challenges in terms of merging cultures and practices from various organisations.

Focus Ireland also faced challenges in 2010 in relation to the economic environment and the various crises the country faced. We experienced an increase in demand for our services nationally and continued to be innovative and agile in responding to need, tapping into the opportunities that volunteers, civic participation and corporate social responsibility bring.



Our research has shown that early access to advice and information on rights and entitlements is crucial to providing both a route out of homelessness and preventing people becoming homeless.

Prevention services

Focus Ireland has identified the groups most at risk of becoming homeless, 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. To address each of these pathways into homelessness, Focus Ireland provides services to prevent people from becoming homeless.

Focus Ireland's aftercare services for young people

Our aftercare service is a partnership with the HSE, providing a Residential and Aftercare Support and Settlement Service for young people who have been in the care of the state in North and South Dublin. Our Residential Service provides short-term accommodation for young people who have been assessed as needing this level of support, while our Aftercare Support and Settlement Service works with young people who are living independently for the first time or are preparing to do so. We support young people in accessing and settling into accommodation as well as offering them advice and assistance with their welfare entitlements, education and training. We encourage the young person's involvement in all decisions around their plan and support their

active participation in the preparation and process of leaving care.

In 2010 the North Dublin Aftercare Service provided accommodation for 18 young people aged 18–21 in its residential facility, while providing a support and settlement service for a further 44.

The South Dublin Aftercare Service, which provides accommodation for young people aged 16–21, offered a Support and Settlement Service to 52 young people in 2010, while 11 young people were accommodated in Focus Ireland's South Dublin Aftercare Residential units in the same period.

Our Waterford Aftercare Support and Settlement Service supported eight young people making the transition from care to living in the local community in 2010.

The Crisis Intervention Service Partnership (CISP)

CISP 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.

Off-the-Streets

Focus Ireland's Off-the-Streets service is a short-term residential programme for young people aged between 16 and 18 years with complex, high-support needs. Our service is part of the HSE Crisis Intervention Service. We support and develop programmes tailored to the individual needs of the young person using a strengths-based model of engagement. We offer assistance in accessing education and employment programmes as well as with practical living skills. We support young people in developing confidence and self-esteem and preparing them for a time when they move on to a home of their own. The service worked with 20 young people in 2010, supporting 7 to access alternative accommodations.

The Step-Down Programme

This residential programme operates from Stanhope Green, Dublin, and offers people who have completed a drug rehabilitation programme support in learning to manage a home of their own. We work in partnership with Keltoi Residential Therapeutic Facility, the HSE's Rehabilitation Integration Service (RIS), Coolmine, and Ashlinn in delivering the service. The service worked with 20 customers in 2010, supporting 9 of these in accessing private rented accommodation and 1 in accessing local authority housing.

Prison In-Reach Programme

Focus Ireland's Prison In-Reach Programme operates in Dublin, Cork and Limerick and aims to provide a seamless response between prison services, homeless services and housing, to prevent people becoming homeless or returning to homelessness after leaving prison.

In 2010, Prison In-Reach in Dublin worked with 51 customers, while the service in Cork and Limerick worked with 18 and 22 customers, respectively.

Our In-Reach Housing service in Dublin works in conjunction with our Prison In-Reach programme and provides a 6-month short-term accommodation service for men who are coming out of prison, who are homeless, or at risk of homelessness, and who have high-support needs. The service provided accommodation for eight vulnerable men exiting prison in Dublin in 2010.

Advice and information services

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

As part of the reconfiguration of services in the Dublin region, our Housing Advice and Information service, based in the Coffee Shop, Temple Bar, now provides advice and assistance to customers seven days per week. In 2010, 1,321 customers accessed the service. Customers were offered advice and information on issues ranging from access to accommodation and housing to social welfare entitlements. Staff also supported people in accessing health services and contacting Community Welfare Officers in relation to accessing Rent Supplement.

In line with our forthcoming Homeless Strategy 2011–2016, which advocates an increased shift towards preventing homelessness through the provision of information, advice and personal advocacy, we launched new advice and information services in Cork, Limerick, Kilkenny and Waterford in 2010.

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.

Regional contact and outreach service

Working out of Eustace Street, Dublin, Focus Ireland's Outreach service has been operating for the last ten years, targeting young people aged between 12 and 25 and referring them to our drop-in day service. The service works in conjunction with the HSE's Crisis Intervention Service, which monitors and supports 12–17 year olds who are at risk of homelessness, connecting them with services appropriate to their needs. Focus Ireland engaged with 650 customers through its outreach service in 2010.

In addition, Dublin Simon Community and Focus Ireland have developed a regional model of outreach provision which acts as a single, integrated service covering the greater Dublin area, to meet the diverse needs of people sleeping rough. This jointly run service, which is launching in 2011, will utilise the skills and experience of both Dublin Simon and Focus Ireland and work to ensure that the needs of those sleeping rough are responded to.

Focus Ireland's Coffee Shop

Following the reconfiguration of services, and in line with the Pathway to Home model, Focus Ireland's Coffee Shop in Eustace Street, Temple Bar, extended its opening hours and level of service in 2010. The service is now open on week days from 11.30 a.m. to 8.30 p.m. and on weekends from 8.30 a.m. to 3.30 p.m., providing quality and affordable meals for homeless adults, families and children, in a safe and warm environment. Focus Ireland operates the 'Day Service' from 11.30 a.m. every day while partnering with Merchant's Quay Ireland in delivering the 'Extended Day Service' from 4 p.m. to 8.30 p.m. Merchant's Quay Ireland also operates an independent service from its own premises from 6.30 a.m. to 11.30 a.m., thereby ensuring that day services are available to people who are experiencing homelessness from 6.30 a.m. to 8.30 p.m. Monday to Friday. In 2010, 3,500 customers used the coffee shop, including the Extended Day Service, with over 50,000 hot meals served in the period.

Our Open Access Case Management team is also based in the Coffee Shop, Temple Bar, and works with homeless families and individuals affected by homelessness, helping them to identify and address the issues leading to their homelessness and providing support in overcoming obstacles to settlement. Customers are offered assistance in planning appropriate routes out of homelessness through assessment, support, and through identifying the appropriate actions required to address their immediate circumstances.

In 2010, we worked with 215 households, supporting 81 of these to access accommodations in the private rented, local authority and other accommodation sectors. A number of these households also accessed our Tenancy Support and Settlement service in Dublin.

South Dublin Advice and Information/Day Service

Our South Dublin Advice and Information service, also launched in 2010, is based on a merger with the Tallaght Homeless Advice Unit and was necessitated as part of the reconfiguration of services in the Dublin area. The service provides support and advice for people in South Dublin who are homeless or in danger of becoming homeless. Based in Tallaght, the service offers advice and information on housing and preventing homelessness to individuals and families. Individuals can also avail of a drop-in day service that provides basic support for those who are homeless through the provision of food; laundry and storage facilities; and access to clothes and showers.

The Extension Day Service

Our extension service, based in George's Hill, Dublin, offers young people aged 16–25 years the opportunity to avail of basic facilities such as a shower, food and laundry, as well as access to an Advice and Information Service. Our staff spend time building relationships with these young people, providing them with support and assistance in accessing services and building a

pathway out of homelessness and into a place of their own. Staff make referrals to Advice and Information, Emergency Accommodation, and Drug Treatment Services as well as offering support visits to young people in prison or hospital. In 2010, 338 young people accessed the Extension Day Service.

Extension Mobile Service

Operated in conjunction with the extension services, our Extension Mobile service was launched in 2010. It provides a targeted response to young people who are homeless or at risk of homelessness in the greater Dublin area. The service links in with local services, offering emergency accommodation where appropriate.

The Caretakers Hostel and Case Management Service

This service, a partnership project between Focus Ireland and the Society of St Vincent de Paul, targets hard-to-reach young people aged between 16 and 21 who are sleeping rough and actively using drugs. The service offers young people a safe and welcoming place away from the street to sleep, have a hot meal and access basic facilities.

We also offer a Case Management and Liaison service, providing one-to-one advice and support for young people. Our service is targeted at young people who are hard-to-reach, who are not engaging in other services, and who are homeless and engaging in high-risk behaviours or who are active in drug addiction. We work with these young people by facilitating access to drug treatment services and social workers and supporting others in accessing education and/or training and alternative accommodation and by advocating on their behalf to ensure an effective response to their complex needs. The service worked with 46 young people in 2010.

Aylward Green Supported Temporary Accommodation for Families

Our staff in Aylward Green work with families who are homeless and have complex needs. We provide a safe, supportive and secure

environment where these families can explore and address the issues contributing to their becoming homeless. Intensive support is provided in response to a variety of needs, including drug and alcohol addiction, relationship difficulties, anger management, and mental and physical health issues. Following the reconfiguration of services, and in line with the Pathway to Home model, the service is now the only one of its kind nationally, providing emergency accommodation for families in the Dublin area. The service provided accommodation for 24 families in 2010.

Childcare

We also offer a childcare facility for children of families in our supported temporary accommodation in Aylward Green, providing a place of learning, development and fun for young children, as well as a one-to-one homework mentoring programme and after-school activities. Our breakfast club further ensures that children living in Aylward Green receive a nutritional breakfast before attending school.

We also operate a childcare facility in Waterford which is an integrated service for families who are accessing our services but is also for families living in the local area. This service caters for up to 42 children.

Focus Ireland's Short-term Housing Service

Focus Ireland worked with 53 single and family households in our short-term/transitional housing programmes in Limerick, Waterford and Dublin in 2010. As part of the housing-first approach, 2010 saw the winding-down of the Dublin transitional accommodation service, with residents supported in securing housing with supports appropriate to their needs in relation to sustaining their home.

Education

The Preparation for Training and Education Programme (PETE)

Focus Ireland's PETE programme aims to support people over 18 in preparing for education or training, delivering foundation education and training to people who are resident in emergency accommodation in the Dublin area. We support participants in gaining the skills and confidence necessary to take the first steps in accessing mainstream training, education and employment. Participants are assessed and provided with the support required to further their skills in preparation for a time when they are living independently. The service worked with 186 people in 2010, 9 of which were referred to FÁS, and a further 10 to other centres for further training. A total of 26 participants were awarded an impressive total of 61 FETAC certificates in 2010.

Learning, Employment and Preparation

Focus Ireland's Learning, Employment and Preparation (LEAP) service began operating in October 2010 and delivers part-time training and education programmes (up to FETAC Level 5) in Dublin. Our programmes, Food Industry, Social Sector, and Warehousing, have been designed to meet the learning needs of those who are experiencing long-term unemployment or may have experienced homelessness but are now living independently. All three programmes include accredited and generic skills modules required in every area of the labour market: work experience, one-to-one support, advice and guidance, and help with identifying further training and education opportunities.

Housing services

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 who are adjusting to independent living in their own homes. The teams work with people in local authority and private rented housing or other social housing who were previously homeless. This service also provides a crisis intervention service for people who are at risk of becoming homeless through losing their tenancy; staff work with people to prevent this from happening. Focus Ireland provided a TSS service for 489 households in 2010; 145 of these households were successfully settled during this period, and a further 81 prevented from losing their tenancy.

Since 2005, 1,064 households have been successfully settled by Focus Ireland's Support and Settlement teams around the country.

Long-term housing

Focus Ireland's long-term housing provides 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. We house people who have identified long-term support needs, who are in vulnerable situations or living with issues such as mental health or other health difficulties, and

who may not be able to sustain their tenancy in their own home without the support provided by Focus Ireland staff.

In 2010, Focus Ireland provided long-term accommodation to 511 households in Dublin, Cork, Limerick, Waterford and Sligo.

Delivering homes

Focus Ireland provides a place to call home for a total of 619 households in long-term and short-term properties in Dublin, Waterford, Limerick, Clare, Sligo and Cork. These homes are provided either directly by Focus Ireland or in partnership with private landlords and other voluntary housing organisations. This work has seen us deliver a total of 385 homes between 2005 and 2010.

However, 2010 proved to be another difficult year in working towards the vision that 'everyone has a right to a place they can call home'. Despite hundreds of thousands of houses lying empty throughout Ireland, the economic crisis resulted in a reduction in available capital spending for social housing. Focus Ireland has been actively engaged with the Government to deliver housing under the leasing scheme but the sector is faced with significant obstacles which Focus Ireland is working hard to overcome. As a result of these difficult circumstances, Focus Ireland only secured 16 homes under its housing development programme in 2010. Seven of these were in a

new development in Catherine Place, Limerick, funded through the Capital Assistance Scheme which was accessed by Limerick City Council on Focus Ireland's behalf from the Department of the Environment, Heritage and Local Government. The development includes a new services and information centre to support people who are homeless or at risk of losing their home. Mr Noel Earlie, Chairman of the JP McManus Pro-Am Golf Classic, officially opened the new centre which was part-funded by the 2005 JP McManus Pro-Am Golf Classic.

A further 9 homes were also purchased through the capital funding programme and formed part of a batch of 43 homes for which Focus Ireland was awarded capital funding in 2010 – the highest allocation to any homeless services provider. Delays outside our control, however, meant that only 9 out of these 43 were delivered in 2010:

- 2 apartments in Tallaght, South Dublin
- 2 apartments in Castleknock, Fingal
- 2 apartments in Baldoyle, Fingal
- 2 apartments in Skerries, Fingal
- 1 apartment in Dún Laoghaire.

The remainder will be delivered in early 2011.

Maintaining quality homes

Focus Ireland is also engaged in maintaining and upgrading its existing housing stock to the highest standard. In addition to planned maintenance and major works, energy efficiency upgrades were carried out to just over 150 apartments and houses in an effort to prevent fuel poverty.

New developments in 2011

In 2011, Focus Ireland will continue to seek funding under the leasing scheme for our sites with planning permission in Harold's Cross and John's Lane West. We also hope to re-develop one of our older properties, Stanhope Green, where bedsit accommodation will be replaced with one-bedroom homes for long-term tenants.

Focus Ireland will continue to work with the Government and local authorities to overcome the obstacles of the leasing scheme and deliver 300 units, particularly in Kildare and Dublin where need is most acute.



I feel hopeful; anyone can have a house, but I feel like I have a home with Focus Ireland and I feel very grateful. This time two years ago I can't emphasise how sick I was.

KEVIN, 35, DUBLIN

Kevin's story

Kevin grew up in an alcoholic home and began to use solvents at eight years of age. This got worse when he suffered abuse by a teacher from the age of ten. At 14 his parents split up. The family home was sold and his mother moved to a women's refuge.

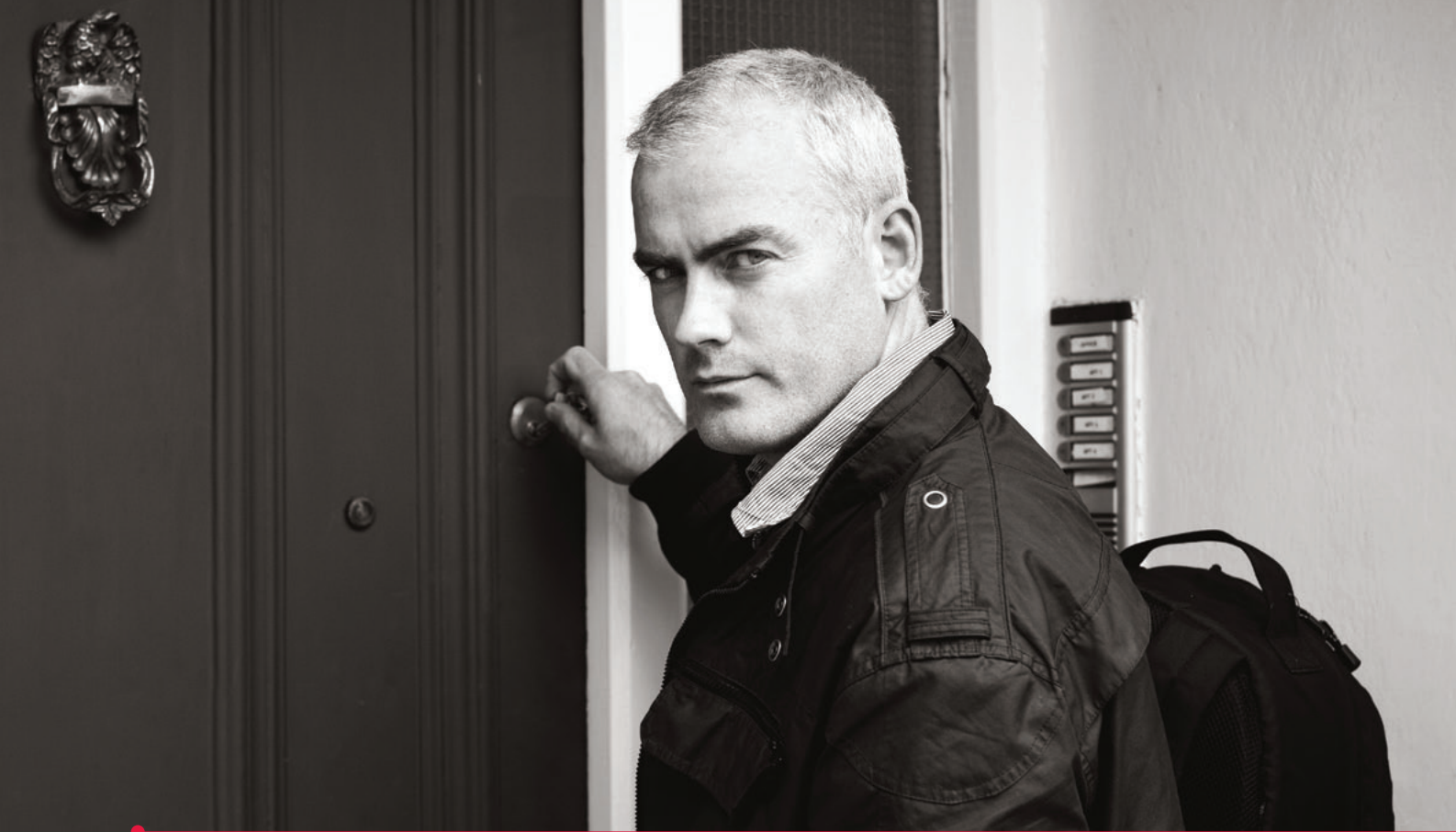
At 15 Kevin got a job working in a hotel; accommodation came with the job and he worked there until he was 17. During this time Kevin's substance abuse increased. At 17 he was hospitalised in a psychiatric unit for problems relating to substance misuse. This was followed by numerous admissions to the Department of Psychiatry from the age of 17 to 35. Kevin said he became reliant on being in hospital as it was the only place he felt safe. From the age of 17 to 21 Kevin went to college and trained as a chef and went on to work as a chef for a while. His difficulties, however, led to the loss of his job and he drifted, living in homeless hostels, and going in and out of hospitals and prison over the years.

After a year of being in a psychiatric unit at the age of 35 Kevin contacted his brother. His brother agreed to take him out to try and find a different form of care for him. Kevin lived with his brother for two months during which time they came into contact with Focus Ireland through the local homeless officer and the psychiatric community nurse. Kevin attended housing interviews with Focus Ireland and was offered a place in transitional housing which he accepted. He was allocated a housing support worker who discussed his needs and together they drew up a support plan. Focus Ireland supported Kevin to link in with a GP and

with a doctor in the Department of Psychiatry. Kevin met his support worker twice a week to discuss progress or any problems.

Kevin says: 'I was given the time by Focus Ireland to have a good look at my life in a safe environment, supported by my key worker and other services. My self-esteem and self-worth started to get better; I started getting great hope within the first few weeks of coming to Focus Ireland. I felt I was ready for counselling about issues from the past and Focus Ireland provided me with a counsellor. I started working with the counsellor and things started gradually getting better. I had one or two relapses over the last two years and have been supported greatly by my support worker and staff.

I've been sober for a while; I'm off drugs and on minimal medication; I attend support meetings and I'm back in contact with my family who are delighted that I am living in Focus Ireland and feel that it's the best thing ever happened for me. I feel hopeful; anyone can have a house, but I feel like I have a home with Focus Ireland and I feel very grateful. This time two years ago I can't emphasise how sick I was. I feel that they have been more than support workers to me; they have been my friends. I can confide in them. I feel like I am progressing and finding worth and I would like to give something back to the community through voluntary work.'



In 2010, the issue of mortgage debt and the risk of people becoming homeless due to house repossessions emerged as a key issue.

Advocacy, research and communication

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, national and local government, the statutory sector, other voluntary bodies and the public.

Influencing aftercare policy

Focus Ireland continued its campaign for a 'Statutory Right to Aftercare' in 2010. In 2010, Focus Ireland engaged in a detailed lobby of government and opposition parties around the Child Care Amendment Bill which was brought before the Oireachtas. Over 2,000 citizens who support the work of Focus Ireland e-mailed their TDs and the Minister for Children to support the campaign.

Focus Ireland also engaged in the HSE's consultation process to develop a national policy on aftercare. This included a detailed written submission and attendance at consultation meetings. This work will continue in 2011. In addition, Focus Ireland provided the Department of Children with a detailed submission on its analysis and proposals for reform of all aspects of the Childcare Amendment Bill on issues related to young people at risk of becoming homeless.

Influencing homeless policy

Taking account of the changed policy environment precipitated by the economic crisis, Focus Ireland's pre-budget submission made the case for maintaining the budget for homeless services. Our submission argued that significant cuts to the budget for homeless services would undermine implementation of the Government's own homeless strategy 'The Way Home'.

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.

In 2010, the issue of mortgage debt and the risk of people becoming homeless due to house repossessions emerged as a key issue. Focus Ireland made a detailed submission to the Government's 'Mortgage Arrears and Personal

Debt Group'. In addition, the organisation made a formal presentation to the group outlining its concerns and produced a poster for public representatives providing advice on how to handle issues of this nature. We also produced a large number of submissions to government on policy issues, including the issue of ghost estates, the review of the residential tenancies act, the review of the housing needs assessment, and a special submission to Cabinet on tackling the housing crisis for low-income families.

In anticipation of the 2011 general election, Focus Ireland engaged with all political parties from October with specific proposals for inclusion in their election manifestos. This work was continued after the general election, with a specific lobbying initiative on the Programme for Government, the outcome of which was the inclusion of specific commitments on homelessness in the programme for the new Fine Gael-Labour government.

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 tackle and prevent homelessness through the provision of housing, targeted services and policy changes.

In 2010, Focus Ireland committed to undertaking research in 2011 with the Immigrant Council of Ireland to examine the needs of migrants who are sleeping rough or accessing emergency homeless accommodation and day services in Dublin, in order to identify the barriers they face in moving on from homelessness and accessing adequate and sustainable housing. This study follows on from the 2009 research 'Making a Home in Ireland: Housing Experiences of Chinese, Indian, Lithuanian and Nigerian Migrants in Blanchardstown', which highlighted the vulnerability of migrants in Ireland to experiencing homelessness.

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 completed evaluations of two Focus Ireland projects in 2010: the Dublin Prison In-Reach Pilot Project (in partnership with the Irish Prison Service, Homeless Persons Unit and Probation Service) and the Spokes Training Project.

The evidenced-based findings from the Spokes evaluation were used to inform and develop the new PETE (Preparation for Education, Training and Employment) service which was officially launched in March 2010 and the successful funding application for the LEAP (Learning, Employment and Progression) programmes.

Focus Ireland was also represented on the National Homeless Consultative Committee data sub-group and continued to engage with the Homeless Agency and Central Statistics Office to ensure the accurate enumeration of people residing in emergency homeless accommodation or sleeping rough in the 2011 Census of Population and Housing.

Partnerships/external representation

Focus Ireland has always recognised the value of working in partnership with other voluntary and statutory bodies to advance our agenda. We work to represent the interests of our 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; homeless fora in Cork, Limerick, Waterford and Sligo; FEANTSA and also the groups listed below:

The Poor Can't Pay campaign: This year 'The Poor Can't Pay' campaign focused on protecting the incomes of those on social welfare and the minimum wage. This initiative was aimed at bringing together NGOs, community organisations and Trade Unions to campaign against cuts to social welfare and the minimum wage and for the restoration of the annual Christmas payment. The campaign was supported by organisations and individuals across the entire country.

End Child Poverty Coalition: As part of this coalition Focus Ireland contributed to the ECPC submission on the review of child income supports as well as providing policy and communications support for the coalition's pre-budget submission.

Energy Poverty Coalition: Focus Ireland is an active member of this coalition formed to advocate for groups at risk of energy poverty. In 2010, Focus Ireland contributed to a joint submission from all organisations as part of the consultation process initiated by the Department of Communications, Energy and Natural Resources on a new energy poverty strategy.

Action on Aftercare: Focus Ireland has brought together NGOs, aftercare workers, legal experts and policy analysts to campaign together for a statutory right to aftercare for all young people leaving care who need it. The coalition remained actively involved in lobbying and public debate on this issue throughout 2010.

The MakeRoom Alliance: Focus Ireland, the Simon Communities of Ireland, the Society of St Vincent de Paul and Threshold continued their work throughout 2010 towards 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.

Habitual Residency Condition group: Focus Ireland continued to convene 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: Our work with the Community Platform, a network of 30 non-governmental organisations in the community and voluntary sector that work to address poverty, social exclusion and inequality, continued throughout 2010.

Claiming our Future: Focus Ireland took a lead role in this broad coalition, which seeks to promote the values of equality and sustainability. Claiming our Future held a highly successful public discussion involving over 1,000 people on these values in the RDS in October 2010 and will continue its work into 2011.

Advocacy Initiative: The Advocacy Initiative brings together a wide range of community and voluntary sector groups involved in public advocacy for social justice. The initiative seeks to develop the effectiveness of such work and protect it from funding cutbacks. The initiative received three-year funding from Atlantic Philanthropies for its work plan.

Communication

Focus Ireland worked hard to keep our key messages on combating homelessness on the public agenda in 2010 through a range of media forums. Our communication efforts acted as a strong influence for lobbying political decision makers on issues that impact on the people we work with. Our work in communications aimed to inform people about homelessness and to increase understanding to combat stereotypes.

Public relations

In 2010, Focus Ireland issued 51 national/regional statements and press releases relating to our advocacy, fundraising and services work. We also developed our profile locally by shaping our message for local press and radio. In the press alone, Focus Ireland was featured in 731 national and local articles.

The year was an important one for Focus Ireland's as it marked our 25th anniversary and this formed a key element of our communications work in 2010. Highlights in our broadcast coverage included the official launch of our 25th year in September 2010 as TV3 and RTÉ news bulletins throughout the day featured reports on the event.

Some other key media highlights of 2010 included:

- ▶ Rugby hero Peter Clohessy carried out an interview on the Saturday Sports Show on RTÉ Radio 1 to promote the JP McManus Pro-Am Golf Classic.
- ▶ UTV radio carried out a number of news interviews throughout the year which were then syndicated to Dublin's FM104, Dublin's Q102, Cork's 96fm/C103, Limerick's Live 95fm, LMFm, U105, Beat 102-103 and Galway Bay FM.
- ▶ Our charity partner Q102 did an outside live broadcast at our Christmas Tree ceremony in Grafton Street, Dublin. On another occasion they also carried out an all-day broadcast from the Coffee Shop in Temple Bar. The station also featured Focus Ireland many other times during the year as part of its great support of our organisation.
- ▶ Supported Focus Ireland customers to have a voice in the media as they spoke about their experiences in a number of interviews including an RTE TV news report about the launch of our Annual Report 2009 and a great piece on TV3 linked to the launch of the Four Peaks Challenge.

Focus Ireland also received widespread coverage in a number of magazines, sector publications and websites.

Social media

From the summer of 2010, Focus Ireland substantially upgraded its presence in Facebook and Twitter. During 2010, the development of this presence was carried out by a skilled volunteer. With this input, Focus Ireland rapidly moved to become the most popular charity on both of these social media platforms in Ireland, and was nominated for a 'Best Facebook Page' award at the Irish Web Awards. The use of social media has been vital to our work to reach new audiences and to engage with our supporters in a new way.

Customer empowerment

Focus Ireland is often the voice for many people who find themselves homeless. The involvement of our customers in media campaigns throughout 2010 helped us to connect with audiences about a complex issue in the most powerful and engaging way. We continued to work with those who were at the stage of feeling ready and comfortable, to help them to tell their stories.

Two men who had experienced homelessness, Des and Declan, took part in a lengthy interview on TV3's Ireland AM to help promote one of our most vital fundraisers. They shared their stories with the nation to help increase understanding about homelessness and to increase support for the services that combat homelessness.

In December, Jimmy and Austin, who were formally homeless, spoke to RTÉ News about their experiences at the joint launch of Focus Ireland and Merchant's Quay Ireland's Extended Day Service at the Coffee Shop, Temple Bar. This helped audiences understand the purpose of this important project.

We also worked with a young man, Shane, on drafting a letter to the editor which was then published in the Irish Times. He told his own story in the letter to help explain a complicated issue and the solution which put him on the path away from homelessness. In the letter Shane called on

the Minister to support Focus Ireland's campaign to secure a legal right to aftercare.

The customers who get involved in media engagement often tell us that they feel a great sense of pride and empowerment by sharing their story. We will continue to work hard to help empower people to have their voice heard through the media and to help increase understanding about homelessness and solutions.

Friends of Focus

Focus Ireland made a number of celebrity friendships throughout the year. A number of personalities used their profile to increase support for our campaigns. These included rugby legends Peter Clohessy and Alan Quinlan; TV presenters Caroline Morahan, Emma O'Driscoll, Joanne Cantwell, Aidan Power and Pamela Flood; actor Bryan Murray and Fair City friends; Q102 DJs Ray Shah and Leanne Moore; and journalist and author, Fintan O'Toole.

European Partnership work

Focus Ireland worked with the Pomeranian Forum in Aid of Getting Out of Homelessness based in Gdansk, Poland, and used our campaigning experience to support the development of the first ever public awareness campaign in Poland on the issue of homelessness in 2009. We continued our links with the Polish forum in 2010.

Developing best practice in the enumeration of homelessness involves drawing on both Irish and European experiences. As a member of FEANTSA (European Network of National Homelessness Organisations) Focus Ireland participated in the 2010 FEANTSA 'Consensus Conference' in Brussels which successfully lobbied for the inclusion of the issue of homelessness in the next EU development programme – Europe 2020. We also participated in the 'Homelessness and Employment' working group of FEANTSA which is preparing a 'Starter Kit' for organisations seeking to establish training and employment projects; and contributed to the Data Collection Group which works on a variety of



Focus Ireland made a number of celebrity friendships throughout the year including journalist and author, Fintan O'Toole.

issues related to homeless statistics, indicators, client database systems and data collection.

Advancing strategic issues

Focus Ireland proactively contributed to (and in cases led) the media debate on a number of important issues during 2010, including;

- › Calling on the Government Mortgage Relief and Debt Reform Expert Group to prioritise actions to prevent banks from raising mortgage interest rates.
- › Calling for an analysis of ghost housing units to ensure that they are suitable for social housing.
- › Lobbying for the provision of homes for people most in need to be made an immediate Government priority to avoid a deepening housing and homeless crisis.

- › Opposing the 50 per cent charge on medical card prescriptions as it unfairly targets the poorest in society; and also warning that savage budget cuts would lead to an increase in homelessness and force thousands to remain in emergency accommodation.

Education and training

A core aspect of our public awareness work is the development and dissemination of education and training programmes to promote improved understanding and responses to homelessness. Our education work in 2010 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 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 classes.

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 and a DVD about the work of Focus Ireland were distributed to over 700 secondary schools throughout Ireland in early 2010. We also worked with fundraising to develop a training programme for volunteers to enable them to deliver school talks to promote our work and the use of this module by transition year students.

Professional training

Professional training continued to be a central part of our education and training work throughout 2010 and included:

- ▶ Providing a training programme on homelessness to Garda trainees in Templemore Garda College.
- ▶ Delivering a lecture to third-level students undertaking the AVEA (Auctioning, Valuation and Estate Agent) degree course in the Dublin Institute of Technology and Social Studies students in the Liberties College. Focus Ireland has been requested to repeat these lectures on an ongoing basis.
- ▶ Responding to nearly 300 information requests in 2010 from college students, school students, teachers, professionals working in the area, and the general public.



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.



I was spending my days doing nothing before and now, thanks to the help and support of the staff of Focus, I am in third-level education with the financial support I am entitled to and this will help me in my work towards building a career and a future for myself and my son.

LUCY, 30, LIMERICK

Lucy's story

Lucy was living in private rented accommodation with rent supplement when she first had contact with Focus Ireland. Although she had accommodation, her life had ground to a halt due to restrictions on earning while on Rent Supplement.

Lucy was living in private rented accommodation with rent supplement when she first had contact with Focus Ireland. Although she had accommodation, her life had ground to a halt due to restrictions on earning while on Rent Supplement.

Lucy, who has a young son with Asperger's Syndrome, said she found that the monotony of not working – and feeling trapped in that situation – was affecting her mental health. She had begun to feel depressed and anxious.

Focus Ireland approached Lucy at a low point in her life following the collapse of her relationship and the death of one of her best friends. She explains how her life has changed since then and how getting in touch with Focus Ireland helped herself and her child.

'When Focus Ireland first approached me I was a mess. My relationship had fallen apart and one of my best friends had just passed away. I was distraught. A member of Focus called to my house in the middle of all of this and initially I thought that there wasn't anything that could be done.

I was living in private rented accommodation and because of my Rent Supplement I couldn't work. I'm not one for being idle and found the monotony of everyday life very difficult. I wanted to go back to college but felt that there was no way it was possible.

Everything felt impossible back then as I was being told from all angles what I was and wasn't allowed to do as a welfare recipient.

Focus Ireland helped me to realise that there are always options. Focus managed to get me on the RAS [Rental Accommodation Scheme] scheme through the Council which meant that I wasn't going to be reliant on Rent Supplement and that I could earn without losing every penny of it, meaning I could finally start to move forward.'

Lucy was re-housed under the RAS and applied for a BA in Journalism, for which she was accepted.

'I am now almost finished my third year of university. I always wanted to write when I was growing up, and being able to attend university is brilliant. I was spending my days doing nothing before and now, thanks to the help and support of the staff of Focus, I am in third-level education with the financial support I am entitled to and this will help me in my work towards building a career and a future for myself and my son.

I don't know what I would do if I was still living with Rent Supplement. I felt like I was invisible with no rights and I really felt that there was no way I could move forward. Now I have a home with security and stability for myself and my son and I can now work on making something of my life.'



September 2010 marked the start of our 25th anniversary celebrations. It is hard to believe that from that very first project – a drop-in centre opened in Temple Bar by Sr Stanislaus Kennedy – Focus Ireland has become the organisation it is today. That first small project provided us with a platform from which our housing programmes, drop-in services, crèches, aftercare programmes – the list is endless – have all come into being.

Fundraising

There is no doubt that our vision that ‘everyone has a right to a place they can call home’ still remains central to our work. Without our supporters much of what we have achieved over the last 25 years would not have been impossible.

Despite the challenging economic environment, support for our work remains strong and each year we are inspired by the generosity of individuals, companies and communities alike.

Our supporters come in many guises and this year as well as monetary donations we had help from people who wanted to donate their time and expertise as well as hundreds of volunteers who helped out with our Key to a Home Collections. The continued loyalty of supporters, businesses, event participants and community groups helped us to raise a staggering €5.1 million.

We remain committed to ensuring our administration costs are kept as low as possible and this year, of every euro raised, 91% went directly towards the provision of services to people who are homeless.

Our supporters

In 2010, the thousands of men, women and children throughout Ireland who donated in response to our campaigns accounted for over half of our overall fundraising. Included in this group of fantastic supporters are over 8,000 men and women who donate on a regular basis, many every month, through direct debits and standing orders.

We truly would be unable to deliver all of our much-needed services or confidently plan ahead without this vital support.

Event fundraising

Throughout the year over 2,200 event fundraisers found ways to help Focus Ireland. They took part in adventure challenges, organised their own events and volunteered their time. Combined they raised a staggering €860,000. Every effort made helped to make an incredible difference to the lives of people who are homeless in Ireland.

Some of the highlights were:

- ▶ The Focus Ireland Four Peaks Challenge – supported by Today FM and launched by Emma O’Driscoll – raised over half a million euro again in 2010. Demand for the event resulted in two Four Peaks Challenges for a third year running. Over 550 ‘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 on Sunday, 1 August, at a brand new location. This closed-road and open-water event took place

at the picturesque Dún Laoghaire Harbour, East Pier, for the first time. The event was launched by rugby ace Alan Quinlan and style icon Caroline Morahan and attracted 200 participants who raised over €60,000 to help people who are homeless.

- ▶ In November, over 500 volunteer sellers gave up their time to support the second annual Focus Ireland Key to a Home Collections. The collections took place over three days in Dublin, Wicklow, Louth, Limerick, Waterford and Sligo and raised over €80,000.
- ▶ Six hundred secondary school students took part in the Schoolmates Sleepover supported by Spin FM, Spin South West and Red FM on 15 October. The students organised the sleepovers in their homes and schools and collected sponsorship of over €20,000.
- ▶ Throughout the month of December hundreds of secondary school students and singing groups took to the streets for the third Focus Ireland Singing Santa's event and raised €13,000 to help people who are homeless.
- ▶ On 14 August, 50 individuals took part in the second annual Highest Peak Challenge and climbed Ireland's Highest Mountain, Carrauntoohil, in Co Kerry. The group raised a fantastic €26,000.
- ▶ The Annual Focus Ireland Golf Classic took place in Portmarnock Golf Club on Thursday, 1 July. This beautiful links course proved an enjoyable challenge for team members, as well as successfully raising almost €16,000 to help people who are homeless.

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 sixth 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.

Company fundraising

In 2010, 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 €500,000 to ensure that we could continue to deliver our services throughout Ireland.

A complete listing of all companies who supported us in 2010 is included at the end of this report. Some of the fantastic support we received included:

- ▶ Aviva who chose Focus Ireland as their Irish partner in their global Street to School programme. Aviva's Street to School programmes around the world are championing the rights of children and young people affected by homelessness to fulfil their potential. Since the programme was agreed in September, Aviva and their staff in Dublin, Cork and Galway have:
 - raised over €35,000 through raffles, book sales, in-house launches, charity matches in the stadium and individual contributions.
 - volunteered 389 hours to provide much-needed painting and landscaping at our housing projects in Stanhope Green and George's Hill, Dublin.
 - donated gifts in kind, for example, food hampers, pantomime tickets and €1,155 worth of Tesco vouchers which were distributed amongst families who access Focus Ireland's services during Christmas.
- ▶ The Independent Group named Focus Ireland as one of the recipient charities of their annual charity week; 10 per cent of every copy of the paper sold that week was distributed amongst five charities, with each receiving €13,000 to fund their work in 2011.
- ▶ Strategem launched a Twitter campaign on our behalf, pledging a donation of €1 for everyone who twitted that they 'wished it could be Christmas every day!'

- › UPS donated €22,000 to fund a mobile information unit in Cork for people who are homeless or at risk of homelessness.
- › State Street supported our services by donating a total of almost €13,000.
- › The AIB Better Ireland Programme supported our childcare centres in Waterford and Dublin.
- › Bank of America and The Central Bank once again sponsored stars worth €10,000 on our Christmas Tree.
- › Marks and Spencer raised a total of €10,469 through Christmas card sales, and a proportion from the sales of their 'Food to Go' range in November and December.

Charities of the year

- › Q102 chose Focus Ireland as its Charity of the Year in 2010, raising €15,153.29 from activities held throughout the year. Activities included an on-air auction; street collection; donation appeals to their listeners; staff and presenters painting interview rooms and recreational areas for customers at the Focus Ireland Coffee Shop, Dublin, from where the Saturday morning show was broadcast in October. Other broadcasts were held during Key to a Home week in November and the Star Sponsorship Tree Lighting Ceremony at the top of Grafton Street in December. The year-round activity then featured in a documentary about the partnership which was broadcast over Christmas.
- › Aramark raised money to support our projects at their annual Cupcake Campaign which took place across Aramark-operated facilities from 28 June to 4 July. Aramark also supported our Christmas Star campaign by designing bespoke 'star' cookies which were sold across their facilities during Christmas.
- › Clerys hosted its annual shopping day on 6 December and named Focus Ireland as the recipient charity.
- › KBC staff volunteered for a day in our project in Aylward Green, Dublin, where, together with landscapers, they created a sensory garden and picnic area for the families at this project. KBC staff also held a fun run on 10 October in the Phoenix Park. KBC's great fundraising raised a total of €11,825 throughout 2010.
- › CPL's staff participated in a range of activities as part of their charity of the year partnership. In addition to participating in the Focus Ireland Four Peaks Challenge and our two golf events in 2010, the JP McManus Pro-Am Qualifier and the Focus Ireland Golf Classic, CPL staff also provided our Caretakers project with much-needed painting. CPL exceeded their Charity of the Year target and raised over €20,010 throughout 2010.

We are delighted that Q102, Clerys, KBC and CPL have chosen to continue their Charity of the Year partnership into 2011.

Company volunteer projects

As well as several projects hosted by Aviva, KBC and Q102, staff from the following companies also volunteered to provide much-needed painting and landscaping at our projects:

- › Cadburys/Kraft conducted several volunteer projects to support their Delicious Difference Week from 4–10 October. These included:
 - landscaping in Aylward Green
 - painting and landscaping in Waterford
 - packing 100 goody packs and donating products in their factory in Coolock
 - printing a mailshot and delivering 200 'Sponsor a Star' letters around Dublin.
- › KPMG – a group of six volunteers painted the reception area and two interview rooms in our Housing Support Office in Temple Bar, Dublin.
- › Barclay's adopted our After Care projects at North Circular Road, Dublin, as their CSR (Corporate Social Responsibility) programme for 2010. Staff from Barclay's donated household products, painted and cleaned three apartments and landscaped the garden at these residential projects for young women.
- › HSBC – As part of their global community day on 25 June, a team of ten HSBC volunteers funded and painted offices and meeting areas at our project in Stanhope Green.

Donated products, shopping vouchers, gloves, hats, scarves, hampers

Many companies donated products to support our events and for our customers throughout the year. Ordinance Survey Ireland, Cycle Superstore, Great Outdoors, Wheelwork, Wooden Toys Ireland, Fyffes, Diageo, Butlers, Tipperary Water, Richmond Marketing and Cadbury’s supported our fundraising events.

During the very cold winter the following companies and their staff donated shopping vouchers, gloves, hats, scarves, tights and hampers to help our customers at a particularly difficult time in 2010: Aramark, Donegal Hosiery, Abbot Vascular, One Escape Health Club, Imaginosity Children’s Museum, Henkel, Origin Enterprises, Irish Pride Bakery, Cherry Orchard Hospital, Quintiles, Dundrum Credit Union, Bank of Ireland College Green, Hewlett-Packard (Manufacturing) Limited, Chartered Accountants Ireland, Westacre Ltd, TV3, Cybercom, Newbay Software.

Company fundraising events

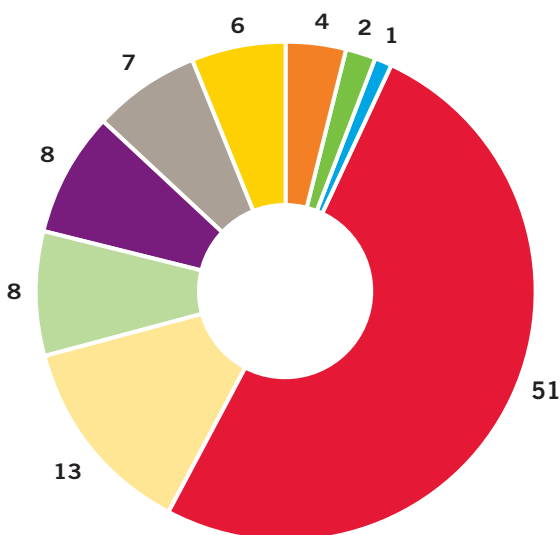
Companies hosted a variety of events to support our work throughout the year. These included:

- › Wine Australia Ireland which hosted a Tag Rugby event
- › Kilkenny Design which hosted a Christmas shopping evening
- › Dualway Buses which donated the proceeds of their Dublin sightseeing tours on 29 July to Focus Ireland.

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 tree at the top of Grafton Street – raised over €240,000 in 2010 from over 200 companies throughout Ireland. Through their provision of free advertising our media partners – the Irish Independent, the Sligo Champion, the Limerick Leader and the Munster Express – supported the campaign regionally. Pamela Flood officially turned on the Christmas tree and Q102 broadcast the event live from Grafton Street.

To all whose support made such a difference to the lives of so many in 2010, thank you.



% of Total Fundraising by Income Type

- Individual Fundraising
- Trust and Foundations
- Key to a Home Flag Day
- Regional, Community and Schools
- Bequests
- Unsolicited
- Company Fundraising
- Event Fundraising

Our supporters

Companies and professional bodies

A&L Goodbody
A Patton
Abbey Healthcare
Abbey Tours
Abbott Ireland Pharmaceutical Operations
Ablecom Limited
ABN AMRO Support Services
Adonis Flowers
Advanced Roofing
Advantage Graphic Design
After Hours Books
Age Action Ireland
AIB Bank
Alan Caren & Partners
Alterra Reinsurance Europe
American Holidays
Anicca Consulting
Apple Computer
Arkady Feed
Arthur Cox
Arup Consulting Engineers
ASTI Credit Union
Astron Consulting
Athy Heating & Plumbing
ATL
Aviva
Baker & Co
Bank of Ireland Asset Management
Bank of Ireland Operations Centre
Barclays Bank Ireland
Barclays Commercial
Bargaintown
Baron Brook T/A Mervyn's Service Station
Basta
BCM Hanby Wallace
Beauchamps Solicitors
Benchmark Underwriting
BETDAQ Ireland
BH Consulting
BHP Insurance
BI Worldwide
Bloxham Stockbrokers
BMG Leisure Products
Bon Secours Hospital
Bonner & Co
Book Worms
Bord Gáis
Branair
Bright Promotions
Broadcasting Commission of Ireland
Brown Thomas
Bruce Shaw Partnership
CJ Falconer & Associates
Caledonian Life
Calor Gas
Cargolift Ireland
Carty Contractors Limited
Cassidy Wines
Chartis Insurance
Chemistry
Chubb Insurance Company of Europe SE

Civil Service Credit Union
Clancourt Management
Clarion
Clerkin Poultry
Clerys
Codex
Collins Engineering
Computershare
Conor Holdings
Coombe Hospital
Cork Chamber
Corroy Pharmaceuticals
CPL Resources
CRH Group Services
CWU
Cybercom
D.A.T.E
Dairygold Co-operative Society
Deenside Wheelers
Department of Agriculture, Fisheries and
Food Laboratories
Derrinstown Stud
Diageo Ireland
Distrupol Ireland
DIT
Donnelly Fruit & Veg
Donohoe Salvage
Dr Emer Loughrey & Associates
Dualway Coaches
Dublin City Centre BID Company
Dublin County Sheriff Office
Dublin Postal Delivery Branch – CWU
Dunnes Stores
eFlow
EI Electronics
Eircom
Eirgrid
Ellickson Engineering
EMC Ireland
Energy Saver Insulations
Enfield Partnership
ESB Officers' Association
ESB Staff Insurance Schemes
F&C Management
FBD Insurance
Febvre and Co
Ferry Solicitors
First Merchant Processing Company
Firststaff

Flood Maguire & Robertson
Friction PR
Fyffes
GPH Consulting
Gam Fund Management
Gerard T Murphy & Co
Gerry Cahill Architects
Gilligan Architects
Glas Securities
GlaxoSmithKline Pharmaceuticals
GM451
Goldcore
Gowan Distributors
Grafton Medical Practice
Grant Engineering (Ireland)
Greenstar
GR-NEAM
Guilfoyle Truck Sales
Gypsum Industries
HA O'Neill
Health Research Board (HRB)
Health Services Staffs Credit Union
Hegarty Demolition
Hewlett Packard Ireland
Hibernia Evros Technology Group
Home Managers
Horwath Bastow Charleton
Houseworks
HSBC Bank UK
I.N.T.O.
Iarnrod Éireann
IBEC
IE Domain Registry
IFG Mortgage Business Solutions
IIU Assets Strategies
Indecon Economic Consultants
Innovative Print Solutions
Integral Computers
Integrity Solutions
IPASS
Irish Ambulance Training Institute
Irish Distillers Pernod Ricard
Irish Food Processors
Irish Life Corporate Business
Irish Multiplex Cinemas
Irish Pride Bakers
Irish Times Training
JH Autobody
Joe Keane Hardware (Limerick)

John Cradock
 John Player
 John Ryan Photography
 Johnson & Johnson (Janssen Alzheimer
 Immunotherapy)
 Jones Lang LaSalle
 JP Morgan Bank
 K&M Evans
 KBC Bank Ireland
 KBC Homeloans
 Kelly Bros Butchers
 Kilkenny Design
 Killeshal Precast Concrete
 Kirby Group
 Knight Frank
 KPMG
 KRA Visionary Project Partners
 KSI Clinch
 Lionbridge International
 Litho Circuits
 MacEoin Kelly Architects
 Magnett Networks
 Mail Marketing
 Mailbag
 Maples and Calder Solicitors
 Mark John
 Marks & Spencer
 Marsh Management Services (Dublin)
 Masterfire Protection
 Matheson Ormsby Prentice
 McAllister Volkswagen
 McCann Fitzgerald
 McEvoy Associates Signium International
 McKeogh's Hardware
 Meade Potato
 Mechanical Engineering & Building Services
 Contractors' Association
 Merchants Quay Ireland
 Merck Sharpe & Dohme Ireland
 MI Flues
 Mick Quinn Digital Photography & Imaging
 Milliman
 Miss Fantasia
 Moloughney's Restaurant
 Morgan O'Sullivan
 Murray Consultants
 Musgrave Group
 NAI Mason Owen Lyons
 New Horizons Ireland
 Newenham Mulligan & Associates
 Nightline
 Noel Ryan & Associates
 Nspire Re
 O'Keeffe Architects
 O'Keeffe Financial Planning
 O'Neill Independent Financial Consultancy
 O'Sullivan Partners Law Firm
 One Family
 ONM Systems
 Origin Enterprises
 P Dunne Engineering
 PK Chemicals
 Panasonic Irl
 People Resources
 Permanent TSB
 Peter O'Brien & Sons (Landscaping)
 Phantom FM
 PharmaServe
 Phoenix Park Racecourse
 PJ Boner & Co
 PJ Hegarty & Sons
 Port of Waterford Company
 Price Waterhouse Cooper
 Property Home & Away
 Prudential Europe
 PSEU
 Q102
 Reddy Charlton McKnight Solicitors
 Redlough Landscapes
 Respond Housing Association
 Rice Jones Solicitors
 Roadbridge 2010
 Roadtrain
 Roc Insurance/Capital Insurance Brokers
 Rolstone International
 Ross McParland
 Sabeo Technologies
 Scotiabank
 Screen Scene
 Sealed Air Nelipak
 Securitas
 Seven Seas Ireland
 Shannon Foynes Port Company
 Silke Consulting
 Sleater & Co
 SMK Engineering Solutions
 Software Quality Systems
 Springfield Hotel

St Francis Hospice
Statoil Exploration (Ireland)
Stena Line
Stephen MacKenzie Solicitors
Stillorgan Credit Union
Sunway Travel
Susan's Hair Salon
Sweeney O'Rourke
T Whelan Electrical
T/A Mojo Hairdressing
Teva Pharmaceuticals
The Aisling Centre
The Bill Moss Partnership
The Community Foundation for Ireland
The Lauritzon Foundation
The Wild Goose Grill
Tingle & Co
Tony O'Brien Communications

Ulster Bank Group Centre
Unicare Pharmacy
United Parcel Service CSTC Ireland
Vaughan Project Eng.
WH Good
WK Nowlan & Associates
Walls Construction
Wavin Ireland
Wells Cargo Logistics
Whitewater
Wicklow Way Christmas Trees
Window & Door Accessories
Wine Australia Ireland
WKS Electrical Contractors
Wolseley Ireland
WorldSpreads Group
WSP Ireland
Young Euro RSCG

Community and schools fundraising

Aileen Barrett
Alexandra College
Anne McDonnell
Aoife and Sinead Stack
Association of Residents of Terenure
Avril Carr
Belvedere College
Bluebell Youth Project
Brendan Heneghan
Brushstrokes Art School
Carl Cullinane
Castlegregory National School
Christ Church Rathgar Youth Clubs
Colaistí Chorca Dhuibne
Colette Grant
College of Amenity Horticulture
Cormac Murphy
D O'Byrne
Daniel Granger
Deerpark Ladies Golf Club
Derek and Vana Ward
Dublin Golf Society
Edith McCann
Eve MacPartlin
F McGrath
Flora Shanahan

Fr Tom Fogarty
Franciscan College
Gabrielle Barrett
Gartlan Furey Solicitors
Glasson Girl Guide Unit
Glenageary Killiney National School
Glenn Caulfield
Hannah Byrne
Hartstown Community School
Holy Faith Secondary School
Jacqueline Barry
Joanne Ryan
Joe May's Pub
Kate McNamara
Kildangan National School
Marian Melinn
Mary Grant
Mary Jameson
Mary Kelly
Mary Tuohy
Masquerade Stage School
Maurice Bracken
Methodist Centenary Church
Mount Anville Secondary School
Mr and Mrs Duffy
National Gallery Bookshop

Newtown School
Niamh Byrne
Old County Pitch and Putt Club
Rathfarnham Golf Club
Ratoath Folk Group
Saint Patrick's Cathedral
Scoil Mhuire
Scoil Neasain
Sharavogue School
Sinead McCarthy
Sisters of Our Lady of Charity
Society of the Holy Child of Jesus
St Attracta's Senior School
St Josephs Pastoral Centre
St Michael's Holy Faith Secondary School
St Padre Pio Prayer Group

St Pius X Girls' National School
St Vincent's School
Taney School
Tarny Reilly
Templeogue and District Active Retirement Association
The Island Golf Club
The Pachelbel String Quartet
The UCD Chemical Society
Tomas Winston
Tracey O'Neill
University College Dublin
Women's World Day of Prayer
Youthreach
ADA Lewis Winter Distress Fund
Arbutus Homeless Person Trust
CAFAmerica

Trusts and Foundations

Charities Trust
Northern Trust Investor Services
Sceptre Foundation
The Community Foundation for Ireland
The Gwanda Trust



We organised 49 training courses during the year, with a total of 569 staff attending.

Human Resources

Supporting staff in a challenging environment

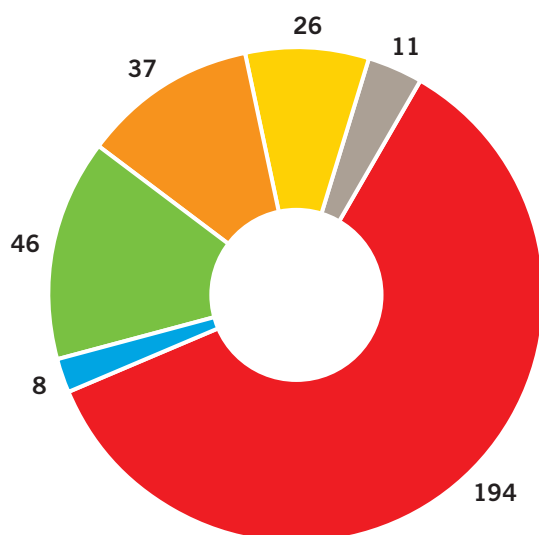
Focus Ireland sets high employment standards, ensuring that all employees are qualified and professional in the provision of customer services. Its HR team plays a vital role in the recruitment and development of employees while also ensuring that they work in a healthy and safe environment.

The 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 uncertain economic environment and the changing needs of our customers continued to

present many challenges for employees and the organisation in 2010. Staff remained committed to their work and adapted their working hours and tasks to meet these challenges. At year end, the total headcount across Focus Ireland was 285 staff. This includes Community Employment and Jobs Initiative staff and our Community Service 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

During 2010 we continued our volunteering strategy with the aim of increasing volunteers throughout the organisation. A vital element of this volunteering strategy is to help change public perceptions of our customers and to increase civic participation by engaging the public in our work and in our advocacy and fundraising campaigns. As part of our commitment to increasing volunteer opportunities, we recruited a Volunteer Coordinator who is responsible for working with managers in identifying volunteer activities and roles for volunteers. We have 36 volunteers engaged on a long-term basis and we are supporting all departments in increasing volunteers in their area.

Our staff development programmes demonstrate our commitment to investing in the recruitment, training and career development of all employees so they can work in a well-resourced organisation in an ever-changing environment. We endeavour to continually enhance the professionalism of 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 who work hard to deliver effective and efficient services.

Our core training and development programme continued during 2010, ensuring that employee learning and development needs were met and continuous learning facilitated. We organised 49 training courses during the year, with a total of 569 staff attending. All employees are encouraged and supported to upskill by seeking further qualifications and to apply continuous learning and growth in their areas of expertise through our education policy. Educational support was provided to 15 employees who applied for financial assistance in 2010 and a further four employees gained qualifications through this programme.

Therapeutic Crisis Intervention (TCI) training continued in 2010, and employees were provided with refresher training as required. We also trained six new internal TCI trainers. Annual Occupational Health training continued with half-day sessions for teams with the purpose of training staff in managing their own well-being and their work–life balance.

Health and Safety is important for both employees and customers in Focus Ireland, and our Health and Safety Officer provided support and advice to line management and their teams in relation to best practice and legislative compliance. There is a committed Health and Safety Committee and they completed safety inspections of all sites during the year in line with legislation and policy. The Business Continuity Plans were finalised in 2010 which was a significant piece of work for the HR team and for managers in ensuring that we have comprehensive plans in place to roll out during an emergency.

The second annual staff survey was completed in 2010, with the 59% response rate demonstrating the commitment and willingness of individuals to participate. Overall, results were positive, with 70%–80% of respondents stating that they were satisfied with their work, that Focus Ireland is a good place to work and that they feel that their work impacts positively on our customers. The action plan from the previous survey targeted communications in the organisation and there was an improvement in this area. We will continue to target internal communications to address the employee feedback from this survey.

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.



Focus Ireland provides a place to call home for a total of 619 households in long-term and short-term properties in Dublin, Waterford, Limerick, Clare, Sligo and Cork.



Focus Ireland stuck with me though all the bad times and always came back to me no matter what. They helped me to get into a lovely flat a while ago and I haven't looked back since. I go to the local daycare centre and I am off the drink and the cigarettes.

JACK, 50, SLIGO

Jack's story

Jack's mother died when he was only ten years of age and his father struggled to cope and was drinking heavily. Sadly, the family fell apart and Jack ended up in England as a teenager.

He had a tough time in the UK and ended up drinking heavily himself for many years and slept rough for over 30 years. Jack spoke about some of the worst times sleeping on the streets as he said:

'I remember sleeping in the snow down by Victoria station during the winter and you had to dig a hole in the snow to make a bed for yourself. It was so cold I had to get up every 20 minutes to get the blood flowing again. It was a terrible way to be living.

I had very low self-esteem for many years and just lived from day to day. I was drinking and smoking a lot and it was very bad for my health. I couldn't see any way out of my situation.'

Jack eventually returned to Ireland and was staying in a hostel in Sligo for 12 months but found it very hard to give up the drink in this environment. He was put in touch with Focus Ireland who began to support him and tried to get him into accommodation.

'I was still drinking a fair bit and to be honest I felt like I kept letting Focus Ireland down as I wouldn't go through with the appointments my support worker set up for me to get into housing.

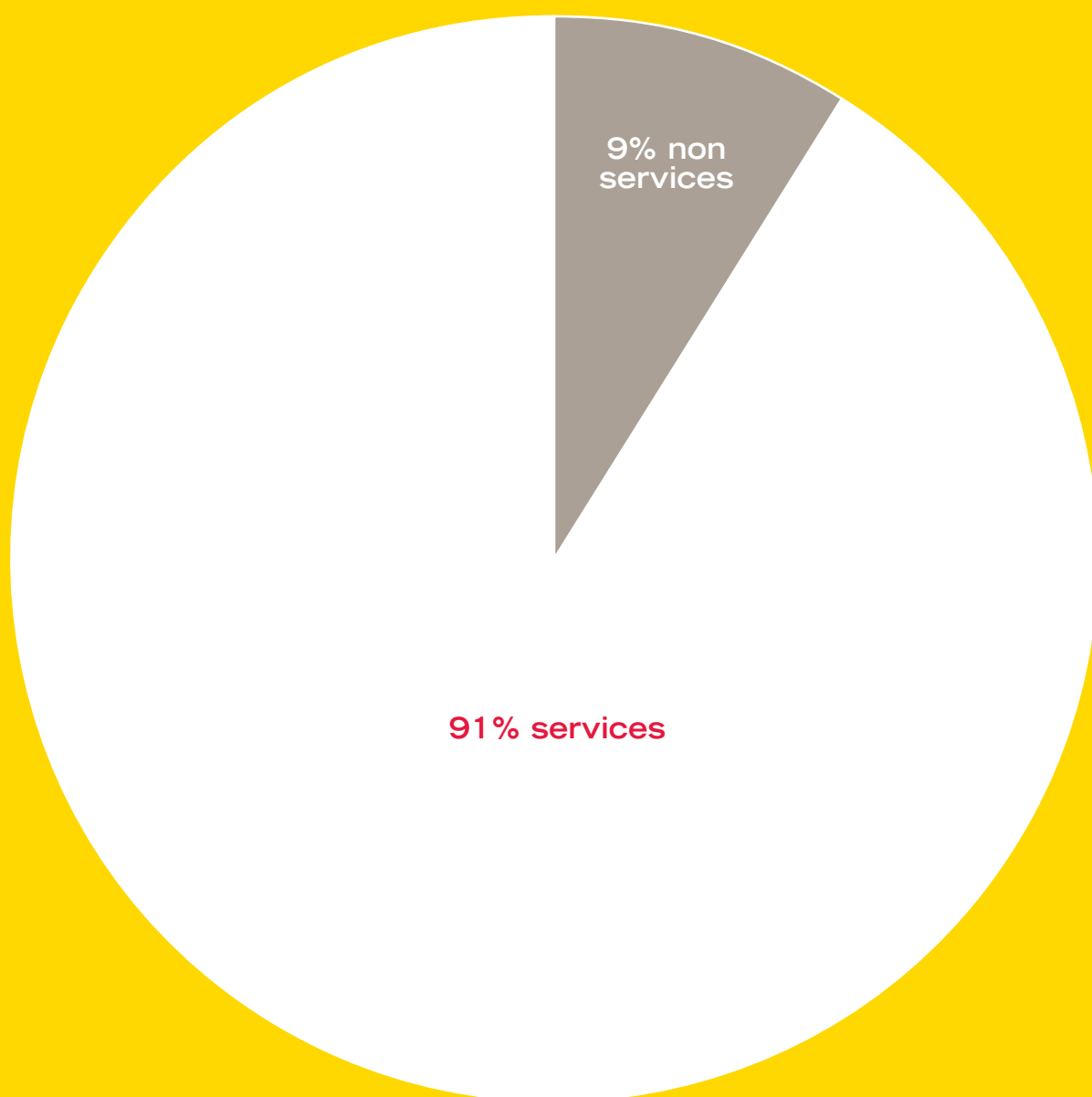
It may be hard for some people to understand but I just felt like the way I was I couldn't deal with it at that time.

The great thing was that Focus Ireland stuck with me though all the bad times and always came back to me no matter what. They helped me to get into a lovely flat a while ago and I haven't looked back since. I go to the local daycare centre and I am off the drink and the cigarettes.

Focus Ireland supported me to learn how to look after myself better and to look after my flat as I had never done this before. If it wasn't for Focus Ireland I'd still be in the gutter and that's the truth.'

Jack said he loves living in his own home and said he loves the simple things like chatting to the neighbours or just being able to watch the football and have a cup of tea in his flat.

'If there's one thing I want to get across to people is that it's never too late to change and my story shows that is true. I have far more confidence now and feel like part of the local community. Focus Ireland still give me great support and the flat is lovely. I am a completely changed man it's all worked out in the end, thank God.'



In 2010 we spent 91c of every €1 we received on our services for people who are homeless or at risk of homelessness.

Focus Ireland Limited and subsidiaries

Directors' report and financial statements year ended 31 December 2010

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Finance Director's report

In 2010 Focus Ireland undertook a full strategy review to ensure that, at a time when the funding environment is at its most challenging, our activities could continue to meet and exceed the demands of people experiencing homelessness in Ireland.

In order to meet the requirements of our new strategy we require strong financial management. The financial outcomes for the organisation for 2010 were very positive. The following are some highlights:

- › During the year, 91% of our total expenditure went on delivering services; this has improved from 88% in 2009.
- › Our cost control initiatives proved to be a major factor in 2010; we were able to keep costs 9% lower than budget and 10% lower than 2009, while at the same time increasing our services.
- › For the third year in succession our staff agreed to forgo salary increments, which is the equivalent of a 7% pay reduction.
- › Our FRS17 pension adjustment reflects the decision of our staff to move from a defined benefit scheme to a defined contribution scheme.

In preparing for these tough financial times Focus Ireland has been very proactive in building our reserves. Through our strategic plan 2011–2016 we have earmarked certain activities on which to spend some of this reserve in order to deliver the plan.

These areas include new services within prevention, homeless services and housing. It also includes an investment in our fundraising activities to develop our longer term funding, which in turn enables us to put more resources into addressing homelessness.

Sources of Income

With 63% of our income coming from statutory funders, we can be greatly affected by any changes in Government policy regarding funding for homeless services. With a proactive approach we were able to continue to deliver all our services despite a year-on-year cut of 6% in statutory funding. New funding was received in 2010 for projects that commenced in 2009, including a residential aftercare unit in Tallaght and Prison In-reach schemes in Cork and Limerick. Income from our own direct fundraising activities accounted for 27% of our income. This includes income from corporate bodies, private individuals and fundraising events.

We continue to get fantastic support from our state funders and private donors and, as ever, we are very grateful for this.

Capital Expenditure and Property Acquisition

During 2010, we secured funding approval for 43 units of accommodation to provide long-term housing. These properties were funded through the Government's Capital Assistance Scheme. We continue to engage with the Department of the Environment, Community and Local Government to explore ways in which we can access properties and reduce the number of people requiring accommodation.

Corporate Governance and Other Issues

During the year we were delighted to announce Deloitte & Touche as our new auditors. They have brought a fresh approach to our financial disclosures and ensure that our financial statements for 2010 continue to fully comply with the required Company Law, Accounting Standards and the Charities SORP 2005 (UK Charities Statement of Recommended Practice).

As recommended by the Charities SORP, we are showing both grant and fundraising income by source throughout our project groups. We continue to campaign for changes to the VAT legislation, whereby charities are unable to reclaim VAT as we are VAT exempt. Our paid VAT costs for the year were €784,153 (€889K in 2009).

Outlook for 2011

It is predicted that 2011 will prove to be another difficult year as we experience an increased number of service users while facing potential further cuts in funding. We will continue to ensure that our costs are tightly controlled so that Focus Ireland remains a strong and agile organisation in order to meet the needs of those requiring our services.



Mark Byrne

Finance Director

Financial review

	2010		2009	
	€m	%	€m	%
Mix of income				
Statutory Grants	11.36	62%	11.44	62%
Fundraising Income	5.06	28%	5.39	29%
Rental Income	1.22	7%	1.16	6%
Other Income	0.50	3%	0.59	3%
	<u>18.14</u>	<u>100%</u>	<u>18.58</u>	<u>100%</u>

	2010		2009	
	€m	%	€m	%
Mix of expenditure				
Direct charitable activities costs	15.47	91%	15.81	88%
Governance and Support Costs	0.55	3%	0.86	5%
Fundraising and events costs	1.01	6%	1.19	7%
	<u>17.03</u>	<u>100%</u>	<u>17.86</u>	<u>100%</u>

	2010		2009	
	€m	%	€m	%
Fundraising cost to income ratio				
Fundraising income	5.06		5.39	
Fundraising costs	<u>1.01</u>		<u>1.19</u>	
		<u>80%</u>		<u>78%</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 2010.

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 March 7, 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.

Organisational structure

The Group includes the Holding Company, its wholly owned Subsidiary – Focus Housing Association Limited (Registered Charity No: CHY 9040), and its joint venture undertaking – The Caretakers Project Limited

(Registered Charity No: CHY 15489). The Holding Company is principally concerned with the provision of support services to homeless people and the conduct of research and advocacy. The Subsidiary Company provides accommodation in Dublin, Limerick, Sligo, 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 company in close liaison with the executive officers.

Joyce Loughnan, Chief Executive, manages the operation of the company with delegated divisional responsibility to the following:

Services	Catherine Maher
Finance & Administration	Mark Byrne
Fundraising & IT	Mark Mellett
Research, Policy, Communication and Education	Mike Allen
Housing Development and Property Management	Mike Allen
Human Resources	Madeleine Clarke

Results for the year and review of operations

The results for the year as set out on page 68 are considered satisfactory by the Board.

Grant funding represents 63% (2009 : 62%) of total income. 2010 continued to be a very challenging year for fundraising which was reflected with donations and contributions down 6% on 2009, representing 28% (2009 : 29%) of total income.

In 2010 Focus Ireland continued to provide services to our customers. 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 people who are homeless and disadvantaged and is fully committed to playing our part in meeting these needs. In 2010 we delivered an additional 15 homes.

Future Developments

In 2011 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 of Capital Assistance Scheme (CAS) funding for projects for people who are homeless 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.

Designated Funds

Upkeep of housing properties

The Group's policy is to maintain its housing properties (some listed buildings) in a state of good repair. A designated fund for the structured upkeep of housing properties was set up in previous years.

During the year the Board concluded that the level of upkeep on the group's housing properties is to a high standard with on-going maintenance work completed on all properties. This fund was undesignated by the Board in 2010 and has been transferred to unrestricted reserves (2009 : €2,780,712).

Strategy Review

During the year the Board reviewed the strategy for the next 3 years. As a result of this, the Board designated €3,000,000 of the unrestricted reserve to cover property development, volunteer programmes, growth in fundraising activity and developing new services.

Pensions

The Group operated a Defined Benefit pension scheme to 31 March 2010, of which the Company provided two-thirds of the contribution and the employees contributed one-third. The pension scheme assets and liabilities are administered and held independently of the agency under an approved trust.

During 2009 the Board 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 was 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 31 March 2010 (through Defined Benefit scheme) would be ring-fenced 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, open to all permanent staff operated from 1 April 2010. The Company contributions are 7% of pensionable salary while employee contributions are 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 €296,000 as at 31 December 2010 (2009 : deficit €1,630,000), on the basis of the funding programme recommended by the scheme's actuaries, Towers

Watson Ireland Limited. In placing a cost on the liabilities, FRS 17 dictates that the discount rate to be used should be the yield on high quality corporate bonds of a similar duration to that of the liabilities. Whereas in an formal ongoing actuarial valuation, long term assumptions are recommended by the Scheme Actuary taking into account the actual investment strategy of the Scheme. Apart from the discount rate, other key assumptions used in determining the financial commitment of the company in respect of retirement benefits are consistent under the FRS 17 and the previous formal actuarial valuation as at 31 December 2008.

The deficit as at 31 December 2010 under FRS 17 amounted to €296,000 (2009 : €1,630,000). The improvement in the FRS17 funding position in 2010 was due to a curtailment gain of €970,000 as the scheme closed in March 2010, resulting in a break in the link with future salary increases and improvement in the actual return on assets, primarily equities. The current service pension cost expense for the year amounted to €137,000 (2009 : €544,000).

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 2010. The Company and the Trustees will be working together to put a recovery plan in place which will be submitted to the Pensions Board in 2011.

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 2010 (six in 2009).

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 two further three year periods, giving a maximum of nine 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 Gerry Danaher, Mr Paul Finnerty and Mr David Martin retired from the board and were re-elected. The role of Chairman and Chief Executive are separate and all directors (with the exception of the employee director) 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 met three times in 2010 (twice in 2009).

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 2010 (three in 2009).

3 Remuneration committee

Established in 2004, it determines and approves remuneration for the executive management of the organisation. The Committee met twice during 2010 (twice in 2009).

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 2010 (six in 2009).

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 six times during 2010 (seven in 2009).

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 Group has an established Risk Management programme. Quarterly workshops are held 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 the control and capture of fundraising income and expenditure. This report was submitted to the Audit Committee. The findings of the audit report was 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 are reviewed regularly.
- 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 As part of the Reserve policy we will endeavour to maintain reserve levels to mitigate risks and to ensure sustainability of our services.

Focus Ireland Services

Prevention Services

- 1 Advice & Information services in Dublin, Cork, Waterford, Limerick, Sligo and Kilkenny offer advice and information on accessing short-term and permanent housing, addiction-related issues and accessing health services. We also provide a link to Community Welfare Officers and other services. Our South Dublin Advice & Information service, formerly known as the Tallaght Homeless Advice Unit, was set up as part of the reconfiguration of services in the Dublin area. Based in Tallaght, the service provides support and advice services to people in South Dublin who are homeless or in danger of becoming homeless offering individuals and families' advice and information on housing and preventing homelessness. As well as providing advice and information a Day service also offers a drop-in service providing basic support to those who are homeless through the provision of food, laundry and storage facilities, access to clothes and access to showers.
- 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. Chead 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. Our In-reach Housing service works in tandem with our Prison In-Reach programme, providing a 6 month short-term accommodation service in 8 units in Stanhope Green. The service is for men who are coming out of prison, who are homeless, or at risk of homelessness, and who have high-support needs.

Homelessness Support

- 1 Drop-In Coffee Shop and Housing Advice Centre – Focus Ireland's Coffee Shop in Eustace Street in Temple Bar is open week days from 11.30am–8.30pm and weekends 8.30am–3.30pm, providing quality, and affordable meals for homeless adults, families and children, in a safe and warm environment. Focus Ireland operate the 'Day Service' and partner with Merchant's Quay Ireland in delivering the 'Extended Day Service' service from 4pm–8.30pm. Merchant's Quay Ireland also provide a service from 6.30am–11.30am ensuring that our day services are available to people who are experiencing homelessness from 6.30am–8.30pm Monday to Friday. Focus Ireland also operate a Housing Advice & Information service out of Eustace St, providing advice and assistance 7 days per week.
- 2 The Extension & Street Outreach Service – a 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.

In addition, Dublin Simon Community and Focus Ireland have developed a regional model of outreach provision which acts as a single, integrated service covering the greater Dublin area to meet the diverse needs of people sleeping rough. This jointly-run service utilises the skills and experience of both Dublin Simon and Focus Ireland and works to ensure that the needs of those sleeping rough are responded to. Staff proactively engage with service users, building relationships and assessing their needs.

- 3 Child Care Centres – in Waterford and Finglas 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 Finglas also provides an Afterschool facility.

- 4** Education – Focus Ireland's Preparation for Education, Training and Employment (PETE) programme aims to support people over 18 in preparing for education or training and delivering foundation education & training to people who are resident in emergency accommodation. The programme supports participants in gaining the skills and confidence necessary to take the first steps in accessing mainstream training, education and employment. Participants are assessed and provided with the support required to further their skills in preparation for a time when they are living independently. The service offers FETAC accredited training in a range of work-focused disciplines with the opportunity for supported work experience.

Learning, Employment & Preparation (LEAP) service – delivers part-time training and education programmes (up to FETAC Level 5) in Dublin. Offering Food Industry, Social Sector and Warehousing Training, the programme is designed to meet the learning needs of those who are experiencing long-term unemployment or may have experienced homelessness but are now living independently. All three programmes include accredited and generic skills modules required in every area of the labour market, work experience, one-to-one support, advice and guidance and help with identifying further training and education opportunities.

- 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. The service also offers a Case Management & Liaison service, providing one-to-one advice and support to young people. Our service is targeted at young people who are hard-to-reach, who are not engaging in other services, who are homeless and engaging in high-risk behaviours or who are active in drug addiction.

- 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 stabilise their lives; engage in education, training or work and to move on to more stable accommodation.

- 7** Short-term Housing 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.

- 8** Aylward Green, Finglas – provides emergency accommodation for families who are homeless. Families are supported to stabilise 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.

- 9** Step Down – A residential step-down programme for people leaving drug rehabilitation and a Housing In-Reach programme for people leaving prison prevents a return to homelessness for vulnerable groups in Dublin.

- 10** Day Service for young people under 18 years of age Crisis Intervention Service Partnership (CISP) – 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.

- 11** Our Open Access Case Management service, based in the Coffee Shop in Temple Bar, work with homeless families and individuals affected by homelessness, helping them identify and address the issues leading to their homelessness and providing support in overcoming obstacles to settlement. Our staff work with customers to plan appropriate routes out of homelessness by offering assessment, support and identifying the appropriate actions required to address their immediate circumstances.

Housing Support

- 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 offers local authority and private housing providers, housing management and support services in return for access to good quality stable homes for vulnerable households.
- 3 Tenancy Sustainment and Settlement services – in Dublin, Waterford, Limerick, Cork, Kilkenny 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. An Intensive Family Settlement component also forms part of the Dublin service – provide a high level of support to families with multiple needs, who are settling into a new home.

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), and 'Claiming our Future' campaign. 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).

Research, Policy, Communication and Education

The Research, Policy, Communication and Education Unit within Focus Ireland contributes 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.

Staff and Volunteers

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 2010 and the Volunteer strategy is constantly being reviewed to further increase the number of volunteers throughout the organisation 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 customers, as per the requirements of the Safety, Health and Welfare at Work Act 2005. The Health & Safety Officer runs programmes of training for Management in hazard identification, risk analysis and implementing appropriate control measures. This assists them in creating and maintaining their safety statements. The Health & Safety Committee, as per policy underwent an annual audit of all locations to ensure that we are in compliance with 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 2010 the Group continued to look at new ways of reducing its impact on the environment. Volume of office waste that was recycled increased in 2010 against previous years. In addition to office waste recovery according to Repak regulations, the Group is now recycling its domestic waste through DCC.

Dividends and retention

The Group 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

There have been no significant events affecting the Company or Group since the year end.

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 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, Deloitte & Touche were appointed during the year and continue in office in accordance with the provisions of Section 160 of the Companies Act, 1963.

On behalf of the board



Mr Paul Finnerty



Mr David Martin

Independent auditors' report to the members of Focus Ireland Limited

We have audited the financial statements of Focus Ireland for the year ended 31 December 2010 which comprise the Consolidated Statement of Financial Activities, Consolidated Statement of Total Recognised Gains and Losses, Consolidated Balance Sheet, Company Balance Sheet, Consolidated Cash Flow Statement, the Statement of Accounting Policies and the related notes 1 to 25. These financial statements have been prepared under the accounting policies set out therein.

This report is made solely to the company's members, as a body, in accordance with Section 193 of the Companies Act, 1990. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an auditor's report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the company and the company's members as a body, for our audit work, for this report, or for the opinions we have formed.

Respective responsibilities of directors and auditors

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

Our responsibility, as independent auditor, is to audit the financial statements in accordance with relevant legal and regulatory requirements and International Standards on Auditing (UK and Ireland).

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 also report to you whether in our opinion proper books of account have been kept by the company and whether the information given in the Directors' Report is consistent with the financial statements. In addition, we state whether we have obtained all the information and explanations necessary for the purposes of our audit and whether the company's balance sheet is in agreement with the books of account.

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.

We read the Directors' Report and consider the implications for our report if we become aware of any apparent misstatement or material inconsistencies within it. Our responsibilities do not extend to other information.

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 judgements made by the directors in the preparation of the financial statements, and of whether the accounting policies are appropriate to the 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 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 affairs of the company and the group as at 31 December 2010 and of the net incoming resources of the group for the year then ended; and
- have been properly prepared in accordance with the Companies Acts 1963 to 2009 and the European Communities (Companies: Group Accounts) Regulations, 1992.

We have obtained all the information and explanations we considered necessary for the purpose 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 is consistent with the financial statements.



Deloitte & Touche

Chartered Accountants and Registered Auditors, Dublin

6 April 2011

Consolidated Statement of Financial Activities

For the year ended 31 December 2010

	Notes	2010 Restricted funds €	2010 Unrestricted funds €	2010 Designated funds €	2010 Total €	2009 Total €
Incoming resources						
Voluntary income						
Donations and fundraising income	2	301,840	4,754,703	–	5,056,543	5,136,165
Gifts in kind		–	–	–	–	250,000
Incoming resources from charitable activities						
Revenue based grants	9	11,354,849	–	–	11,354,849	11,437,960
Rents and charges to residents		–	1,218,850	–	1,218,850	1,164,657
Other income	3	–	301,846	–	301,846	367,264
Activities for generating funds						
Investment income	4	–	211,172	–	211,172	220,109
Total incoming resources		<u>11,656,689</u>	<u>6,486,571</u>	<u>–</u>	<u>18,143,260</u>	<u>18,576,155</u>
Resources expended						
Charitable activities						
Crisis intervention, needs assessment and care management for people who are homeless		6,784,543	1,194,012	–	7,978,555	8,545,082
Supported housing and resettlement services		4,665,261	2,138,891	–	6,804,152	7,485,145
Advocacy		54,125	637,613	–	691,738	545,409
Costs of generating funds						
Fundraising and events costs	2	–	1,011,806	–	1,011,806	1,186,056
Governance costs						
Governance costs		–	55,186	–	55,186	94,054
Total resources expended		<u>11,503,929</u>	<u>5,037,508</u>	<u>–</u>	<u>16,541,437</u>	<u>17,855,746</u>
Net Incoming Resources		<u>152,760</u>	<u>1,449,063</u>	<u>–</u>	<u>1,601,823</u>	<u>720,409</u>
Exceptional Item						
Curtailment Gain	23	–	970,000	–	970,000	–
Net Movement in Funds	21	<u>152,760</u>	<u>2,419,063</u>	<u>–</u>	<u>2,571,823</u>	<u>720,409</u>

Consolidated Statement of Total Recognised Gains and Losses

For the year ended 31 December 2010

	Notes	Restricted funds €	Unrestricted funds €	Designated funds €	2010 Total €	2009 Total €
Net movement in funds		152,760	2,419,063	–	2,571,823	720,409
Actuarial (loss) / gain in respect of pension scheme	23	–	410,000	–	410,000	558,000
Total recognised gains and losses relating to the year		152,760	2,829,063	–	2,981,823	1,278,409

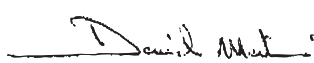
There is no difference between the net incoming resources for the period and the surplus retained for the period and their historical cost equivalents.

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

On behalf of the board



Mr Paul Finnerty



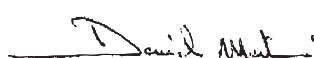
Mr David Martin

Consolidated Balance Sheet

As at 31 December 2010

	Notes	2010 €	2009 €
Fixed assets			
Properties	11	51,899,542	48,159,252
Less Capital Assistance Scheme loans	11	45,929,132	45,512,079
		5,970,410	2,647,173
Other tangible assets	12	299,618	362,877
		6,270,028	3,010,050
Current assets			
Cash in bank and at hand		6,507,862	7,921,986
Debtors	13	741,935	301,851
Grants receivable		1,991,544	447,018
		9,241,341	8,670,855
Creditors – amounts due within one year			
Creditors, accruals and deferred income	14	2,335,784	2,424,657
Grants received in advance		144,761	529,606
		2,480,545	2,954,263
Net current assets		6,760,796	5,716,592
Total assets less current liabilities		13,030,824	8,726,642
Long-term liabilities			
Bank loan	15	–	50,785
Net assets excluding pension liability		13,030,824	8,675,857
Pension liability	23	296,000	1,630,000
Net assets including pension liability		12,734,824	7,045,857
Capital and reserves			
Capital grants and donations	16	3,190,804	3,073,926
Unrestricted capital reserve	17	2,590,266	
Accumulated funds – restricted	21	152,760	13,886
Accumulated funds – unrestricted	21	3,550,994	927,333
Designated funds	21	3,250,000	3,030,712
		12,734,824	7,045,857

On behalf of the board

Mr Paul Finnerty

Mr David Martin

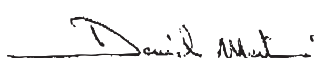
30 March 2011

Company Balance Sheet

As at 31 December 2010

	Notes	2010 €	2009 €
Fixed assets			
Properties	11	2,611,309	2,592,158
Less Capital Assistance Scheme loans	11	2,403,121	2,191,844
		208,188	400,314
Other tangible assets	12	297,530	348,093
		505,718	748,407
Current assets			
Cash in bank and at hand		6,376,832	7,746,583
Debtors	13	1,615,824	1,197,644
Grants receivable		491,046	142,681
		8,483,702	9,086,908
Creditors – amounts due within one year			
Creditors, accruals and deferred income	14	1,549,852	2,219,767
Grants received in advance		109,778	254,713
		1,659,630	2,474,480
Net current assets			
		6,824,072	6,612,428
Total assets less current liabilities			
		7,329,790	7,360,835
Creditors – amounts due after more than one year			
Bank loan	15	–	50,785
Net assets excluding pension liability			
		7,329,790	7,310,050
Pension liability	23	296,000	1,630,000
Net assets including pension liability			
		7,033,790	5,680,050
Capital and reserves			
Capital grants and donations	18	834,952	845,572
Accumulated funds / (deficit) – restricted	21	79,940	(57,983)
Accumulated funds – unrestricted	21	3,568,898	2,244,120
Designated funds	21	2,550,000	2,648,341
		7,033,790	5,680,050

On behalf of the board

Mr Paul Finnerty

Mr David Martin

30 March 2011

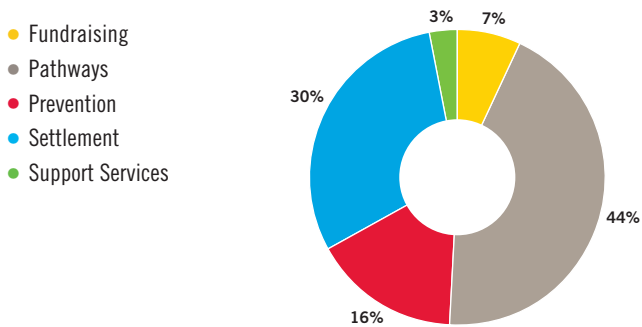
Cash Flow Statement

For the year ended 31 December 2009

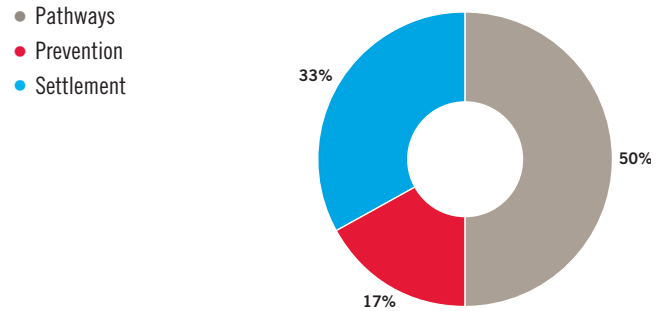
	Notes	2010 €	2009 €
Net cash inflow from charitable activities	19	<u>(767,313)</u>	<u>2,105,721</u>
Capital expenditure and financial investment			
Payments to acquire tangible fixed assets		<u>(3,740,290)</u>	<u>(737,745)</u>
Financing			
CAS loans received		3,007,319	1,131,852
Capital donation received / (released)		136,950	(66,087)
Capital element of term loan repaid		<u>(50,790)</u>	<u>(50,790)</u>
		<u>3,093,479</u>	<u>1,014,975</u>
(Decrease) / Increase in cash		<u>(1,414,124)</u>	<u>2,382,951</u>
Reconciliation of net cashflow to movement in net funds			
(Decrease) / Increase in cash in the year	20	(1,414,124)	2,382,951
Cashflow from changes in borrowings	20	<u>50,790</u>	<u>50,790</u>
Movement in net funds in the year		(1,363,334)	2,433,741
Net funds at 1 January 2010		<u>7,820,411</u>	<u>5,386,670</u>
Net funds at 31 December 2010	18	<u>6,457,077</u>	<u>7,820,411</u>

Analysis of income and expenditure

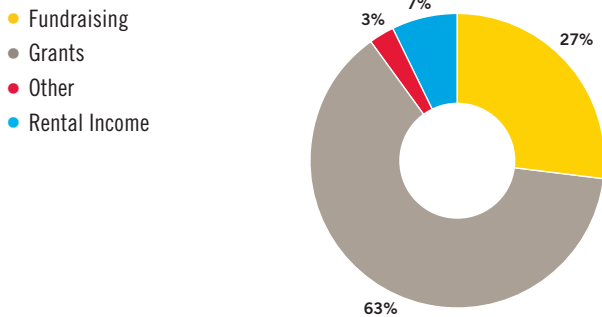
How the costs get allocated



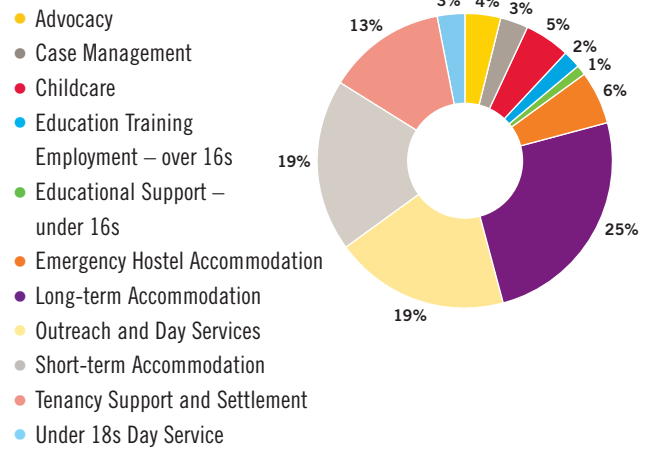
Split of costs by strategy



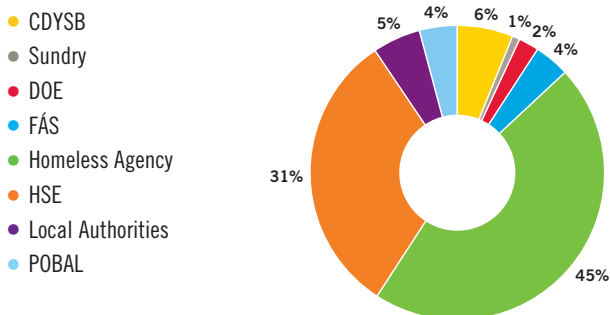
Split of income



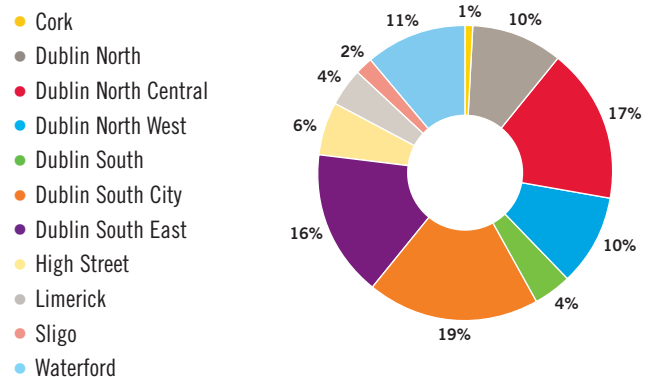
Service costs by category (service grouping)



Grants income split by donor



Service cost by location



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.

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.

Basis of Preparation

The financial statements are prepared under Irish GAAP and the Group has implemented many of the recommendations of 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 and Capital Grants and Donations, as follows:

Capital Assistance Scheme Loans (CAS)

The departure arises as a result of the financial statements of the Group being prepared in accordance with the Statement of Recommended Practice (SORP) for Registered Social Landlords – update 2010. 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 the year.

Loans under capital assistance schemes have not been amortised on the basis that they remain repayable in full for period 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 unrestricted capital reserves and not amortised.

The majority of Housing Properties acquired by Focus Ireland Limited have been financed by way of Capital Assistance Scheme (CAS) loans which are repayable in full for twenty years (purchases prior to 2002) or thirty years (purchases post 2002). Loans under CAS have not been amortised on the basis that the loans remain repayable in full, for term noted above, if certain conditions are not met during the loan term.

Capital Grants and Donations

The departure arises as a result of the financial statements of the Group being prepared in accordance with the SSAP 4 – Accounting for Government Grants which the Directors of Focus Ireland believe to be the most appropriate method of accounting for Capital Grants and Donations.

By adopting SSAP 4, instead of the Charities SORP, the Capital Grants and Donations, received in relation to Housing properties, are taken directly to Capital Reserves and not recognised as income in the SOFA.

The financial impact on the accounts, if Focus Ireland were to adopt the Charities SORP to account for the Capital Grants and Donations through the SOFA would result in the cumulative restricted income increasing by the amount of Capital Grants and Donations received in the year and resulting in increased cumulative restricted reserves.

Capital Grants and Donations received in relation to Housing properties are taken directly to Capital Reserves and Donations. These are not amortised to the SOFA as depreciation is not charged on the corresponding property.

Grants received to fund other capital expenditure are taken to Capital Grants and Donations and amortised to income over the estimated useful lives of the related fixed assets.

Fixed assets

Fixed Assets are accounted for as follows;

- 1 Housing Properties. All initial expenditure, to ensure the property is fit for purpose, is capitalised at cost. Depreciation is not provided on housing properties on the grounds that the estimated useful lives of these properties exceeds 50 years.

In addition, under the terms of our loan agreements with respective local authorities, the

Group is required to keep the mortgaged properties in good structural order, repair and condition and not to permit the mortgaged properties to depreciate by neglect or mismanagement. Detailed reviews for impairment are therefore only carried out if the Directors are satisfied that there are definite indications that impairment has occurred. The Directors are satisfied that an annual charge for depreciation would be inappropriate.

- 2 Other Tangible Assets are stated at cost less accumulated depreciation. Low value items are charged to the SOFA, in full, in the period the cost is incurred.

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:

Freehold Land	nil
Leasehold improvements	5%
Office furniture and equipment	25%
Housing furniture and equipment	10%
Motor vehicles	20%

Unrestricted Capital Reserve

Capital Assistance Scheme (CAS) Loans received for the acquisition of property are released to the Unrestricted Capital Reserve when the term of the CAS mortgage is completed.

On completion of the loan period, the loans and interest, if applicable, are relieved in full and are released to Unrestricted Capital Reserves.

Recognition of Income including Revenue Grants

Revenue Grants received from State bodies are recorded as income on a receivable basis. In the main, Grants are received for a specific time period and purpose and are subject to Service Level Agreements. In such cases Grants are released to the SOFA in accordance with the period to which they relate. Other Grants can be received in advance and are recorded in or deferred to the period in which the related expenditure is charged.

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.

Rental Income is recorded on a receivable basis.

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.

Legacy income is recognised in either the period in which it is received or where the Group is reasonably certain that the legacy will be received and the value of the legacy can be measured with sufficient accuracy. In this case, legacy income must have been received post year end, and the personal representatives must have agreed to the amount thereof prior to the year end.

Gifts in kind for use by the Group are included as incoming resources when received. Gifts are valued at open market value or at a reasonable estimate of the gross value to the Group.

Leases

All operating lease rentals are charged to the SOFA on a straight line basis.

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 SOFA 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.

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. 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 and Designated funds

Unrestricted funds are expendable at the discretion of the Board in furtherance of the charity's objectives. The Directors can designate part or all, of the Unrestricted Funds for specific purposes. These designations have an administrative purpose only, and do not legally restrict the Board's discretion to apply the fund.

Notes to the financial statements

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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 20% (2009 : 22%) of funds raised.

3 Other Income

Other income includes parents' contributions towards childcare centres, restaurant sales, capital management income for properties and other miscellaneous income.

4 Investment Income

Investment income represents interest earned on deposits held.

5 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 2010 were 3.6% (2009 : 4.9%) of total costs.

Support costs totalling €654,838 (2009 : €764,896) comprise Headcount and Administration costs of €436,504 (2009 : €494,896) and Premises costs of €218,334 (2009 : €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:

	2010	2009
Crisis intervention needs assessment and care management for people who are homeless	49.7%	47.4%
Supported housing and resettlement services	47.6%	49.3%
Advocacy	2.7%	3.3%

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

	2010	2009
Crisis intervention needs assessment and care management for people who are homeless	21.5%	22.5%
Supported housing and resettlement services	76.0%	75.0%
Advocacy	2.5%	2.5%

Included in Note 9 is a breakdown of these costs by project.

6 Resources expended

	2010	2009
	€	€
Included in resources expended are wages, salaries and pension costs comprising:		
Wages and salaries – Direct Services	9,675,568	10,196,175
Wages and salaries – Administration	389,458	518,058
Wages and salaries – Fundraising	410,626	389,425
Social welfare costs	1,140,860	1,209,395
Pension costs	137,000	544,000
	<u>11,753,512</u>	<u>12,857,053</u>

The average number of persons employed by the Group during the year was 274 (2009 – 284). In addition to this we have relief staff which equates to 20 full time equivalents (2009 – 20)

The Group operated a contributory pension scheme which provided defined benefits for its employees. This scheme was closed at 31 March 2010 and all entitlements (through Defined Benefit scheme) are ring fenced and protected. The assets of the Scheme are held separately from those of the Company under a Trust.

A Defined Contribution scheme was operated from 1 April 2010. Company contributions are 7% of pensionable salary and employee contributions are 5% of pensionable salary.

Amounts outstanding at year end were €34,756 and AVC's of €3,402 (2009 : €52,774) 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.

7 Net incoming resources

	2010	2009
	€	€
The net incoming resources for the year is stated after charging / (crediting):		
Directors Remuneration	–	–
Fees paid to auditors (Exclusive of VAT)		
Audit fees	20,500	27,530
Other Assurance Services	1,000	3,000
Non-Audit Services	–	1,200
Other items		
Depreciation	56,129	55,635
Amortisation	(20,072)	(20,072)
Deposit Interest	(211,172)	(220,109)

8 Taxation

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

9 Incoming Resources and Resources Expended on Charitable Activities

	Case management €	Childcare €	Education €	Long-term accommodation €	Outreach and day services €
Income					
Revenue Based Grants					
Pobal	–	181,983	115,269	–	–
City of Dublin Youth Services Board	–	–	50,102	–	590,710
Dept. of the Environment, Heritage and Local Government	–	–	–	155,347	–
Dept. of Gaeltacht & Community Affairs	–	–	–	–	–
Dublin City Council	–	–	–	43,699	–
FÁS	–	25,784	10,584	364,720	11,786
Kilkenny County Council	–	–	–	–	–
Limerick City Council	–	–	–	136,325	–
HSE – Childcare services	–	–	–	104,576	270,586
HSE – South Eastern Health Board	–	19,600	–	92,886	–
HSE – Mid Western Health Board	–	–	–	74,183	–
HSE – Mid Leinster	–	–	–	–	–
Homeless Agency – Local Authority	285,210	231,499	93,644	738,944	1,184,181
Homeless Agency – HSE	89,574	62,059	26,597	287,709	374,567
Waterford City Council	–	–	–	269,618	–
Sligo County Council	–	–	–	38,000	–
Cork County Council	–	–	–	–	–
Department of Education & Skills	–	–	35,057	–	–
Adjustments	–	–	–	(7,161)	8,172
Total Grant Income	374,784	520,925	331,253	2,298,846	2,440,002
Rents and charges to residents	–	–	–	994,388	–
Restaurant sales	–	–	–	–	80,581
Investment income	–	–	–	–	–
Other income	–	81,761	–	17,280	3,750
Capital management fee	–	–	–	56,541	–
Allocation of administration income	16,357	29,781	9,666	108,289	88,850
Total Income (excl fundraising allocation)	391,141	632,467	340,919	3,475,344	2,613,183
Direct resources expended	441,229	699,149	375,898	3,648,232	2,802,740
Curtailment Gain on Pension	(20,886)	(47,099)	(13,613)	(324,657)	(128,093)
Support Costs Allocated	15,392	28,025	9,095	163,861	83,607
Total Resources Expended	435,735	680,075	371,380	3,487,436	2,758,254
Net movement in Funds before allocation of Fundraising	(44,594)	(47,608)	(30,461)	(12,092)	(145,071)
Allocation of fundraising income	143,662	268,891	84,892	1,027,547	781,351
Net movement in funds	99,068	221,283	54,431	1,015,455	636,280

The resources expended on charitable activities 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 2010 were 3.6% (2009 4.9%) of total costs.

Short-term accommodation €	Tennancy support and settlement €	Under 18's day service €	Young people care services €	Caretakers Project for under 18's €	Advocacy develop communication research €	Fundraising €	Admin – including governance €	Total €
–	122,577	–	–	–	–	–	–	419,829
–	–	–	–	–	49,147	–	20,041	710,000
–	–	–	–	–	–	–	72,250	227,597
–	–	–	–	–	–	–	76,032	76,032
4,344	–	–	–	–	–	–	–	48,043
14,176	12,238	13,216	–	–	–	–	18,818	471,322
–	45,800	–	–	–	–	–	–	45,800
–	–	–	–	–	–	–	–	136,325
124,454	–	339,967	1,189,355	907,265	–	–	–	2,936,203
24,500	–	–	–	–	–	–	–	136,986
24,727	–	–	–	–	–	–	–	98,910
–	–	–	520,354	–	–	–	–	520,354
908,376	656,035	–	–	–	–	–	–	4,097,889
203,487	–	–	–	–	–	–	–	1,043,993
–	35,558	–	–	–	–	–	–	305,176
–	–	–	–	–	–	–	–	38,000
–	10,183	–	–	–	–	–	–	10,183
–	–	–	–	–	–	–	–	35,057
(8,873)	5,022	–	(5)	(5)	–	–	–	(2,850)
1,295,191	887,413	353,183	1,709,704	907,260	49,147	–	187,141	11,354,849
168,211	20,394	–	35,857	–	–	–	–	1,218,850
210	–	–	–	–	–	–	–	80,791
–	–	–	–	2	–	–	211,170	211,172
5,239	60	1,250	4,119	–	5,815	–	45,240	164,514
–	–	–	–	–	–	–	–	56,541
54,162	48,986	14,780	60,866	–	11,814	–	(443,551)	–
1,523,013	956,853	369,213	1,810,546	907,262	66,776	–	–	13,086,717
1,535,027	1,246,879	440,462	1,995,034	960,289	674,668	1,011,806	710,024	16,541,437
(83,208)	(78,084)	(18,740)	(99,393)	–	(42,641)	–	(113,586)	(970,000)
81,958	74,129	13,908	57,274	–	14,003	–	(541,252)	–
1,533,777	1,242,924	435,630	1,952,915	960,289	646,030	1,011,806	55,186	15,571,437
(10,764)	(286,071)	(66,417)	(142,369)	(53,027)	(579,253)	(1,011,806)	(55,186)	(2,484,720)
490,263	433,837	129,809	552,957	27,771	103,757	1,011,806	–	5,056,543
479,499	147,766	63,392	410,588	(25,256)	(475,497)	–	(55,186)	2,571,823

10 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:

	2010 €'000	2009 €'000
Statement of financial activities		
Grants received (HSE)	907	928
Restricted donation	28	–
	<u>935</u>	<u>928</u>
Less:		
Support and advocacy services	(960)	(925)
(Deficit) / Surplus	<u>(25)</u>	<u>3</u>
Balance sheet		
Cash at bank and in hand	41	81
Debtors	–	3
Creditors, accruals and deferred income	(59)	(74)
Net (Liabilities) / Assets	<u>(18)</u>	<u>7</u>
Capital and reserves		
Reserves brought forward	7	4
(Deficit) / Surplus for the year	(25)	3
Accumulated (Deficit) / Reserves	<u>(18)</u>	<u>7</u>

11 Housing properties and Capital Assistance Scheme loans

	Properties		Capital Assistance Scheme loans	
	2010 €	2009 €	2010 €	2009 €
Housing Properties				
Stanhope Green	3,022,222	3,022,222		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
Grange Cohen, Waterford	5,732,377	5,732,377	5,510,940	5,510,940
Corbrac House, Limerick	1,127,803	1,126,670	1,129,429	1,129,429
Waterford units	11,552,435	11,424,634	11,100,300	11,100,300
Belmont, Waterford	8,049,515	8,040,466	8,047,876	8,047,876
Dublin units	3,219,037	1,572,601	2,684,960	1,034,000
Limerick units	4,182,130	2,598,945	3,616,743	2,471,661
Cork Units	985,815	972,950	1,034,654	1,034,654
George's Hill Block 4	319,595	–	–	–
Kilkenny Units	9,426	–	–	–
Sligo Units	11,649	–	–	–
Sub Total Housing Properties	49,288,233	45,567,094	43,526,011	43,320,235
Services Properties				
Aftercare, North Circular Road	2,611,309	2,592,158	2,403,121	2,191,844
Group	51,899,542	48,159,252	45,929,132	45,512,079

The title deeds of the properties at Stanhope Green, George's Hill, Ballybough, Finglas and Basin Lane are held by Arthur Cox. The title deeds of the properties at Parnell Street, Limerick and Grange Cohen, 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 2010 the CAS loan for Stanhope Green was transferred from CAS to Unrestricted Capital Reserve as the term of the loan was completed.

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.

12 Other tangible assets

Group	Freehold	Leasehold	Office	Housing	Motor	Total
	buildings	improvements	furniture	furniture	vehicles	
	€	€	and	and	€	€
			equipment	equipment		
			€	€		
Cost						
At beginning of year	31,743	758,572	216,217	610,291	66,280	1,683,103
Adjustments	20	(7,617)	–	–	–	(7,597)
At end of year	31,763	750,955	216,217	610,291	66,280	1,675,506
Depreciation						
At beginning of year	–	464,917	216,217	602,638	36,454	1,320,226
Adjustments	–	(466)	–	–	–	(466)
Charge for year	–	37,307	–	5,565	13,256	56,128
At end of year	–	501,758	216,217	608,203	49,710	1,375,888
Net book value						
At 31 Dec 2010	31,763	249,197	–	2,088	16,570	299,618
At 31 Dec 2009	31,743	293,655	–	7,653	29,826	362,877

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 2010 and 2009 was €297,530 and €348,093 respectively.

13 Debtors

	Group		Holding Company	
	2010	2009	2010	2009
	€	€	€	€
Amounts falling due within one year:				
Amounts owed by subsidiaries	–	–	1,514,330	997,474
Other debtors	638,553	107,650	24,316	5,971
Prepayments and accrued income	103,382	194,201	77,178	194,199
	741,935	301,851	1,615,824	1,197,644

14 Creditors, accruals and deferred income

	Group		Holding Company	
	2010	2009	2010	2009
	€	€	€	€
Amounts falling due within one year:				
Bank loan	50,785	50,790	50,785	50,790
Trade creditors	89,054	105,155	52,204	105,155
Accruals and other creditors	1,240,797	1,338,098	664,320	1,133,208
Deferred income	685,189	667,001	512,583	667,001
PAYE/PRSI	269,959	263,613	269,960	263,613
	<u>2,335,784</u>	<u>2,424,657</u>	<u>1,549,852</u>	<u>2,219,767</u>

15 Bank loan

	Group		Holding Company	
	2010	2009	2010	2009
	€	€	€	€
Amounts falling due after more than one year:				
	<u>–</u>	<u>50,785</u>	<u>–</u>	<u>50,785</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

	Group		Holding Company	
	2010	2009	2010	2009
	€	€	€	€
Received and receivable				
Balance at beginning of year	3,338,971	3,405,058	930,333	930,333
Amounts received during the year	136,950	(66,087)	–	–
Balance at end of year	<u>3,475,921</u>	<u>3,338,971</u>	<u>930,333</u>	<u>930,333</u>
Amortisation				
Balance at beginning of year	265,045	244,973	84,761	74,140
Released during year	20,072	20,072	10,620	10,621
Balance at end of year	<u>285,117</u>	<u>265,045</u>	<u>95,381</u>	<u>84,761</u>
Net book amount	<u>3,190,804</u>	<u>3,073,926</u>	<u>834,952</u>	<u>845,572</u>

17 Unrestricted Capital Reserves

	Group		Holding Company	
	2010 €	2009 €	2010 €	2009 €
Balance at beginning of year	–	–	–	–
Transfer from CAS Loans				
Stanhope Green	2,590,266	–	–	–
Balance at end of year	2,590,266	–	–	–

18 Reconciliation of Movement in Funds to Net Cash Inflow from Financial Activities

	2010 €	2009 €
Cash as at 1 January 2010		
Cash in bank	7,921,986	5,539,036
Amounts due within 1 year (incl in creditors)	(50,790)	(50,790)
Amounts due over 1 year	(50,785)	(101,576)
Opening Cash Balance	7,820,411	5,386,670
Net Incoming Resources	2,571,823	720,409
Add back Depreciation less Amortisation	36,055	35,563
Less Fixed Asset Additions / Adjustments	7,131	(3,110)
FRS 17 Adjustment (including curtailment gain)	(924,000)	216,000
Less Capital Expansion during year	(3,740,290)	(734,635)
Add back Grants received for Capital Expansion during year	3,007,319	1,131,852
Less Change in Debtors	(1,984,604)	429,272
Less Change in Creditors	(473,718)	704,477
Add Capital Donations received during year excluding Amortisation	136,950	(66,087)
Cash as at 31 December 2010	6,457,077	7,820,411
Cash as at 31 January 2010		
Cash in bank	6,507,862	7,921,986
Amounts due within 1 year (incl in creditors)	(50,785)	(50,790)
Amounts due over 1 year	–	(50,785)
	6,457,077	7,820,411

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

	2010 €	2009 €
Net incoming resources	2,571,823	720,409
Depreciation, net of amortisation	43,186	35,563
(Decrease) / increase in provisions	(924,000)	216,000
(Increase) / decrease in debtors	(1,984,604)	429,272
(Decrease) / increase in creditors	(473,718)	704,477
Net cash (outflow) / inflow from charitable activities	<u>(767,313)</u>	<u>2,105,721</u>

20 Analysis of net funds

	At 1 Jan 2010 €	Cashflow €	Non cash changes €	At 31 Dec 2010 €
Cash in hand and at bank	7,921,986	(1,414,124)	–	6,507,862
Overdrafts	–	–	–	–
Total cash on demand	<u>7,921,986</u>	<u>(1,414,124)</u>	<u>–</u>	<u>6,507,862</u>
Debt due within one year	(50,790)	50,790	(50,785)	(50,785)
Debt due after one year	(50,785)	–	50,785	–
Total term finance	<u>(101,575)</u>	<u>50,790</u>	<u>–</u>	<u>(50,785)</u>
Net funds	<u>7,820,411</u>	<u>(1,363,334)</u>	<u>–</u>	<u>6,457,077</u>

21 Reserves**Reserves Group**

	Accumulated funds restricted €	Accumulated funds unrestricted €	Designated funds €	Total €
1 January 2010	13,886	927,333	3,030,712	3,971,931
Net incoming resources	152,760	1,449,063	–	1,601,823
Curtailment gain	–	970,000	–	970,000
Actual gain in respect of pension scheme	–	410,000	–	410,000
Designation of funds	–	(3,000,000)	3,000,000	–
Release of designated funds to unrestricted	–	2,780,712	(2,780,712)	–
Total recognised gains and losses relating to the year	<u>152,760</u>	<u>2,609,775</u>	<u>219,288</u>	<u>2,981,823</u>
Transfer between funds	(13,886)	13,886	–	–
At 31 December 2010	<u>152,760</u>	<u>3,550,994</u>	<u>3,250,000</u>	<u>6,953,754</u>

Reserves Holding Company

	Accumulated funds restricted €	Accumulated funds unrestricted €	Designated funds €	Total €
1 January 2010	(57,983)	2,244,120	2,648,341	4,834,478
Net incoming resources	79,940	874,420	–	954,360
Actual gain in respect of pension scheme	–	410,000	–	410,000
Designation of Funds		(2,300,000)	2,300,000	–
Undesignation of Property Fund	–	2,398,341	(2,398,341)	–
Total recognised gains and losses relating to the year	79,940	1,382,761	(98,341)	1,364,360
Transfer between funds	57,983	(57,983)	–	–
At 31 December 2010	79,940	3,568,898	2,550,000	6,198,838

Designated funds

A designated fund for the structured upkeep of housing properties was set up in previous years. During the year the Board concluded that the level of upkeep on the group's housing properties is to a high standard with on-going maintenance work completed on all properties. As a result, the fund of €2,780,712 was undesignated by the Board and has been transferred to unrestricted reserves.

During the year the Board reviewed the strategy for Focus Ireland for the next 3 years. As a result of this, the Board designated €3,000,000 of the unrestricted reserve to cover property development, volunteer programs, growth in fundraising activity and developing new services.

€250,000 was designated in prior years to fund staff to provide support services to tenants in our housing properties.

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

The Board have approved a strategy of housing expansion to be carried on from 2005 – 2016 to meet the growing needs of people who are homeless. Company capital commitments approved by the Board at 31 December 2010 in respect of a proposed development of houses amounted to €Nil (2009 : €1,415,500).

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 €160,000 per annum.
- ▶ The Company 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 occupies a leasehold premises as 15 Eustace St, Dublin 2 for 35 Years from 1995, at a rent of €36,337 per annum.
- ▶ We have a number of other short leases of 1 to 5 years in: Kilkenny, Sligo, Cork and Dublin

c) Contingent liabilities

There were no contingent liabilities at 31 December 2010 (2009 : 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. There has been no major development in 2010 in relation to this asset.

23 Pension

FRS 17 – Retirement Benefits, which applies to defined benefit schemes, is mandatory for the Company for the year ending 31 December 2010.

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 31 December 2008 and showed that the scheme was in deficit 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 2.45%.

The defined benefit scheme was closed as at 31 March 2010 and a defined contribution scheme was set up from 1 April 2010. A contribution rate of 15% was being maintained pending a decision to be made on the future of the Defined Benefit Scheme, of which members contributed 5% for the defined benefit scheme. The net benefit pension gain for 2010 amounted to €789,000 (2009 : €522,000) relating entirely to employees in the Republic of Ireland. The best estimate for employer's pension contributions for 2011 is €278,000.

- ▶ 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 2010. 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 2011.

FRS 17 retirement benefits disclosures

Towers Watson 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 2010	31 Dec 2009
	% pa	% pa
Assumptions		
Inflation rate	2.0	2.0
Discount rate	5.8	5.7
Expected average return on assets	5.9	5.8
Expected rate of salary increases	N/A	3.5
Rate of pension increases in payment	2.0	2.0
Rate of pension increases in deferment	2.0	2.0

23 Pension, continued

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 2.72% above the long term gilt yields, giving an assumed return of 6.62%

For property assets, the assumed rate of return is 5.8% 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 2010 is 5.9%.

FRS 17 retirement benefits disclosures Scheme assets and expected rate of return	At 31 Dec 2010		At 31 Dec 2009	
	Market value €'000	Expected long-term rate of return %pa	Market value €'000	Expected long-term rate of return %pa
Equities	3,748	6.62	3,206	6.71
Properties	139	5.80	104	6.40
Fixed interest gilts	714	3.90	771	3.72
Other	359	2.50	318	2.00
	<u>4,960</u>		<u>4,399</u>	

(as a percentage of total scheme assets)	2010 %	2009 %
Equities	75.56	72.89
Bonds	14.39	17.52
Property	2.80	2.37
Other	7.25	7.22

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

	2010 €'000	2009 €'000
Analysis of amounts charged to operating profits:		
Current service cost	137	544
Past service cost	–	–
Total charged to operating profit in respect of members	<u>137</u>	<u>544</u>
Analysis of amount debited to other finance costs:		
Interest on pension scheme liabilities	314	287
Expected return on assets in the pension scheme	(270)	(209)
Net debit to other finance cost	<u>44</u>	<u>78</u>

23 Pension, continued

Analysis of amount recognised in Statement of Total Recognised Gains and Losses:

Analysis of amounts recognised in statement of realised gains and losses:

(Gain) / loss on assets	(189)	(562)
Experience gain on liabilities	(149)	(323)
Loss / (gain) on change of assumptions (financial and demographic)	(72)	327
Actuarial (gain) / loss to be recognised in statement of realised gains and losses	(410)	(558)

2010
€'000

2009
€'000

Reconciliation to the Balance Sheet

Market value of scheme assets	4,960	4,399
Actuarial value of scheme liabilities	(5,256)	(6,029)
Deficit in the scheme	(296)	(1,630)

Analysis of the movement in deficit in the scheme during the period:

Deficit in the scheme at beginning of period	(1,630)	(1,972)
Contributions paid	135	406
Pension expense	(137)	(544)
Other finance charge	(44)	(78)
Curtailment gain	970	–
Actuarial gain	410	558
Deficit in the scheme at end of period	(296)	(1,630)

History of experience gains and losses	31 Dec 2010	31 Dec 2009	31 Dec 2008	31 Dec 2007	31 Dec 2006
Asset Experience					
Asset (Gain) / Loss During Period	(189)	(561)	1,842	419	(213)
Asset (Gain) / Loss Expressed as a % of Scheme Assets	(3.81%)	(12.76%)	59.48%	10.06%	11.46%
Liability Experience					
Liability (Gain) / Loss During Period	(149)	(323)	(139)	84	96
Liability (Gain) / Loss Expressed as a % of Scheme Liabilities	(2.835%)	(5.36%)	2.74%	1.72%	2.10%
Total Actuarial (Gain) / Loss					
recognised in STRGL over period	(410)	(558)	1,000	(158)	(652)
Total Actuarial (Gain) / Loss Expressed as a % of Scheme Liabilities	7.80%	9.26%	19.73%	3.23%	14.24%

23 Pension, continued

Development of net Balance Sheet position	31 Dec 2010	31 Dec 2009	31 Dec 2008	31 Dec 2007	31 Dec 2006
Actuarial value of scheme liabilities	(5,256)	(6,029)	(5,069)	(4,886)	(4,580)
Fair value of assets	4,960	4,399	3,097	4,164	3,886
Surplus / (deficit) in the scheme	(296)	(1,630)	(1,972)	(722)	(694)
Unrecognised past service costs	–	–	–	–	–
Irrecoverable surplus	–	–	–	–	–
Pension asset / (liability) recognised in Balance Sheet	(296)	(1,630)	(1,972)	(722)	(694)

Mortality

The Mortality table is 62% of PNML00 with 0.39% per annum improvements in annuity value from 2008 for Males and 70% of PNFL00 with 0.39% per annum improvements in annuity value 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 25 years are shown in years below based on the above mortality tables.

Age	Males	Females
65	21.6	23.2
65 in 25 years	24.8	26.0

	Pension Assets €'000	Pension Liabilities €'000	Pension Deficit €'000
Movement in scheme assets and liabilities			
At 1 January 2010	4,399	(6,029)	(1,630)
Current Service Cost	–	(137)	(137)
Interest on scheme liabilities	–	(314)	(314)
Expected return on scheme assets	270	–	270
Actual less expected return on scheme assets	189	–	189
Experience losses on liabilities	–	149	149
Change in financial assumptions	–	72	72
Contributions by plan participants	65	(65)	–
Benefits Payments by the fund	(98)	98	–
Employer contributions paid	135	–	135
Curtailment gain	–	970	970
At 31 December 2010	4,960	(5,256)	(296)

24 Reconciliation of movements in capital and reserves

	2010	2009
	€	€
Opening funds	7,045,857	5,853,607
Total recognised gain for the year	2,981,823	1,278,409
Movement on capital grants and donations	2,707,144	(86,159)
Closing funds	<u>12,734,824</u>	<u>7,045,857</u>

25 Approval of financial statements

The financial statements were approved by the directors on 30 March 2011.

Five year financial summary

	2010 €'000	2009 €'000	2008 €'000	2007 €'000	2006 €'000
Income					
Statutory grants	11,355	11,438	11,616	11,356	10,518
Fundraising and donations	5,056	5,136	5,702	6,086	5,217
Rents and tenant income	1,219	1,165	907	772	661
Gifts in kind	–	250	–	66	165
Other income	513	587	587	403	428
Total income	18,143	18,576	18,812	18,683	16,989
Expenditure					
Staff costs					
Staffing – housing and homeless services	11,770	12,961	13,504	12,711	11,294
Pension – FRS 17 provision	(924)	216	250	179	236
Customer activities	395	385	629	888	732
Research	273	134	283	320	399
Recruitment, training and staff development	146	108	280	445	278
Other staff costs	–	27	50	78	191
Administration					
Post, print and stationery	64	64	109	111	104
Telephone	215	216	213	219	199
Insurance	271	164	145	255	121
Interest/financial charges	20	22	24	14	9
Depreciation/amortisation	36	36	42	39	34
Fundraising costs	529	700	909	966	901
Audit fees	20	20	20	20	16
IT and systems development	386	264	193	201	89
Professional fees	298	352	305	498	313
Subscriptions	17	19	8	22	11
Premises costs					
Rent	504	554	482	362	297
Repairs, maintenance, security and cleaning	1,350	1,417	1,300	1,888	1,158
Energy	200	197	230	189	163
Total	15,570	17,856	18,976	19,405	16,545
Surplus / (deficit)	2,573	720	(164)	(722)	444

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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.

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