

# Annual Report

It's not just about bricks  
and mortar

2020



Irish Council  
for Social Housing



# About the Irish Council for Social Housing

The Irish Council for Social Housing (ICSH) was established in 1982 and is the national social housing federation of non-profit voluntary and other national housing associations. The ICSH represents approximately 270-member organisations that manage more than 43,000 homes for families on a low income, older people, people with disabilities and households experiencing homelessness. ICSH members operate in every local authority area in the country and in over 500 communities across Ireland.

## Our Objectives

1

Promoting the role of housing associations in meeting housing need and addressing homelessness on local, regional, national and EU fora

2

Acting as the representative body for members with Government, statutory agencies and other stakeholders

3

Promoting best practice amongst members in relation to planning, provision and management of social housing

4

Providing a comprehensive information, advice, education and training service





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# President's Address



**Mr Pat Doyle**  
President ICSH

**In 2020, there was widespread recognition of housing associations playing an even greater role in resolving a dysfunctional housing market, demonstrated by the development of new forms of housing delivery in the shape of cost rental and affordable housing in which ICSH members are playing a crucial role.**

The Irish Council for Social Housing's 2020 Annual Report covers a period of time in which every organisation, all our tenants and our staff have been impacted by the Covid-19 pandemic. It is heartening, therefore, to see the range and vibrancy of activities delivered by our members in 2020, something which is a clear testament to the resilience and determination of the membership.

Across ICSH's member organisations, we have always had hugely committed people driving associations of all sizes, who are working to respond to the housing needs of their local communities and vulnerable groups in our society. These individuals have helped to navigate successfully through the pandemic and its various challenges in the delivery and operation of general needs and specialist housing, as well as the many and varied services provided by ICSH members across disability, older people and homeless services.

The sector continues to evolve and mature. In 2020, there was widespread recognition of housing associations playing an even greater role in resolving a dysfunctional housing market, demonstrated now in the development of new forms of housing delivery in the shape of cost rental and affordable housing in which ICSH members are playing a crucial role.

As President, I would like to congratulate Donal McManus and the ICSH Secretariat for delivery of a very successful Finance and Housing Development Virtual Conference in October 2020. This conference featured a range of high-quality speakers and sessions, and showed the team's ability to transition from traditional in-person events to virtual, in a seamless manner.

I would like to thank the Vice President Tina Donaghy, the Board of Directors, Council Members and all representatives on the different working groups for their hard work and commitment to the sector in 2020. I would like to thank Donal McManus and all the ICSH Secretariat for their ongoing work to support and represent the members and their needs. The ICSH Secretariat represents the sector on the different working groups in *Rebuilding Ireland*, which is a key role. The ICSH also participates on a number of Strategic Policy Committees (SPCs) in different Local Authority areas relating to local housing policy. The Secretariat has made very significant efforts to engage these SPCs and their members in order to better inform public representatives of the value and importance of the work undertaken by members of the ICSH.

I would also like to acknowledge the support of the outgoing Minister for Housing, Eoghan Murphy TD, and the newly appointed Minister for Housing, Darragh O'Brien TD, the Department of Housing, Local Government and Heritage, our key stakeholder, and to acknowledge the support of the Housing Agency, Housing Finance Agency and Local Authorities throughout 2020. This partnership approach between the ICSH and the statutory bodies is essential for the achievement of social and affordable housing programmes.

I would like to take this opportunity as President, and on behalf of the Vice President Tina Donaghy, the ICSH Board and Council, to recognise the sad passing of Margaret O'Leary, the ICSH's Company Secretary and Administrator, in 2020. Margaret was a stalwart of the organisation and the social housing movement for 25 years, a valued colleague and someone who made an enormous contribution to the sector. She is sadly missed by all of us at the ICSH.

I conclude by acknowledging and thanking the membership of the ICSH for their engagement with the ICSH in 2020, and look forward to 2021 as a year in which ICSH members demonstrate their continued ability to provide housing at scale for those in need.

**Mr Pat Doyle**  
President ICSH

# Chief Executive's Report



**Dr Donal McManus**  
Chief Executive Officer

**The Board would like to acknowledge all the members of the ICSH working groups and Council for giving their time and attendance over the year, and thanks staff for their commitment and work over the past year to support members, particularly the rapid adaptation to online engagement.**

In 2020, the onset of Covid-19 had a significant impact on the work of the ICSH, particularly in relation to engagement with ICSH members. Despite the significant physical restrictions from the end of March, there was very strong engagement with members and other key stakeholders, such as Department officials and Ministers. The move to online meetings and webinars occurred rapidly and was essential for understanding the impact of the pandemic on both ICSH members and their tenants. The ICSH initially had made direct contact with all members and this was particularly important for those members who were transitioning to on-line meetings.

## **Representing and Promoting the Sector**

In 2020, the ICSH made a number of submissions to Government, public bodies and EU institutions, as well as engaging with elected members. In particular, the ICSH/Dublin City Council (DCC) information event for elected members in January, allowed DCC elected members to meet the staff of AHBs operating in Dublin. There was also significant work undertaken through the production of various briefing papers for parties, in the run up to the general election, and thereafter for Government parties in advance of the Programme for Government.

The ICSH secretariat followed up with a number of key issues (that had to be dealt with promptly) with department officials and the Housing Ministers, particularly in relation to Covid-19 issues. As well as attending the various existing groups in which the ICSH represent the sector, the ICSH were also invited by the new Minister for Housing, Local Government and Heritage to join the *High-Level Group on Housing Delivery*. In order to support delivery, the ICSH Secretariat undertook ongoing work in 2020 on AHB member delivery to support the Government social housing targets.

The reclassification of AHBs (initially Tier 3 bodies) remains a pressing issue. The ICSH participated in a new working group established by the Department to examine the issue of classification. Tier 2 bodies were also examined and a number have been reclassified.

The ICSH continues to represent the sector as members of Housing Europe (the European Federation of Public, Cooperative and Social Housing) as well as FEANTSA (European Federation of National Organisations Working with the Homeless). The ICSH CEO was also elected the chair of the Housing Europe Working Group on Economics, Finance and the EU internal market.



The ICSH would like to commend ICSH President Pat Doyle, (Peter McVerry Trust) and Vice-President Tina Donaghy, (Fold Ireland) for leading the Board over the past three years and for their unstinting dedication to the AHB sector.

As part of building capacity in the sector, the ICSH continued its partnership with the Chartered Institute of Housing through the education and training programme, which produced 25 graduates in the housing profession. The ICSH ran a range of continuing professional development (CPD) seminars throughout the year on specific issues. There were over 600 participants who attended the various CPDs over the year. The ICSH Biennial Finance Conference was sponsored by AIB and was delivered online to 400 delegates from ICSH members and other sectors. Overseas speakers included those from the EU, the US and Australia in addition to speakers from housing and related sectors in Ireland.

One of the important supports for members has been the development of group schemes they can access through the ICSH on both group insurance and Garda vetting. Over 200 members were part of the ICSH Group insurance scheme in 2020 and over 500 people in the sector including, staff, board members and volunteers were processed through Garda vetting in 2020, with very efficient turnaround times.

In order to have a strong continued priority on communicating the work of the sector, the ICSH Communications working group continue to assist in implementing the work of the ICSH Communications strategy. The ICSH annual activity report was a key tool in promoting the spread of work and delivery of homes and supports in 2020. In addition to this, the ICSH produced its updated independent tenant survey report in December 2020, which indicated there was a very high level of satisfaction (over 80%) from the range of tenants in the sector. These positive results are essential in promoting the sectors expanding and widening role in meeting new housing needs. The ICSH also provided more regular information bulletins, including ongoing changes arising from Covid-19 regulations as well as the ICSH newsletter to members. A number of contributions were made to various journals and newspapers on the work of the sector throughout the Covid-19 period. The ICSH also launched a redesigned website and broadened its social media platforms and levels of engagement.

To assist members with their future direction, the ICSH established a working group on collaboration which included representatives of Tier 1, 2 and 3 members. This will continue into 2021 and beyond and is also linked to the roll-out of the new statutory regulation for AHBs. In 2020, the ICSH had 271

members throughout the country and supported a number of member organisations that wished to collaborate or merge with other ICSH members.

The ICSH also began work on specific projects including cost rental housing research with NUIG School of Housing Law, Rights and Policy as well as a joint project with the Housing Agency on mixed tenure. Both of these publications were/are to be completed in the first half of 2021.

## Management Board

The ICSH Management Board generally meets every two months, with also regular meetings of the ICSH Audit and Risk Committee. The ICSH Board provides the oversight, strategic direction and corporate governance of the ICSH. It also deals with recommendations provided by the ICSH Council and their work on housing policy positions. Due to a vacancy of one of the independent board members focusing on communication, Will Chambers was co-opted to fill that position. The ICSH Audit and Risk Committee oversaw the ICSH Risk Register and completed a piece of work as an internal audit on ICSH communication to members and other stakeholders. Recommendations of this report were agreed by the board and implemented by the Secretariat.

The Board would like to acknowledge all the members of the ICSH working groups and Council for giving their time and attendance over the year, and thanks staff for their commitment and work over the past year to support members and particularly the ICSH staff's rapid adaptation to online engagement, often with more irregular working hours. The ICSH was saddened in November with the sudden passing of Margaret O'Leary, the ICSH Administrator and Company Secretary and we thank those who gave their condolences at that time.

During the year the ICSH have to acknowledge the strong and ongoing engagement with all its stakeholders, including members and key partners in the public and private sectors who collectively had a key role in supporting the sector in both delivering homes and housing services, as well as protecting against the further spread of Covid-19.

**Dr Donal McManus**  
Chief Executive Officer

**42%**

Approved housing bodies delivered 42% (3,312 homes) of all long-term social housing in 2020

**33,815**

Of the 33,815 homes in the pipeline, by end 2020, over 15,000 will be delivered by approved housing bodies

**43,000**

The AHB sector now manages over 43,000 homes with approximately 10% added to the stock each year

**404**

new supported housing homes were built in 2020 for special need groups, for older people and people with disabilities

**75%**

of AHB social housing delivery in 2020 were new build homes



**90%**

ICSH Tenant Satisfaction Survey 2020 found a very high level of tenant satisfaction at 90%

AHBs delivered more homes in 2020 than in 2018, despite Covid-19 obstacles

**15,000**

Of the 33,815 homes in the pipeline, by end 2020, over 15,000 will be delivered by approved housing bodies

**280+**

Housing Associations have signed up to the Voluntary Regulation Code in preparation for statutory regulation commencing in 2022

**363**

homes completed in 2020 under Mortgage to Rent (To date 1,179 applications have been completed and 1,079 are actively being progressed)

# Approved Housing Body Sector Review 2020

**While the year 2020 was difficult and unprecedented in so many ways, the approved housing body (AHB) sector rose admirably to the challenges posed by Covid-19 and adapted to continue to meet the needs of their tenants as well as delivering new much-needed homes.**

In 2020, despite a seven-week construction shut-down and rolling delays to the traditional way of working, approved housing bodies delivered 3,312 homes for social housing. In a year when having access to a home was synonymous with public safety, 3,312 households were given the key to a home and the local authority waiting lists were reduced accordingly.

Approved housing bodies have increased their delivery of homes for the last five years and we believe this can continue under 'Housing for All', even under the current challenging circumstances. There are a number of policy platforms that will support this increase in the delivery of homes.

Land is a key component for solving the housing crisis and without a clear commitment to using land for the public good, we will continue to deal with the issue in a piecemeal way. In our 2020 pre-budget submission, the ICSH called for public lands to be made available to approved housing bodies for the development of social and cost rental housing. AHBs will work in partnership with the Land Development Agency and local authorities to deliver social housing and cost rental housing.

In 2020, the Department of Housing, Local Government and Heritage progressed the establishment of the new Statutory Housing Regulator for approved housing bodies. The legislation and office (now established) marks a significant turning point for the sector with regulation now on a statutory footing. The Department of Housing, Local Government and Heritage worked with the ICSH in keeping AHBs up to date on the new Regulator including addressing members at an ICSH webinar in September 2020 as part of a communications programme.



The ICSH is committed to the reclassification of the sector as off-balance sheet and view this as an immediate policy priority. We are working closely with the Housing Department, AHB sector and Department of Finance to advance re-classification. In 2020, the CSO reviewed the operations of Tier 2 AHBs and have since moved to include Tier 2 AHBs on the Government's balance sheet. We will continue to focus on re-classification as a priority objective.

The ICSH recommends the establishment and adequate resourcing of a dedicated Housing Options revenue funding stream for housing related support services. The provision of housing with supports to older people is key to providing choice and moving away from the over-reliance on nursing homes. This would underpin the Government's *Housing Options for Our Ageing Population Policy Statement*.

To meet targets and drive delivery, the lengthy funding and applications process should be reduced to allow for quicker turnaround times for new development. The current capital approvals process is hampering efforts to deliver new homes.

The ICSH has worked closely with members during 2020 across a range of key policy areas that would help to rebalance our housing system including:

- Viable funding model for sector
- Cost rental delivery by AHBs
- AHB access to sites/land
- Re-classification of sector as off-balance sheet
- Innovation and improvements in housing management
- Framework for supported housing for older people and people with disabilities
- *Housing First* solution for homeless households
- Development of long-term financing arrangements

The President and Board of the ICSH would like to acknowledge the support of the outgoing Minister for Housing, Eoghan Murphy TD, and the newly appointed Minister for Housing, Darragh O'Brien TD, the Department of Housing, Local Government and Heritage, our key stakeholder.

In his statement at our Housing Finance & Development Conference 2020, Minister O'Brien commended the staff and board members from the voluntary housing sector for their commitment to the wellbeing of Irish society. He also said the sector needs to continue to develop and innovate to achieve the increase in scale and capacity that is much needed to help tackle the housing and homelessness crisis. He said he was committed personally, and the Government was committed, to working with the sector to achieve this.



## In Memoriam: **Margaret O'Leary**

Margaret O'Leary, ICSH Company Secretary and Administrator sadly passed away in November 2020. Margaret was a most valued and cherished colleague who worked with the ICSH tirelessly for 25 years. During those years Margaret's commitment to the social housing sector and to social justice provided a bedrock of support to the many members, friends and colleagues who strived to build a better housing system.



Margaret was integral to the development of the housing association movement through her dedication to the ICSH over 25 years. For many in the sector, Margaret will be remembered as the first contact, the guiding hand and the compassionate collaborator who ensured that all who could be helped would be helped. Her professionalism, kindness and enduring strength of character made Margaret a key member of our organisation and wider movement. She will be remembered far and wide for the practical support she quietly provided, coupled with her keen sense of justice. Margaret brought with her a wealth of experience in activism through her previous work with the Workers Party, a champion for women's rights and an unrelenting commitment to fairness. We extend our deepest sympathies to her beloved family whom she cherished. Margaret will forever hold a special place in 50 Merrion Square.

# Influencing Policy in Social Housing

## Supporting Members

The role of Approved Housing Bodies in Ireland has grown in recent years and their contribution is key to improving our housing system. AHBs offer long term, stable, high quality accommodation at affordable rents for households who are locked out of the housing market. AHBs also focus on support and housing for vulnerable households including homeless people, older people and people with disabilities. This form of supported housing is critical to assisting people with additional needs who are not catered for in the housing market.

During 2020, AHBs worked continuously to support their tenants through a difficult time. For AHBs this meant sourcing PPE at the height of the pandemic, sourcing additional staff, adapting to new ways of communicating with and supporting tenants with shopping, medical appointments and keeping spirits up.

## A year of Change and Turmoil

There were many legislative adjustments in response to Covid-19 to keep people in their homes, including a 'ban on evictions' and rent restrictions. The ICSH liaised with the Department throughout the initial phase and subsequent changes to identify issues arising for tenants, AHBs and vulnerable people.

Another key issue, which quickly emerged, was the need to ensure that new property allocations continued during the 2km restrictions and rolling lockdowns to ensure that households were safely placed in own-door accommodation. The ICSH liaised with the Department and local authorities to develop guidance and advice for members to continue letting properties safely.

Among the many challenges posed by Covid-19, was the need to keep people in homeless services safe. The AHBs providing services and accommodation to individuals experiencing homelessness reacted swiftly working with local authorities, the Dublin Region Homeless Executive (DRHE) and NGOs to source properties to provide people in congregated settings and families in hotels with self-contained accommodation.

Throughout 2020, the public health crisis masked the continuing problems in housing. The overall low level of housing supply continues to weaken the housing system and the new 'Housing for All' plan should review our approach to housing. The members of the ICSH take a long-term view of housing and our focus should be on accelerating new supply as well as maintaining and retrofitting our existing housing stock.



## ICSH Policy Activity, Submissions and Stakeholder Briefings in 2020

In 2020, the ICSH made numerous submissions on a range of important policy developments impacting housing and homelessness. These included:

- ICSH Housing Briefing Paper General Election 2020
- Housing Options for Our Ageing Population Implementation Group
- ICSH Research on Rightsizing
- Pre-Budget Submission 2020
- Briefings with TDs and Senators
- AGE-Friendly NGO Forum
- Submission to Department of Social Protection on Budget 2020
- Town Hall Meeting in City Hall, Dublin City Council for Councillors to meet AHBs



## Response to Covid-19

- Meetings with Ministers on Covid Impact
- Liaison regarding RTB changes
- Input on emergency legislation
- Supporting members through guidance, webinars and ongoing best practice advice



## Representing and Promoting the Sector

- High Level Housing Delivery Group
- AHB Forum (Housing Agency)
- Housing for Older People Steering Group
- Advisory Committee to new Multi Supplier Framework Agreement for the provision of Architect Led Design Team Services for the Provision of Social & Affordable Residential Developments
- Dublin City Council Strategic Housing Policy Committee
- Dublin City Council SPC Working Group on Public Housing
- Dublin City Council SPC Working Group on Rent Reform
- Dublin City Council Disability Steering Group
- Pathfinder Housing with Care Steering Group
- RTB Legislation, Practice & Procedures Committee
- RTB Stakeholders Group
- Dublin Regional Homeless Executive
- Housing Agency Board
- Interim Regulation Committee
- Housing Training Network
- HSE CHO7 Community Living Implementation Group
- Community and Voluntary Pillar
- Housing Subgroup of the National Housing Strategy for People with Disabilities State of Ireland Advisory
- Steering Group Roadmapping a viable Community-Led Housing Sector for Ireland
- Age Friendly NGO Forum
- Rebuilding Ireland Structures: AHB Services Unit Working Group, Galway Social Housing Taskforce, Cork City and County AHB/LA Forum.

## European Bodies

- Housing Europe: Housing Europe is the European Federation of Public, Cooperative & Social Housing
- Feantsa: European Federation of National Representative Organisations working with the Homeless



### Tier 3/HFA Approved Working Group

The Tier 3/HFA Approved Working Group, chaired by Brian O’Gorman (Clúid CEO) met monthly throughout 2020. The working group dealt with many of the emergency issues arising including the numerous changes in legislation, supporting staff and tenants through the public health crisis, the impact of site closures and many other urgent changes.

In addition to the emergency issues, the working group also continued to work on policy areas of priority to the sector, including the introduction of the cost rental model through AHBs; classification; funding issues; allocations and management issues; proposals for properties’ existing mortgage arrangements as well as the need to drive the supply of new, affordable accommodation.

### Development and Supply Working Group

The group established its priority work early on in the year, agreeing broad headings to its 2020 workplan:

1. Energy solutions for the sector meeting the objectives of the Climate Action Plan. Improve existing stock through retrofitting older AHB Stock. Improve carbon footprint in housing development.
2. Improve and increase access to Part V projects.
3. Ongoing consideration of delivery targets including enabling levers required and capacity issues within the sector to be addressed.

**Energy Solutions and a Retrofit Programme for AHBs:** To kick start the work on retrofitting and energy solutions, the group heard from SEAI in terms of funding opportunities and possible joint ventures. It was agreed that the ICSH needed to establish an energy benchmark of AHB stock and, from that, identify a suitable retrofit programme for the sector. The ICSH met with members of the Housing Agency, The Department of Environment, Climate and Communications and The Department of Housing to further progress a targeted programme for delivery and a solution to the current funding gaps for the sector. Work on the proposal is in its final stages.

**Delivery and COVID 19:** A watching brief was kept on delivery targets throughout 2020. There was, in particular, a focus on the development delays as a result of site closures and administrative issues associated with the Covid-19 pandemic. The general shortfall in delivery targets for the sector for 2020 had not been as severe as expected. The group identified ongoing risks to delivery utilities and Irish Water. There was also a detailed discussion on risks to delivery included a focus on Covid-19 and Brexit implications.

The working group identified that delivery will be adversely affected by supply delays of certain building materials and site staffing issues in the near future.

### Finance Working Group

The Finance Working Group set priorities at the beginning of the year to ensure a strong focus on affordability and, over the course of the year, looked at the policies and financial models that could enhance affordable housing delivery.

In partnership with Ó Cualann Cohousing Alliance (an AHB whose mission is to deliver affordable homes in sustainable communities), a proposal on cost rental housing was developed. The motivation being to examine real costs and feasibility and to test the cost rental concept. The development of a model was somewhat superseded by the welcome announcement of the Government’s CRELF (Cost Rental Equity Loan Facility). The model development will continue and will focus on increasing scale.

Covid-19 dominance in 2020 was felt in proceedings. The group decided early on, to take a proactive approach to the emerging crisis and to begin to understand the financial impact on AHBs. March saw the working group of financial directors examine possible impacts on the finances of AHBs and the wider sector. Early concerns included the additional staffing costs and resourcing that may be needed to deliver services particularly in the areas of special needs and homelessness. The impact of rent freezes on business and operations (in the short-midterm) were also considered.

As it became clear that the country and the sector would be operating under high-level restrictions, the Group refocused on financial treasury and business opportunities that may serve to mitigate some of the negative financial impacts. In this regard Frank Allen, Chair of Iarnród Éireann, and an independent financial consultant, was invited to present to the working group on the Covid-19 pandemic and the possible fallout and how transition through a phased exit might appear. Discussions and analysis included the importance of diversification of funding, which could now be challenging, but was needed more than ever with an unprecedented drop in GDP levels in the first quarter of 2020.

Finishing 2020, the Head of the Housing Finance Agency, Sean Cremen, was invited to give insight into the perspective of the HFA in terms of Covid-19 impacts. He noted that 2019 was a record year of lending and that 2020 was set to surpass that, showing excellent resilience of the sector amid the pandemic.

Areas of focus for the Housing Finance Agency included:

- Rental income
- P&A assurances
- Development programme
- Operational impacts day to day
- Cashflow projections

It was noted that the AHB sector had a good oversight and awareness of these critical areas and was responsive, with a strong backup capacity.

## Housing Management and Special Needs Working Group

Group membership includes a range of key service providers in special needs housing and housing management. The group assists the ICSH Board and Council in formulating and reviewing policies, strategies, work programmes, advice and guidance, research, reports and submissions relating to the provision and management of special needs and supportive housing services. Typically meeting once every quarter, the working group met five times in 2020.

**Covid-19** had a significant impact on many of our members, their tenants and the services they operate, including the closures of day services, loss of income due to unemployment, the impact of social distancing on certain accommodation settings etc. While restrictions eased at different points over the year, it continued to impact the work of our members. Members are conscious of delays in allocations and the impact of health and safety measures on ensuring that inspection, repairs and maintenance are carried out appropriately in a timely manner. This working group was a key driver in identifying the impacts and raising concerns about the ongoing challenges in their operating context.

**Housing for People with Disabilities:** The upcoming *Housing Strategy for Persons with Disabilities* was discussed throughout 2020. It was agreed that the WG will feed into this review by making a submission.

**Housing for Older People:** The group discussed the *Policy Statement on Housing Options for Older People* and how it should be monitored in terms of its progress and pushed forward where required. The group identified the need for more support services to allow older people to live independently at home and in their own communities.

**Actions on Homelessness:** The group highlighted the ongoing challenges with tenancy engagement and sustainment. In 2020, the ICSH provided Tenancy Lifecycle training to address these issues. The group raised their experiences in relation to dispute cases and the ICSH worked throughout 2020 with our colleagues in the RTB to highlight member concerns and identify solutions.

**Housing Management:** The working group discussed the issues relation to nominations and allocations being experienced not least because of the Covid-19 pandemic. Tenancy sustainment and anti-social behaviour were highlighted as particular housing management issues for this working group. In 2020 this working group also raised the ongoing issue of CAS out-of-mortgage properties. This is an issue around which the ICSH continued to liaise with the Department in 2020.

## Tier 1 Working Group

In 2020, the Tier One Working Group continued its input into identifying and examining issues of relevance particularly for smaller community-based housing associations. With the impact of Covid-19 on the sector, the working group proved invaluable as a resource for information on the ground as well as a sounding board for how the ICSH could best target resources to ensure that it was supporting members.

As well as the challenges presented by Covid-19 on smaller members, the main areas of work for this group focused on issues around regulation, governance, board renewal and encouraging collaboration between housing associations. All of the above issues continue to be of relevance to the Working Group and the ICSH would welcome new members to become part of the group.

## Communications Working Group

The Group is made up of communications and policy staff representing a number of ICSH members from all three tiers. In 2020, the Group focused on membership inputs to ICSH to better communicate the sector including editorial support for the newsletter, social media promotional work by members of ICSH digital content (in particular the annual Activity Report and 2020 ICSH promotional video) as well as member content for the new ICSH website, launched in Q2 2020. When the group met in May, discussion was dominated by Covid-19 responses from ICSH (individual member engagement and webinars) and member organisations as well as useful individual reflections on the pandemic's impact on member organisation workload and staff wellbeing.

# Services to Members 2020

## ICSH National Social Housing Conference 2020

The 2020 ICSH Housing Finance and Development Conference, sponsored by AIB, was our 7th such conference and the first one delivered entirely online. The event, which took place from 7th-9th October, attracted more than 500 registered delegates from approved housing bodies, local authorities, government departments, statutory agencies, the HSE, the wider voluntary sector and finance, architectural and sustainability firms from the private sector.



The conference brought together leaders and innovators from the public, non-profit and private sectors, with speakers from all around Ireland, Europe, the USA and Australia to present their experience, best practice, innovations and learnings. The three-day event was opened by the Minister for Housing, Local Government & Heritage, Darragh O'Brien T.D. and ICSH Chairperson and CEO of the Peter McVerry Trust, Pat Doyle. In his statement, the Minister commended the staff and board members from the voluntary housing sector for their commitment to the wellbeing of Irish society. He also said the sector needs to continue to develop and innovate to achieve the increase in scale and capacity that is much needed to help tackle the housing and homelessness crisis. He said he was committed personally, and the Government was committed, to working with the sector to achieve this.



Key sessions at the conference included: Financial Landscape, Fall-out from Covid-19 & Opportunities for Housing Delivery; Reaching Housing Delivery Targets; Financing for Delivery, Learnings & Institutional Investment; Housing Affordability Options; Financial Models for Delivering Affordability; Designing and Developing Alternatives to Residential Care – Community Living; Sector Development, Policy & Regulatory Issues; Building the Landscape for Sustainable Housing, Financing Policy & Practice.



Patricia Gruits introduced the work of MASS Design Group (Boston, Massachusetts, USA), an architectural organisation that focuses on design that promotes health, justice and human dignity. Their housing projects address ageing in place, whilst also combatting isolation and loneliness.





ICSH CEO, Donal McManus closed the ICSH Social housing Finance & Development Conference (sponsored by AIB), thanking Housing Minister Darragh O’Brien, TD, speakers, delegates, ICSH AHB members and housing sector stakeholders. He said that 130 years of housing associations and 100 years of local authorities signalled a strong partnership that would endure for the long-term.

### Group Insurance Scheme

The successful ICSH group insurance scheme, administered by BHP Insurance and underwritten by Allianz, has provided excellent levels of insurance cover and customer service to over 200 ICSH members.



### Garda Vetting

856 applications were processed in 2020 for Garda Vetting by the Irish Council for Social Housing, whilst working in collaboration (as a registered organisation) with the Garda National Vetting Bureau.

### Education and Training

In 2020, the ICSH delivered the fifth Chartered Institute for Housing (CIH) Level 4 Certificate in Housing. The hugely popular qualification is a Level 6 vocationally related qualification and is widely recognised in the housing sector in Ireland.

The certificate runs from January to December annually, with all modules requiring a pass for the students to complete the programme and receive certification. The modules are delivered by ICSH Staff and external lecturers. The students range from staff within the AHB and LA sector, to those wishing to make a career in the social housing sector.

In 2020, all classes were moved to virtual delivery through the online platform Zoom. Students embraced this new way of learning and continued to actively engage in discussions. Despite the move to virtual classrooms, both students and teachers found the platform an enjoyable learning space.



Training delivered by Quell during 2020 included Lone Working Awareness and Dealing with Challenging Behaviour. These frontline staff training sessions were hosted online with a maximum number of 12 attendees.

Our compassion fatigue training was of particular interest in 2020, as Covid-19 took hold. People working in caring or support positions may experience a form of burnout as a result of taking on the stresses and problems of clients and not setting effective boundaries or self-care systems. There was considerable demand for these sessions and we ran three of them in summer 2020.

## Seminars

In 2020, a wide range of webinars were delivered in response to member needs, with a particular focus on Covid-19 related content. Our content was delivered primarily through Zoom in 2020, with some events taking place prior to the Covid-19 outbreak and therefore hosted in person. Topics included child protection, group insurance, risk management, regulation, sheltered/supported housing and Covid-19 and housing matters.



## Dublin City Council AHB Information Event - February 2020

We kicked-off 2020 with a very successful information event in partnership with Councillor Alison Gilliland, Chair of the DCC Housing Strategic Policy Committee. As part of our strategy, the ICSH has been focusing on encouraging and facilitating communications with elected members to develop a greater understanding by elected decision-makers of the role of AHBs in providing homes. The event took place in City Hall on Monday 3rd February and included ICSH staff and a number of Approved Housing Bodies providing and developing social housing in the Dublin City Council area.



Councillors Daithí Doolan, Christy Burke and Mannix Flynn

## ICSH AGM 2020

The ICSH held its 2020 Annual General Meeting in a Dublin studio in order to ensure normal AGM business could be carried-out effectively, while adhering to good practice social distancing. Donal McManus launched the ICSH Annual Report 2019, during which he highlighted the ongoing effective communication with members via the ICSH staff, ICSH Council and specialist working groups. Tina Donaghy extended her thanks to Pat Doyle, outgoing ICSH President, on behalf of the Board and the broader membership, saluting Pat for his exemplary stewardship of the Board during a time of significant change and growth.



From left: James Rocke, Tina Donaghy, Jack O’Keefe, Donal McManus and Pat Doyle at the broadcast (socially distanced) ICSH AGM 2020.

Keynote speaker at the ICSH AGM 2020 was Professor Gerard Quinn, Raoul Wallenberg Institute (Sweden) and Research Chair (University of Leeds). Professor Quinn has a particular interest in the intersectionality between old age and disability. He has also highlighted the risks to vulnerable people and older people in residential settings. Professor Quinn is keen to promote the supported housing model delivered by AHB members. Professor Quinn also called for ‘legislation for a right to community living’. The AGM also included a presentation by Keelin McCarthy, ICSH Development Specialist (Housing Management), on AHB rightsizing, conducted over an 8-week period, from November 2019 to January 2020, with seven AHBs and seventeen tenants interviewed.



## Housing Association Activity Report 2019

On 10th June, we launched the Housing Association Activity Report 2019. Ireland’s housing association sector provided 4,127 new social rented homes in 2019, 41% of the total national delivery of social housing, and took almost 5,000 households off the social housing waiting list. Almost 50% of all new build social homes were delivered by housing associations.



Donal McManus, ICSH Chief Executive stated that 10,007 social rented homes were built, purchased and leased in 2019 and housing associations delivered more than 40% of these. He said that in the face of a looming Covid-19 related recession, it was important that social and affordable housing delivery be prioritised in any economic stimulus measures put in place to protect the economy and accelerate the national recovery.

## 2020 Social Housing Tenant Satisfaction Survey

The ICSH launched the results of the 2020 Social Housing Tenant Satisfaction Survey on 10th December 2020. A total of 504 15-minute telephone interviews, from 16 participating housing associations of varying size, were conducted by an independent research agency (Spark Market Research) during October 2020.

Key findings of this, the most comprehensive housing association tenant survey to date, confirm that 90% of participating housing association tenants are satisfied with the services they receive. Tenants have identified good quality housing (93%), efficient repairs service (88%) and estate management (82%) as the most important services provided by their housing association.

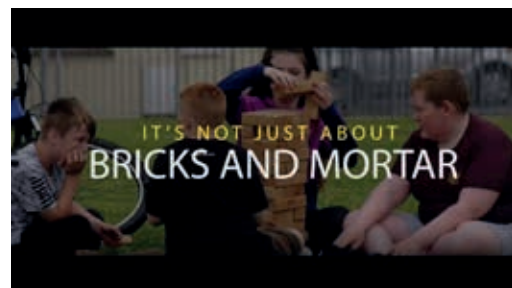


## Impactful Communications 2020

Early in the Covid-19 crisis, ICSH staff contacted all affiliated members individually to see how they were managing and adapting to the vastly changed operating environment and to offer supports where we could. The ICSH has held a number of webinars through Zoom to keep members informed and updated on the latest developments during the Covid-19 crisis, and we ensured that our digital communications with members on both our social media platforms, and website, were as up-to-date as possible.

Eleven press releases, letters and opinion pieces were issued in 2020. The year was very challenging in terms of media exposure as the impact of Covid-19 across society and the economy dominated the news environment. There was positive engagement with the Sunday Business Post seeking data on social housing delivery in advance of General Election 2020 and information on rightsizing, as well as the Dublin Inquirer on sector regulation. Significant coverage came of our Activity Report 2019 launch and our AGM, in early and late June respectively. There was considerable media interest in our AGM Keynote speaker, Professor Gerard Quinn, who highlighted the risks to vulnerable people and older people in residential settings. Our press release on foot of Budget 2021, which welcomed the significant increase in capital investment in public housing also gained significant media attention. The positive results of our Tenant satisfaction Survey, launched in December, also attracted the attention of national media.

Alongside our regular newsletters, and our special Covid-19 member bulletins, ICSH grew its digital presence through increased Twitter, Facebook and LinkedIn engagement. Our new look website, launched in May 2020, led to increased member and external stakeholder engagement. Our website Covid-19 FAQs page was regularly updated to capture the impact of emergency regulatory measures on housing development and support services across our membership and, alongside our housing vacancies section (top ranking on Google for housing jobs), it attracted high visitor footfall. In addition, ICSH launched a promotional video of the AHB sector (It's not Just About Bricks and Mortar) in advance of our October conference, which attracted significant attention across digital platforms.



# Member Activity 2020

In 2020, approved housing bodies delivered 3,312 homes for households on social housing waiting lists. This was a significant achievement in difficult circumstances with the construction sector closed for seven weeks during the first lockdown in 2020. A small number of social housing sites remained open as essential sites, which the ICSH welcomed. The delivery of 3,312 homes was a result of the determination of AHBs to respond to the ongoing crisis in housing supply and affordability. Our approved housing body members now manage more than 43,000 homes for families on low incomes, older people, people with disabilities, supported housing for women leaving domestic violence and households experiencing homelessness. The activities of our not-for-profit housing association members in the face of the Covid-19 pandemic have demonstrated a highly skilled, creative and responsive sector, with deep seams of resilience. It's important to share some of the inspiring work of our member organisations during these challenging times.

## Building and Supporting Communities

In 2020, we witnessed a coordinated community response to the pandemic with the establishment of local authority 'Community Call' forums across the nation, working with state agencies and community and voluntary groups to provide supports or services to any vulnerable person who needed them. We saw the rapid adoption of new infrastructure to facilitate speedy learning and communications between housing associations. And, despite social housing site closures impacting on delivery throughout the year, our member AHBs were able to continue allocating to families in need of a safe and secure environment, where they are able to start a new life and a place to call home. Moving the allocation process online helped to reduce the associated risk of face-to-face interactions between staff members and new tenants.



Tuath were delighted to surpass the 1000-unit milestone in Munster in November 2020 with the delivery of 29 new homes in the first phase of the Bishops Avenue Development in Cork.



Tuath's 'Community Covid-19 Emergency Fund' was launched in May 2020, and was aimed at support groups providing emergency services during the pandemic.



Between Mid-March and Mid-April 2020, Tuath Housing staff made nearly 1200 welfare calls to tenants.



A scheme of highly efficient A-rated homes in Kinsale, Cork, by Clúid Housing. Completed in 2020, the scheme comprises 18 two-bed, 20 three-bed houses and 2 two-bed dwellings adapted specifically for residents with additional needs and incorporating the latest mechanical and electrical services.

Tuath acquired 71 homes in Roxborough, just outside Wexford Town. On completion, this full development will comprise 225 units in total, providing a sustainable mix of social and private tenants.



Foscadh Housing's Loving Life Choir provides people aged 6 to 20 with a safe, friendly and inclusive environment that empowers self-expression, confidence and a positive outlook. In 2020, the Choir secured funding from the Housing Finance Agency (HFA) to write and produce an original song based on members' Covid-19 lockdown experiences.



The Respond led development in Duntahane, Fermoy, Co. Cork consists of 46 homes and one community building and comprises a mix of 20 two-bed houses and apartments, 23 three-bed houses and 3 four-bed houses. The unit typology mix has been carefully considered to provide a truly integrated community with a mix of household compositions and ages.



National Tree Planting Day, February 2020. Tenants from Tuath Housing planting trees and flowers to brighten up their communities.



North & East Housing's Tooting Meadow Scarlet St. is a high-quality development located in the centre of the historic town of Drogheda. The original site housed a disused fire station. Given the regeneration objective for the site, the project required an innovative design solution that enhanced the streetscape of a neglected town centre site. Five one-bed apartments, four two-bed apartments, one three-bed apartment, four three-bed houses and one four-bed house offer urban living for a combination of family types, with secure open green areas and ready access to the services of Drogheda town centre.

## Providing Specialist Supports for Independent Living

Covid-19 had a dramatic impact on all aspects of social housing management and provision. But supported housing was particularly impacted due to its higher support nature and its more vulnerable client group. Our member ALONE had a key role in these forums, having responded to 19,000 cocooning older people (by mid-May 2020) seeking advice and supports during the pandemic. It has been a particularly challenging time with the support needs of vulnerable tenants increasing alongside challenges to staff and volunteer capacity.



Tenants of Fold Ireland and St Brendan's Village cocooning



Balcony Bingo! at McAuley Place, an independent living scheme based on a creative rather than medical model. The Iveagh Trust is our oldest housing association and their Kevin Street Community ran a balcony bingo raising €3,000 for frontline workers and lifting everyone's spirits.



The Paddy McGrath Housing Project provides housing and care for people living with HIV/AIDS where they can live with hope and dignity in a non-judgemental and non-discriminatory environment. They recently completed the construction of nine one-bedroom units at Dominic Place in Dublin's City Centre.





Embury Close, a supported housing complex situated in Adare, Co. Limerick. Through their innovative 'Walkathon', residents sought to give back, using the lockdown to raise some much needed funds for deserving charities such as ALONE, Barnardos and the (local) Milford Care Centre.



Clann, a dedicated age-friendly housing body, was launched in February 2020. Already the largest provider of age-friendly housing in Ireland, having transferred units from Clúid Housing, Clann has an ambitious growth strategy that will deliver 800+ age-friendly homes before the end of 2022. Working remotely During 2020, Clann staff (who would normally have been based onsite) developed initiatives to ensure the well-being of all residents were met during the Covid-19 pandemic. These included identifying needs and linking residents in with community supports, daily and weekly wellbeing calls, online (Zoom) engagement and resident tech upskilling. Pictured: Clann residents Barbara Maher and Jimmy King. Head of Clann Aoife Flynn Kennedy and broadcaster Brendan Courtney.



Cork-based Smartzone is working with Fold Ireland deploying next-stage connected wellness technology at the 31-apartment Abelard Square development close to the Phoenix Park, Ireland's smartest and safest social housing.



In December 2020, Tuath Housing launched the "Be Connected" initiative providing older tenants with digital tablet devices. Tuath was awarded funding for the initiative as part of the HFA Social Investment Fund. Training on the use of the tablets was provided to older residents by Tuath's Tenant Engagement team. Pictured: Louise Thompson, Tuath Housing Services Manager, Barra O'Leary CEO HFA, David Caffrey Greystones Tenant.



Kilworth Community Housing Association tenants social distancing.

## Refurbishment, Regeneration and Innovation in our Cities, Towns and Villages

Our AHB members continue to meet the challenges of working under COVID-19 to ensure that there is a supply of homes that are safe, secure and affordable for people on low incomes. But more than that, our members are at the forefront of innovative housing supply solutions including off-site, and manufactured solutions to accelerate new housing completions, urban and rural regeneration, improved household health, digital connectivity and energy performance as well as enhanced housing management. These solutions will play key roles, now and in the future, in building and sustaining vibrant communities.



In a partnership between Cork Co. Council and Circle Voluntary Housing Association, a unique scheme of 15 refurbished studio and one bed units was delivered at 85 North Main Street, Youghal, Co Cork in 2020. The development lies at the heart of Youghal's town centre in the shadow of the historic Clock Gate tower.



Clúid Housing's €23m Regeneration of St. Mary's Mansions, Dublin 1 was Completed in 2020, with 80 high-quality homes delivered to the local community. The new homes are configured as 1, 2, 3 and 4-bedroom homes, and over 20 of the original resident households (having worked with Clúid on the redesign) moved back into the scheme.



Five years ago, Ann and Christopher Connolly living in Croppy Boy in Fairhill, were informed their property was to be demolished as part of a wider regeneration program for the area. They were nominated to Tuath Housing and moved into their new home in December 2020. 'Tuath Housing staff were fantastic in providing all the support we needed.' Tuath now manage over 130 homes as part of the regeneration of the area and are proud to be working with Cork City Council on the Cork City Northwest Regeneration Quarter project.



Clannmil, Dorset Street, Dublin 1. Completed at the end of 2020 and recently launched, two beautifully restored and rebuilt 18th century Georgian homes will provide lifetime homes for nine households in the heart of Dublin's historic core. The eight spacious two-bed and single one-bed turnkey apartments re-house tenants from flats across the road, due to be demolished as part of the regeneration of this part of the city.



Tuath Housing Sraith Fada, Galway. Two vacant blocks of apartments in an unfinished estate in Galway City lying incomplete for 12 years. The refurbished development consists of 14 two-bed apartments completed in early 2020.



Respond, with support from Dublin City Council, acquired 1-2 Mountjoy Square. This 200-year-old building, located in one of five Georgian squares in Dublin, provides 31 much needed homes for tenants.



Clúid Housing completed an €18m housing development in Sruthán na Sailí, Derreen, Killarney, Co. Kerry, providing homes for more than 180 local people. The development is one of Ireland's largest sustainable social housing projects and was delivered in partnership with Killarney based company Thermohouse. Manufacturing took place off-site in Killarney at the Thermohouse factory using their innovative low energy modular build system. Clúid is proud that the Sruthán na Sailí homes have exceeded the EU's Zero-Energy Building (nZEB) requirements.



First Buy & Renew Scheme for the Good Shepherd Kilkenny, addressing homelessness, housing shortages, vacant sites in urban areas and the hollowing-out of vibrant town centres.

## Safe and Secure Homes for a Range of Households Experiencing Disadvantage

The Simon Communities, Peter McVerry Trust, Safe Ireland, Focus Ireland, COPE Galway and many more members faced specific challenges through 2020 on foot of the Covid-19 pandemic as they moved quickly to keep clients and tenants safe and healthy. Member organisations linked-in in with Safetynet, the primary health care service that has been providing testing of suspected Covid-19 cases, and with the support of the Dublin Region Homeless Executive (DRHE), moved clients from Supported Temporary Accommodation (STA) to freed-up hotel accommodation, student housing and private sector accommodation to facilitate social distancing and isolation where required.



In late 2020, Focus Housing Association acquired 13 new homes in Nenagh, Co. Tipperary. They had been vacant for some time and Focus Housing Association was able to renovate them to deliver high-quality, safe, and secure housing for individuals and families who now have a place to call home.



Peter McVerry Trust opened Westside Modular Family Hub, Galway City in May 2020. The Hub offers own-door, two and three-bedroom units, enabling families to return to something approaching normality.



Cope Galway, Modh Eile House. The accommodation houses a women's domestic abuse service with a nine-apartment and one-bedroom emergency intake unit refuge at its core. While each apartment is self-contained, some communal facilities have been included to provide opportunity for peer support and sharing.

# ICSH Governance 2020

## ICSH Board Meeting Attendance Record 2020

	Jan 29th 2020	April 22nd 2020	July 28th 2020	September 9th 2020	November 5th 2020	December 9th 2020
Pat Doyle	✓	✓	✓	✓	✓	✓
Tina Donaghy	✓	✓	✓	✓	✓	✓
James Roche	✓	✓	✓	✓	✓	✓
Paula Kenny	a	✓	✓	✓	✓	✓
Jackie Bonfield	A	✓	A	✓	✓	a
Alison O Gorman	a	✓	✓	✓	✓	A
Oliver O'Loughlin	✓	✓	✓	✓	A	✓
Jack O'Keefe	✓	✓	✓	✓	A	✓
Will Chambre		✓	✓	✓	✓	✓

Will Chambre joined the board April 2020

There will be an Election in 2021 to vote a new Board

✓ - Present    **A** - Apologies    **a** - Absent

## ICSH Council Members Attendance Record 2020

	Tier	March 11th 2020	May 20th 2020	October 1st 2020	December 2nd 2020
Pat Doyle	<b>T2</b>	✓	✓	✓	✓
Tina Donaghy	<b>T2</b>	✓	✓	✓	A
James Roche	<b>T1</b>	✓	A	a	✓
Paula Kenny	<b>T3</b>	✓	✓	a	✓
Jackie Bonfield	<b>T1</b>	a	a	a	a
Alison O Gorman	<b>T3</b>	a	a	a	✓
Margaret Farrissey	<b>T1</b>	✓	✓	✓	✓
John Hannigan	<b>T3</b>	A	a	✓	A
John Joe Higgins	<b>T2</b>	A	a	A	a
Niamh Randall	<b>T3</b>	✓	✓	✓	✓
Micheal Haynes	<b>T2</b>	✓	✓	✓	✓
Regina McCormack	<b>T1</b>	✓	a	✓	a
Ken O'Heillgh	<b>T2</b>	✓	✓	✓	✓
Jim Quinn	<b>T1</b>	A	✓	A	a
Liz Carey	<b>T3</b>	✓	✓	✓	✓

✓ - Present    **A** - Apologies    **a** - Absent

# Independent Auditors' Report

To the Members of The Irish Council For Social Housing

We have audited the financial statements of Irish Council for Social Housing CLG (the 'Company') for the year ended 31 December 2020, which comprise the Income Statement, the Statement of Comprehensive Income, the Balance Sheet, the Statement of Changes in Reserves and the notes to the financial statements, including a summary of significant accounting policies. The financial reporting framework that has been applied in their preparation is Irish law and Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

In our opinion, the accompanying financial statements:

- give a true and fair view of the assets, liabilities and financial position of the Company as at 31 December 2020 and of its deficit for the year ended;
- have been properly prepared in accordance with Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'; and
- have been properly prepared in accordance with the requirements of the Companies Act 2014.

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland)) and applicable law. Our responsibilities under those standards are further described in the auditors' responsibilities for the audit of the financial statements section of our report. We are independent of the Company in accordance with the ethical requirements that are relevant to our audit of financial statements in Ireland, including the Ethical Standard issued by the Irish Auditing and Accounting Supervisory Authority (IAASA), and the provisions available for small entities, in the circumstances set out in note 24 to the financial statements, and we have fulfilled our ethical responsibilities in accordance with these requirements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

We have nothing to report in respect of the following matters in relation to which ISA (Ireland) 570 requires us to report to you where:

- the Directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the Directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the Company's ability to continue to adopt the going concern basis of accounting for a period of at least twelve months from the date when the financial statements are authorised for issue.

**Harry O'Sullivan,**

for and on behalf of  
Crowleys DFK Unlimited Company  
Chartered Accountants and Statutory Audit Firm  
16/17 College Green  
Dublin 2

Date: May 2021

# Directors' Responsibilities Statement

For the Year Ended 31 December 2020

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with Irish Law and regulations.

Irish company law requires the directors to prepare the financial statements for each financial year. Under the law, the directors have elected to prepare the financial statements in accordance with the Companies Act 2014 and Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland'.

Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the assets, liabilities and financial position of the Company as at the financial year end date, of the surplus or deficit for that financial year and otherwise comply with the Companies Act 2014.

In preparing these financial statements, the directors are required to:

- select suitable accounting policies for the Company's financial statements and then apply them consistently;
- make judgements and accounting estimates that are reasonable and prudent;
- state whether the financial statements have been prepared in accordance with applicable accounting standards, identify those standards, and note the effect and the reasons for any material departure from those standards;

and

- 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 ensuring that the Company keeps, or causes to be kept, adequate accounting records which correctly explain and record the transactions of the Company, enable at any time the assets, liabilities, financial position and surplus or deficit of the Company to be determined with reasonable accuracy, enable them to ensure that the financial statements and Directors' Report comply with the Companies Act 2014 and enable the financial statements to be audited. 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.

On behalf of the Board: May 2020

**Patrick Doyle**  
Director

**James Roche**  
Director

# Balance Sheet

As at 31 December 2020

	Note	2020		2019	
		€	€	€	€
<b>Fixed assets</b>					
Tangible assets	10		27,539		27,913
			<u>27,539</u>		<u>27,913</u>
<b>Current assets</b>					
Debtors: amounts falling due within one year	11	8,523		25,948	
Cash at bank and in hand	12	829,448		796,221	
			<u>837,971</u>	<u>822,169</u>	
Creditors: amounts falling due within one year	13	(165,967)		(125,511)	
<b>Net current assets</b>			<u>672,004</u>		<u>696,658</u>
<b>Total assets less current liabilities</b>			<u>699,543</u>		<u>724,571</u>
<b>Net assets</b>			<u>699,543</u>		<u>724,571</u>
<b>Capital and reserves</b>					
Income and expenditure reserve	17		699,543		724,571
<b>Retained earnings</b>			<u>699,543</u>		<u>724,571</u>

These financial statements have been prepared in accordance with the small companies regime. The financial statements were approved and authorised for issue by the board:

**Patrick Doyle**

Director

**James Roche**

Director

Date: 17th June 2021

Date: 17th June 2021



# Schedule to the Detailed Accounts

For the Year Ended 31 December 2020

	2020 €	2019 €
<b>Turnover</b>		
Seminars and conferences	21,902	110,740
Affiliation fees	226,615	233,851
Grant-in-aid	494,962	429,500
Social partnership **	30,144	30,144
Pobal/White paper contract *	38,583	38,674
Sponsorships/Donations	45,000	48,000
Education and training programme fees	26,075	49,069
Sales/Service/Consultancy	14,495	10,988
Other income	5,772	4,641
	<b>903,548</b>	<b>955,607</b>
<b>Administration expenses</b>		
Staff salaries	437,463	342,411
Part salary of Housing Dev. Officer *	38,583	38,674
Part Salary of Compliance Officer **	30,144	30,144
Employer's PRSI	52,174	40,812
Employer's pension costs	24,840	15,153
Education and training courses	12,676	21,592
Meetings, travel and subsistence	16,212	27,010
Consultancy and research projects ***	78,860	29,702
Printing, postage and stationery	35,405	48,086
Telephone and fax	4,426	5,311
General office expenses	26,616	43,180
Advertising and promotion	9,554	1,278
Legal and professional	4,601	5,018
Audit fees	6,562	6,114
Bank charges	625	454
Rent and rates	75,000	75,000
Light and heat	6,805	7,079
Insurances	11,065	14,458
Depreciation - equipment	13,054	13,054
Depreciation - leasehold improvements	4,817	2,765
Affiliation costs	7,850	9,200
Conference and seminars	15,454	66,850
Regional network	2,126	11,273
Other assurance services	2,161	1,845
IT and other services contracts	11,503	20,314
	<b>928,576</b>	<b>876,777</b>

#### \* Scheme to Support National Organisations in the Community and Voluntary Sector

The work of the ICSH is part - supported by the 'White Paper Contract' scheme which is administered by Pobal. ICSH received grants under the scheme amounting to €38,583 in 2020 towards the salary payment of the ICSH Housing Development Officer.

#### \*\* Funding Scheme for Members of the Community & Voluntary Partnership

The ICSH received a Social Partnership Grant of €30,144 in 2020 towards the salary payment of the ICSH Compliance Development Officer.

#### \*\*\* Consultancy and research projects

The increase during the year is related to deferred income/ project work from 2019 which included NUIG/Pdraic Kenna report on cost rental, Altair Report on Financing, Tenant Survey Report.

# List of Members 2020

## A

Achill Sheltered Housing Association  
Adapt Domestic Abuse Services  
Adare Sheltered Housing CLG  
Alone  
Amber, Kilkenny Womens Refuge  
Anew Support Services  
Anvers Housing Association  
Aoibhneas CLG  
Apex Housing Association  
Áras Mhuire Housing Ltd  
Ardara Sheltered Housing Association CLG  
Ardfallen Sheltered Housing  
ARK Housing Association  
Associated Charities Trust CLG (ACTS)

## B

Ballycastle & District Voluntary Housing Association  
Ballydesmond Sheltered Housing Ltd  
Ballyhale Voluntary Housing Association Ltd.  
Ballyhaunis Social Housing Ltd.  
Ballyhooly Sheltered Housing Association Ltd.  
Ballymacarbry Elders Housing Association Ltd.  
Banada Tourlestrane Housing Association Ltd  
Bandon Geriatric and Community Council  
Banner Housing Association Ltd.  
Bantry Care for the Aged Association Ltd.  
Belcarra Community Co-Op Ltrd  
Belmont Park Housing Association  
Bishopstown Senior Citizen Housing Association Ltd.  
Brabazon Trust  
Bray Women's Refuge Housing Association  
Bréifne Social Housing Association  
Brickens Logbooy Tulrahan Housing  
Broomfield Housing Company  
Bruree-Rockhill Community Housing Association  
Bunclody Day Care Services Ltd.

## C

Caisleán Nua Voluntary Housing Association  
Callan Community Voluntary Housing  
Camphill Communities of Ireland  
Cappamore Housing Association CLG  
Carbery Housing Association CLG

Carnew Community Care CLG  
Carracastle Voluntary Housing Association Ltd  
Carraig Dubh Housing Association  
Carriglea Cáirde Servicese  
Castleblayney Care Housing Association  
Castleblayney Trust for Homeless, Needy & Unemployed  
Castlecomer Housing Association  
Cena - Culturally Appropriate Homes Limited  
Charles Sheils' Charity  
Charleville Sheltered Housing  
CHAS - Cabhrú Housing Association Services  
Cheshire Ireland  
Cill Dara Housing Company Limited by Gurantee  
Circle Voluntary Housing Association  
Clanmil Housing Association Ireland CLG  
Clár I.C.H.  
Clár I.R.D.  
Claregalway and District Day Care Centre  
Clones Special Needs CLG  
Clonmel Voluntary Housing Association  
Clúainín Voluntary Housing Association  
Clúid Housing Association  
CoAction  
Cobh Community Care  
Coiste Tithe Uibhe Laoire Teo  
Colliery Christians Voluntary Housing Association  
Cómhlacht Tithe Soisialta agus Forbairt an Tsuláin Teo  
Conna Community Council Housing for the Elderly Association  
Coolmine Housing Association  
COPE Foundation (Cork)  
COPE Galway  
Cork Mental Health Housing Association  
Cork Simon Community  
Corran-Deel Voluntary Housing Association CLG  
County Donegal Parents and Friends Housing Association CLG  
County Wexford Community Workshop (Enniscorthy) CLG  
Croghan Enterprise CLG  
Cuan an Chlair  
Cuan Saor Women's Refuge and Support Services CLG  
Culfadda Housing Association Limited  
Cumann Tithíochta na Dromoda Teo  
Cumann Tithíochta Sóisialta an Bhreacadh Nua Teo.  
Curlew Housing Association Ltd

## **D**

Daisyhouse Housing Association  
 Danesfort Housing Association  
 Disabled People of Longford Housing Association Ltd  
 Donegal Women's Voluntary Housing Association  
 Doorway to Life (Abode)  
 Drogheda Homeless Aid Association Ltd  
 Drogheda Womens and Childrens Refuge Centre CLG  
 Dromin/Athlacca Housing Project CLG  
 Dublin Central Mission (DAC)  
 Dublin Simon Community  
 Dundalk Simon Community

## **E**

Embury Close Sheltered Housing Company  
 Empower the Family CLG  
 Enniscorthy Community Housing Ltd  
 Escombe Housing Limited  
 Extern Ireland (Extern Homes)

## **F**

F.H.I.S.T.  
 Farranree Sheltered Housing Association Limited  
 Fergus Housing Association  
 Fethard and District Day Care Centre  
 Finisklin Housing Association Ltd.  
 Focus Housing Association  
 Fold Housing Association Ireland CLG  
 Foscaadh Housing Association  
 Four Mile House Housing Association  
 Friends of CoAction Voluntary Housing Association

## **G**

Galtan CLG  
 Galway Co-Op Housing Development Society  
 Galway Mental Health Association  
 Galway Simon Community  
 Gheel Autism Services CLG  
 Gleann Ealach Housing Association  
 Grange and District Housing Association  
 Grantstown Voluntary Housing Association  
 Guardwell Sheltered Housing CLG

## **H**

Habinteg Housing Association Ireland CLG  
 Harc Housing Association for Residential Care  
 Hearth and Mind

Home Again  
 Housing Association for Integrated Living (HAIL)  
 Hugh Gore Institute Ltd.

## **I**

iCare Housing  
 Inagh Voluntary Housing Association Limited  
 Inis Housing Association  
 Irish Society for Autism  
 Irish Wheelchair Association

## **J**

John Nash Charity Sheltered Housing  
 JPC Housing Association Ltd.

## **K**

KADA  
 KARE  
 Kerry Emigrant Support Housing Association Ltd  
 Kerry Mental Health Association  
 Kerry Parents and Friends Association  
 Kilanerin Sheltered Housing Association  
 Kilbolane Voluntary Housing Association  
 Kilcorney Community Development Association Ltd  
 Kildare North Sheltered Housing  
 Kildorrery Voluntary Housing Association CLG  
 Kilkee Housing Association  
 Killeshandra Housing Association Ltd  
 Kilmihil Community Housing Associatio Ltd  
 Kilmovee Community Housing Limited  
 Kilworth Community Housing Association Ltd  
 Kingdom Voluntary Rural Housing Association  
 Kingsriver Housing Association

## **L**

Lapp's Charity  
 L'Arche Ireland  
 Leighlinbridge Housing Association Ltd.  
 Lighthouse Fellowship  
 Lisdoonan District Housing Association Ltd.  
 Little Angels Housing Association Ltd  
 Little Sisters of the Poor  
 Loch Gowna Housing Association CLG  
 Louisburgh Community Housing

## **M**

Macroon Senior Citizens Housing Development Ltd  
Mallow Sheltered Care CLG  
Marillac Housing Association  
Mayo Abbey Parish Housing Association  
Merrick House DAC  
Mid Offaly Housing Association  
Mid West Simon Community  
Midlands Simon Community  
Middleton Lions Club Housing Association Ltd  
Millstreet & District Housing Association CLG  
Mitchelstown Senior Citizens Project  
Monaghan Housing Association  
MooreHaven Centre  
Mount Cara CLG  
Mount Carmel Community Trust  
Mountbellew Voluntary Homes Association Ltd.  
Mountmellick Voluntary Housing Association  
Moyne Voluntary Housing Association  
Muiriosa Foundation  
Mullingar Housing Association  
Mulranny Day Centre Housing CLG

## **N**

Nás na Ríogh Housing Association Ltd  
National Association of Housing for Visually Impaired  
Nazareth Housing Association Limited  
Nenagh Voluntary Housing Association  
Newgrove Housing Association  
North and East Housing Association  
North Connemara Voluntary Housing Association Limited  
Novas Initiatives

## **O**

Oaklee Housing  
Oasis Housing Association CLG  
Offaly Housing Association for People with an Intellectual Disability Limited  
Orione Care / The Sons of Divine Providence  
Owning Care for the Elderly

## **P**

PACE  
Peamount Housing Ltd.  
Peter McVerry Trust  
Peter Triest Housing Association CLG  
Phibsboro Aid

Praxis Housing Association CLG  
Prosper Fingal Housing Association Company Limited by Guarantee

## **R**

Rathangan Senior Citizens Housing Association  
Rathkeale Sheltered Housing Association Limited  
Rathmore Social Action Group  
Ratoath Independent Living Initiative  
Respond Housing Association  
Rights for the Elderly VHA CLG  
Roscara Housing Association  
Roscommon Mental Health Association  
Rosdale (Kilmacow) Voluntary Housing Association Ltd  
Rosepark Independent Living Company  
Rosscarbery Social Housing Association

## **S**

S.O.S. Kilkenny Housing Association Limited  
Saint John of God Housing Association CLG  
Saoirse Housing Association CLG  
Senior Citizens Concern CLG  
Shanbally Housing Association CLG  
Skibbereen Geriatric Society Ltd.  
Slí Eile Housing Association CLG  
Slieverue Community Housing Association  
Sligo Social Service Council CLG  
SLINUA Housing Association CLG  
Society of Saint Vincent de Paul  
Sonas Domestic Violence Charity  
Sophia Housing Association  
Sophie Barat  
South East Galway Housing Association Limited  
South East Simon Community  
St. Christopher's Housing Association (Longford)  
St. Dominic's Housing Association Ltd. Co. Mayo  
St. Francis Housing Association  
St. Killian's Housing Association Limited  
St. Mary's (Kilkenny) Voluntary Housing Association  
St. Michael's House Housing Association  
St. Patricks Dwellings For the Elderly  
STEER Housing Association  
Sue Ryder Foundation

## **T**

Tabor House Trust Company Limited  
Tabor Lodge Addiction and Housing Services Limited  
Teach Tearmainn Housing Association  
Tearmann Éanna CTR  
Tearmann Housing Association CLG  
Tearmann Uí Cheallaigh Cumann Tithíochta Soisíolta  
Templemore Voluntary Housing Association  
Temporary Emergency Accommodation Mullingar (T.E.A.M.)  
The Father Patrick Peyton C.S.C. Voluntary Housing Company C.L.G.  
The Good Shepherd Centre Kilkenny CLG  
The Iveagh Trust  
The Paddy McGrath Housing Project  
The Royal Hospital Donnybrook Voluntary Housing Association T/A RHD Housing  
The Salvation Army  
Thomastown Voluntary Housing Association  
Thomond Housing Association  
Thurles Lions Trust Housing Association CLG  
Tinteán - Carlow Voluntary Housing Association Ltd  
Títhe Cois Trá (Lacken Housing Association)  
Tramore Voluntary Housing Association Limited  
Tuath Housing  
Tullaherin Bennettsbridge Voluntary Housing Association Limited  
Tullamore Housing Association CLG

## **U**

Upton Cork Housing Association

## **V**

Villiers Housing Association

## **W**

Walkinstown Housing Association Ltd.  
Waterford Dove Housing Association CLG  
Waterford Housing Association (Tinteán Housing Association)  
Western Care  
Westgate Foundation  
Windgap Voluntary Housing Association  
Women's Aid Dundalk

## **Supporting Members 2020**

Depaul Ireland  
Disability Federation of Ireland  
Mental Health Ireland  
Ó Cualann Co-Housing Alliance CLG  
Safe Home Programme CLG  
Threshold

## **Trade Members 2020**

Campbell Tickell

## **Associate Members 2020**

Friends of Lisdoonvarna Community Health Facility Ltd.  
Radius Housing Association  
St. Patrick's Trust  
Voluntary Housing Support Services CLG  
White Oaks Housing Association







Irish Council  
for Social Housing

## **Irish Council For Social Housing**

50 Merrion Square East,  
Dublin 2, Ireland

T +353 1 661 8334

F +353 1 661 0320

E [info@icsh.ie](mailto:info@icsh.ie)

[www.icsh.ie](http://www.icsh.ie)