

Chairman's Foreword

Welcome to the Fold Ireland Annual Review



The economic landscape has continued to challenge Fold Ireland, its business partners, customers and staff.

In the circumstances we performed well, continuing to soundly manage our finances whilst enhancing our customer policies and procedures.

I never fail to be amazed by the dedication and professionalism of our staff, who provide the best possible housing, care and support for all our residents and tenants.

The Board approved a new corporate plan for the business which will take us up to 2016. We refreshed our mission, vision and values and redefined our business objectives.

On behalf of the Board, I would wish to thank Maureen Windle and Brendan Henry founding members of the Association, for their tremendous support and contribution and their wise counsel over the years.

We are also pleased to welcome new Board members Ciaran McNamara, Pat Farrell and Davis Coakley to Fold Ireland.

Finally thank you to all voluntary members of the Board who give so generously of their time, and our partners in the Local Authorities, the HSE, the DoECLG and the Housing Agency.

Jim McCaffrey

Chairman's Reception

Each year the Board and Management of Fold Ireland have a workshop to discuss Social Housing, Housing with Care and the issues to be included in Fold Ireland's business plan and future strategy.

That evening partners from the HSE, Local Authorities and other organisations join Fold Ireland at the Reception.



Housing with Care

Both Anam Cara and Cherryfields continue to ensure their residents receive the best care and support. The staff at these schemes continue to go far beyond what is expected, organising fundraisers, social events and even a holiday for their residents to Kerdiffstown House.





Chief Executive's Foreword

In the face of continued economic uncertainty and reducing public finances we consolidated our activities and focused on achieving enhancements across our business.

We outperformed all our KPI's in terms of financial targets around surplus, arrears, cash flow and operationally in terms of allocations and voids, care, property management and safety.

It is likely that pressures on public funding and hardship among our customers will continue, if not increase in the immediate term. Responding to these challenges will make us even more effective and efficient as we focus on our customer needs.

All our achievements are down to the hard work of the Fold Ireland staff, the dedication of the Board, the support of family members and carers and the contributions of all our business partners.

It will be a challenging year ahead, however we will continue to focus on providing very efficiently run care and housing services with a strong customer focus.

Fold Ireland Financial Summary 2011

Although 2011 was a challenging year due to reductions in revenue streams, high levels of occupancy were maintained in both housing with care schemes. Costs elsewhere were well managed and within budget.

Financial highlights:

- Fold Ireland achieved a net surplus position through improved management of:
 - Debt arrears and void levels exceeding expectation.
 - Absence, staff rotas and use of agency to provide cost savings.
 - Expenditure through procurement tendering of contracted cleaning and laundry consumables.
- Fold Ireland were able to put funds aside for future major repairs.
- Fold Ireland employed a HR Officer to reduce reliance on Fold Northern Ireland for operational HR services.
- Fold Northern Ireland continues to support Fold Ireland in other operational areas through a SLA.
- Opportunities for further development continue but no new schemes were brought into management during the year.

Complaints 2011

We received 36 complaints across our total customer base of 202 last year, with 92% of them being resolved satisfactorily.

The management team review complaints collectively on an ongoing basis. Where necessary corrective action is taken including additional training, performance management and procedural review.

Customer Complaints summary 2011

Customer	No of Complaints	No resolved	Percentage Resolved	No Of Customers
General Needs & Sheltered	14	12	86%	87
Housing With Care	22	21	95%	114

Breakdown of Housing Complaints

Category	No of Complaints	No Answered	Performance Met	Resolved
Other	14	12	12 (86%)	12 (86%)

Breakdown of Care Complaints

Category	No of Complaints	No Answered	Performance Met	Resolved
Attitude or behaviour of staff	2	2	2 (100%)	2 (100%)
Delays in provision of service	2	2	2 (100%)	2 (100%)
Other	2	1	1(50%)	1 (50%)
Policy/Procedure failure or issues	11	11	11 (100%)	11 (100%)
Quality of Service	5	5	5 (100%)	5 (100%)
Total	22	21	21 (95%)	21 (95%)

Seventy Sheltered Housing Units Opened

Fold Ireland are continuing to develop its housing stock throughout the Greater Dublin Area with schemes recently opened in Castleknock, Tallaght and Terenure. These schemes are now enjoyed by tenants. To mark this success Fold Ireland have held three official openings.

The Minister Ruairi Quinn TD commented at the opening at the Courtyard, Terenure,

“By working together, the various agencies and bodies involved here have shown what can be achieved when we all work towards the same goal. I would like to congratulate all involved in the delivery of these much needed homes for older people.”

These developments bring well designed accommodation to the over 55s in a safe and comfortable environment, ensuring tenants gain the most out of living in modern sheltered accommodation.

The Minister Willie Penrose TD commented at the opening of Chestnut Lodge in Castleknock,

“Here we see homes being provided for people who otherwise might have had to leave their own community, friends and neighbours in order to have accommodation appropriate to their needs...”

Fold Ireland remain committed to providing additional accommodation for those in need during this challenging economic time. Fold Ireland are continuing to develop new schemes in partnership with the DoECLG, and the Local Authorities. Fold Ireland are delivering their programme under the Social Leasing Model and are working on a mixed funding project which requires private finance in addition to CALF funding.

At the opening of New Seskin Court in Tallaght, the Mayor of South Dublin City Council, Councillor Eamonn Maloney commented,

“South Dublin County Council is proud to have supported this innovative scheme in association with Fold Ireland ...”



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Corporate Governance Report

As at the 31 December 2011 the Board comprised of nine voluntary members led by the Chairman, Jim McCaffrey.

Fold Ireland's Board control Fold Ireland's strategic direction and reviews its operating and financial position. The Board undertakes an annual review of its performance and effectiveness and has established a Governance Framework including:

- Sub Committees
 - Audit, Risk and Finance Committee
 - Operations Committee
 - Development Committee
- Schemes of Delegation
- Risk Register
- Board Members Self Appraisal
- Corporate and Annual Business Plans
- Internal and External Audit Programmes
- Declarations of Interests of Members
- Rules and Articles of Association
- Performance Management Scorecards and Reports
- Key Policies and Procedures, including provisions for Fraud and Whistleblowing

Secretary

Ciaran O'Donoghue

fact file



Fold Ireland provides apartments and houses for older people and families. In addition, the Association provides supported housing with 24 hour care for frail and older people.

Fold Ireland was established in 2001 and now operates two state of the art Housing-with-Care schemes, apartments for over 55's and general needs accommodation for families.

Fold Ireland enhances the quality of life for many people in the community by providing a unique combination of accommodation and associated service options. These include: Housing-with-Care and Day Care for frail older people and people diagnosed with dementia; sheltered housing; and general needs accommodation for families.

Our TeleCare service provides a range of highly effective safety and home security solutions that enable frail, older and disabled people to continue to live independently in their own homes. This service offers 24 hour support through a team of highly trained TeleCare Call Advisors.

Fold TeleCare supports 25,000 homes across Ireland.



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