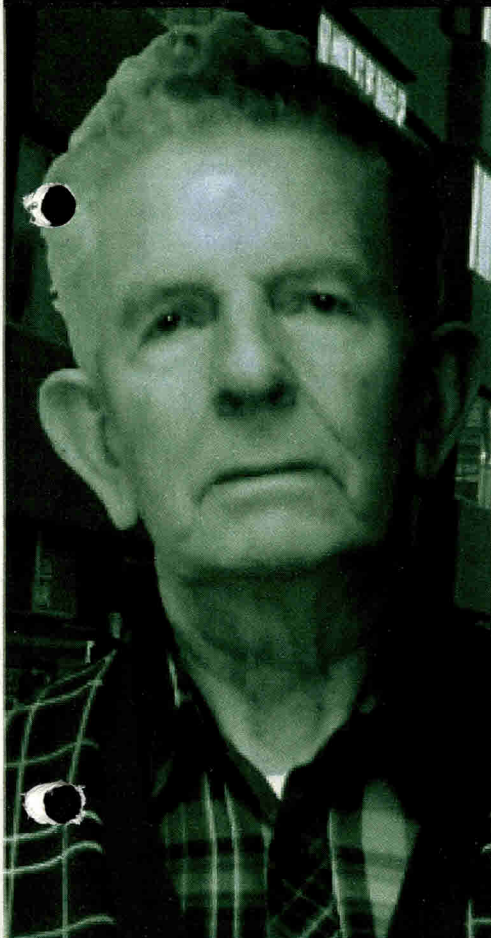


# IRISH SUPPORT & ADVICE SERVICE



## Annual General Meeting 2007

Working With The Needs  
Of The Irish Community

 **ISAS**

**Irish Support and Advice Service**

Registered Charity No 1053278

Registered Company 3137725

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## **Mission Statement**

**The Irish Support & Advice Service provides a culturally sensitive service to meet the needs of the Irish Community in west London, by providing advice and support on social welfare law and health matters. Our services are independent, confidential and accessible to all people of Irish descent.**

## **Executive Summary**

The Irish Support & Advice Service has been established in one form or another for over 35 years. In that time it has served the needs of the Irish community in West London and the London Borough of Hammersmith & Fulham in particular. The 3 year business plan gives a background to the organization. It identifies the changing needs of the Irish community and proposes a strategic development and finance plan for ISAS to meet these needs and to ensure the continuation and success of the organization's future.

Emphasis is placed on the needs of the older Irish community who face increasing isolation and poverty.

## **Introduction**

The Irish support and Advice Service was set up 1969 to provide core Advice and Support to the Irish Community and now currently operates from the central location of the Irish Centre in Hammersmith. ISAS continues to be central to the success of this Irish Centre

ISAS has identified service needs within the Irish Community within the borough of Hammersmith and Fulham through our service, nationally by contributing to data collected by the Federation of Irish Societies in the United Kingdom. The data clearly show that there is a need to develop alternative services to meet the needs of the Elderly Irish

The plan identifies four broad aims in relation to the organisation's work with the Irish Community in West London. They are: a) to continue to develop and expand services for the Irish community, b) to reduce poverty and isolation for the community, c) to develop organisational infrastructure and capacity building, d) to continue to develop IT and obtain essential equipment.

In order to achieve these aims it is envisaged that the staffing requirement will increase from the current three staff to six staff members. The funding requirement will double from the current £100k to £200k.

Community who emigrated to the United Kingdom in the 1940's, 50, and 60's. Our experience is that many of these elderly clients are living in areas of high deprivation, they are isolated and do not engage with mainstream services. As a service we would like to develop an additional range of services to meet those unmet needs and these additional services will only be developed when we have secured appropriate funding as part of our three year development plan in conjunction with core services.

## Chair's Report

The past year has been highly successful and the organisations continues to build upon organisational outcomes achieved during 2006.

The Irish Support and Advice Service (ISAS) is centrally located within Hammersmith to meet the needs of the Irish Community within London. The service has demonstrated a clear need for culturally specific services to be developed in west and central London and ISAS is unique in its ability to reach out to the Irish Community.

The Irish Community are a very much invisible ethnic group. They are reluctant to engage with mainstream services and are often overlooked by both statutory and voluntary services. There is a clear identified need around welfare benefits and housing for the Irish Community and ISAS has been very successful in meeting many of those needs.

ISAS has demonstrated considerable added value within the Borough of Hammersmith by providing culturally specific services. ISAS has a proven ability to reach out to a hard to reach community, with exceptional outcomes for the year.

Clients have accessed ISAS from over 20 Londons boroughs. ISAS is well run and is committed to expanding and raising service provision while retaining its unique cultural identity.

I am pleased to advise that 2006 continues to be a positive milestone for the service on a number of core areas including service delivery, partnerships, exposure of the service and financial stability. I would like to express my thanks for the work done by the Director, staff, volunteers and members of the board during 2006. Considerable progress has been made by the Director and a review and assessment of the service has been implemented for 2007. The profile of the service has been raised within a

number of London boroughs and requests for partnership working have been received.

2006 ISAS launched the new website [www.irishadvice.org.uk](http://www.irishadvice.org.uk) The service demonstrated its ability to deliver a range of efficient and affective services that make a real difference to peoples lives. ISAS performance and client outcomes were particularly impressive when you take into account minimum staff resources and outcomes achieved 2006.

During 2006, ISAS had 897 clients visits to our drop in service from clients from across 20 London Boroughs. ISAS provided 2131 advice instances. ISAS successfully re-housed 10 clients, assisted 8 clients to return to Ireland. ISAS client income increased by 100% from £103,000 to £213,000.

The Irish Support and Advice Service is a main advice and support agency within Hammersmith and Fulham and for the Irish Community in London.

I am confident that ISAS will access additional and varied funding streams. ISAS has identified, via the monitoring systems, clear patterns on health and deprivation relating to an ageing Irish Community . A number of new members joined the Board with relevant experience within an Advice and voluntary setting. ISAS will continue to recruit and strengthen the board.

It is essential that the Irish Support and Advice Service expands to meet the needs of the Irish community both within the borough and the West London area. ISAS continues to work with Hammersmith Council on how best to support the Irish community. As a service we continue to attract funding from key funders including Dion, Irish Chaplaincy, City Bridge and the Ireland Fund of GB. Without who's support ISAS could not have reached out, improving the quality of peoples lives. I look forward to the new challenges that 2007 continues to bring.

**Michael Guest**

## **Treasurers Report**

ISAS continues to develop varied funding streams and the monitoring systems have clearly identified the health and deprivation needs of the Irish Community. This has enabled ISAS to be successful in obtaining awards for a number of small charitable grants. The summarised financial information contains extracts from the Statement of Financial Activities for the year ended 31st March 2006 and have been submitted to the Charities Commission and Companies House. Our total income for the for the year to 31<sup>st</sup> March 2006 was £102,126 and our expenditure was £91,698. The designated and restricted funding is £67,542 and ISAS has taken on a number of staff on short term funding contracts. Our accounts indicate that ISAS operates a very lean and cost -effective service, but requires a substantial increase in funding to enable the service to develop and to meet the needs of the Irish Community. Gary O'Brien

## **A Review of the Year – Director**

The mission of service is to respond to unmet needs of the Irish Community for culturally sensitive services, particularly those of advice. The past year continues to be highly successful as ISAS continues to reach out to a high volume of Irish clients at our drop in advice service (893 client visits 2006). ISAS provided a range of services at our drop in service and the development of our Outreach service enabled ISAS to provide more time intensive 1 to 1 advice and support.

In our experience it is clear that there is a real need for culturally specific services to reach out to a hard to reach Irish Community that is reluctant to engage with both the voluntary and statutory services that who would otherwise be overlooked. Client income increased by 100% to £213,000, 2131 advice instances and a number of clients housed.

ISAS has provided support to the Irish Community in Hammersmith for over 35 years. The Irish Community has been identified as having the highest rates of health and deprivation of all BME groups. 65% of all clients accessing our services are from the borough of Hammersmith, clients have accessed our service from over 20 London boroughs. It is clear that ISAS needs to develop services across London to further reach out increasing access.

2006 ISAS launched a new website 2006 and new promotional literature.

It is the experience of ISAS that the client group is predominantly aged fifty five plus and one in three clients are male. They are reluctant to engage with mainstream services and are often isolated.

The Irish Support and Advice Service continues to operate to agreed standards of service delivery and retain accreditation by the Legal Services Commission. The four most prominent advice categories were welfare, housing, finance and health advice.

## **Partnership working**

The Irish Support and Advice Service has developed a number of successful partnerships with both Irish partner agencies and statutory services (including Sheltered Housing team LBHF—over 25 clients re-housed over the last two years).

ISAS is unique in its position which enables our service to reach out where statutory services cannot access. ISAS has also developed successful voluntary placements in liaison with the Volunteer Centre.

**Funders**— I would like to thank all our key funders that have enabled ISAS to reach out to Irish Community and achieve the tremendous outcomes for 2006 (dis appropriate to limited resources). Funding by the Irish Chaplaincy/SIA of ISAS has been essential to enable ISAS to move forward organisationally and to reach out to the most vulnerable Irish members. Without funding from our key partners ISAS would not have been able to have made such a difference to peoples lives.

# ISAS Aims for Strategic Development of Services

Research by Hammersmith and Fulham confirms that the Irish Community has the highest rates of health and deprivation of all BME groups within the borough. There is a clear and urgent need to meet the needs of the Irish Community, by developing services in a number of London boroughs.

- Increase client numbers using our services
- Develop satellite advice surgeries across west London to increase access
- Increase income
- Reduce health and deprivation
- Pensioners Groups

**Mike McGing**

## IRISH ADVICE

### Set Percentage Reporting - Summary Data

#### Summary - Client Visits - Advice Instances

#### Ethnicity - All Clients.

#### Age Ranges - 0 to 101

Includes all records from 01-Jan-2006 through 31-Dec- 2006

	<u>Female</u>		<u>Male</u>		<u>Totals</u>	
	Count	%	Count	%	Count	%
Housing	<b>107</b>	16.5%	<b>304</b>	20.5%	<b>411</b>	19.29%
Employment	<b>6</b>	0.9%	<b>24</b>	1.6%	<b>30</b>	1.41%
Education	<b>0</b>	0.0%	<b>6</b>	0.4%	<b>6</b>	0.28%
Finance	<b>63</b>	9.7%	<b>199</b>	13.4%	<b>262</b>	12.29%
Health Advice	<b>75</b>	11.6%	<b>166</b>	11.2%	<b>241</b>	11.31%
Welfare	<b>169</b>	26.0%	<b>403</b>	27.2%	<b>572</b>	26.84%
Famil	<b>22</b>	3.4%	<b>24</b>	1.6%	<b>46</b>	2.16%
Discrimination	<b>11</b>	1.7%	<b>11</b>	0.7%	<b>22</b>	1.03%
Other Services	<b>196</b>	30.2%	<b>345</b>	23.3%	<b>541</b>	25.39%
<b>Instances</b>	<b>649</b>	<b>100.0%</b>	<b>1482</b>	<b>100.0%</b>	<b>2131</b>	<b>2131</b>
<b>100%</b>	100.00					

#### General Information (filtered)

	<u>Female</u>		<u>Male</u>		<u>Total</u>
<b>1 - Advice Instances (as above)</b> <b>100%</b>	<b>649</b>	<b>100.0%</b>	<b>148</b>	<b>100.0</b>	<b>213</b>
<b>2 - Total Visits in period (with or without)</b> <b>100%</b>	<b>272</b>	<b>30.5%</b>	<b>621</b>	<b>69.5%</b>	<b>893</b>
<b>3 - Total Clients in period (with or without)</b> <b>100%</b>	<b>210</b>	<b>33.0%</b>	<b>427</b>	<b>67.0%</b>	<b>637</b>

	<u>Female</u>	<u>Male</u>	<u>Average</u>
<b>4 - Average Visits a Client (Line 3 /</b>	<b>1.3</b>	<b>1.5</b>	<b>1.4</b>
<b>5 - Average Issues a Visit (Line 1 /</b>	<b>2.4</b>	<b>2.4</b>	<b>2.4</b>
<b>6 - Average Issue instances a Client (Line 1 / Line</b>	<b>3.1</b>	<b>3.5</b>	<b>3.3</b>



**THE IRISH CHARITABLE TRUST  
(A COMPANY LIMITED BY GUARANTEE)**

**STATEMENT OF FINANCIAL ACTIVITIES  
(Including Income & Expenditure Account)  
FOR THE YEAR ENDED 31 MARCH 2006**

	Unrestricted Notes Funds £	Restricted Funds £	2006 Total Funds £	2005 Total Funds £
<b>Incoming Resources</b>				
<i>Incoming resources from charitable activities</i>				
Grants	0	82,082	<b>100,072</b>	83,081
<i>Incoming resources from generated funds</i>				
Donations	311	17,990	<b>18,301</b>	2,745
Investment Income	1,743	0	<b>1,743</b>	138
<b>Total Incoming Resources</b>	<b>2,054</b>	<b>100,072</b>	<b>102,126</b>	<b>85,964</b>
<b>Resources Expended</b>				
<i>Charitable activities</i>				
Outreach Fund	0	5,000	<b>5,000</b>	9,635
Advice Support Services	0	77,153	<b>77,153</b>	24,732
Welfare Disbursements (Clients)	0	3,422	<b>3,422</b>	0
Community Chest	0	3,511	<b>3,511</b>	0
Advertising & Literature	0	1,456	<b>1,456</b>	0
Volunteers' Expenses / Training	0	0	<b>0</b>	92
<i>Governance costs</i>				
Salaries / ENIC	0	0	<b>0</b>	5,000
Office Costs	0	0	<b>0</b>	15,941
Legal & Professional Fees	0	0	<b>0</b>	365
Accountancy Fee	0	1,156	<b>1,156</b>	1,295
Trustees' Meetings & Reports	0	0	<b>0</b>	800
<b>Total Resources Expended</b>	<b>0</b>	<b>91,698</b>	<b>91,698</b>	<b>58,260</b>
<b>Net incoming (outgoing) resources</b>				
<b>For the year</b>	<b>2,054</b>	<b>8,374</b>	<b>10,428</b>	<b>27,704</b>
Balance brought forward at 1 April 2005	31,132	26,880	58,012	30,308
<b>Balance carried forward at 31 March 2006</b>	<b>33,186</b>	<b>35,254</b>	<b>68,440</b>	<b>58,012</b>
	=====	=====	=====	=====

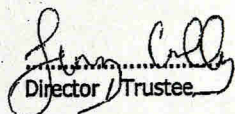
**THE IRISH CHARITABLE TRUST  
(A COMPANY LIMITED BY GUARANTEE)**

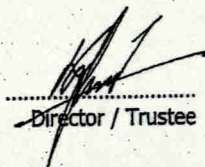
**BALANCE SHEET  
AS AT 31 MARCH 2006**

	Notes	2006 £	2005 £
<b>Fixed assets</b>			
Tangible fixed assets	5	4,532	0
<b>Current assets</b>			
Debtors & Prepayments	4	1,016	1,016
Cash at bank and in hand		80,404	71,402
		81,420	72,418
<b>Liabilities: amounts falling due within one year</b>	3	(17,512)	(14,406)
<b>Net current Assets</b>		<b>63,908</b>	<b>58,012</b>
<b>Net Assets</b>		<b>68,440</b>	<b>58,012</b>
<b>Funds</b>			
Unrestricted income funds:			
General		898	0
Designated		31,132	31,132
Restricted funds:		36,410	26,880
		<b>68,440</b>	<b>58,012</b>

The financial statements have been prepared in accordance with the special provision of Part VII of the Companies Act 1985 relating to small companies and in accordance with the Financial Reporting Standard for small Entities (effective June 2002).

The Board of Directors approved these accounts on:

  
Director / Trustee

  
Director / Trustee

ISAS was pleased that the Mayor Minnie Scott Russell and Cllr Lillis could be in attendance at our St Patrick's Irish Advice and Cultural event 2007.



## **Real life Advice and Support**

Mr X who had worked all his life and through ill health found himself with no money and sleeping in a car. Mr X had turned 60 and was not aware of assistance available to him both relating to welfare Benefits and housing options. Mr X approached ISAS in a very distressed state, but within a month we had sorted out his pension credit and got him a one bedroom sheltered accommodation property and some money towards furniture from a small Irish charity. Mr X's quality of life had completely changed and improved because of his involvement with ISAS. We are all very proud of this and feel that clients such as Mr X are the reason why our service is so crucial.

Another case I would like to tell you about is that of Mr B who had been living in a small studio room for about 15 years, the room was crumbling with damp, he had no access to a bathroom as the landlord had absolutely piled the bathroom full of rubbish. The room was extremely dark as it was in a basement, and had a tiny stove and a small sink only in it and a foldaway bed on the floor. Following a visit to Mr B in his home ISAS made an application for sheltered housing and submitted with this application a very strong letter of support.

Following a visit from the sheltered housing officer, Mr B received the offer of a new flat within a matter of weeks. ISAS also assisted Mr B with grant applications to get new furniture as most of his belongings had been ruined by damp over the years. Mr B is so happy in his new flat and regularly pops in to see us to say thank you and to let us know how he is getting on.

These are just two of our many success stories of last year; with the continued growth and expansion of ISAS we hope that we will be able to reach out to many more people in similar situations and offer assistance and support to them.

## **Funders**

The Irish Support and Advice Service would like to thank all the existing and past funders to our service Dion (The Irish Government)

The Ireland Fund of Great Britain

The Irish Chaplaincy/Supporting Irish Abroad

Bridge House Trust

## **Support Received**

**Federation of Irish Societies**

**VSRA - Hammersmith**

# Management Committee

**Michael Guest**  
**Chair - Director**  
**Appointed 2004**

**Gary Obrien**  
**Treasurer – Director**  
**Appointed 2007**

**Robert Mulchay**  
**Director**  
**Appointed 1970s**

**Jerry Crilly**  
**Solicitor – Director**  
**Appointed 2002**

**Maire Gaffney**  
**Consultant - Director**  
**Appointed 2005**

**Kathy Markey**  
**Lecturer – Director**  
**Appointed 2005**

**Jim Doyle**  
**Housing – Director**  
**Appointed 2005**

**Jacqui Read**  
**Civil Servant- Director**  
**Appointed 2002**

**Andrew Bree**  
**Director 2007**

**Francis McGuinness**  
**Director –2007**

**Maria Linnane**  
**Director 2006**

**Bankers**  
**Allied Irish Bank**  
**361 King Street**  
**Hammersmith W6 9DT**

**Auditors**  
**Smartwise Management**

**Solicitors**

**Cliona O'Tuama**  
**Hamilton House**  
**1 Temple Avenue**  
**London EC4 OHA**



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**Working With The Needs Of The  
Irish Community**

**[www.irishadvice.org.uk](http://www.irishadvice.org.uk)**