



Annual Impact Report 2022



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About Galway Simon Community



Our Vision

A community where everyone lives in a place they call home.



Our Mission

Play a constructive role in finding solutions for people who are homeless or at risk of being homeless through Prevention Services, providing access to housing, and providing Health and Wellbeing Services.

Provide holistic support by collaborating with statutory and voluntary agencies, friends, supporters and the wider community to combat homelessness.

Work towards eliminating homelessness through education, advocacy and campaigning.



Our Values

Compassion: truly caring is at the forefront of who we are. We demonstrate solidarity with our clients, with a willingness to help carry the burden.

Competence: our staff are skilled, professional and flexible, providing innovative approaches to resolving issues, resulting in positive outcomes for clients.

Client-centred support: ensuring the client is at the centre of all we do. Listening to clients' needs and situations and offering support accordingly, always with respect.

Commitment: a strong commitment to our ethos and our clients within our work, adopting a 'whatever it takes' approach.

Community: creating a community and support which allows clients to feel a sense of belonging in which they can thrive. Our stakeholders, clients, staff, volunteers, Board of Directors, funders, donors and the wider public who support us are central to our community.

Collaboration: the organisation actively works to establish and maintain trust and cooperative working relationships between multiple stakeholders, with honesty, integrity and complete transparency.

A Word From Our Chairperson

At Galway Simon Community, we support a person's right to security, dignity and wellbeing in their own home. Our dedicated teams work tirelessly to ensure that everyone has a place to call home. More and more people are looking to us for help. In 2022, across our Homelessness Prevention and Housing Services, we supported 1,401 individuals which included 225 families with 476 children. We enabled people to rebuild their lives.

Collectively we have made huge progress in preventing homelessness and providing pathways out of homelessness for thousands of people in Galway, Mayo and Roscommon. Our Prevention and Tenancy Sustainment work has had a significant impact in reducing the number of people accessing Emergency Accommodation in the West.

For clients with more complex needs, we have expanded and improved Services and acquired homes in line with our strategic plan to enable people to achieve greater stability in their lives.

Galway Simon has a continuing commitment to voluntarism because of the added value which volunteers bring through their dedication and work. It is impossible to quantify the thousands of hours generously given to supporting our clients, running our shops and helping fundraising appeals.



Without help from our volunteers, we would not be able to provide our current levels of support during a period of ever-increasing demand.

I would like to extend my thanks both to our statutory funders and our generous donors and supporters. The wider community in Galway, Mayo and Roscommon continues to be very supportive, through both donations and volunteering. We are deeply grateful for your empathy and generosity in helping our clients in their time of need – we simply could not do what we do without you.

Take care,

Maureen V. Lynch

Maureen Lynch

Chair, Galway Simon Community Board of Directors

A Message From Our CEO



During 2022, the West saw the lowest or near lowest growth in the number of people accessing Emergency Accommodation each month, a huge turnaround since 2019.

The final report published by the Department of Housing in 2022 showed a drop of 6% in the number of people in Emergency Accommodation in Galway, Mayo and Roscommon since the peak of 576 people in November 2019, compared with a 11% increase nationally over the same period.

We believe that the strategic direction we set in 2019, and the huge work that our extraordinary teams have done in recent years in collaboration with our funders and supporters, is making a significant positive impact in combatting homelessness and enabling people to achieve stability in their lives across Galway, Mayo and Roscommon.

We also understand through our work that behind every one of these statistics is a person with their own story and unique needs.

One person experiencing homelessness in the West is one person too many. We will continue our work and collaboration with our partners to end homelessness in Galway, Mayo and Roscommon.

Youth Homelessness

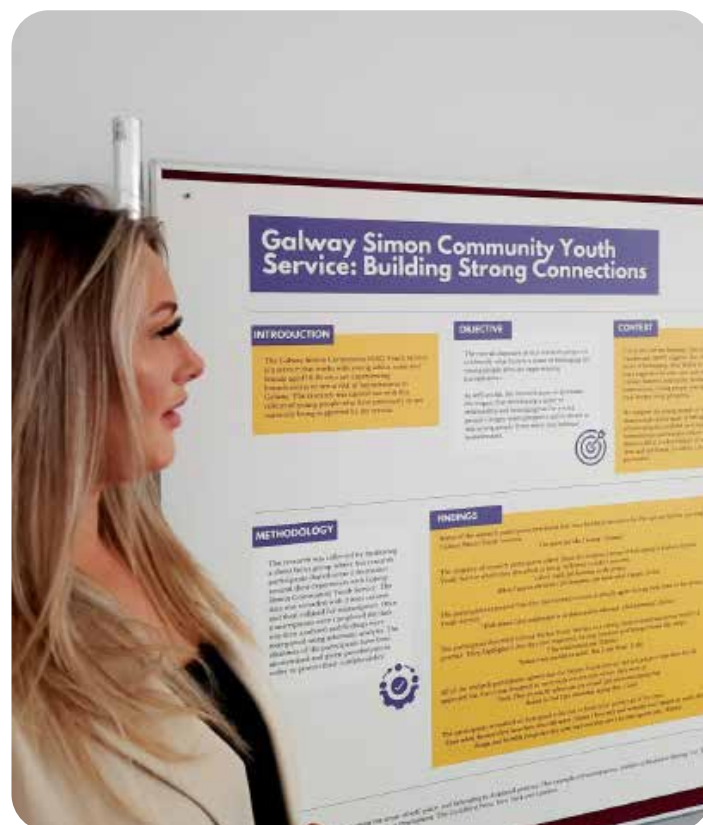
In 2016 Galway Simon Community established a dedicated Youth Service, in collaboration with Galway City Council and Túsla, to support young adults aged 18-25 experiencing or at risk of homelessness.

When we have the opportunity to support people at this very vulnerable stage of their lives, we can help them to find a more stable path and avoid the experience of long-term homelessness.

In 2022, there was no increase in the number of young adults in Emergency Accommodation in the West, compared with a 49% increase nationally.

Clients of our Youth Service provided valuable input into the first National Youth Homelessness Strategy which was launched by Minister Darragh O'Brien in November.

We welcome the publication of the strategy, and we are very proud of the young adults who took part in the consultation process.



Ní Neart Go Cur Le Chéile

We are deeply grateful to our colleagues in HSE Social Inclusion, Galway City Council, Galway County Council, Mayo County Council, Roscommon County Council, Túsla and the National Housing First Directorate for their continued support as we collectively work to end homelessness in the West.

I'd like to also express our sincere thanks to our loyal donors and supporters, without whom our life-changing, and often life-saving, work would not be possible.

To those who donate to our charity shops, and to our enthusiastic shoppers who enjoy our new and vintage offerings while recycling, upcycling and helping our environment, our huge thanks.

As Covid-19 restrictions relaxed throughout 2022, we were delighted to welcome back so many of our volunteers – some joining us for the first time, and others who have been with us for over twenty years. It is really wonderful to have volunteers back playing such an active and important role in our community.



To our Directors for your continued guidance and support, thank you.

We are also grateful to our colleagues in the Simon Communities of Ireland and across the Communities in Cork, Dublin, Dundalk, Midlands, Mid West, North West and South East for their continued support.

I would like to extend my thanks to everyone across our teams for your unwavering commitment to making such a difference in the lives of our clients. It is a privilege for me personally to be part of this extraordinary Community and to work with such exceptional colleagues with a shared ethos in supporting people facing homelessness across Galway, Mayo and Roscommon.

Míle buíochas,

A handwritten signature in black ink, reading 'Karen Golden'.

Karen Golden

CEO, Galway Simon Community



Supporting Our Clients



Nobody plans, or aspires to be homeless. The reasons people become homeless can be complex. Those whose lives are most threadbare, because of poverty, exclusion, ill health and trauma are most vulnerable to homelessness. Many of the people who need the Services provided by Galway Simon Community have suffered multiple setbacks throughout their lives.

People need Homeless Services and professional Social Care Services when they have run out of family to stay with or couches to sleep on. People need us when life has led them to places where they feel neglected and overlooked.

We meet so many clients at a point where they are feeling overwhelmed, frightened and very stressed. Our goals are to be competent and compassionate, delivering to our clients the holistic support that they need. The primary need is usually about securing accommodation. We have a number of Services to meet that need. We are providing people with emergency shelter, supported housing on a transitional basis, or when necessary long-term accommodation. We also provide Services that assist people to secure accommodation in the private rental market.

Furthermore, we work with people in partnership with the Local Authorities to secure social housing allocations for those who are eligible.

However, we journey with our clients beyond the initial crisis. We continue to work with people in order to provide the necessary support to ensure

their tenancy does not break down and that their experience of their home following on from a period of homelessness is positive and fulfilling.

People need other supports in addition to accommodation. People who have endured multiple losses and severe adversity can require focused help to rebuild their ability to manage their lives. We have a Health and Wellbeing Team that provides clients with holistic support.

Our Health and Wellbeing Services are shaped by an understanding of how homelessness has created the challenges which our clients face. Our team can provide our clients with access to specialist Nursing Services, Addiction Supports, Psychology Services and Occupational Therapy.

These Services are critical in order to provide clients with timely support for healing and recovery.

For many clients there are challenges of loneliness and isolation. In 2022 Galway Simon Community invested a lot of effort and energy into developing a Social Integration Service. We recognise that when people move into their own homes and when their support systems are threadbare they need opportunities to rebuild.

The Social Integration Service co-ordinates the delivery of a wide range of social and creative activities, as well as pathways to training, further education and employment. There is a learning studio in place, which provides opportunities for clients to take part in online training courses. Our allotment has developed into an incredible oasis for clients to build a garden and enjoy a therapeutic space. Clients have returned to education, from accessing Vocational Education to availing of the Access Programme at the University of Galway.

The focus is about helping our clients to renew their stake in the community and nurture their sense of belonging, as well as fostering connections and finding their confidence and voice.

Megan and Emily's Story

Family homelessness is a very real threat today. It can happen to anyone at any time. This is Megan's story, told by her key worker Rachel, who works in our Homelessness Prevention Service:

Megan never thought she and her six-year-old daughter Emily would ever find themselves on the verge of becoming homeless. When Megan came to Galway Simon she was deeply distressed after receiving another "Notice to Quit" and was faced with having to leave yet another home.

Over the previous three years she'd had to move three times – she was struggling to cope with another move and not being able to find any affordable accommodation. The pressure she was under was impacting her both physically and mentally.

A caring mother, Megan had been trying her best to keep it together for the sake of Emily, but children are perceptive, and Emily picked up on the worry and fear her mam was feeling.

All that uncertainty, her parents' separation, all that moving around and having to change schools. Emily really did not want to start another new school because it had been so hard to make new friends the last time they moved.

All Megan wanted was a place to live, for her and her daughter. A place she could afford, where she could feel secure. She had little or no other family support.

We supported Megan in completing the paperwork and advocated on their behalf. This is one of the supports we offer people turning to us for help: understanding the system and having the experience and dedication to find solutions for our clients.

The pressure Megan was under meant she found herself unable to grapple with all the paperwork



needed. But with our help, Megan was successful in securing a home to rent close to Emily's school.

I'll never forget the first day Megan brought Emily to see their new home. You could see the worry lift and the relief she felt.

The two of them are settling into their new home, which offers them greater security of tenure. Freed at last from fear and uncertainty, they can rebuild their lives after all those years of worry.

"It's amazing to see – they're honestly like new people."

Megan and Emily's names have been changed to protect their identity.

Pauric's Story



For me the housing crisis isn't just something I see in headlines, not just something that's happening to other people. For me it's deeply personal. It's something that nearly killed me.

I'd like to tell you a bit about what happened to me – how my life came close to collapsing, and how Galway Simon brought me back from homelessness. I don't know what I would have done without them.

I suppose you could say it all started when my partner died, very suddenly, of a heart attack. This was nine years ago now. We'd been together for seven years, and then, just like that, I was on my own. It was devastating. As if my grief wasn't bad enough, I got a letter from the council telling me I had 30 days to get out of the flat. The letter actually arrived on the day I visited the coroner to make funeral arrangements. Can you imagine?

Thankfully, Galway Simon was with me. Like a good friend, they've been there for me for the past nine years, in fact. And it all started right there – they stepped in and helped me get set up in shared housing, which kept me off the streets.

The house itself was grand, but I was struggling personally: in such a bad way, still feeling the grief. I started drinking really heavily, every single day, just to numb the pain. I spiralled downwards, eventually ending up in hospital. I'd been having seizures and one day I just collapsed in my hallway.

Luckily Olive from Galway Simon was with me at the

time and rang an ambulance. I can honestly say she saved my life.

That's when things started turning around for me. Olive and Martina are my Galway Simon case workers but they're so much more than that – I call them my half-sisters. They're totally honest and open, they're helping me move in a direction that's good for me. Maybe most important for me is that I have stopped drinking, thanks to the support of Hope House. I've done counselling as well as one-to-one meetings, with Olive and Martina right there by my side.

Galway Simon has also kept me from homelessness. For the past nine years I have been living in housing, not sleeping on the streets, and supported by Galway Simon. It was shared housing for a while, which I liked well enough, but then a couple of years ago Olive arranged to meet me and handed me the key to my own place! I walked in the front door of this apartment and I swear the whole neighbourhood would have heard me roaring with delight. It was beautiful. It was mine.

Now, when people come to visit, I can say 'Welcome. Welcome to my home.'

Those simple words mean the entire world, and I can only say them thanks to Galway Simon.

And thanks to Simon I've really developed myself too. I've been on so many courses! I've done photography, hairdressing, and two or three computer courses, all with the help of Galway Simon. I even did an access course at NUIG, which I passed with flying colours. It feels amazing to have my life moving in a good direction again.

That's the thing about Simon – they never give up on you. Even when you are in the darkness, you always know if you see the five letters SIMON there's a light there, and once you see the light you have a chance.

Aisling's Story



I was seven months pregnant when I realised I could be homeless tomorrow. I was terrified.

My name is Aisling. My story begins when my partner Peter and I were unable to pay our rent and together with our eight-year old daughter, we were in danger of becoming homeless. We were really worried that we could end up owing the landlord thousands.

I didn't know where to turn. I couldn't sleep at night, worried by thoughts of ending up on the streets of Galway, with a young child and new-born baby. I was thrown into a state of fear.

I believed we could get rent allowance; I just didn't know how to go about making my case. With my due date approaching, I suddenly found myself dealing with so much extra stress. Would I have somewhere to live when my daughter was born? Where would I go with my kids? I contacted Galway Simon Community, desperate for help, and that's when I first met Karen. She supported me and helped me in securing rent allowance and an affordable home to rent. She was a life-saver.

Sadly, my problems didn't end there but neither did the help we received.

When my daughter was born, she had a lot of

medical complications and had to be admitted to Our Lady's Children's Hospital in Crumlin. It was such a frightening time and a very difficult one financially.

Despite the support we were getting, we were still worried we wouldn't be able to pay the landlord. Once again Galway Simon were there for us. That's the thing with them, they are there to support people when they're needed, for as long as they are needed. The support we received from Karen removed a lot of my worries about paying the rent, allowing me to focus on my baby girl and helping her get better. I could be fully present and right there for my daughter, because Galway Simon was there for me.

Galway Simon has been there for me in the past and will be for as long as necessary. It's now been many years since I last needed the support of Galway Simon. But despite the passage of time, they've shown me that they're always just a phone call away.

My experience has taught me that escaping the threat of homelessness isn't easy. It doesn't take much to plunge an already vulnerable person back into crisis. Unexpected medical bills can be devastating for a family already struggling.

My first-born daughter, Lily, who's now a young woman, knows this all too well. She was pregnant, and she and her partner couldn't find a home. I really wanted to help but couldn't, the house was full and there was no space for them.

Once again, Galway Simon stepped in and helped Lily and her partner find a place to call home. They moved in the day before she gave birth to my first grandchild. Galway Simon's prevention work meant my beautiful granddaughter wasn't born into homelessness.

I know that Galway Simon will be there for my family for as long as we need them. Karen and her colleagues expect to see a significant increase in the number of people who need their support. Ireland's housing crisis, the rising cost of living, and the lifting of the eviction ban mean countless vulnerable people now face a triple threat.

Aisling's name has been changed to protect her identity.

Focus On Our Social Integration Service



The Social Integration Service was established in January 2022 in response to the ongoing social isolation experienced by the people we support regularly in the community and in our Housing Services, which was exacerbated by the Covid-19 lockdowns over the past few years. We could see that we needed a very tailored response that fundamentally supports access to socially valued roles.

This is based on our collective experience and understanding here in Galway Simon Community, that people's health, wellbeing and ability to maintain security in their own homes is significantly improved when they have positive opportunities for participation.

We are now providing individual coaching and mentoring, identifying clear pathways to meaningful education, training and employment.

In addition, the team set about building activities that create opportunities for people to get involved, gain skills and confidence, and also have a clear opportunity to progress from informal (e.g. choir,



football, recovery college) to more formal learning (e.g. online courses, part-time and full-time education programmes and jobs).

Through their work the Social Integration Team supports clients to develop the skills and confidence to participate in their local community and also benefit personally from the good things that society has to offer.



In the first year we ran community activities with a focus on building confidence and engagement:

Supported activities already established e.g. Galway Simon Community's Choir, Simon Soccer.

Developed our allotment with a view to having a therapeutic space for people to visit, spend time in nature and garden.

Explored new things e.g. taster sessions, attending open nights.

Supported learning e.g. driver theory classes, academic support sessions.

Created safe spaces e.g. women's group.

Recovery in nature e.g. sailing into wellness, allotment, peer led fishing group.

Applied for and secured ESB Ireland Funding, to purchase equipment for classes and activities for a new dedicated learning studio.

The Social Integration Service are delighted and grateful for all the volunteering, participation, showing up and the hard work that everyone put into this massive effort in 2022: from helping to set up new activities and groups, to going to classes, to learning new things, to digging in the rain, to making an incredible virtual reality video, to starting new and sometimes scary things!

Social Integration Service -In Numbers

In 2022 there were over 760 engagements with Social Integration activities

156 people engaged with our allotment

130 people engaged with the Galway Simon Choir

41 people engaged with one-to-one coaching sessions

26 people participated in work experience sessions

5 people secured part-time employment

2 people secured CE-scheme employment

3 people secured a QQI Level 3/4/5 qualification



Key Impacts In 2022

810 unique households

comprised of

1,401 individuals

were supported in 2022

Prevention Services



615 unique households

were supported through our Prevention and Tenancy Sustainment Services.

This includes **214 families** with **450 children**

Housing



195 unique households

were supported through our Housing Services.

This includes **11 families** with **26 children**

Health and Wellbeing

334 unique clients were supported with

5,229 interventions.

Clients were provided with **GP & Nursing Services, Psychology, Addiction/Substance Misuse Counselling and Occupational Therapy** support services



Prevention and Tenancy Sustainment

152 households, including 45 families, were supported in finding alternative accommodation and **140 households** were supported to sustain their existing tenancy to prevent needing to enter Emergency Accommodation

Bridge Resource Centre and County Galway Outreach Service

Supported **209 households** including **102 families** with **240 children**



My Home Service

In collaboration with the HSE Mental Health Services in the CHO2 region, provided **Social Care** support for mental health service users transitioning from mental health settings to independent living. **47 households supported**



Rough Sleeping

GP & Nurse provided weekly street outreach consultation service to rough sleepers in Galway City. Pilot funding enabled intensive supports to be delivered to people sleeping rough in Counties Galway and Mayo



Meals

37,548 meals were provided in 2022
774 food packs provided to clients of our Prevention Services



Housing

7 properties acquired during the year provided pathways out of homelessness

Key Impacts In 2022

Housing First

Increased tenancies to: **28** in **Galway City**
11 in **Co. Galway**
4 in **Co. Mayo**
3 in **Co. Roscommon**



Addiction/ Substance Misuse Counselling

120 individuals provided with
substance misuse and relapse prevention
counselling with
2,302 interventions



Community Detox Programme

31 clients
accessed the Benzodiazepine Community
Detoxification Programme with
598 interventions



GP & Nursing Services

233 individuals received
a nursing service, with
1,652 interventions



Psychology Services

35 individuals received support
from Psychology Service with
447 interventions

Youth Service

Provided homes to **33 young adults** including **2 families** with **2 children**

43 young adult households were supported by Prevention and Tenancy Sustainment Services.



Women & Families Services

9 women were accommodated in **transitional housing** **48 households** including

16 families with 37 children were supported by **Prevention Services**



Independent Living

36 households including **7 families** with **20 children**

with histories of homelessness and multiple support needs were living in Galway Simon's **Housing Led** houses and apartments



Emergency Services

over **4,900 bed nights** in our **Emergency Service**



Supported Housing

22 men with multiple needs and a history of homelessness supported

Community Based Housing Services

59 men and women with histories of long stays in emergency accommodation supported to maintain a lifestyle of greater independence

Volunteering



Galway Simon Community was founded 43 years ago by volunteers, and voluntarism is still an integral part of our community today. Our volunteers are at the core of our work.

We are deeply grateful to our community of loyal and new volunteers who gave of their time to assist with our Services, our charity shops and our fundraising events, throughout another challenging year.



Each year full-time volunteers from Germany, Spain and Italy, who are funded by the European Solidarity Corps, come to work with us on placement. Our full-time volunteers provide valuable skills to support our clients in our residential and integration Services.

These volunteers gain valuable knowledge and understanding of the challenges of homelessness in Ireland and during their placement we support them to participate in the Certificate in Volunteering at TU Dublin.



Our work is supported by a voluntary Board of Directors who meet approx. 10 times per annum to ensure the organisation is managed to the highest standards and meets its obligations as a limited company and registered charity.

We value all our volunteers and we are truly grateful for their commitment to those facing homelessness or at risk of homelessness in the West.

A highlight of the year was seeing our wonderful shop volunteers shortlisted for a Galway City Mayor's Award.



Volunteering - In Numbers

153 people volunteered

with Galway Simon Community
in 2022 including:

9 full-time volunteers

from Germany, Spain and Italy worked in our
residential and integration services

14 student placements

in social care roles and on our Health and
Wellbeing team

54 part-time volunteers

who supported our work across our shops and
offices

61 part-time volunteers

helped to co-ordinate our corporate and
community fundraising events and projects

6 corporate volunteers

from CISCO and PlanNet21 continue to provide
expertise and IT support for the CISCO WebEx
telephone system in our offices and residential
Services

9 Directors on the Board

are volunteers who oversee the strategic
direction of the organisation

Fundraising

2022 saw a turnaround in our fundraising activities. The ending of Covid-19 lockdowns saw a return of fundraising events and our shops traded for a full year. Income from our shops and fundraising increased by 23% to €1.7 (m).

The ongoing commitment and dedication of our supporters ensured we had the resources to continue to be there for those facing homelessness in Galway, Mayo and Roscommon. The commitment of our donors to protecting those facing homelessness is inspiring – we couldn't do our work without them.

In 2022 we were able to be back out on the streets with our community fundraising activities. In May 62 hardy souls participated in our Dip a Day in May Challenge and raised over €25,000 for our Services.

Our Sleep Out in September raised in excess of €88,000 thanks in large part to our Community Sleep



Outs in Oranmore, Galway, Salthill and Loughrea.

In addition to our Dip at Dawn for the Summer Solstice, we also held a Dip at Dawn for the Winter Solstice on December 21st. Between the two events over 300 people participated and raised over €10,000.

In 2022 individual donors continued to support our work through responding to our fundraising appeals and through their monthly gifts to our Room Sponsorship Campaign. This income was enhanced through additional funds from Revenue's Tax Back.

We are also deeply grateful to our corporate donors who responded to our appeals, organised staff fundraising events, and donated gifts in kind and monetary gifts.

Thankfully our Galway Simon charity shops remained open through the whole year and had a phenomenal year. This is only possible thanks to the wonderful



€1,675,664

raised & donated in 2022 through appeals, fundraising events, sponsorship and through our charity shops.





support of the public who donate and purchase items and to our hugely committed volunteers and staff who run the shops.

In 2022 we also received support through a number of national events in conjunction with other Simon Communities across the country. Events such as the Royal Institute of Architects Ireland annual Open-Door Appeal, Busk for Simon and House of Cards

Appeal raised vital funds in support of our Services.

On behalf of all the clients, volunteers and staff in Galway Simon we would like to extend our sincere thanks to our supporters in Galway, Mayo, Roscommon and beyond for their continuing commitment to achieving our vision of a community where everyone has a place to call home.



Our Finances

Total expenditure for 2022 was €7,567,605 which represented a 18% increase compared to the previous year. This increase was primarily due to increased wages costs arising from new and expanding Service developments and also increased operational costs due to inflation.

Galway Simon Community generated an operational surplus of €34,358 which includes €8,835 of one – off bequests received from donors. This compares to an operational surplus of €741,678 in 2021.

We would like to express our sincere gratitude to our funders and supporters who enabled us to extend our Services to help people facing homelessness in Galway, Mayo and Roscommon, which we could not do without the support we received in 2022.

Your continued support is vital in 2023 and beyond as we are stretched to respond to the rising number of people coming to us for support.

Statutory and grant income, which includes funds from the Health Service Executive (HSE), Galway City and County Council, Mayo County Council, Roscommon County Council, Túsla and other funding bodies, represented 66% of total income in 2022 (65% of total income in 2021).

Total fundraising and charity shop income, excluding bequests, increased by 23% to €1,675,664 in 2022.

This reflects an increase in fundraising and charity shop income from 2021 levels, which were impacted

due to pandemic lockdown closures.

We would like to acknowledge the huge efforts made by staff and volunteer teams in a very challenging environment during 2022.

The Directors would also like to thank supporters, donors and customers for their loyal commitment and much appreciated support during the Covid-19 pandemic.

In addition to the vital funds raised through the fundraising events throughout the year, the organisation continued to receive invaluable financial support from committed donors.

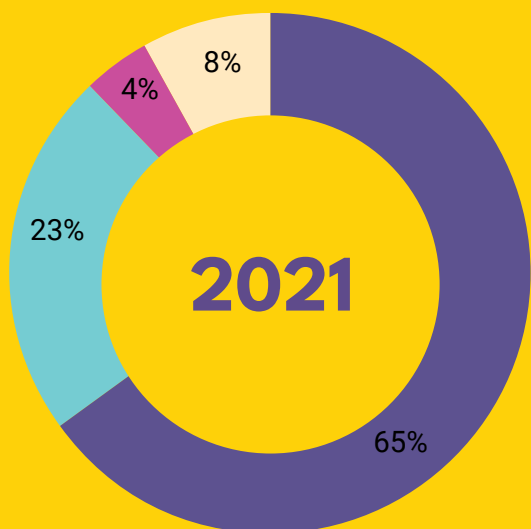
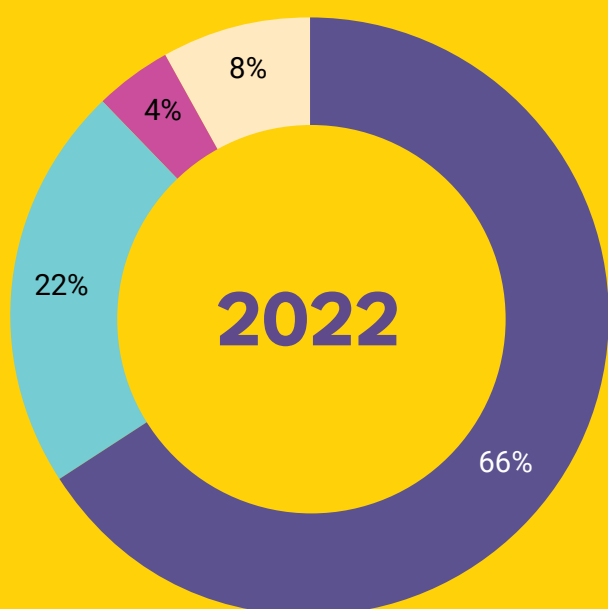
Our full audited financial statements can be downloaded from our website galwaysimon.ie.



Overview of Statement of Financial Activities

	2022	2021
	€	€
Income	7,601,963	7,165,929
Expenditure	7,567,605	6,424,251
Operating surplus/(deficit) before Capital Assistance Scheme loan repayments relieved	34,358	741,678

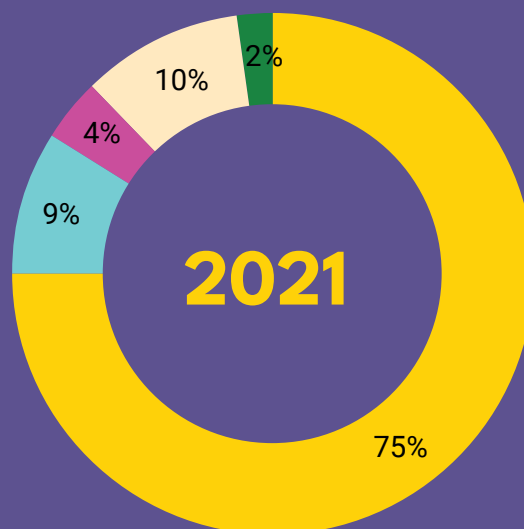
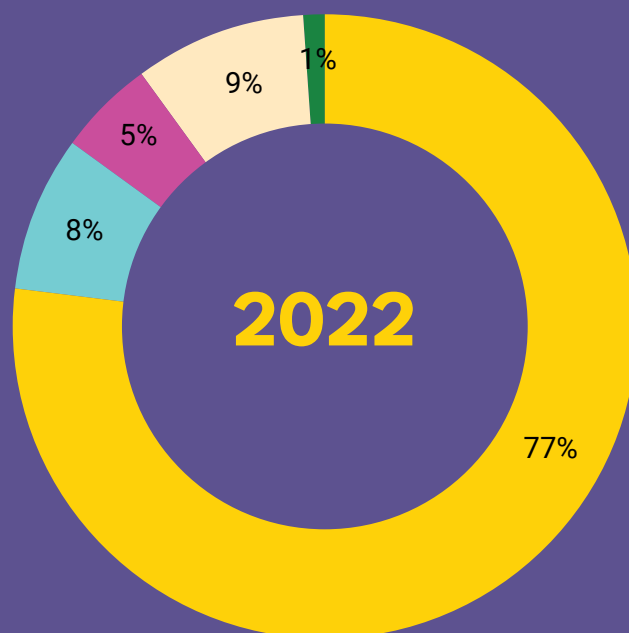
Our Income



Legend

- Statutory and grant income
- Fundraising, shop & Investment income
- CE Scheme
- Rental and service charge income
- Other Income (<1%)

Our Expenses



Legend

- Service provision
- Fundraising and shop
- CE Scheme
- Administration and support
- Volunteering and training
- Other expenses (<1%)

Statement Of Financial Activities

for the year ended 31 December 2022

	Unrestricted Funds	Restricted Funds	Designated Funds	Total 2022	Total 2021
	€	€	€	€	€
Income from:					
Charitable Activities	608,065	5,302,459		5,910,524	5,475,163
Other Fundraising Activities	957,236	93,866		1,051,102	705,007
Donations	576,184	48,378		624,562	661,878
Legacies	8,835	0		8,835	306,506
Interest	424	0		424	1,428
Other Income	6,516	0		6,516	15,947
Total Income	2,157,260	5,444,703	0	7,601,963	7,165,929
Expenditure on:					
Charitable Activities	0	6,469,243		6,469,243	5,508,383
Community Employment Scheme		321,980		321,980	349,294
Raising funds	776,382	0		776,382	566,574
Total Expenditure	776,382	6,791,223	0	7,567,605	6,424,251
Capital Assistance Scheme Loan repayments relieved	398,893			398,893	331,770
Net income/(expenditure) before transfers	1,779,771	(1,346,520)	-	433,251	1,010,193
Transfers between funds					
Transfer to/(from) unrestricted fund	(1,062,392)	1,062,392		0	0
Transfer to/from designated funds	(121,706)		121,706	-	-
Net movement in funds	595,673	(284,128)	121,706	433,251	1,010,193
Reconciliation of funds:					
Total Funds brought forward on 1st January 2021	5,511,713	1,232,003	1,069,049	7,812,765	6,802,572
Total funds carried forward	6,107,386	947,875	1,190,755	8,246,016	7,812,765

Balance Sheet

as at 31 December 2022

	2022	2021
	€	€
Fixed assets		
Tangible assets	15,433,138	13,384,141
Current assets		
Debtors	739,049	491,774
Bank	3,158,261	3,486,839
Total current assets	3,897,310	3,978,613
Creditors - amounts falling due within one year	(1,233,271)	(1,019,122)
Net current assets	2,664,039	2,959,491
Total assets less current liabilities	18,097,177	16,343,632
Creditors - amounts falling due after more than one year	(9,851,161)	(8,530,867)
Net assets	8,246,016	7,812,765
Total funds of the charity		
Unrestricted funds	1,855,587	1,658,803
Restricted funds	947,875	1,232,003
Designated maintenance reserve	938,936	817,230
Designated strategic development reserve	251,819	251,819
CAS mortgage payments relieved fund	4,251,799	3,852,910
Total charity funds	8,246,016	7,812,765

Our Board

We would like to recognise and thank our dedicated Board of Directors for their continued service to Galway Simon Community in 2022.

The Directors and the Company Secretary do not have a beneficial interest in the company, serving in a voluntary capacity without remuneration.

The Board has overall responsibility for directing strategy rather than day-to-day operations, which is the role of the CEO. Our Board Members have a highly responsible role in overseeing good governance, ensuring that Galway Simon Community's activities support its vision, mission and objectives.

As such, the Board oversees everything the Community does, monitoring all areas of performance including spending, and is accountable to all key stakeholders. It gives Galway Simon's CEO authority to operate the Community's charitable activities and to fully account for, and report to, the Board on day-to-day operations and performance.

Galway Simon Community is governed by a Board of Directors with expertise and experience across a diverse range of areas. In addition, the work of our

teams is overseen by five Board Sub-Committees including the Services, Quality & Safety; Finance and Governance; Property; Human Resources and Fundraising & Communications Subcommittees.

The Board met ten times throughout 2022. Three Board members (Lorna Cahill, Dervil O'Reilly and Lucy Joyce) retired and we would like to thank them for their commitment during the time they served as Directors. We would also like to welcome our three new Board members (Gerry Cleary, Seán Mahon and Pádraic Ó Máille) who joined the Board in 2022. New members are recruited to the Board through our business and charity networks and based on an assessment of skill set and area of competence. New Directors received an induction pack and familiarised themselves with their responsibilities as set out in the Board Member's Handbook.

Meet Our Board

Maureen Lynch
Chairperson
Joined 2012



Maureen's expertise lies in the field of HR Management. She has a Masters in Counselling, BA in Psychology, HDip in Personal & Executive Coaching and is also a Fellow of the Chartered Institute of Personnel & Development (CIPD).

Stephen Mackey
Vice Chair
Joined 2018



Stephen's career includes many years in management and banking. He was later a Director and shareholder in a property investment company. Currently self-employed as a business, finance, and property consultant.

Seán Mahon
Company Secretary
Joined 2022



Seán is a Solicitor with Mahon Sweeney Solicitors LLP in Roscommon. He has a B.A. LLB from UCG/NUIG. He has been practicing as a solicitor for over twenty-five years in Roscommon and is actively involved in the community in Roscommon.

Gerry Cleary
Chair, Finance &
Governance
Subcommittee
Joined 2002



Gerry is a Chartered Accountant and is Financial Controller with Galway International Arts Festival (GIAF). He worked in the US for a number of years with Arthur Andersen and law firm Mayer Brown, and in Ireland with Ryanair and technology company Nortel.

Edelle Lawson
Director
Joined 2018



Billy Owens
Director
Joined 2021



Billy has experience in training development and quality control in various companies. As a client representative, Billy ensures that client perspectives are represented in all of the Board's deliberations.

Claire Gannon
Chair, HR
Subcommittee
Joined 2021



Claire has worked across companies of varying sectors and sizes from Irish indigenous start-ups to multibillion-dollar multinationals. Claire is currently an independent business advisor.

Seán O'Connor
Chair, Property
Subcommittee
Joined 2021



A native of Roscommon, Seán has worked in property management in the midlands and west of Ireland for over 15 years. He has also worked extensively in the telecommunications sector in London, Cork and Limerick.

Pádraic Ó Máille
Director
Joined 2022



Pádraic is one of Ireland's freshest speakers and writers on business and motivational issues. He is a skilled group facilitator who can harness the power within groups and activate extraordinary performance within members.

Board Meetings

Director Attendance

Maureen Lynch 10/10
Chairperson

Stephen Mackey 7/10
Vice-Chairperson

Seán Mahon 3/3
Company Secretary
Co-opted 29th Aug 2022

Lorna Cahill 7/8
Resigned 29th August 2022

Gerry Cleary 5/6
Co-opted 8th Apr 2022

Claire Gannon 8/10

Lucy Joyce 0/6
On Leave
Resigned 8th August 2022

Edelle Lawson 4/10

Seán O'Connor 6/10

Pádraic Ó Máille 1/1
Co-opted 28th Nov 2022

Dervil O'Reilly 0/3
Resigned 11th March 2022

Billy Owens 9/10



Galway Simon Ethos

Person centered care and support
or at risk of homelessness in the
by committed, persistent, flexible,
and highly valued volunteers

Key Pillars

Advocacy

Supporting Clients

Own Tenancies: Prevention & Housing
Emergency
Housing First
High Support Services
Youth Service
Health and Well-Being
Community Integration

Client Voice | Community | Collaboration | Quality of

Key

NEY HOME

ategic Plan 2020-2023

of people experiencing
West of Ireland
professional staff

**Financing
Our Future**

**Supporting
Our Teams**

and Best Practice | Strong Governance | Transparency

Themes

Strategic Plan Three-Year Review

In 2019, when we were preparing our Journey Home Strategic Plan for the 2020-2023 period, homelessness was growing faster in Galway, Mayo and Roscommon than in any other region in the country. The number of people accessing Emergency Accommodation (EA) in our region peaked at 576 in November 2019. Extrapolating the 2019 growth trajectory forward suggested that we could see almost 1,700 people accessing Emergency Accommodation across the three counties by 2021.

In response, Galway Simon Community set two key strategic aims for the period 2020-2023:

Prevention: We believe passionately in preventing homelessness whenever possible. In recent years we have seen more and more people coming to us for help as a result of the deepening housing crisis, people who ten years ago could never have imagined themselves accessing the support of Galway Simon Community. Our teams have worked tirelessly to help those coming to us in distress to avoid the trauma of having to go into Emergency Accommodation. We do this by supporting people to retain the accommodation they have or, when this is not possible, we provide supports to enable clients to access other housing before they find themselves in a situation where they have no option left but to go into Emergency Accommodation.

Many of the people supported by our Prevention Services don't need any additional help from Galway Simon once their housing need is met. In 2022, 95% of the households supported by our Prevention Services did not access Emergency Accommodation.

Solutions: Pathways out of homelessness – our Community also supports people who have very complex needs, often arising from significant trauma which has a deep and lasting impact on their lives. Some of our clients face huge challenges on a daily basis including addiction and mental health issues.

Some also live with the profound impact that periods of rough sleeping have had on their physical health. Galway Simon provides a number of dedicated Services designed to meet the specific needs of men, women, young adults and families who have experienced entrenched or cyclical homelessness. Our keyworkers and our Health and Wellbeing Team support clients to achieve stability in their lives. Our new Social Integration Service is supporting people who have experienced deep social exclusion, which was compounded by the Covid-19 pandemic, to reconnect with activities, training, education and employment, and in turn to thrive in our community. For some clients, we also provide shelter while they get back on their feet. For others, who may struggle to find housing elsewhere, we provide a long-term home.

While we cannot claim a direct correlation between these interventions and the number of people accessing EA in Galway, Mayo and Roscommon the fact is that from having the fastest growing level of homelessness in 2018-19 our region now has the near lowest level of growth. While nationally the numbers of people accessing EA continues to grow to record levels, in our region the number has declined and at the end of 2022 was 6% below the peak of November 2019.

Key Developments to Date

95% of people engaging with our Prevention Services **did not** access Emergency Accommodation in 2022

Housing First Services

commenced in Counties Galway, Mayo and Roscommon

Health and Wellbeing Services

expanded to provide additional physical and mental health supports including Occupational Therapy, Psychological Support, GP and Nursing Services, Addiction Counselling and Community Detox supports

My Home Pilot

in counties Galway and Roscommon was positively evaluated and extended to Galway City and Mayo

New Social Inclusion Service

supports clients with life skills and access to education, training and employment

25% increase

in number of households supported

35% increase

in number of households supported by our Prevention Services

90% increase

to 76 properties (owned and leased) providing housing to 161 people every night

50% increase

in residential places in our Youth Service

43% increase

in income to €7.6(m)

23% increase

in income from fundraising and our shops to €1.7(m) rounded

45% increase

in expenditure to €7.5(m)

Sustainable Development Goals

Through our work in preventing and addressing homelessness Galway Simon Community is helping to deliver progress in several SDG areas namely:



In 2022 we continued improving how we work sustainably through a number of activities:

- Addressing & preventing homelessness to reduce poverty.
- Providing housing to our clients to reduce poverty and improve health and wellbeing.
- Retrofitting properties to improve BER rating and reduce running costs.
- Growing food on our allotment to support good health and wellbeing and reduce hunger.
- Working with Food Cloud and FEAD to reduce food poverty and hunger.
- Improving clients' physical and mental health through the extension of our Health and Wellbeing Services.
- Reducing inequalities and improving people's inclusion through our Social Integration work.
- Providing clients with education, training and employment opportunities to reduce inequalities.
- Supporting the circular economy through recycling and upcycling in our shops to support sustainable communities.

Reducing Carbon Footprint

In 2022 we continued to focus on reducing our carbon footprint through:

- Waste reduction by introducing waste recycling in all our office and service locations to minimise amount going to landfill.
- Reducing printing and going paperless where possible.
- Using our intranet to reduce need for hard copy files.
- Encouraging the use of public transport where possible.

Governance

At Galway Simon Community, we strive to be transparent and accountable at all times. We believe that our supporters should be informed not only about the work we do and its impact, but also about how we raise and spend our funds. We continually monitor the impact of our work and its impact on the people we support.

We are compliant with the Charity Regulator's Governance Code (Declaration A), the Charities SORP (FRS 102) and the Statement of Guiding Principles for Fundraising. As such, we meet the standards of the Charity Institute's Triple Lock. We are compliant with the Approved Housing Body Regulatory Authority (AHBRA) Governance and Tenancy Management Standards. We are working towards full compliance with AHBRA's Financial and Asset Management Standards. We are compliant with the key requirements of the National Quality Standards Framework (NQSF) for Homeless Services, and we have a programme of continuous improvement in place.

The roles and responsibilities of Directors and Subcommittees, Board induction and Board assessment procedures are outlined in the Board Handbook. Procedures for recruitment to and resignation from the Board are outlined in the Articles of Association and the Board Handbook. Conflicts of Interest or Conflicts of Loyalty, should they arise, are handled in accordance with the Conflict of Interest Policy. The Schedule of Matters Reserved to the Board for Decision is outlined in the Board Handbook.

The Board delegates functional responsibility to the CEO, who is not a member of the Board, and the Senior Management Team in line with a Scheme of Delegation. Responsibility for key decisions and authorisation limits for expenditure have been approved by the Board. The Finance & Governance Subcommittee reviews the organisation's internal financial controls and procedures and oversees the external audit process from planning to completion and recommends the financial statements to the Board for approval. The organisation manages risk in line with the Risk Management Policy and the Risk Register.

Galway Simon Community has a responsibility to ensure that it uses the funds and resources it receives for its charitable purpose of ending homelessness. The organisation has a duty to plan its use of funds and resources to ensure the continuity and sustainability of the Services we provide. Galway Simon Community will continue to collaborate with our funding partners to ensure the continuity of funding and to advocate with our colleagues in The Wheel for multi-annual statutory funding to enable better planning.

In line with other charitable organisations, Galway Simon Community has a reserves policy in place to mitigate risks to funding income. The organisation is working towards a target of holding four months of operating costs in reserve and at the 31st December 2022, accumulated unrestricted reserves represented 2.9 months (2021: 3.1 months) of operational costs. Galway Simon Community has put in place an investment strategy that sets out clearly how the organisation plans to make the best use of available reserve funds in a low-risk environment in line with the organisation's charitable purposes.

For more information about how we are governed, visit our website galwaysimon.ie.



Our Funders

Statutory Funders

The work we do is only possible thanks to all of our supporters including our main funders. Together we continue to make a difference in the lives of those affected by homelessness in Galway, Mayo and Roscommon. Below are the Government bodies which partially fund the running of our Services.



An Roinn Sláinte
Department of Health



An Roinn Tithíochta,
Pleanála agus Rialtais Áitiúil
Department of Housing,
Planning and Local Government



An Roinn Coimírce
Sóisialaí
Department of Social Protection



An Roinn Forbartha
Tuaithe agus Pobail
Department of Rural and
Community Development



Other Funders And Supporting Organisations

We are grateful for the grants we receive from different organisations which fund specific projects. We are also members of initiatives including the FEAD Programme and Food Cloud. Our grant funders and supporting organisations include the following:



The Community
Foundation for Ireland







Registered Charity No. 20018962

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