

# 2017

## Annual Report





# Our Vision

A community where everyone  
lives in place they call home



## Our Mission

- To help people who are homeless, or at risk of being homeless, access housing and support appropriate to their needs;
- To work towards eliminating homelessness through advocacy, education and campaigning;
- To combat homelessness by collaborating with statutory and voluntary agencies, friends, supporters and the wider community.

## Our Values

Responsiveness  
Equality  
Support  
Partnership  
Empowerment  
Community  
Transparency





# A Word From Our Chairperson

## Dear Clients, Staff and Supporters,

The demand for our services has remained constant along with the growing homelessness problem. 2017 was another challenging year. We continued to look for ways to extend our reach to support more people at risk of homelessness. In 2017, we started to expand our services further into more rural areas beyond our Resource Centre in Ballinasloe. We also put plans into motion to offer outreach services to people in the Loughrea and Tuam areas and this has now been implemented with pilots running in each of the towns since early 2018.

The feedback from the clients in the Youth Service we launched in 2016 has been very positive. Aimed at 18-25 year-olds, this service provides young people with safe housing and other supports they need. They are also learning the practical skills they need for independent living.

Our Client Involvement Strategy continues to encourage client participation. The approach has not only reduced social isolation for people, but has also increased client participation in meaningful activities and broadened their educational and employment opportunities. The Galway Simon Board has always been keen to give clients a voice and the organisation has benefited significantly from having client perspectives represented at board level. We have three positions on the board for client representatives and we are delighted to welcome a new member from our Youth Service who will bring the voice of clients to the highest level of the organisation.

Michelle Ruane was a client of Galway Simon and served on the Board from 2013 to 2018. She attained a QCI qualification in Care of the Elderly and is currently

completing a Bachelor of Youth and Family Studies at the National University of Ireland, Galway. She has been hired by Galway Simon as a Housing Support Assistant. Michelle was a pleasure to work with on the Board and we are so proud of her hard work to achieve so much.

It is with mixed feelings that we said goodbye to Bill Griffin, our CEO for the past six years. I'd like to thank Bill for his many contributions during that time. His drive, dedication, enthusiasm, expertise and approachability enabled him to have a huge impact on our services and staff. We wish him much happiness in his retirement which brings to an end a career spanning 42 years in human services both in Ireland and in England.

It is my pleasure to welcome Karen Golden, our recently appointed CEO. Karen has over 20 years senior management experience across finance, marketing, IT and HR. She was a Board Director of Galway Simon for eight years until 2011 and Chairperson for one term. More recently, Karen was a Board Director of the Galway Rape Crisis Centre.

I would like to extend my thanks both to our generous supporters and our statutory funders, without whom we would not have been able to work with the 537 unique households that needed our help in 2017. The wider community in Galway continues to be very supportive of our work, and our volunteer numbers are on the rise. There are many ways to get involved, be it volunteering in the shops, at the church gate collections or nominating Galway Simon as the Charity of the Year in your place of work. We appreciate all the efforts you have made to help our clients in their time of need.

**Maureen Lynch**  
**Chairperson**





# A Message From Our New CEO

On behalf of all of us here in Galway Simon Community, I would like to wish our outgoing CEO Bill Griffin a very happy retirement. Bill made a very significant contribution to the development of the organisation and to addressing homelessness in Galway over his nearly six years at the helm.

From 2004 to 2011, I volunteered as a Board Director of Galway Simon Community. It has been a pleasure to reconnect with the organisation since I took up this role in January 2018, and I look forward to working with our dedicated team of staff and volunteers over the coming years.

The housing and homelessness crisis continued to deepen in Galway over 2017. Over 5,000 households remain on the social housing waiting list across Galway. In the private-rented sector, rents continued to increase and the Simon Communities of Ireland 'Locked Out of the Market' reports consistently showed that there were no properties available to rent in Galway within the Housing Assistance Payment limits. With the supply of affordable homes continuing to diminish, the number of people accessing emergency accommodation in the West increased by 46% in 2017. Unfortunately, this trend continues into 2018 and we believe that it will continue to get worse before it gets better. We raised issues about the crisis in Galway with Minister Eoghan Murphy when he visited Galway Simon in April 2018.

Throughout 2017, we expanded a number of our services including our Homelessness Prevention teams, Youth Service and Health and Well-being Team. Not only did we expand our services in size, we also expanded geographically within County Galway so that we can reach more people in need of our help.

In line with National Policy, we have recently initiated a Housing First pilot. The principles of the Housing First approach see an individual or family being provided with housing as soon as they become homeless. From there, wraparound services are provided to help them sustain that home.

We have had three recent resignations from our Board: Seamus Kilbane, who served as Chairperson for two terms, Pat O'Donnell and Michelle Ruane. We are extremely grateful to each of them for the time, energy and expertise they brought to Galway Simon.

We would be unable to do what we do if it were not for the enormous support we receive from the people of Galway and beyond. Financial support in the form of donations from both personal and corporate donors enables us to help more people in crisis. And our extraordinary volunteers continue to help out in so many ways – some visibly, shaking buckets on freezing days or working in our two shops, and others behind the scenes, helping with maintenance jobs, professional advice and working with our clients. For all of the support we receive, we extend our heartfelt thanks.

With the homeless figures continuing to rise and the availability of affordable housing continuing to shrink, we have very significant challenges ahead. Our deeply committed team of skilled and experienced staff, alongside our valued volunteers, will continue to work with individual clients and families to provide adaptable and wide-reaching support for as long as we are needed.

**Karen Golden**  
CEO





# Preventing Homelessness

Homelessness prevention is now more important than ever. When we can intervene early, our team helps people to either sustain their current tenancy or to source alternative accommodation – before they end up in emergency accommodation.

**Our homelessness prevention teams effectively reduce the trauma (and costs) associated with homelessness for the individuals and families we work with.**

As the supply of housing in Galway comes under continued pressure, there are fewer options for those who are living in insecure accommodation. Homeless services are operating to capacity. In 2017, Galway Simon Community took on additional housing and converted an existing service into a Cold Weather Response for the winter months to ensure no one needed to sleep rough.

Despite partnership working, and the expansion of our services to meet demand, there are more and more families and individuals falling into homelessness. It is therefore essential that prevention services are strengthened and supported to stem the rising tide.

Housing stock is not predicted to significantly increase again until 2020 at the earliest, which means we must do all we can to help people stay in their existing homes, or, where this isn't possible, to move them to alternative mainstream housing before they need to access homeless services. For those who end up in homelessness, they may find themselves in emergency provision for much longer than they ever envisaged, and the toll this can take on theirs and their families' mental and emotional well-being can be great. In order to strengthen prevention approaches, we need to

focus on ensuring families and individuals can afford to pay their bills, keep on top of their rent and not fall into overwhelming debt.

While rent pressure zones were introduced, these have not had the desired effect and people continue to become homeless. The lack of access to mainstream health and mental health services continues to make it hard for people to access the support they need which can impact on other issues that may be affecting their tenancies. Many people are not aware of the supports that are available, or only become so when it is too late.

In research conducted by Galway Simon in partnership with NUI Galway in 2017, many families engaging in services reported struggling alone for long periods before seeking help. The need to work to inform families about risk factors, and the importance of addressing these earlier, is vital. Needless to say, one of the most important factors in ensuring no one becomes homeless is to ensure there is sufficient housing.

**Galway Simon will continue to advocate for an increase in housing provision in the region, and will also seek to increase our housing stock over the coming years to support those most in need.**

Having said that, for many housing alone is not enough. For those we work with, we recognise the need for support to establish and/or maintain a home. As such we are committed to ensuring ongoing developments adopt the Housing First approach where housing and support go hand in hand, tailored to the needs of those individual households who access our services.





# Our Services

The demand for our services remained constant throughout 2017, with our services working with a total of 642 cases, which represented 537 unique households.

The range of issues facing individuals and families trying to stay out of or to leave homelessness has not changed.

The amount of available and affordable housing in Galway City and County continued to decline with little sign of this to change looking forward to 2018.

## Key Achievements in 2017

We added a specialist families position to our Outreach Service in order to ensure we were able to meet the full range of needs experienced by families at risk.

We also restructured our Resettlement Service recruiting additional staff to support those leaving homeless services to live independently.

Our Youth Service saw sustained demand, highlighting how precarious things are for those in the 18-25 age group. 35 young people accessed the service over the course of the year and 12 of those who needed housing accessed our designated Youth Service accommodation. This key service aims to prevent young people from falling into homelessness and having to access homeless services.

As Galway City continued to see an increase in the numbers of people sleeping rough, we worked in partnership with COPE Galway and Galway City Council to increase the number of beds available in

the city as part of the Cold Weather Response for the winter months. We directly provided 10 beds and prioritised vacancies for emergency clients across our housing services.

At Galway Simon, we recognise that those accessing our services have a range of needs and sometimes have difficulty accessing mainstream services. Our Health and Well-being Team works with people to provide and enable access to vital support in the areas of physical and mental health, addiction, life skills, training and much more.

Our addiction counsellors worked with over 100 individuals providing over 500 one-to-one sessions as well as running relapse prevention groups. Our nurse ran clinics weekly across a range of homeless services and secured the provision of chiropody (357 individual treatments) and dental services (130 individual treatments). Our Occupational Therapy service worked with 41 people on a one-to-one basis while also running pottery, yoga and other groups requested by our clients.

These services are invaluable to those who use them and they make a significant contribution in ensuring our clients achieve positive outcomes. With the homelessness and housing crisis showing no signs of slowing down, we will continue to reach as many people as possible in need of our help.



# Our Services in 2017

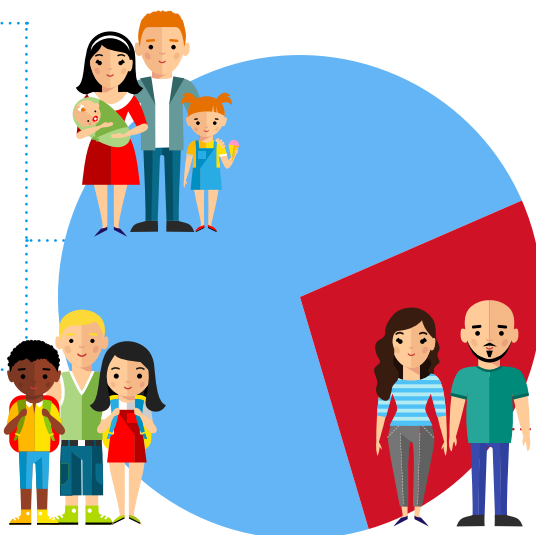
Throughout 2017, our services continued to provide support and accommodation to those facing homelessness in Galway City and County. In the past year, we worked with **642 cases** across our services, which represented **537 unique households**.

## Impact Areas

### Prevention

**402** unique households were supported to prevent them from becoming homeless

Including **113** families with **281** children

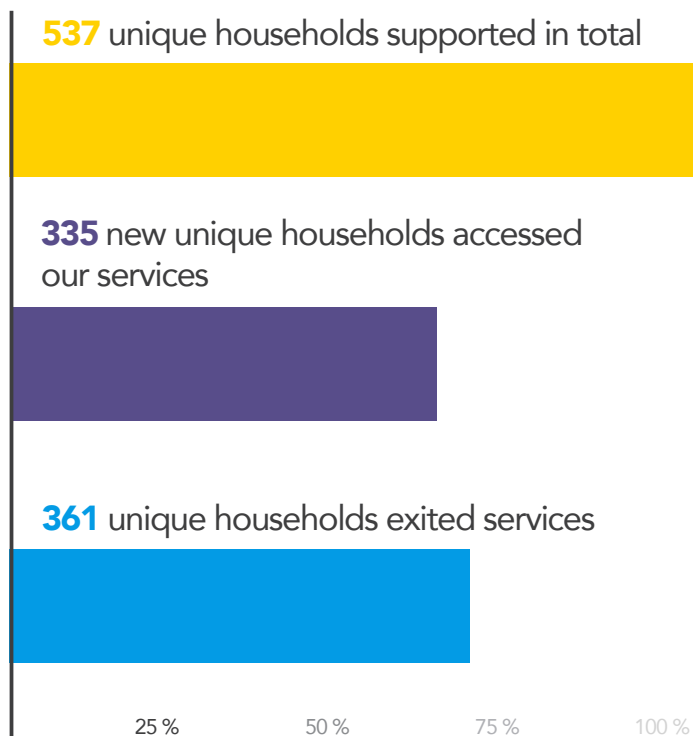


### Housing

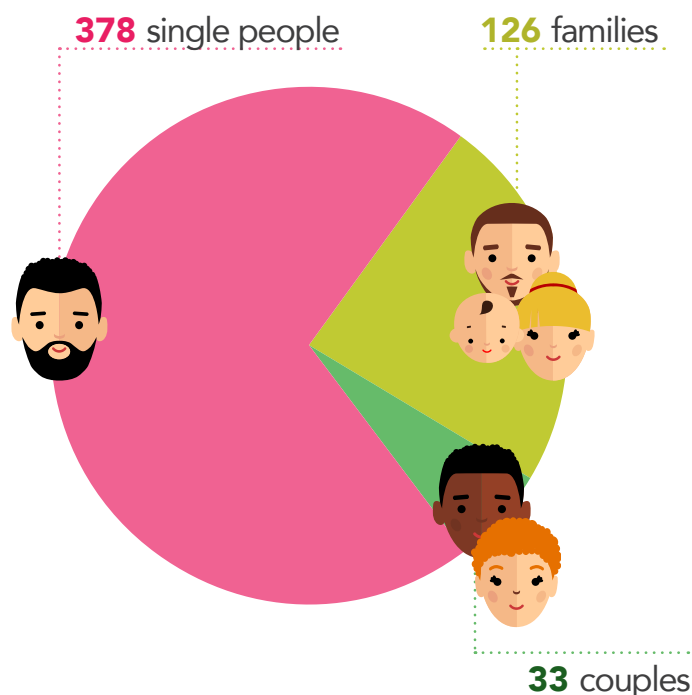
**135** people were accommodated in 2017

**32** of these successfully moved onto their own accommodation

## The Big Picture



## Who We Helped



Figures relate to unique households supported across all services. A unique household can refer to any given family or individual who accessed our services. A unique household may re-access our services if, for example, they require further support or their situation changes.





# Volunteering



Erasmus+

Galway Simon Community was supported by many volunteers in different capacities throughout 2017, and it was another successful year for volunteering thanks to the incredibly generous people who support our work.

Galway Simon is at the forefront in recruitment, training and supporting volunteers to work in our shops, within our services, and at the many different fundraisers and events that are held throughout the year.

In 2017, our full-time volunteering programme welcomed 10 new young people from Germany, Italy,

and Spain on a journey of self-growth and reflection while offering valuable support to our staff and clients in our residential services.

EVS (European Voluntary Service programme) was once again a vital source of funding for 6 of our full-time volunteers, and we would like to thank them for their continued support.

The work we do is only made possible thanks to the extraordinary people who give the gift of time to our organisation, and for that we are forever grateful.

## 2017 Volunteering Highlights

In total, **297 people volunteered with us** in 2017.



We had **19 full-time volunteers** working in our services. They came from **7 different countries**.



Last year, we had **22 part-time volunteers** in our services working alongside our full-time staff.



We had **47 part-time volunteers** working with us in our shops and office.

**226 people volunteered** to help out at our events in 2017.





# Fundraising

It is the generosity of our supporters in Galway, Mayo and Roscommon that allows us to help so many people out of a crisis situation and change their lives for good.

A sense of community and volunteerism has always been an inherent part of Galway Simon Community's DNA. More than ever, this was demonstrated by the incredible support we received from our local community in 2017. The number of local community-led initiatives that were run in support of our work increased and so did participation in key events such as our Annual Sleep Out.

This year, we expanded our programme of community and school talks which played a pivotal role in raising a greater understanding about the issue of homelessness here in Galway.

We are also grateful for the committed support we receive this year from the local business community. We were particularly overwhelmed by the level of participation in our 'Christmas Jumper' campaign

and the number of exceptional volunteer teams that undertook painting and gardening projects as a part of our 'Room to Improve' programme.

As always, we would also like to extend our deepest thanks to the many monthly and annual donors who continue to provide us with a stable income which is essential in allowing Galway Simon to plan forward and meet the growing need for services.

Our supporters and beneficiaries are always at the heart of everything we do. We will always strive to achieve the highest standards and place focus on being accountable and transparent. In 2017, we continued our commitment to the Charities Institute's 'Triple-Lock' Standard and continue to formally adopt the Guidelines for Charitable Organisations on Fundraising.

Without your compassion, we simply wouldn't be able to tackle the current crisis. On behalf of all the people that we work with, we would like to extend our deepest thanks for your continued commitment.

## 2017 Fundraising Highlights



We raised **€ 1,183,771** through fundraising in 2017



**€ 135,309** was raised through community events.

**162** businesses supported our work in 2017



Our annual Sleep Out raised **€ 29,231** in October.







# Our Finances

For the last two years, Galway Simon Community has run on a deficit budget due to the expansion of our services to meet the demand of those facing homelessness in our community. In 2017, we were very fortunate to be the beneficiaries of a significant gift in a supporter’s will, which resulted in Galway Simon generating an operational surplus. This surplus will enable us to provide services to more people in 2018.

In 2017, statutory and grant income, which includes funds from the Health Services Executive (HSE), Galway City and County Councils, and Túsla, represented 55% of our total income, a decline of 4% from the previous year.

The income we received from grants increased by 8% and this was primarily due to the receipt of HSE funding to pay an increased sleepover premium to staff in our residential services. We also received additional

HSE funding in December 2017 to fund expanded GP and nursing clinics, a pilot Housing First proposal, and supports for rough sleepers.

Our total fundraising income increased by 81% to €1,183,771 due to the significant gift of €546,830 we received from a supporter’s will.

Turnover in our charity shops remained stable at €475,085 for 2017, which reflects excellent performance by our staff and volunteer team, and much appreciated local support by Galway donors and customers.

Our total expenditure for 2017 was €4,690,569 which is a 6% increase compared to the previous year. This increase was primarily due to increased wage costs arising from the development of our services.

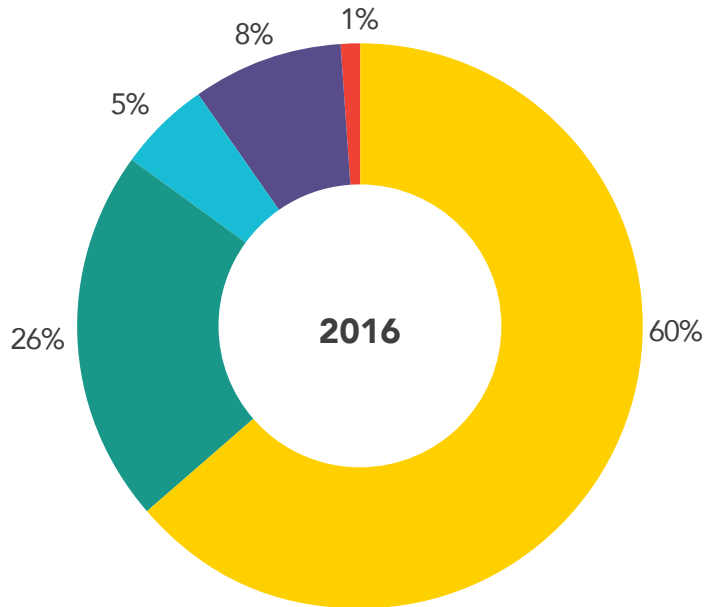
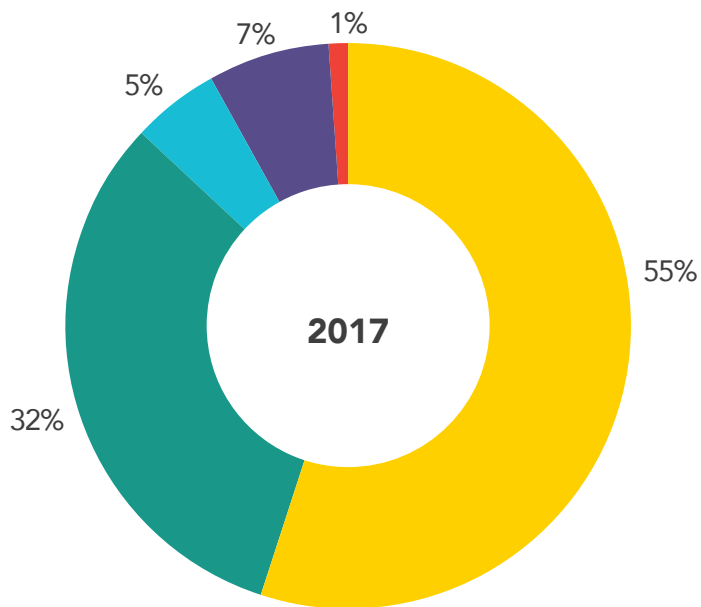
Our full audited accounts can be downloaded on our website [galwaysimon.ie](http://galwaysimon.ie).

## Financial Overview

	2017	2016
Income	€ 5,218,880	€ 4,414,512
Expenditure	€ 4,690,569	€ 4,424,928
Surplus/(Deficit)	€ 528,311	€ (10,416)

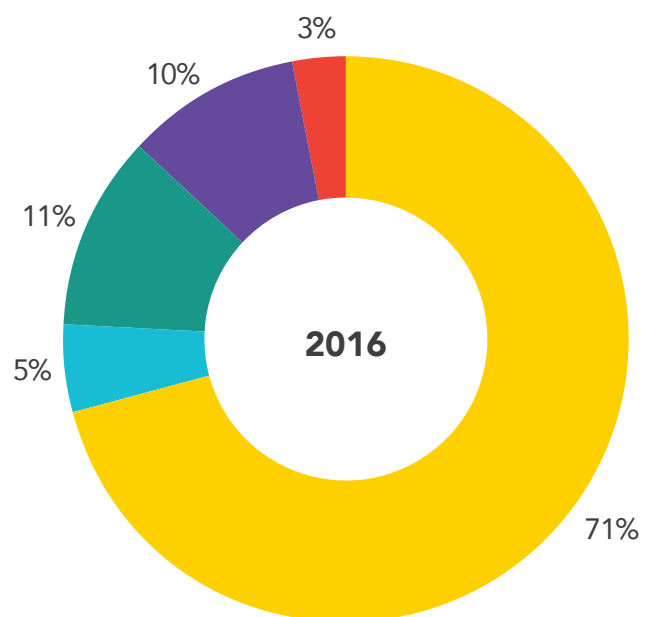
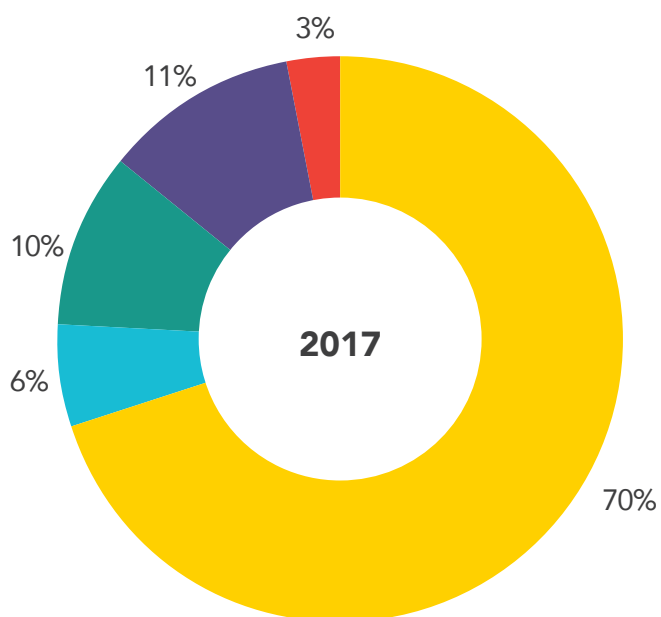


# Our Income



- Statutory and grant income
- Fundraising, shop and investment income
- CE Scheme
- Service Charges
- Other income

# Our Expenditure



- Service provision
- CE scheme
- Fundraising and Shop
- Administration and support
- Volunteering and training



# Statement of Financial Activities

## for the Year Ended 31<sup>st</sup> December 2017

	Unrestricted Funds €	Restricted Funds €	Designated Funds €	Total 2017 €	Total 2016 €
<b>Income from</b>					
Donations	409,005	28,568	-	437,573	447,556
Legacies	546,830	-	-	546,830	54,232
Charitable activities	364,016	3,149,248	-	3,513,264	3,237,468
Other trading activities	641,479	32,974	-	674,453	629,297
Investments	10,209	-	-	10,209	13,770
Other income	36,551	-	-	36,551	32,189
<b>Total income</b>	<b>2,008,090</b>	<b>3,210,790</b>	<b>-</b>	<b>5,218,880</b>	<b>4,414,512</b>
<b>Expenditure on</b>					
Raising funds	543,013	-	-	543,013	523,259
Provision of homeless services	-	3,724,490	116,031	3,840,521	3,633,364
Community Employment scheme	-	307,035	-	307,035	268,305
<b>Total expenditure</b>	<b>543,013</b>	<b>4,031,525</b>	<b>116,031</b>	<b>4,690,569</b>	<b>4,424,928</b>
<b>Capital Assistance Scheme loan repayments relieved</b>	<b>247,942</b>	<b>-</b>	<b>-</b>	<b>247,942</b>	<b>247,942</b>
<b>Net income/(expenditure) before transfers</b>	<b>1,713,019</b>	<b>(820,735)</b>	<b>(116,031)</b>	<b>776,253</b>	<b>237,526</b>
<b>Transfers between funds</b>					
Transfer to/(from) restricted fund deficit	(855,937)	905,434	(49,497)	-	-
Transfer from capital reserve into restricted funds	-	-	-	-	9,368
Transfer to/(from) designated funds	106,722	-	(106,722)	-	-
<b>Net movement in funds</b>	<b>963,804</b>	<b>84,699</b>	<b>(272,250)</b>	<b>776,253</b>	<b>246,894</b>
<b>Reconciliation of funds</b>					
Total funds brought forward on 1st January 2017	3,805,772	155,775	829,535	4,791,082	4,544,188
<b>Total funds carried forward</b>	<b>4,769,576</b>	<b>240,474</b>	<b>557,285</b>	<b>5,567,335</b>	<b>4,791,082</b>



# Balance Sheet

## as at 31<sup>st</sup> December 2017

	2017 €	2016 €
<b>Fixed assets</b>	6,965,809	6,987,544
Tangible assets		
<b>Current assets</b>		
Debtors	305,341	282,095
Cash at bank and in hand	3,093,976	2,604,990
	<b>3,399,317</b>	<b>2,887,085</b>
<b>Creditors – Amounts falling due within one year</b>	<b>(791,217)</b>	<b>(829,031)</b>
<b>Net current assets</b>	<b>2,608,100</b>	<b>2,058,054</b>
<b>Total assets less current liabilities</b>	<b>9,573,909</b>	<b>9,045,598</b>
<b>Creditors – Amounts falling due after more than one year</b>	<b>4,006,574</b>	<b>4,254,516</b>
<b>Net assets</b>	<b>5,567,335</b>	<b>4,791,082</b>
<b>Total funds of the charity</b>		
Unrestricted funds	1,912,506	1,312,675
Restricted funds	240,474	155,775
Designated property maintenance reserve funds	572,196	621,693
Designated strategic development reserve funds	101,120	207,842
CAS loan payments relieved fund	2,741,039	2,493,097
<b>Total charity funds</b>	<b>5,567,335</b>	<b>4,791,082</b>



# Governance

At Galway Simon Community, we strive to be transparent and accountable at all times. We believe that our supporters should be informed about the work we do and its impact, but, most importantly, about how we spend our money. We are compliant with the Irish Charity Governance Code, the Statement of Recommended Practices (SORP) and the Statement of Guiding Principles for Fundraising. For more information about how we are governed, visit our website [www.galwaysimon.ie](http://www.galwaysimon.ie).

## Our Board

\* Resigned from Board in 2017

### Maureen Lynch

Chairperson  
Chair, Services Committee

Board meetings attended: 5/5  
AGM attended: Yes



#### Sub-committee Meetings

Services Committee: 1/1  
Finance Committee: 3/3  
Fundraising & Marketing Committee: 4/4

### Ann Walsh

Chair, Fundraising & Marketing Committee

Board meetings attended: 5/5  
AGM attended: Yes



#### Sub-committee Meetings

Fundraising & Marketing Committee: 4/4

### Gregory McLucas

Board meetings attended: 3/5  
AGM attended: Yes



#### Sub-committee Meetings

Services Committee: 0/1

### Henry Cleary

Board meetings attended: 3/5  
AGM attended: Yes



#### Sub-committee Meetings

Finance Committee: 3/3

### Jolene Gacquin

Company Secretary

Board meetings attended: 2/5  
AGM attended: Yes



### Michael Mackey

Board meetings attended: 5/5  
AGM attended: Yes



#### Sub-committee Meetings

Services Committee: 1/1

### Michelle Ruane\*

Board meetings attended: 4/5  
AGM attended: Yes



#### Sub-committee Meetings

Services Committee: 0/1

### Pat O'Donnell

Board meetings attended: 3/5  
AGM attended: No



### Seamus Kilbane

Chair, Finance Committee

Board meetings attended: 1/5  
AGM attended: Yes



#### Sub-committee Meetings

Finance Committee: 1/3

### Síle NicNiocaill

Board meetings attended: 4/5  
AGM attended: Yes











Registered Charity No. 20018962



@galwaysimon



/galwaysimon

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Galway Simon Community is operating to the Charities Institute 'Triple Lock' standards and is compliant with the Irish Charity Governance Code, the Statement of Recommended Practices (SORP) and the Statement of Guiding Principles for Fundraising.