



# ANNUAL REPORT 2021/2022

## CAUSEWAY IRISH HOUSING ASSOCIATION

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CAUSEWAY  
IRISH HOUSING  
ASSOCIATION

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# MISSION STATEMENT

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

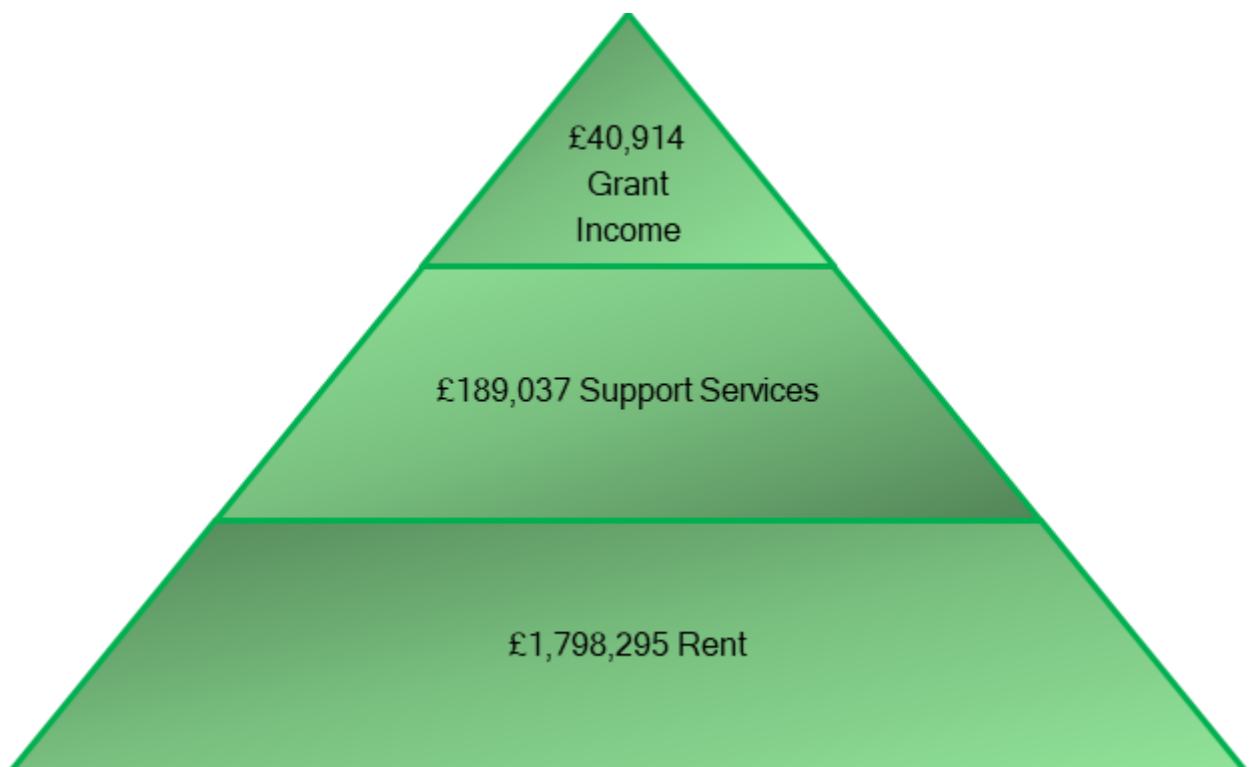
## Highlights

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



# DIRECTOR'S REPORT

**Alan D'Arcy**  
*CEO*

I am very proud that the response of our colleagues, stakeholders, and residents to the challenges of the past year has been magnificent. Despite the exhaustion of the previous pandemic year, we have held our services together and continued to provide dedicated support to our residents. It's also been an eventful year for me personally as halfway through I started as the new CEO.

I was appointed CEO in June 2021. This is in fact my second Causeway incarnation, as I had worked for 3 years as Deputy Director from 2014 -2017, supporting our ex-CEO Joanne Murray to develop and grow the organisation. I am honoured and delighted to be back at Causeway, and I look forward to leading the organisation as we develop our amazing services and dedicated staff.

My return happily coincided with the period beginning the long way back from Covid. Thanks to this, much of our energies were spent on supporting our staff to return safely to their workplaces and restart regular face to face working with our residents.

Unfortunately, we could not return to our head office as our landlord, Haringey Council, is undertaking a full refurbishment of the Irish Centre, our home of 30 years. Due to these essential works, we are unlikely to be able to return to our offices in the short term.

That said, we have kitted out the office attached to a nearby property as a temporary base. The office has capacity for all staff members to work there on a two day per week basis, with two days from home. We have also used the money saved in rent charges at the Irish Centre to invest in a new Microsoft based IT system. The new system is making it much easier and more efficient to carry out our work.

## **Our people**

I started as CEO on 7<sup>th</sup> June 2021 and Joanne Murray retired from Causeway in August. Jo provided leadership and inspiration to our organisation for 22 years. I was fortunate to be able to spend 2 months with Joanne before she left to receive a detailed handover and two months of invaluable support.

We also recruited a new support worker, Rose Nickolds, to work with the Haringey UASCs. Rose started in September and joined us from Denmark, where she had been working in an emergency shelter for asylum seekers.

## **Our focus during 2021/22**

Throughout 2021 we focused on two main areas of business, that thanks to covid had proven particularly challenging. Our priority was support to our residents to reconnect fully with us. We worked hard to ensure they had the necessary support from Causeway staff and local support agencies to stay safe in their accommodation, pay their rent and continue to address issues that led them to homelessness in the first place. Secondly, as we expected, our rent arrears spiralled during the epidemic due to several factors including job losses and lack of face-to-face support. We have been tackling these arrears throughout 2021 and expect this work intensify in 2022 as courts reopen and support services get back into their stride.

## **Focus for the coming year.**

We have a lot to crack on with as our sector returns to something like normal. As the new CEO I want to review, with our leadership team, all areas of our business with an objective of not just returning to normal but being better. Despite the pandemic, we have been bidding actively for new business. We are awaiting the outcome of our bids to Hackney's young people's pathway and Haringey's mental health supported housing pathway. We also bid for an adult LGBTQ supported housing service in Haringey and are waiting expectantly for the results of this tender also.

I would like to thank our staff for their focus and commitment during a very difficult period and our residents for their patience as our services to them changed. Finally, I would like to say a heartfelt thank you to our volunteer board of trustees, whose expertise I have relied on a lot over the past year.

We look forward to 2022/23 with hope and optimism,

All the very best,

Alan

# CHAIR'S REPORT

**Jessica Page**

*Chair*

I want to extend a huge thanks to Jo who dedicated much of her career to Causeway and lead the organisation as CEO to financial stability and success. Jo's dedication, determination and leadership will be missed. She has left the organisation in a strong position for the new CEO. I am delighted that Alan has returned to lead the organisation, to innovate and grow the business and bids have already been made for multiple projects.

I'm proud of our staff who have worked tirelessly during a difficult year, their commitment to our cause and support for residents has been admirable.

Our focus is now coming back from the pandemic, supporting our residents to keep their tenancies and move forward with their lives.

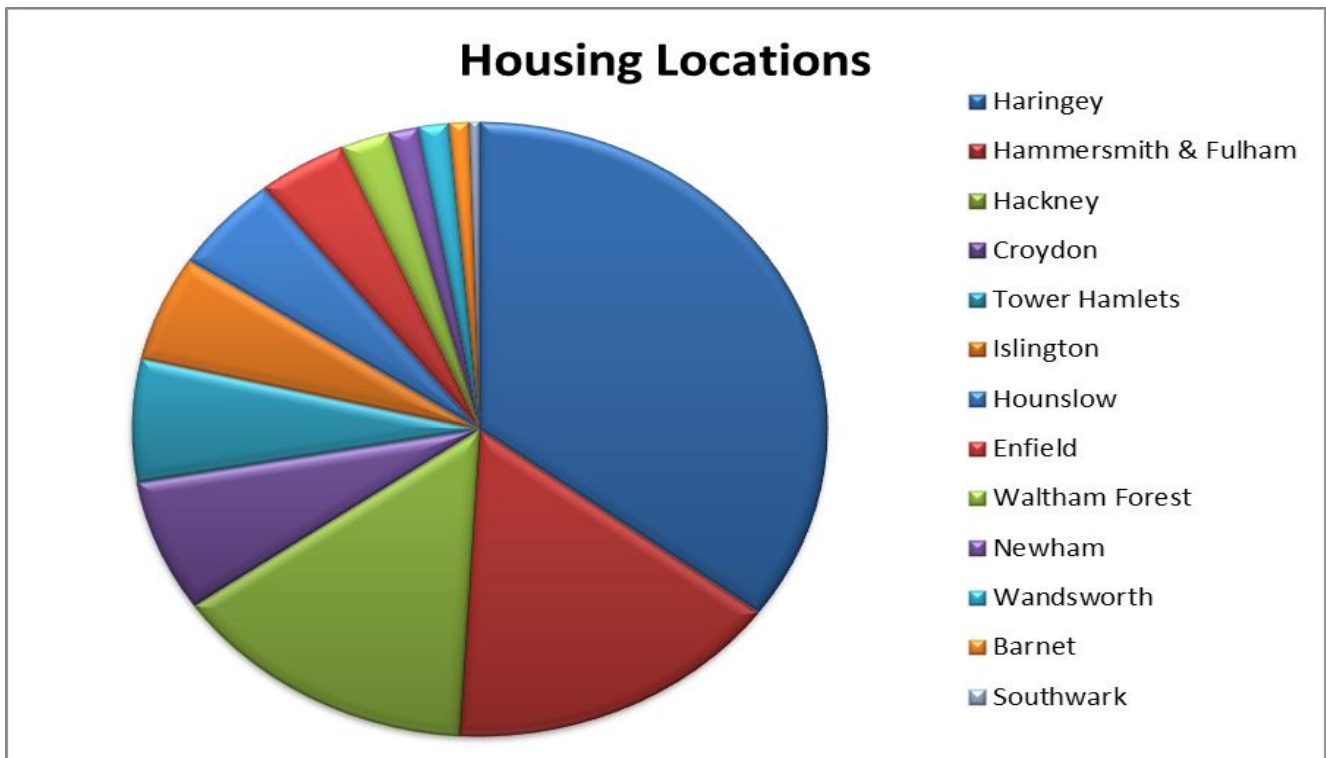
Best wishes,

Jess.

# HOUSING MANAGEMENT

2020/2021 saw us extend our property portfolio within our general needs housing stock, we secured a 12-bedroom shared house in Haringey, a 5-bedroom shared house with a bedsit in Enfield. We established a relationship with a new private landlord, this increased our stock further, by taking on 8 studio flats in Haringey. We have purchased 4 1-bedroom flats in Hackney taking our property ownership to seven properties across Enfield, Haringey and Hackney boroughs.

We now operate in 12 London boroughs with most of our stock based in Haringey.

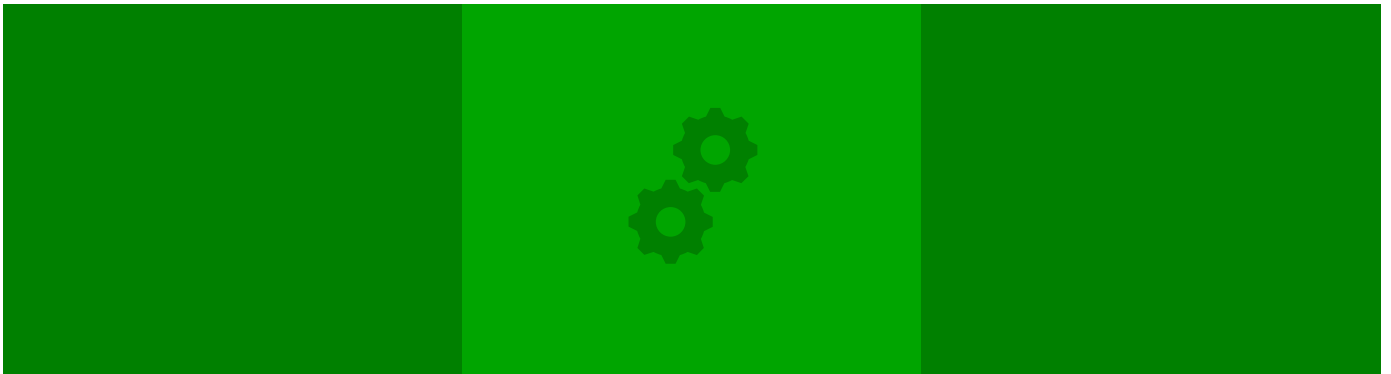


We housed 54 people in the year. We also established a new partnership with City of London with a commitment to house street homeless vulnerable adults and together we housed 20% of their clients. The Housing team have worked hard to reduce void loss and arrears, Covid has had an impact on this, but staff have worked hard to turn this around.

# LIFESKILLS

## Covid Response

As the UK entered its second year of the pandemic, Causeway continued to offer financial and welfare support to our vulnerable clients and those in the biggest financial hardship. With the Government's furlough system coming to an end in May 21, many of our general needs clients were in more perilous employment and financial predicaments than in 2020. Our Life Skills team supported tenants to make Universal Credit claims and assisted with finding employment. With long periods of isolation and time at home, extra emphasis was needed on accessing mental health services, staying in touch with loved ones and staying fit and healthy at home. We regularly shared articles and tool kits for tips on managing mental wellbeing during the pandemic. To follow social distancing, staff had to become more adaptable. We would carry out welfare assessments, key-working and budgeting support over video meetings. We would also meet tenants in their garden or in a park to check in on them. 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. Further, we advised 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 Life skills team expertise was able to help tenants apply for Universal credit for the first time and enrol on online courses.

*Causeway successfully applied for £10,000 from the Haringey Giving Support fund. This helped with paying off 40 residents service charge arrears and utility debts.*

## COVID and Wellbeing Support

In an unprecedented time for mental health crisis, Causeway increased its efforts to identify people in need of support. Our new Wellbeing Co-ordinator, Guy, worked alongside accredited therapists and life coaches to support our tenants through motivational interviewing and CBT (Cognitive behavioural therapy.) We were also to employ Rose, a Re-engagement and Recovery Worker. Rose worked tirelessly to identify hard to reach vulnerable clients. With a large spike in Domestic violence cases during the pandemic, Rose referred 12 women to Domestic violence services and women support groups.



## SUPPORT SERVICES

### HACKNEY CARE LEAVER PROJECT



We have semi-independent housing and support projects in Hackney. We provide floating support services to 13 care leavers and unaccompanied asylum seeker children (UASC) at two of our properties. Our 10-bed property in E9 has a live-in support tenant, who provides 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 Dominique 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. Our 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 both commissioners and social workers and have received positive feedback.

Support workers and staff have helped the young people to access ETT opportunities. Such as, support continuing further education or accessing courses such as everyday ESOL, mentorship to support with home learning during lockdown, access IT support or community services.

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

Some have lost employment but have accessed financial support where needed. Some have 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.

## SUPPORT SERVICES

# HARINGEY UNACCOMPANIED ASYLUM SEEKER CHILDREN (UASC'S) PROJECT



Causeway continues their productive partnership with Haringey Young Adult Service (YAS) to house and offer floating support to 26 unaccompanied Asylum Seeker Children. We now have two Support Workers, Paul and Rose, working on this contract. The young people reside in four semi-independent houses in Tottenham and Wood Green. Most of them are in shared housing for the first time and have tailored support plans to develop their aspirations for independence. The support can include the following:

- ✓ 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

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

## **Gender Informed Approach Funding**

The National Lottery awarded Causeway £10,000 towards developing a Gender informed approach in our organisation. With this money we were able to provide GIA training for 15 members of staff and we established a GIA steering group. We have allocated £500 each to five Supported Housing properties to make them more homely, welcoming, and more of a psychologically informed environment for our female tenants. We are currently consulting these tenants as to what changes they would like to see in their housing -including colour schemes, furniture, and practical stuff like free sanitary products.

## **Gardening Projects**

Causeway have continued their partnership with Edible Landscapes to improve three gardens at Care Leaver and Unaccompanied Asylum Seeker projects in Haringey and Hackney. This included tenant-led designing of their gardens, growing herbs, building planters and a summer hut. We celebrated the completion of one garden project in Hackney with a staff and tenant summer BBQ. Having these garden projects allows tenants to learn new gardening skills, codesign projects, build teamwork, improve rapport with housemates & staff, improve physical and mental health. Most importantly it allows tenants to enjoy their beautiful gardens and fresh air.

## 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*

*Until Sept '21; Member since  
Apr '12.*



**FERDINARD  
OKWOR**

*Chartered Accountant*

*Member since Oct '21.*



**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

*Until Sept '12; Member  
since Feb '19.*



**GRAHAM RICE**

MDrama Drama & Theatre  
Studies

*Head of Performance &  
Policy*  
L&Q

*Until Sept '22; Member since  
Mar '19.*



**ANTHONY WERE**

LLB Bachelor of  
Laws

*Development  
Manager*  
Metropolitan Thames  
Valley

*Member since Mar '19.*



**FRANCES HARKIN**

PhD, MA, BA (Hons) Irish Studies

*Research Lead*  
HACT

*Until Sept '21; Member since May '18.*



**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 Centrepont*

*Member since Nov' 19*



**FIONA WORRELL**

*HR Consultant*

*Member since Oct'21.*



**JOYE KUPONIYI**

*Head of Home Ownership Business Support*  
Notting Hill Genesis

*Member since Oct'21.*



**MARIA MORIARTY**

*Head of Resident Engagement & Corporate Experience*  
Network Homes

*Member since Oct'21.*



*Causeway staff pictured with the Management Committee*

## Our Team

*As of March 31<sup>st</sup>, 2022*

<b>CEO:</b>	Alan D’Arcy
<b>Business Development Manager:</b>	Maureen Hankins
<b>Business Support Manager:</b>	Lisa Finnegan
<b>Lifeskills &amp; Projects Manager:</b>	Tom Ferrie
<b>Housing Manager:</b>	Lorraine Miller
<b>Housing Officer</b>	Kyle Micali
<b>Admin Officer:</b>	Clare Mullaniff
<b>Support Workers:</b>	Paul John Barry Rose Nickolds



*Causeway staff at their 2021 Away Day*



# ACCOUNTS

## STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 MARCH 2022

	2020/21 £	2019/20 £
<b>Income</b>		
Incoming resources from generated funds:		
Donations and gifts	0	0
Grants	40,914	116,661
Activities for generation funds:		
Other Income	189,037	137,265
Investment Income	190	404
Incoming resources from charitable activities:		
Rent Receivable	1,798,295	1,620,771
<b>Total Income</b>	<b>2,028,436</b>	<b>1,875,101</b>
<b>Total Expenditure</b>	<b>1,763,440</b>	<b>1,763,440</b>
Net Income/(Expenditure)	(2,040)	111,661
<b>Reconciliation of Funds</b>		
Total funds brought forward (restated)	1,140,987	827,089
Total funds carried over	1,234,112	1,140,987

*Please contact the CEO 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 until Sep 2021 Ferdinand Okwor from Oct 2021
Members:	Frances Harkin until Sep 2021 Jordan Steer Kweku Hanson until Sep 2021 Graham Rice Anthony Were Dean McGlynn Lauren Green Fiona Worrell from Oct 2021 Joye Kuponiyi from Oct 2021 Maria Moriarty from Oct 2021

## Staff

Director:	Joanne Murray until Aug 2021
Business Development Manager:	Maureen Hankins
Lifeskills & Projects Manager:	Tom Ferrie
Business Support Manager:	Lisa Finnegan
Housing Managers:	Lorraine Miller
Housing Officers:	Ellie Gray until Feb 2022 Kyle Micali from June 2021
Admin Officer:	Clare Mullaniff
Support Workers:	Dominique Henry until Mar 2022 Rebekah Mate-Kole Rampe until Aug 2021 Rose Nickolds from Oct 2021 Paul John Barry

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/Renaisi  
 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**

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[www.irishcauseway.org.uk](http://www.irishcauseway.org.uk)

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



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