



Galway
Simon
Community

ANNUAL REPORT 2016



OUR VISION

A community where everyone lives in a 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 MESSAGE FROM THE CEO

2016 was a year where at **Galway Simon Community**, we focused on increasing our response to the worsening homeless crisis. Our approach was threefold:

1. To make our own resources go further.
2. To continue to seek support from the general public.
3. To apply for increased funding from our funders.

In all three areas we were successful and I would like to especially thank the individuals and businesses who responded so generously to our calls for support and to those who continued to support our two shops.

Our thanks go to Galway City and County Councils who provided increased funding to respond to the ever growing needs of the people we support and to the HSE who maintained their level of support.

The impact of this support is reflected in our service activity for 2016. Working with 622 households in 2016 in comparison to 366 households in 2015 shows a quite dramatic increase in our ability to respond to people in need of our support. All of this would not have been possible without the efforts of our dedicated staff and volunteers who work hard with our clients to find the solutions that help them to improve their lives.

We were delighted to open our Youth Service in Galway City towards the end of the year. This service works with 18-25 year olds and has 4 two-bedroom apartments, providing a home for 8 people at any one time, however, the support team are working with many more than this. This project was completed with support from Galway City Council, Vincent De Paul, Túsla and Galway Diocesan Youth Service,

and is a great example of what can be achieved when resources from different organisations are brought together.

While we provide 81 places in our own accommodation in Galway City, our major contribution in terms of the homeless crisis is in the area of prevention. This involves working with individuals and families to help them maintain their current home or to move them to another home. In 2016, our Community Support Team in Galway City worked with 334 households and our Resource Centre in Ballinasloe worked with 177 households. These two services prevented 219 households from becoming homeless.

We believe that in order to reduce the number of people requiring emergency accommodation, we have to focus on preventative work. Getting to people early and helping to solve problems is, and will continue to be, a major part of our work.

During 2016 we continued to work in partnership with our colleagues in North West Simon who provide Tenancy Support and Outreach services in Donegal, Sligo and Leitrim. This cooperation has meant that we are getting better results from our available resources.

I look forward to the continued development of **Galway Simon Community's** services that respond in an efficient and effective manner to help people achieve their aspirations and to the continued development of our relationship with all our supporters.

BILL GRIFFIN
CEO

A portrait of Maureen Lynch, the Chairperson, smiling. She has long brown hair and is wearing a light-colored top. The background is a soft-focus green and purple floral pattern.

A MESSAGE FROM THE CHAIRPERSON

Dear Clients, Staff and Supporters,

As I reflect on my first year as Chair of the **Galway Simon Community** Board of Directors, I have a number of learnings I would like to share with you.

The issue of homelessness is very complex. It has featured prominently as a national issue. Affordable housing is a key component. We need more social housing and better access to private affordable housing stock. The cap on rent increases, recently extended to include Galway, will help some people to remain in their homes. The latest Simon Communities survey (November 2016) showed that 84% of available rental properties were too expensive for those relying on housing benefits. Rent Supplement and Housing Assistance Payment (HAP) limits need to keep pace with market rates. Having a place to call home makes all the difference for people who are trying to start a new life.

The support services that people need are still not joined up. People who are facing homeless have their own story. I think this is where we make the most difference for people. We treat them as individuals with specific needs so that we can help them get ready for and sustain independent living. Isn't this what most people want? It's just harder for some people than others.

The Community Support Service and Bridge Resource Centre in Ballinasloe have both made an important contribution to preventing homelessness in the community by supporting those at risk. In 2016, these two services worked with a combined total of 511 households and they were able to prevent 219 of these from becoming homeless.

We have started a Youth Service this year, aimed at 18-25 year olds. It's hard to believe that we have an increasing issue with young homeless people. Our new facility provides young people with safe housing and other supports they need. They are also learning the practical skills they need for independent living.

In partnership with clients of **Galway Simon Community**, we developed a Client Involvement Strategy which lays out a number of areas that prioritise client participation. One of these is in the area of the provision of education and activities. In 2016, we were awarded a fund from St. Anthony's Credit Union in Galway which will support the implementation of this project over the next five years. The Client Involvement Strategy has not only reduced social isolation for people experiencing homelessness, it has also increased client participation in meaningful activities and has broadened educational and employment opportunities for our clients.

I would like to extend my thanks both to our statutory funders and our generous supporters, without whom we would not have been able to work with the 622 households that needed our help in 2016. I am always struck by the generosity of our supporters. The wider community in Galway is very supportive of our work and we thank you. Be it volunteering in the shops, at the church gate collections or the other many ways to get involved, we appreciate all the efforts you have made to help our clients in their time of need.

**MAUREEN LYNCH
CHAIRPERSON**

INTRODUCING OUR

YOUTH SERVICE



Young people in Ireland are fast becoming a marginalised and vulnerable group, particularly where natural supports are limited. **For many young people, the reasons they access homeless services are varied and complex.** Our Youth Service was established to support these young people.

“I was homeless for years, sleeping on the streets, in and out of emergency accommodation, couch surfing and eventually ending up in treatment. Not having a house for 4 years and then coming here, I thought to myself ‘I’m actually going to my own house and these are my keys’. The support workers are going to help me to find my own accommodation so I can be with my kids and I couldn’t be more grateful, I honestly couldn’t.”

– Maeve*, resident

In 2014, Galway Simon Community had seen an increase in the number of young people between the ages of 18 and 25 who were turning to us and other services in Galway for help. We highlighted this worrying increase to Galway City Council and as response to this need they agreed to purchase and upgrade four apartments which formed the basis of our new Youth Service. This project was also completed with the support of St. Vincent De Paul, Tús, HSE and the Galway Diocesan Youth Service.

Our Youth Service is an innovative service that works with young adults, aged 18-25 who are experiencing homelessness or are at risk of homelessness. The apartments are the residential component of the service which provide a home to 8 young people

who also have access to regular staff support. It is envisaged that the skills learned in this environment will make the move into fully independent living an easier and a more successful transition.

We work with each individual to develop and enhance their skills so they can live independently and avoid falling into a cycle of homelessness. We also offer support in accessing education, employment and training opportunities in conjunction with existing community services and the Galway Simon Community’s Health & Wellbeing team.

Ultimately, the goal of our Youth Service is to support young people on their journey towards independence. **We hope that this service will help young people in Galway to have a brighter future.**

“I was in Galway Simon’s women’s service before moving into the Youth Service. Before that I was completely homeless, I had nowhere to go, I was sleeping rough and I just remember thinking ‘how did I get here’. Now I’m sharing an apartment, it’s great because I wouldn’t be that comfortable to live on my own yet and I’m so used to being in staffed services so I’m glad that staff are interlinked. They’re always there to pick you up and push you to do your best.”

– Fiona*, resident

*The names of the residents have been changed to protect their identity.



OUR SERVICES

In 2016, we experienced a further rise in the number of people turning to **Galway Simon Community** for help. Over the course of the year, we worked with 622 households. This was a 70% increase on the previous year where we worked with 366 households.

To meet this demand, we expanded the capacity of our Community Support Service to respond to the rise in individuals and families seeking help and support. We also continued to provide housing to those who had become homeless or were trying to move on to independent living, and our Health and Well-Being team worked tirelessly to respond to the needs of those across all homeless services in the city.

While striving to meet demand, our services also undertook some key developments to improve outcomes for our clients:

- Through our partnership with Clúid Housing, we increased our access to tenancies we can provide to our clients, and the first tenants moved into their new homes over the summer.
- Our Youth Service apartments were refurbished and their doors opened in December with 8 young people moving in.
- Our women's service undertook a review and a complete restructure to better meet the needs of those living there. We also secured funding to refurbish the communal spaces in the house.
- Our Resource Centre in Ballinasloe began working with families, engaging with a total of 58 families over the course of the year. Our capacity to respond

to the changing client group was facilitated by the Council providing full access to the building the service is based in, and through the kindness and generosity of donors and supporters in the local community.

- All services undertook a series of quality audits and began a programme of improvement based on the findings.

Work also started on our key strategic developments, conducting briefings and workshops with staff on Housing First; developing core policies, and identifying training and supports to be implemented in 2017 and beyond for the provision of effective care and case management in services. Work also continued on the Client Involvement Strategy, and funding was secured with the Credit Union to support key aspects of this programme over the next few years.

As the number of people in need of help and support continues to rise, we need to ensure we can meet this demand, while also working to improve outcomes for our clients. We believe we can best achieve this through the implementation of our strategic goals.

While we have achieved a lot in 2016, we are committed to our goals and will continue to work toward establishing and developing services that meet our clients' needs and demonstrate our commitment to quality.

HOW WE HELPED IN 2016

622 HOUSEHOLDS SUPPORTED

111
PEOPLE
HOUSED

70%
INCREASE
FROM 2015

299
NEW
REFERRALS

COMMUNITY SUPPORT



334

HOUSEHOLDS
SUPPORTED



85

FAMILIES
SUPPORTED



152

HOUSEHOLDS PREVENTED
FROM HOMELESSNESS

RESOURCE CENTRE BALLINASLOE

BÉAL ÁTHA NA SLUA

BALLINASLOE



177

HOUSEHOLDS
SUPPORTED



58

FAMILIES
SUPPORTED



67

HOUSEHOLDS PREVENTED
FROM HOMELESSNESS



VOLUNTEERING



Erasmus+

2016 was a busy and successful year for volunteering in **Galway Simon Community**, with the number of people signing up to volunteer growing each month. We rely on volunteers to keep our services running. Our volunteers are trained and supported to work in our shops and within our services; they are a vital part of our organisation.

In 2016, we revised our part-time volunteering recruitment process to make it more structured both for the new volunteers and for our staff which has been very successful.

We were delighted to be awarded funding for a further four European Voluntary Services (EVS) volunteers, bringing the total to six EVS volunteers. Our 10 full-time volunteers come from all over the world and they do amazing work supporting our staff and clients in our housing services.

We would like to extend our sincere thanks to each person who volunteered with *Galway Simon Community* throughout 2016, it's only with your help that we can help others.

21 FULL-TIME VOLUNTEERS

FROM **8** DIFFERENT COUNTRIES

212 FUNDRAISING VOLUNTEERS

22 SERVICE VOLUNTEERS

40 SHOP & ADMIN VOLUNTEERS



2016 showed us a whole new level of support from the local community which was vital in allowing us to respond to the growing number of people turning to **Galway Simon Community** for help.

Over the past year, we saw the launch of our annual Sleep Out for Simon event where over 70 participants took part in 4 locations across Galway and Mayo. Our other flagship events included our church gate collections, Soup for Simon campaign and Christmas Food Appeal.

Over 50 community activities were organised on behalf of **Galway Simon Community**, including school fundraisers, sporting events, digital fundraising initiatives, coffee morning, concerts and many more.

Our community fundraisers and volunteers rallied together showing incredible support for people facing homelessness in Galway. We were also overwhelmed with the kind support we received from local businesses and, of course, the continuing generosity of our regular givers.

The income we received through the various forms of fundraising was critical in helping us to keep our services running and also expanding the level of support we provide to the community.

We're extremely grateful to our supporters for their solidarity and generosity. The kindness and compassion shown by all of you makes a huge difference in the lives of those we work with, we can't thank you enough for this.

FUNDRAISING INCOME OF

€652,606
IN 2016

€ 27k

RAISED IN OUR
ANNUAL SLEEPOUT

260

BUSINESSES
DONATED

57

COMMUNITY
EVENTS

€ 177k

RAISED IN
EVENTS



OUR FINANCES

2016 was another year of incredible support from both our funders and supporters in the wider community. It is only with your support that we were able to continue responding to the growing crisis whilst also expanding our services.

We would like to extend our sincere thanks to those who funded our services and made donations to **Galway Simon Community** throughout the year.

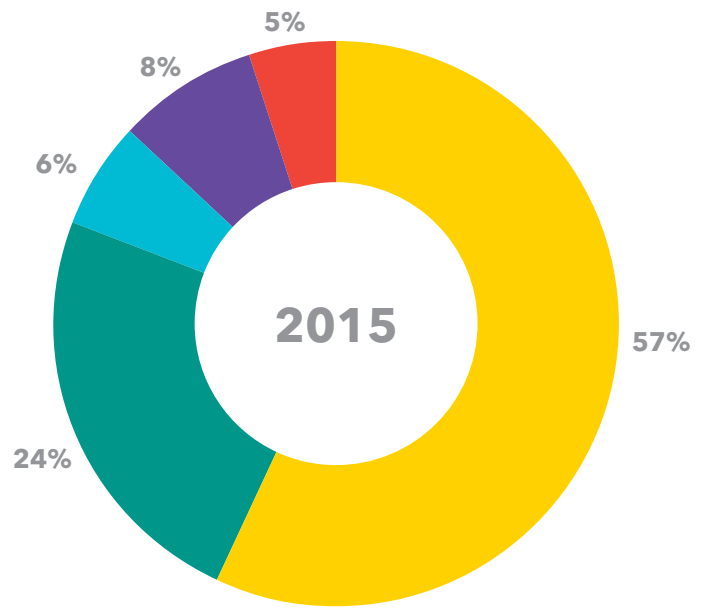
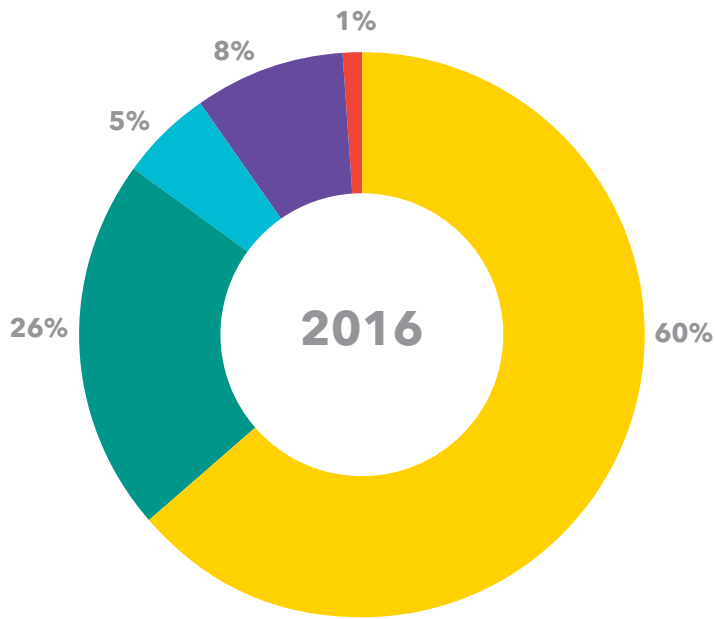
We believe in transparency and accountability, and we continually strive to keep our supporters informed about how their donations and funding is spent.

If you would like further information about how we spend our money, you can download our financial statements on our website: www.galwaysimon.ie/financial-statements.

FINANCIAL OVERVIEW

	2016	2015
INCOME	€ 4,414,512	€ 4,081,304
EXPENDITURE	€ 4,424,928	€ 4,051,256
BALANCE	€ (10,416)	€ 30,048

OUR INCOME



● STATUTORY AND GRANT INCOME

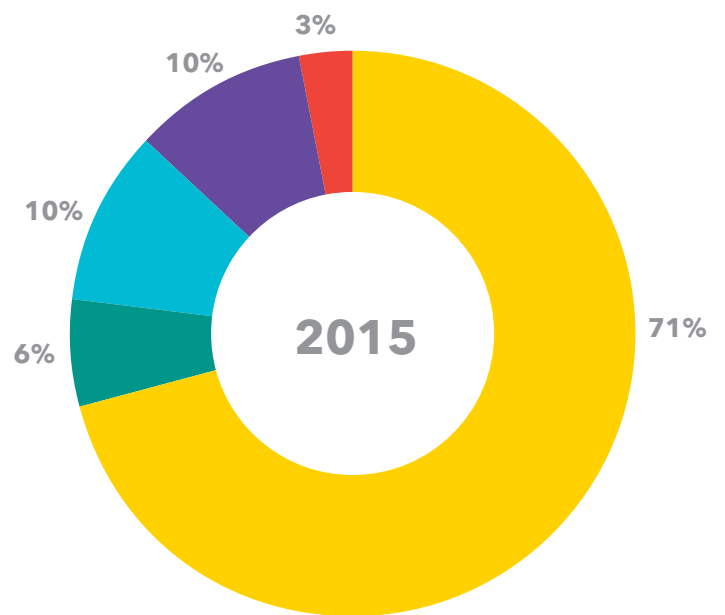
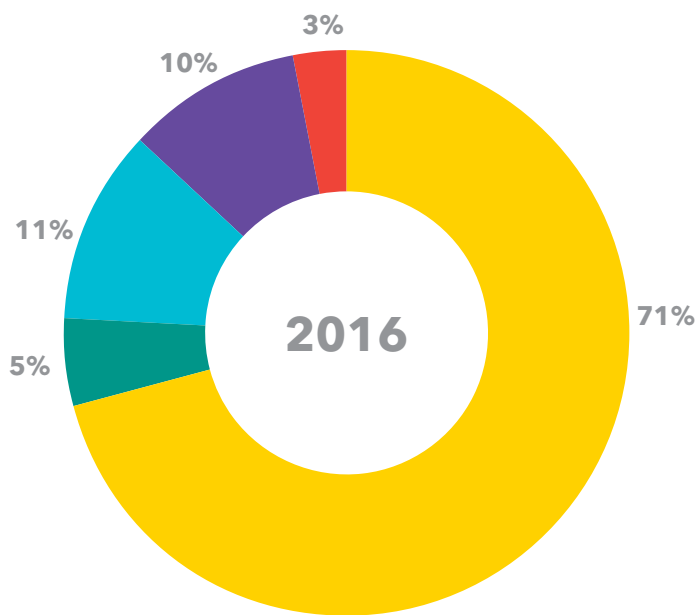
● FUNDRAISING, SHOP AND INVESTMENT INCOME

● CE SCHEME

● SERVICE CHARGES

● OTHER INCOME

OUR EXPENSES



● SERVICE PROVISION

● CE SCHEME

● FUNDRAISING AND SHOP

● ADMINISTRATION AND SUPPORT

● VOLUNTEERING AND TRAINING

STATEMENT OF FINANCIAL ACTIVITIES

FOR THE YEAR ENDED 31ST DECEMBER 2016

	Restricted Funds	Unrestricted Funds	Designated Funds	Total 2016	Total 2015 as restated
	€	€	€	€	€
Income from:					
Donations	45,763	401,793		447,556	406,711
Legacies		54,232		54,232	11,112
Other fundraising activities		150,818		150,818	112,177
Charitable activities	2,883,882			2,883,882	2,562,986
Other trading activities		832,065		832,065	746,901
Interest		13,770		13,770	27,863
Other income		32,189		32,189	213,554
Total Income	2,929,645	1,484,867	-	4,414,512	4,081,304
Expenditure on:					
Costs of raising funds		523,259		523,259	452,307
Provision of homeless services	3,633,364			3,633,364	3,329,642
Community employment scheme	268,305			268,305	269,307
Total Expenditure	3,901,669	523,259	-	4,424,928	4,051,256
Capital Assistance Scheme Loan repayments relieved		247,942		247,942	247,942
Net income/(expenditure) before transfers	(972,024)	1,209,550	-	237,526	277,990
Transfers between funds					
Transfer to restricted fund deficit	1,007,489	(1,072,393)	64,904	-	-
Transfer from capital reserve into restricted funds	9,368			9,368	-
Transfer to/from designated funds		65,623	(65,623)	-	-
Net movement in funds	44,833	202,780	(719)	246,894	277,990
Reconciliation of funds:					
Total funds brought forward	110,942	3,602,992	830,254	4,544,188	4,266,198
Total funds carried forward	155,775	3,805,772	829,535	4,791,082	4,544,188

BALANCE SHEET

AS AT 31ST DECEMBER 2016

	2016	2015 as restated
	€	€
Fixed assets		
Properties	6,959,215	7,054,286
Other tangible assets	28,329	13,112
Total fixed assets	6,987,544	7,067,398
Current assets		
Debtors	282,095	223,163
Bank	2,604,990	2,440,738
Total current assets	2,887,085	2,663,901
Liabilities		
Creditors (amounts falling due within one year)	829,031	675,285
Net current assets	2,058,054	1,988,616
Total assets less current liabilities	9,045,598	9,056,014
Creditors (amounts falling due after more than one year)	4,254,516	4,502,458
Net assets	4,791,082	4,553,556
The funds of the charity		
Capital reserve	-	9,368
Unrestricted reserve funds	1,312,675	1,357,837
Restricted reserve funds	155,775	110,942
Designated maintenance reserve funds	621,693	556,789
Designated strategic development reserve funds	207,842	273,465
CAS mortgage payments relieved fund	2,493,097	2,245,155
Total charity funds	4,791,082	4,553,556

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.

OUR BOARD



Maureen
Lynch



Ann
Walsh



Gregory
McLucas



Henry
Cleary



Jolene
Gacquin



Michael
Mackey



Michelle
Ruane



Pat
O'Donnell



Seamus
Kilbane



Síle
NicNiocaill

BOARD ATTENDANCE

Member	Meetings Available	Meetings Attended	AGM
Maureen Lynch	4	3	✓
Ann Walsh	4	4	✓
Gregory Mc Lucas	4	3	✓
Henry Cleary	4	3	✓
Jolene Gacquin	4	2	✓
Michael Mackey	4	4	✓
Michelle Ruane	4	3	✓
Pat O'Donnell	4	3	
Seamus Kilbane	4	3	
Síle Nic Niocaill	4	4	✓





Registered Charity No. 20018962

 @galwaysimon  /galwaysimon

Unit 18 Tuam Road Centre, Tuam Road, Galway, H91 X2N4.

091 381828

info@galwaysimon.ie

www.galwaysimon.ie

Galway Simon Community is compliant with the Irish Charity Governance code, the Statement of Recommended Practices (SORP) and the Statement of Guiding Principles for Fundraising.