

CAUSEWAY

IRISH HOUSING
ASSOCIATION

ANNUAL REPORT
2020/2021

CAUSEWAY IRISH HOUSING ASSOCIATION

MISSION STATEMENT

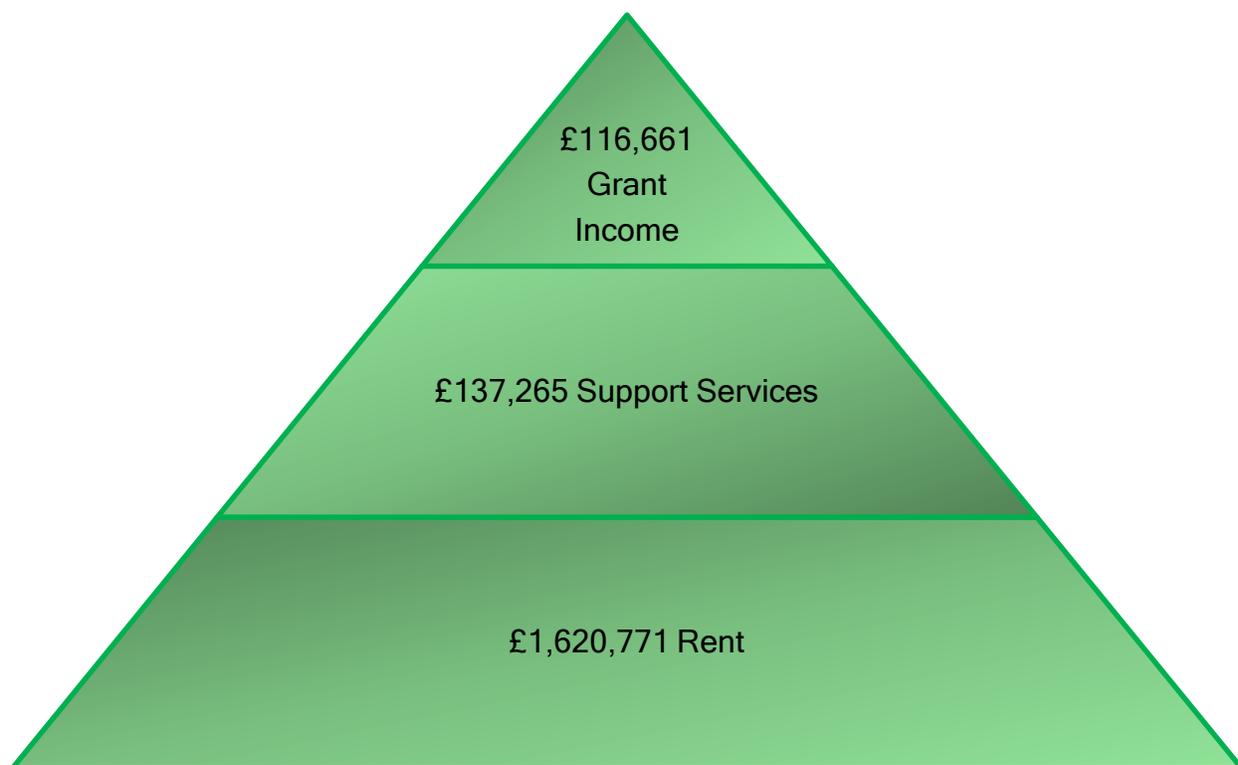
To provide housing and skills development to young people in need, providing a space in which they can attain independence.

82% of our tenants believe Causeway staff do their best to help them

78% of our tenants are happy with the quality of their accommodation

78% of our tenants would recommend Causeway to their family and friends

WHERE CAUSEWAY'S MONEY CAME FROM



CONTENTS

Director & Chair's Report	4
Housing Management	5
Lifeskills	6
Support Services	7
Meet the Team & Our Management Committee	9
Accounts	11
Acknowledgements	12

DIRECTOR'S REPORT

What a year this has been! When we left our office on St Patrick's Day 2020, little did we know that we would not return for more than a year. I certainly did not expect to have not seen many of my colleagues again in person a year later. Though even as it felt as if the world had stopped at that time, it hadn't, and neither had Causeway. Indeed, I now have new colleagues who I have not met other than on screen. Thanks to the hard work and care of our staff team, the resilience and co-operation of our tenants, and some innovative and fast-reacting funding bodies, Causeway appears to be emerging from this pandemic stronger than ever.

I must pay tribute to City Bridge Trust, whose pragmatism, care, and support were invaluable to us in the early days. We are also grateful to Hackney Council, Homeless Link, Haringey Giving, National Lottery, and Edible Gardens, for their kind assistance. It was a sterling team effort that ensured our worst fears weren't realised, including from those of our tenants who, during the worst of times, continued to pay their rent.

This year has also led to a huge personal decision for me, and it will be my last at Causeway after eighteen years as Director. The solidarity I have felt, and been part of, has made me both sad and glad to leave. I'm sorry that I won't be involved in the exciting years ahead and will hugely miss my colleagues, but I am so proud of everyone and happy to be leaving the organisation in the best of hands. Next year sees the return of our erstwhile Deputy Director, Alan D'Arcy, as Chief Executive Officer. I have no doubt that Causeway will thrive under his leadership, and I leave him with the very best team. I would also like to thank our Chair, Jess Page, and our excellent Committee, for their professionalism and support during what could have been a very difficult year, and for making my leaving easier by being so good.

I wish everyone at Causeway the very best for what I know will be a bright future.

Joanne Murray
Director

CHAIR'S REPORT

I am very proud of what the staff at Causeway have achieved in 2021. The year continued to present its challenges, in particular having no access to an office, yet high quality services continued to be provided meeting resident expectations.

The four-day week has contributed to staff satisfaction and high productivity and has no doubt set us apart from our peers.

It has been wonderful working with Jo over my tenure as Chair, she has left a legacy at Causeway, building the organization to be not just a housing provider but a financially stable organization made up of motivated and passionate staff impacting people's lives through the support and activities they do. Jo will be enormously missed.

I am also looking forward to working with Alan D'Arcy as our new Chief Executive, taking Causeway forward into a positive future.

Thanks to all staff and residents who have worked together and worked hard to make 2021 a successful year.

Jessica Page
Chair

HOUSING MANAGEMENT

This year saw us purchase our seventh property, a block of four flats in Hackney. This block houses four long term tenants, and we are now able to offer them more secure tenancies, ensuring more stability for them.

We completed the sale of our flats in Newham and are now aiming to purchase more shared housing therefore increasing our social impact. Our portfolio will soon include a mix of flats and shared in houses in Haringey, Hackney, Enfield, and Newham.

We expanded our Unaccompanied Asylum Seekers contract with Haringey by taking into management two 8-bedroom properties.

Covid-19 and the various lockdowns made it very difficult for us to safely offer viewings and move ins for applicants, however we did manage to house 44 people during 2020/2021. We kept our self-referrals open as much as we could during the year, and while our waiting lists were longer than the year previous, all applications we managed within an 8-week timeline.

Arrears were impacted by the government introducing a ban on evictions and the courts being closed, and our housing team had to work very closely with tenants to manage their ever-changing financial circumstances. With tenants being made redundant or put on furlough, we had to manage more housing benefit and universal credit claims than ever before.

LIFESKILLS

COVID RESPONSE

It goes without saying that the last 12 months has been one of the hardest on record for Causeway's tenants and their staff. When lockdown began in March 2020, Lifeskills staff contacted all our vulnerable tenants for a welfare check and risk assessment. Follow up support included advising contractors, staff, and housemates when someone was shielding or medically vulnerable. We enhanced our communication with residents regarding government guidelines on social distancing and how they could access essential services such as food banks and rapid covid testing.

FINANCIAL AND WELFARE BENEFIT SUPPORT

Many Causeway tenants work in retail or hospitality, many were on zero-hour contracts and lost their jobs entirely, or others were furloughed on a reduced income. The Lifeskills team expertise was able to help tenants apply for Universal credit for the first time and enrol on online courses.

DIGITAL CHAMPIONS

With most of the population at home, one of our main focuses was digital inclusion. Causeway surveyed their tenants to identify individuals who needed help. The results were as followed:

- 98% had a tablet or smart phone
- 70% were able to do internet banking on their own
- 46% had wi-fi at home
- 45% had a laptop

Based on our findings we were able to raise funds through the Education and skills funding agency, additional donations through the local community, Haringey council, and Causeway's own Lifeskills budget.

This funding meant that Causeway were able to provide 12 laptops and 2 iPad free of charge to our tenants. This allowed them to attend virtual lessons at college, work from home, keep in touch with loved ones via zoom, manage their money e.g.- universal credit, online banking and & shopping, and job searching.

LIFE COACHING AND WELLBEING SUPPORT

In an unprecedented time for mental health crisis, Causeway increased its efforts to identify people in need of support. Causeway's Wellbeing Co-ordinator Guy worked alongside accredited therapists and life coaches to support our tenants through motivational interviewing and CBT (Cognitive behavioural therapy.) We had an overwhelming positive response from the 15 individuals who attended sessions. One of the residents wrote:

Since lockdown began my mental health has really suffered. Being on furlough, meant I have spent a lot of time at home in my room alone. I've never really socialised before with my housemates, and we began to argue about noise and cleaning the house. The sessions really helped me to manage my anxiety and improve my sleep hygiene. It also encouraged me to get on better with my housemates and use my time more constructively by doing an online course.

SUPPORT SERVICES



HACKNEY CARE LEAVER PROJECT

We have semi-independent housing and support projects in Hackney. We provide floating support service to 13 Care leavers and Unaccompanied Asylum Seeker Children at two properties. Our 10-bed property in E9 has a live-in support tenant, who provides an out of hours support. Causeway have helped sustain tenancies of care leavers and UASC's who have experienced trauma and/or have complex support needs. The Support Worker provides up to five hours of support for each tenant, helping them to sustain their tenancy, enhance their life skills, and prepare them for living independently. The Support Worker and other staff have helped the young people to access new courses, find new work, and in some cases move on to Council Accommodation. Many of the young people are very aspirational and have started University courses. We have formed a strong working relationship with the Commissioners and Social Workers and have received positive feedback.

The Support Worker and other staff have helped the young people to access ETT opportunities e.g., continuing further education or access courses such as everyday ESOL, mentorship to support with home learning during lockdown, access IT support or community services. Hackney care leavers were also able to benefit from Life coaching group sessions with life coach Shabazz Nelson, courtesy of the Hackney Community grant. The young people were able to discuss their fears and aspirations about transitioning from support housing to independent living. Shabazz was able to build a really strong rapport with the young people and helped them focus on their educational and vocational plans.

Many of the young people have been demonstrating great leadership skills; One tenant worked with staff to create a home workouts kit so they could access communal gardens and parks during lock down as many were missing the Gym equipment or using local spaces. Some tenants have held film/game nights, staff arranged tenant meals to support shared cooking skills, and the tenants continue to remain resilient during this uncertain time.

Some have lost employment but have accessed financial support where needed. Some remained healthy by accessing counselling services, working out, bike riding, walking, or receiving regular wellbeing support via support workers. Despite the lack of social interaction many of our young people enjoy and continue to achieve via independent living skills, key work sessions and informal activities.



Tenant Christmas 2020 meal, arranged by support worker Dominique.



HARINGEY UNACCOMPANIED ASYLUM SEEKER CHILDREN (UASC'S) PROJECT

Last year Causeway began a new contract with Haringey Young Adult Service (YAS) to house and offer floating support to ten Unaccompanied Asylum Seeker Children. The young people now reside in four semi-independent houses in Tottenham. Most of them are sharing for the first time and have tailored support plans to develop their aspirations for independence:

- Support to share facilities and deal maturely with conflicts with housemates.
- Support to address issues such as drugs or alcohol that may endanger a tenancy.
- Budgeting, money management and healthy eating on a budget.
- Coaching and demonstrating tasks such as cleaning, laundry, and basic garden maintenance.
- How to report repairs and health & safety issues, respond to fire alarms and other emergencies.
- Support to manage visitors responsibly and develop healthy friendship.
- Confidence to be assertive within a shared housing setting, without resorting to aggression.
- Basic household maintenance.
- Keeping benefit claims online and support to register with service such as GP's and libraries.
- Education, Training and Employment advice, support, and signposting

In December 2020 Causeway expanded their service from 10 to 26 clients. Paul joined the team and along with Rebekah provided support across the four properties.

Our new eight bed property in Tottenham has been a great success. Lockdown restrictions has put even more emphasis on housemates getting on with one another. The property has young people from East Africa, Eastern Europe, and Central America and this integration has helped improve their social skills, English language skills and life skills e.g.- cooking and cleaning.



Tenant Easter 2021 meal, arranged by support worker Paul.

OUR TEAM AND MANAGEMENT COMMITTEE

COMMITTEE MEMBERS

JESSICA PAGE *Chair from Oct 19*



BA Sociology and
Criminology
MSc Social Policy

*Director of Housing
Women's Pioneer Housing*

Member since Jul'18.

FRANCESCA LEWIS *Vice Chair*



BA Psychology

*Housing Policy Manager
Greater London Authority*

Member since Apr'19.

OLUWAFEMI AYINDE *Treasurer*

BA(hons) Accounting with
Computing

Accounting Professional

Member since Apr '12.

FRANCES HARKIN



PhD, MA, BA
(Hons) Irish
Studies

*Research Lead
HACT*

Member since May '18.

JORDAN STEER



BA Sociology &
Social Policy
MSc Social Policy

*Project Manager –
Integration, Inclusion &
Wellbeing
Notting Hill Genesis*

Member since Jul '18.

KWEKU HANSON



BA Business
Studies
MSc Social Work

*Support Worker
Christian Action Housing
Association*

Member since Feb '19.

GRAHAM RICE



MDrama Drama &
Theatre Studies

*Head of Performance & Policy
L&Q*

Member since Mar '19.

ANTHONY WERE



LLB Bachelor
of Laws

*Development Manager
Metropolitan Thames
Valley*

Member since Mar '19.

DEAN MCGLYNN



*Project Manager
Barnsbury
Housing Association*

Secretary g320

Member since Oct' 19

LAUREN GREEN



BSc Criminology
and Criminal
Justice

*Assistant Head of Support &
Housing- London
Centrepoint*

Member since Nov' 19

OUR TEAM

AS OF MARCH 31ST 2021

Director:	Joanne Murray
Business Development Manager:	Maureen Hankins
Lifeskills & Projects Manager:	Tom Ferrie
Business Support Manager:	Lisa Finnegan
Housing Manager:	Lorraine Miller
Housing Officer:	Ellie Gray
Admin Officer:	Clare Mullaniff
Support Workers:	Dominique Henry
	Rebekah Mate-Kole Rampe
	Paul John Barry

Re-engagement and recovery worker:

Rose Holland Gilbert

We were lucky to receive funding for a 6-month post for a re-engagement and recovery worker, Rose. Rose has been invaluable in supporting people affected by the psychological and economic effects of the Covid-19 pandemic helping them to re-engage with services, and assist with employment, money and debt management, and tenancy sustainment.



*Causeway Staff
pictured here with
the Causeway
Management
Committee*

ACCOUNTS

STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2021

	2020/21 £	2019/20 £
Income		
Incoming resources from generated funds:		
Donations and gifts	0	205
Grants	116,661	56,740
Activities for generation funds:		
Other Income	137,265	114,677
Investment Income	404	670
Incoming resources from charitable activities:		
Rent Receivable	1,620,771	1,629,286
Total Income	1,875,101	1,801,578
Expenditure		
Charitable activities	1,757,025	1,786,339
Governance costs	6,415	6,856
Total Expenditure	1,763,440	1,793,195
Net Income/(Expenditure)	111,661	8,383
Reconciliation of Funds		
Total funds brought forward (restated)	827,089	818,706
Total funds carried over	1,140,987	827,089

Please contact the Director for a copy of our accounts in full, including a detailed breakdown of our financial activities.

ACKNOWLEDGEMENTS

MANAGEMENT COMMITTEE

Chair:	Jessica Page
Vice Chair:	Francesca Lewis
Treasurer:	Oluwafemi Ayinde
Members:	Frances Harkin
	Jordan Steer
	Kweku Hanson
	Áine McGaley
	Graham Rice
	Anthony Were
	Dean McGlynn
	Lauren Green

STAFF

Director:	Joanne Murray
Business Development Manager:	Maureen Hankins
Lifeskills & Projects Manager:	Tom Ferrie
Business Support Manager:	Lisa Finnegan
Housing Managers:	Lorraine Miller
	Niccolo Biancalani until June 2020
Housing Officers:	Jai Chandel from August 2020 until November 2020
	Graeme Meek from March 2021
	Ellie Gray from July 2020
Lifeskills & Projects Coordinator:	Guy Bolongaro until December 2020
Admin Officer:	Ellie Gray until July 2020
	Clare Mullaniff from September 2020
Maintenance Officer:	Michael Lynch
Floating Support Workers:	Dominique Henry
	Rebekah Mate-Kole Rampe
	Rose Holland Gilbert from September 2020
	Paul John Barry from January 2021

Causeway Irish Housing Association is proud to work with and acknowledges the support of the following organisations:

Bridge Renewal Trust
 City Bridge Trust
 Clarion Housing Group
 Crisis
 Croydon Churches Housing Association
 Irish Government Emigrant Support Programme
 Irish in Britain
 Migrant Resource Centre
 MIND
 L&Q
 London Borough of Hackney
 London Borough of Hammersmith & Fulham

London Borough of Haringey
 National Lottery Awards for All
 No First Night Out
 Optivo
 Paddington Development Trust
 RISE/Renaissi
 St Martin of Tours Housing Association
 Southern Housing Group
 Triodos Bank

Auditors: Calculus Audit Services
 5 Priory Row
 Loughton
 IG10 1AF

Bankers: Allied Irish Bank plc
 202 Finchley Road
 London
 NW3 6BX

**Causeway Irish Housing Association
 Haringey Irish Cultural & Community Centre
 Pretoria Road
 London
 N17 8DX**

0208 365 1751

www.irishcauseway.org.uk

**Registered Society under the
 Co-operative and Community Benefit Societies Act 2014
 Reg. No. 25228R**

 **www.facebook.com/causeway.irish**

 **@causewayirish**