



ANNUAL IMPACT REPORT **2024**



ENDING HOMELESSNESS **TOGETHER**
GALWAY, MAYO AND ROSCOMMON

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Serving Galway, Mayo and Roscommon

Some of our Services across the region:



OUR VISION

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

OUR MISSION

1.

Provide compassionate individual holistic support for people who are homeless, or at risk of being homeless, in Galway, Mayo and Roscommon through:

- Prevention Services
- Housing with Supports
- Health and Wellbeing Services
- Social Integration Services

2.

Collaborate with clients, statutory and voluntary agencies, friends, supporters and the wider community to combat homelessness, foster inclusion and enable people to thrive where they live.

3.

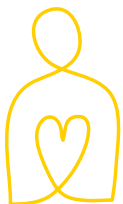
Work towards eliminating homelessness through advocacy, education and campaigning.

OUR VALUES



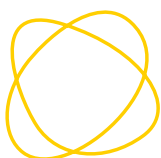
CLIENT-CENTRED SUPPORT

Ensuring the client is at the centre of all we do. Listening to clients' needs and situations and offering individual holistic support accordingly, always with respect.



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 passionate, skilled, professional and flexible, providing innovative and relentless approaches to resolving issues, resulting in positive outcomes for clients.



COMMITMENT

A deep commitment to our ethos and our clients within our work, adopting a 'whatever it takes' approach.



COMMUNITY

Creating an inclusive diverse community where people 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

We actively work to establish and maintain trust and cooperative working relationships between multiple stakeholders, with honesty, integrity and transparency.

Welcome from our Chairperson

It is with great pride, reflection, and a deep sense of responsibility that I write this Chairman's note for the 2024 Annual Impact Report for Galway Simon Community. This year, like so many before it, has been a testament to the strength of our Community, the resilience of those we serve, and the tireless dedication of our volunteers, staff and supporters.

Homelessness remains one of the most visible and heart-wrenching symptoms of inequality in our society. At Galway Simon Community, we confront this crisis not only by offering immediate relief but by striving for systemic change. We understand that behind every statistic is a human being—a person with hopes, history, and potential.

This report provides a detailed account of our achievements, challenges, and strategic direction as we continue our work towards eliminating homelessness in Galway, Mayo and Roscommon.

Our mission is to provide compassionate support for people who are homeless or are at risk of becoming homeless. We have advanced our Strategic Plan, **Building Better Futures**, through a focus on Preventing Homelessness, Restoring Dignity and Rebuilding Lives by collaborating with clients, statutory and voluntary agencies, friends, supporters and the wider community.

The past 12 months have been marked by ongoing economic strain, rising living costs, and a critical shortage of affordable housing. As local councils face funding pressures and the private rental market becomes increasingly inaccessible, more individuals and families find themselves at risk of homelessness. At the end of 2024, there were 645 people living in Emergency Accommodation across Galway, Mayo and Roscommon, including 117 families with 225 children.



The need for Galway Simon Community continues to be real and urgent. In response, we have expanded services, deepened partnerships, and redoubled our advocacy efforts. During 2024, we supported 1,127 households, a total of 1,869 people. This comprised 1,290 adults and 579 children.

I would like to record our deepest thanks to Karen Golden for her excellent service and dedication to Galway Simon Community, most recently in the role of CEO from 2017-2025. Karen really lives our mission and has given a tremendous amount to the organisation over the years. She leaves behind a much stronger community, with a great level of Services, strong compliance and a highly engaged team focussed on achieving our goals. Her impact and effectiveness at Galway Simon Community has been outstanding. Guímíd gach rath uirthi ina cuid iarrachtaí amach anseo.

WELCOME FROM OUR CHAIRPERSON

As Karen departs, we welcome Carol Baumann to Galway Simon Community, as the new CEO. Carol brings a wealth of experience and a vocational energy to the role. She has a strong desire to build on the legacy of the organisation by continuing to improve the prospects of people experiencing homelessness in the West. We look forward to her leadership through the next set of challenges and opportunities and offer our full support.

The provision of our Services would not be possible without the commitment of all our staff and volunteers at Galway Simon Community. The dedication of all is commendable and greatly appreciated. Keep up the good work!

Thank you to our board members who volunteer their time, skills, insight and accountability to every decision, maintaining a culture of strong governance and transparency.

I would like to recognise the support of our funders, donors, partners, and community members. You are not just contributors—you are co-creators of a more compassionate community. As the housing and homelessness crisis persists, you have helped us to help more people facing homelessness. The compassion and backing of our supporters are vital in enabling us to expand our service provision to those most in need. Together, we can build stronger pathways from crisis to stability.

We also remember those we have lost - clients who passed away while homeless or in recovery. We honour their memories with strengthened resolve and renewed commitment.

As Chairman, I am humbled by the scale of generosity, dedication, and resilience I witness each day. The challenge of homelessness is formidable, but it is not insurmountable. Each life we touch is proof of that. The road ahead remains challenging. We expect continued demand for our Services, especially among young people, older people and families facing eviction. We see an increasing number of clients presenting with multiple and complex needs. We will continue to take a client-centred approach; to advocate and to innovate. We will not accept homelessness as inevitable. Instead, we will work, together, to achieve our vision of a community where everyone lives in a place they call home.

Thank you again for your continued support.
Míle Buíochas.



Yours sincerely,
CIARÁN FORKEN



A Note from our CEO

More people, in greater distress.

It is difficult to articulate the extent of the impact of the worsening housing and homelessness crisis on people across our Community.

Each child, parent, adult who is experiencing and at risk of homelessness has their own unique and evolving story – how they got here, what facing homelessness means for them now and the potential for long-lasting impacts for years to come.

Galway Simon Community is first and foremost a care and support organisation. We work with people, recognising individual personal history and circumstances, and provide supports to enable our clients to find suitable housing. For people with more complex needs – related to, for example, mental and physical health, trauma and/or addiction – we also provide dedicated wraparound supports.

It feels as if we are in a downward spiral.

We are working against the backdrop of housing supply tightening over a number of years, and with decreasing supply we are seeing increasingly unaffordable costs. For those affected by the housing crisis, the extensive negative media coverage is compounding distress. For people with more complex needs, a lack of shelter or unsuitable/ precarious housing exacerbates existing issues.

While government policy in recent years is well intentioned, housing requires a longer term horizon than the five-year political cycle. Failure to deliver on key policy objectives, including social and affordable housing, translates to more people in traumatic situations for longer periods.

In addition to the profound impacts the crisis is having on people's lives currently, health and social care experts are pointing to the problems (and costs) that the lack of housing is creating for the future.



The data evidences the bleak picture. Galway City has the highest ongoing housing need of any local authority area in the country, which at 11.8% is almost double the national average. Galway is the only part of the country with a Social Housing Taskforce in place.

The RTB has highlighted concerns after RTB / ESRI Rent Index data to Q4 2024 showed rents for new tenancies in Galway had increased by 8% or more for 8 consecutive quarters. Reports show that there are no properties available to rent in Galway below the HAP rates. Since HAP was introduced in 2016, average rents in Galway City have increased by 147%, from €932 per month to €2,304, while the increase under HAP is limited to a maximum of 35%.

The number of people in Emergency Accommodation continues to increase, and there are more people in "hidden homelessness".

Additionally, as an organisation, we continue to face significant funding challenges. We, along with our colleagues across the sector, continue to call for the restoration of pay parity for our staff, full cost recovery on Services run on behalf of the state and multi-annual funding.

Creating Positive Change

Against this backdrop, we know that we have an amazing community of people across Galway, Mayo and Roscommon who are unwilling to accept that things cannot be better here in the West and who are committed to creating positive change.

Collectively, our clients, employees and volunteers, enabled by our funders, donors and supporters, prevent homelessness and build better futures every day.

Recognising that trends were going in the wrong direction in 2019, Galway Simon Community set a clear path of Prevention and Solutions - preventing homelessness whenever possible, and creating solutions to enable people to leave homelessness behind and to thrive in their community, aiming to ensure that any period of homelessness is for the shortest possible period and not repeated. Building on the success of our last Strategic Plan, we have carried the emphasis on 'Prevention and Solutions' into our new Strategic Plan, Building Better Futures 2024-2027.



We are very proud that 95% of households supported by our Prevention Services in 2024 did not go into Emergency Accommodation. Our deeply committed teams provided holistic care and support across a range of housing services tailored to meet the specific needs of men, women, families and young adults facing homelessness – including our Emergency Service for men, High Support Services, Housing First, Housing Led, Youth Service, Community Based Housing and My Home. Our Street Outreach Service provided medical support to rough sleepers. Wraparound Health and Wellbeing Services supported clients in addressing issues that may have contributed to and/or arisen because of their experience of homelessness including mental health and addiction challenges. Our Social Integration Services enabled people to participate in activities, training and employment.

It is very distressing in recent years to see the increasing number of older people experiencing homelessness for the first time in their lives.

In response, we undertook our first development of ten one-bed apartments specifically designed for older people and people with impaired mobility, on a formerly derelict site. This was substantively completed in 2024 and tenanted in early 2025. Over 200 people sleep in more than 100 properties owned and managed by Galway Simon Community every night.

As the demand for our Services continues to increase, our dedicated teams supported 15% more households last year. Our work in 2024 meant that more people across Galway, Mayo and Roscommon celebrated Christmas in their own home and had greater stability in their lives. Most importantly, we continued to provide support in line with our ethos and values, which remain core to all that we do.

Unfortunately, we don't always see the outcomes we would want. Heartbreakingly, we were united in sadness when we lost a number of people in Galway Simon during the year. The death of our dear colleague Gerry Diamond was felt profoundly by people across our Community. Suaimhneas síoraí dá n-anamnacha uaisle.

Buíochas Ó Chroí

Our sincere thanks to Prof. Clíodhna Ní Cheallaigh (Clinical Lead, Inclusion Health Service at St James's Hospital Dublin), Dr. Sam Tsemberis (Founder/ CEO Pathways Housing First Institute), Heidi Walters (Program Design and Training Consultant, A Way Home Canada), Kirsten Hewitt (Director of Services, Northern Ireland Simon Community) and Sinéad Healy (Asst. Principal Officer - Department of Housing, Local Government and Heritage), for taking the time to visit us during the year to share their valuable insights on addressing homelessness and social exclusion.

Thank you to Galway Chamber of Commerce and the Charities Institute of Ireland who presented us with the 2024 Galway Chamber Accessibility, Diversity and Inclusion Award and the Charities Institute 2024 Finance Team of the Year Award, in recognition of the values, contribution and strong governance of the organisation.

I would like to particularly thank the HSE in CHO2, Galway City and County Councils, and Túsla for their partnership approach to collaborative working here in the West.

A NOTE FROM OUR CEO

To our many loyal volunteers, we deeply value all that you do across our Community – thank you.

Thank you also to our volunteer Board of Directors for your time, energy and expertise in providing direction and oversight for the organisation.

To our donors and supporters, our heartfelt thanks for your kindness and support which makes such a difference in the lives of people we support.

Thank you too to our colleagues in the Simon Communities around the country and the Simon Communities of Ireland Federation Office for your continued support.

Stepping Down

I will be stepping down as CEO of Galway Simon Community in September and I would like to extend every good wish to incoming CEO Carol Baumann in taking up the role.

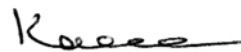
In the nearly eight years since I took up this post, I have never wavered in my belief that this is an extraordinary Community and that Galway, Mayo and Roscommon are better places because this organisation exists.

The work done by our teams is very tough in the current environment. In addition to the relevant expertise and experience, it requires empathy, compassion, patience, perseverance, respect and belief. I have the deepest regard for all that our teams do, and how they do it.

It has been an immense privilege for me personally to share the journeys of people in Galway Simon Community over my time here. We have shared highs and lows, break throughs and let-downs, laughter and tears.

I know that we continue to make an enormous difference in the lives of our clients every day. I am very proud of all that we have collectively achieved in my time here, and I sign off with deep gratitude to you all.

Le meas,



Karen

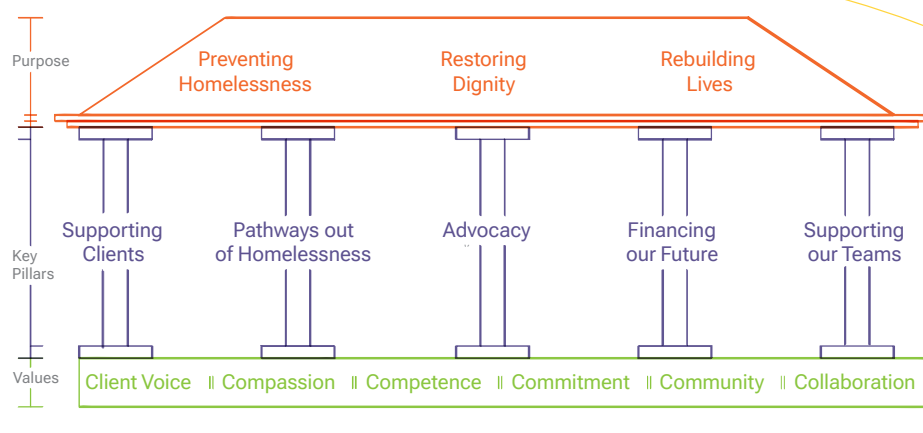


STRATEGIC PLAN

Building Better Futures Strategic Plan 2024-2027

Through our strategic plan, we will continue to address the homelessness crisis in Galway, Mayo and Roscommon and support our clients through targeted, client-centred Services with compassion, humanity and proficiency. We will continue to protect our values in all that we do.

Our Building Better Futures Plan was developed in line with national policies including Housing for All (A New Housing Plan for Ireland 2022-2026), the second Housing First National Implementation Plan (2022-2026) and the first Irish Youth Homelessness Strategy (2023-2025).



Key Pillars

Pillar 1: Supporting Clients

Galway Simon Community is committed to Prevention and Solutions:

Preventing Homelessness whenever possible and reducing the trauma associated with the experience of homelessness;

Solutions - where homelessness does occur, ensuring it is for the shortest possible timeframe, not repeated and that there are ongoing supports in place when needed to enable clients to achieve stability in their lives.

We will deliver on these key aims, through targeted client-centred Services.

Pillar 2: Pathways out of Homelessness

We aim to create new homes for people experiencing homelessness, that are designed to address specific needs. We aspire to address dereliction and vacancy in addition to social housing available in the West.

Pillar 3: Advocacy

We will work towards achieving the key aim of the Lisbon Declaration as outlined in Housing for All, to eliminate homelessness by 2030 in the West of Ireland through advocacy, education and campaigning.

Pillar 4: Financing our Future

We will manage our resources in order to ensure that we maximise our positive impact, while ensuring that the organisation is financially stable and sustainable into the future.

Pillar 5: Supporting our Teams

We value the expertise, experience, compassion and commitment of our staff and volunteers. With ever increasing demands on our Services, and increasing complexities in our environment, we will implement initiatives to support our Teams.

15%

**INCREASE IN
HOUSEHOLDS WE
SUPPORTED**

from 980 in 2023 to 1,127 in 2024

8%

**GROWTH IN
INCOME**

from €9m in 2023 to
€9.7m in 2024

11%

**INCREASE IN
AVERAGE NUMBER
OF PEOPLE
ACCOMMODATED
NIGHTLY**

from 181 in 2023 to 201 in 2024

12%

**INCREASE
IN CURRENT
EXPENDITURE**

from €8.7m in 2023 to
€9.7m in 2024

11%

**INCREASE IN
RESIDENTIAL
PROPERTIES**

from 85 in 2023 to 94 in 2024





Cosc ar easpa d
Dínit a athbhu
Saolta a atóg



SUPPORTING
OUR CLIENTS

Responding to the Housing Crisis

The housing crisis continues to be a complex and urgent issue, demanding a wide-ranging and coordinated response.

In 2024, our Services faced mounting challenges, particularly as the number of *Notices to Quit* (NTQs) issued to individuals and families continued to rise — at a time when there is a severe shortage of affordable rental accommodation.

For many of our clients, immediate access to housing was critical. For others, broader support systems were necessary to help them live safely and with dignity. This was the landscape in which our teams operated throughout the year.

We witnessed more people than ever receiving eviction notices, regardless of age or personal circumstances. Young people leaving state care struggled to secure housing in an increasingly unaffordable rental market. Individuals coping with mental health issues or recovery from addiction faced immense barriers in rebuilding their lives without stable housing. Older people who had previously managed in the private rental sector often found themselves priced out as they reached retirement age.

At Galway Simon, we deliver a range of Services tailored to meet the diverse needs of those we support. Our Prevention Teams work tirelessly to identify alternatives to Emergency Accommodation wherever possible. For those who do require emergency or supported accommodation, we are committed to finding high-quality, long-term housing options.

In 2024, we supported **206** individuals and families in moving into their own homes and supported 142 households to sustain their existing tenancies. Fewer than 5% of those we worked with had to access Emergency Accommodation—highlighting the success of our preventative work in helping people avoid the trauma of homelessness.

Understanding that secure housing is a cornerstone of recovery, we continued to deliver personalised, targeted support. While the housing crisis persisted, our dedicated staff worked in partnership with various agencies and local authorities across the Western region to guide clients through limited housing options and often when they had complex care and support needs.

Our goal remains twofold: to secure social housing allocations and provide wraparound supports that ensure long-term stability. For some clients, receiving the keys to their new home marks only the beginning. Ongoing support is vital to help maintain tenancies and address the underlying issues that can threaten housing stability. This holistic approach offers not just immediate relief, but lasting change.

SUPPORTING OUR CLIENTS

Our Emergency Services and Community-Based Housing Services were busier than ever in 2024. These programmes primarily serve single adults in crisis — many of whom require sustained and focused support. The development of Community Based Housing Services in Galway County has had a significant impact. We helped 28 individuals transition from emergency or transitional housing into long-term homes, up from 21 in 2023.

We now provide housing in four towns across the county, in addition to our Services in Galway City, for young people aged 18 to 25 — many of whom are care leavers. This group remains at high risk of homelessness, which can have profound, long-term effects. Our Youth Service and prevention initiatives are now central to our mission and are supported by Galway City and County Councils as well as Tusla.

For individuals facing long-term homelessness and complex life challenges, we continued to deliver integrated care through initiatives like Housing First, Housing Led, and My Home. These programmes address housing, health and wellbeing together — ensuring a more complete path to recovery.

In 2024, 310 clients accessed our Health and Wellbeing Services, which include Nursing, Addiction Support, Occupational Therapy and Psychological Services. These are essential components of our person-centred care model.

We also expanded our Mobile Health Unit, enabling our nursing team to offer more comprehensive clinical support to people sleeping rough in Galway City.

There are people who require High Support, when their health and support needs are at a level that they cannot live independently. Our High Support Services provided accommodation for 21 men and 6 women in 2024.

The journey from homelessness to stability is transformative. Our Social Integration Service continued to grow this year, supporting clients in developing skills, accessing education and exploring employment opportunities. Many participated in community-based learning and activities. A key highlight was the continued growth of the *Workability Pathways to Employment Project*, funded by Pobal, which helps people rebuild their lives with confidence and purpose.

We are deeply proud of our teams and their unwavering dedication. Their compassion and commitment remain the foundation of our success in helping individuals and families move beyond homelessness.

Karen Feeney
Head of Client Services



Prevention

The goal of our Prevention Services is to help people to find or keep secure housing, avoiding Emergency Accommodation. If individuals and families don't have to experience the trauma of homelessness, their future outlook is much improved. We focused on preventing homelessness whenever possible by supporting people to either sustain the tenancy they had or to find alternative accommodation before they found themselves with no option but to access Emergency Accommodation.

During the year 95% of households supported by our Prevention Services did not access Emergency Accommodation.

Our Prevention and Tenancy Sustainment Teams continue to work with people who face housing precarity, and provide supports to prevent homelessness whenever possible.

Housing with Supports

During the year, in conjunction with our partners, we continued to enhance our capacity to respond to those with the most complex social care and housing needs. Those with histories of entrenched or cyclical homelessness often experience greater challenges because of the trauma in their lives.

We expanded the capacity of our Emergency Service to 15 beds to ensure that homeless men have a warm bed and a hot meal available to them each night, and supports in their search to secure longer-term accommodation.

We continued the development (in cooperation with our partners in Cope Galway, Galway City Council, Galway County Council, Mayo County Council, Roscommon County Council and the HSE) of Housing First Services across the region.

We acquired additional housing units to provide pathways out of homelessness for clients. This included an additional Túsla CAS acquisition to provide tenancies ring fenced for care leavers and properties in which we provide Housing Led tenancies.

We further expanded our Community Based Housing Service into County Galway.

We substantively completed Sómas, our first development, comprising 10 accessible, A-rated one-bed homes for older people and people with impaired mobility. Tenants moved into their new homes in 2025.

Health and Wellbeing

With the support of Boston Scientific we put our new Mobile Health Unit on the road, providing medical supports to individuals sleeping rough in Galway City.

Our team continued to provide outreach supports to rough sleepers in Galway City & County and Mayo.

We appointed a dedicated Harm Reduction Worker role within the Health and Wellbeing Team.

Seven clients received their Certification in the Circle Overdose Prevention Programme (Nalaxone Peer to Peer Training).

Social Integration Service

We continued the development of our Social Integration Service during the year.

We secured funding from Pobal for our Workability Pathways to Employment Programme, a significant milestone for our Social Integration Service. Eight people on the programme secured employment, 7 people enrolled in full-time education and a further 27 people enrolled in part-time courses.



OUR ADVOCACY

On 21 June 2021, the Minister for Housing, Local Government and Heritage, with the support of the Government, signed the 'Lisbon Declaration on the European Platform on Combating Homelessness'. The Declaration commits all signatories, Ireland included, to working towards the ending of homelessness by 2030.

We work to reflect the experience of our clients in local and national advocacy work. We work towards policy change that improves the lives of people experiencing and at risk of homelessness through advocacy, education and campaigning. Galway Simon Community advocates for policy changes needed to end homelessness in Galway, Mayo and Roscommon by 2030.

We do this by:

- Advocating, in collaboration with Simon Communities of Ireland, to positively influence national policies on housing and homelessness in order to end homelessness.
- Advocating with TDs, Senators, Local Councillors and Policy Makers to positively influence policies that impact people experiencing and at risk of homelessness.
- Providing evidence-based research and statistics on homelessness in the West of Ireland.
- Using our advocacy, education and campaigning work to ensure homelessness is recognised by the public and policy makers as the key social issue of our time.
- Staff members contribute to various consultative fora and public speaking events.

We believe that campaigning for changes in social policy is a necessary and complementary part of our work.



DURING THE YEAR WE:

- * Participated in Simon Week 2024, which included an advocacy campaign with the public and a conference at the ILAS Centre in University of Galway "Youth Homelessness – What Works" focusing on youth homelessness.
- * Prof Clíodhna Ní Cheallaigh launched our 2023 Annual Impact Report, and held a workshop on Social Inclusion Medicine with our Health and Wellbeing Team, and some of our front line social care teams.
- * Held a one day workshop with Dr Sam Tsemberis at our Housing First Centre of Excellence in Galway City, attended by the Housing First West Team, Slí Nua Community Mental Health Team, the HSE, Galway City Council, Galway County Council, Mayo County Council and Roscommon County Council.
- * Continued regular advocacy communications including press releases, engagement with local and national public representatives and delivering advocacy presentations to our stakeholders.



1,127
HOUSEHOLDS
SUPPORTED

COMPRISED OF

1,869
INDIVIDUALS

(1,290 ADULTS AND 579 CHILDREN)



KEY IMPACTS – 2024

PREVENTION SERVICES

759
HOUSEHOLDS
SUPPORTED

THIS INCLUDED:

269
FAMILIES

WITH

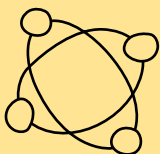
561
CHILDREN

PREVENTION AND TENANCY SUSTAINMENT

206 households were supported in finding alternative accommodation and **142 households** were supported to sustain their existing tenancy to prevent needing to enter Emergency Accommodation

BRIDGE RESOURCE CENTRE AND COUNTY GALWAY OUTREACH SERVICE

Supported **181 households** including **77 families** with **190 children**



WOMEN & FAMILIES SERVICES

84 households including **45 families** with **92 children** were supported by Prevention Services



YOUTH SERVICE

101 young adult households were supported by Prevention and Tenancy Sustainment Services

MEALS

44,895 meals were provided in 2024
905 food packs provided to clients of our Prevention Services



KEY IMPACTS – 2024

HOUSING WITH SUPPORTS

235
HOUSEHOLDS
ACCOMMODATED

THIS INCLUDED:

8
FAMILIES

WITH

18
CHILDREN

EMERGENCY SERVICES

Our Emergency Service provided accommodation to 50 individual men during the year - over **5,300 bed nights** in total



COMMUNITY BASED HOUSING SERVICES

62 households with histories of long stays in emergency accommodation supported to maintain a lifestyle of greater independence

WOMEN & FAMILIES SERVICES

13 women were accommodated in **transitional housing**



SUPPORTED HOUSING

21 men with multiple needs and a history of homelessness were supported

HOUSING FIRST

64 tenants supported across Galway, Mayo and Roscommon

HOUSING LED

38 households including **4 families** with **18 children** with histories of homelessness and multiple support needs were living in Galway Simon's **Housing Led** houses and apartments

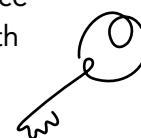
YOUTH SERVICE

Provided homes to **41 young adult households**

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 setting to independent living.

67 households supported



HOUSING

2 properties acquired during the year provided pathways out of homelessness for 2 people. Our first development Sómas, 10 one bedroom apartments for older people and people with reduced mobility, was substantially completed in 2024



KEY IMPACTS – 2024

HEALTH & WELLBEING SERVICES

310
INDIVIDUALS
SUPPORTED
WITH
7,217
INTERVENTIONS

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



ADDICTION/SUBSTANCE MISUSE COUNSELLING

96 individuals provided with substance misuse and relapse prevention counselling with **1,889 interventions**

COMMUNITY DETOX PROGRAMME

52 clients accessed the Benzodiazepine Community Detoxification Programme with **1,466 interventions**



GP & NURSING SERVICES

174 individuals received a nursing service, with **1,464 interventions**



PSYCHOLOGY SERVICES

65 individuals received support from Psychology Service with **1,383 interventions**



OCCUPATIONAL THERAPY SERVICE

43 individuals received support and were provided with **1,015 interventions**

SOCIAL INTEGRATION SERVICE

103 people participated in activities and events with **51 people** actively participating in educational and employment supports during the year. We successfully bid to be included in the Workability Pathways to Employment Programme with funding provided by Pobal. **Eight people** on the programme secured employment, **7 people** enrolled in full-time education and a further **27 people** enrolled in part-time courses

CLIENT STORIES

Megan & 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. 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 settled 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 is far from the only person who has narrowly avoided losing their home. During 2024 95% of people who engaged with our Prevention Services didn't have to access Emergency Accommodation.



Mark Anthony's Story

"I know what it's like to be homeless here in the West of Ireland at this time of year."

My name is Mark Anthony and I've been out on the streets with only a blanket in December. I remember the dark, the freezing cold, the pouring rain, and hearing Christmas music playing in the distance.

I've never felt more lonely.

My birth parents gave me up as a baby and I grew up in care. I always felt I didn't belong. I ended up going into a children's home when I was 14. Even today, I don't like thinking about that horrible, horrible time, but the feeling that no one wanted me was so strong I carried it with me for years.

When I turned 18, I was on my own. This all happened 20 years ago, and there was no more support. **I was homeless.**

I've blocked out a lot of the memories of that time, but I'll never forget hitting rock bottom. I'd been angry. I'd been too scared to close my eyes. I'd felt the pain of being rejected by everyone. Then, finally, I felt nothing. I'd cried so many times I had nothing left.

That's what rock bottom really is – not caring about anything. Not even yourself. Your life is so hard and without hope that you don't want to wake up any more.

I remember I was sitting with a curtain wrapped around me when someone came to tell me there was a place for me in Emergency Accommodation at Galway Simon. I'd been homeless for three years. Like I said, I'd stopped feeling anything, but then it came – this tiny spark of hope. A flicker of light in the darkness.

My life changed that moment.

I was given more than a place to live. I had a home, where people cared about me, and I became part of the Galway Simon Community.

With support from Galway Simon Community, I found a path into work by volunteering. I even met my wife-to-be through Galway Simon and, today, we have our own family.

I'm now working with Galway Simon Community as Assistant Shop Manager and I'm doing everything I can to give my children the happiness and security that was missing from my childhood.

With the support of Galway Simon Community, I found a home, hope and a new beginning. With a home comes a sense of safety. Finally, you belong, and you can rebuild your life from there.



Story of our Emergency Accommodation Service

From the outside our Emergency Accommodation house is pretty unremarkable. It's no different to any of the houses that line the quiet Galway street where it's located. But on the inside extraordinary things are happening every day. I know because as the Services Manager with Galway Simon, I'm lucky enough to be able to see them with my own eyes.

My name is Peter Stapleton, I've been working with Galway Simon Community for six years now. I want to tell you about our Emergency Accommodation Service. For the 15 men who live there, it's the home they prayed for every single day they may have spent cold, lonely and afraid sleeping on the streets. For them it's a miracle.

For many of the men who live here, this is the first safe, stable home they've ever known. The house wasn't designed to be an emergency project and because of this, it has a very homely feel. There are 15 bedrooms. Each man has his own room where he can enjoy restful sleep in a warm, safe bed. Something he may not have experienced in a long time. A person recovering from homelessness needs more. They need specialist mental health and wellbeing support and they can get that here.

Something working here has taught me is the difference having their own kitchen makes to the men. It may seem small to you and me, but the simple act of being able to fry up a few sausages or make a cup of tea when they want one brings the men here such pride and satisfaction. I suppose for so long when they ate and what they ate was decided by the generosity of a passer by, or the charity food services they may have attended. Here the men can choose not only when but also what they eat. And it means so much to them. It gives them back a sense of pride and autonomy. And slowly their confidence builds.

When I think about the role the kitchen plays here, I often think of a young man called David. David had not had the best start in life. And as he entered adulthood the problems from his past meant this young man was in real distress.

He had addiction issues, his physical health was awful and he'd suffered multiple overdoses. In fact, his partner had recently overdosed and died. So on top of everything he was grieving for the only person he thought cared about him.

He desperately needed help.

Here David got hot nutritious meals and somewhere safe and warm to sleep. And once he felt ready, David took the courageous step of undergoing a detox programme. Then from the calm and safety of being here, David was able to access grief and addiction counselling. Having the space and support he needed changed everything for David. All he needed was one stable day to begin his journey.

But you're probably wondering what the kitchen had to do with David's recovery! Well, it turned out David was a trained chef. Understandably after all he'd been through, his confidence was in tatters but being able to use the kitchen here was key to building it back up.

At Galway Simon we try to work with the talents and skills our residents already have to help rebuild their self-esteem. We encouraged David to use the kitchen to reignite his passion for cooking. I'll never forget seeing his eyes shining with pride as his housemates raved about the delicious dinners he'd serve them up. That new sense of confidence and self-worth was transformational.

But the road back from homelessness and addiction is rarely straight. Galway Simon will continue to be there for David for as long as he needs us.





**We remember all those from
our Community who passed
away in the past year.**





OUR COMMUNITY

Galway Simon Community was set up in 1979 by a group of volunteers.

They started doing a soup run initially twice weekly but were soon going out every night.

With the support of the wider community we have grown, developed, learned and adapted over the years to become a leading provider of homeless services across Galway, Mayo and Roscommon.

Now we provide homes to over 200 people at any one time across Galway City and County, Mayo and Roscommon. In addition to providing housing the breadth of our services have expanded and we also provide Prevention & Tenancy Sustainment, Health & Wellbeing and Social Integration Services.



OUR VOLUNTEER TEAM

We are deeply grateful to our community of long-term, loyal volunteers and our new volunteers, who gave of their time to assist in our Services, our charity shops and with our fundraising events, throughout another challenging year when we dealt with increasing numbers of people experiencing or at risk of homelessness.

Each autumn we welcome 6 full-time volunteers from Germany, Spain and Italy through a programme co-funded by the European Solidarity Corps. Our full-time volunteers provide valuable skills to support clients in our residential and integration services.

Our extremely dedicated and loyal shop volunteers, some of whom have been with us for over 20 years, are central to the success of our shops through their hard work and commitment.

Our fundraising volunteers, who help at our events and bucket collections regardless of the West of Ireland weather, are great ambassadors for the organisation. We couldn't undertake these essential fundraising events without them.

The work of our organisation is supported by a voluntary Board of Directors who meet approximately 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.



229 PEOPLE

volunteered with Galway Simon Community in 2024 including:

13 FULL-TIME VOLUNTEERS

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

100 PART-TIME VOLUNTEERS

helped to co-ordinate our Corporate and Community Fundraising events and projects.

105 PART-TIME VOLUNTEERS

including **12 student placements** who supported us across our shops and services.

12 DIRECTORS

who served on the board during the year to oversee the strategic direction of the organisation.

At the heart of our work is a dedicated and compassionate team who go above and beyond every day to support those experiencing or at risk of homelessness.

We are dedicated to fostering a culture of care, respect and inclusion. Our values guide not only our work with clients but also how we support and value one another as colleagues.

We recognise the importance of supporting our teams to ensure that they can continue to provide the highest level of care.

Creating a supportive work environment is a key priority under our strategic plan. We recognise that our work can be very challenging. Employees have access to a range of supports including an Employee Assistance Programme (EAP), reflective practice and regular supervision sessions. We also provide opportunities for team collaboration and supportive work arrangements that help employees balance their professional and personal responsibilities.

We are committed to continuous learning and development. Our employees have access to a wide range of opportunities including mandatory and job-related training, as well as ongoing professional development supported by the HSE and other relevant agencies.

We place a strong focus on recruitment, retention, and progression to ensure we attract and retain the best people to carry out this challenging work.

We have a range of organisational policies that are regularly reviewed in line with legislation and best practice. Our commitment to Equality, Diversity and Inclusion (EDI) is reflected in our dedicated EDI Statement.

In 2024, we published our first Gender Pay Gap Report. Over 50% of our Directors and Management Team are women, reflecting our commitment to gender equity in leadership.



A big thank you to those who supported us in 2024.

We can only be there for the people who need us thanks to the support of individual supporters and groups from schools, workplaces and the wider community across the West. In 2024 we were greatly heartened by their ongoing commitment and dedication to support those facing homelessness in Galway, Mayo and Roscommon. The commitment of our supporters to protecting those facing homelessness is truly inspiring.

In 2024 we raised funds in the following ways:

INDIVIDUAL GIVING

Support from individuals is central to our fundraising and we are very grateful to those who give either once-off cash gifts or regular monthly gifts, people who respond to our appeals and those who remember us in their wills. In 2024 donations from these supporters, including legacies, accounted for 42% of fundraising income.

CORPORATE GIVING

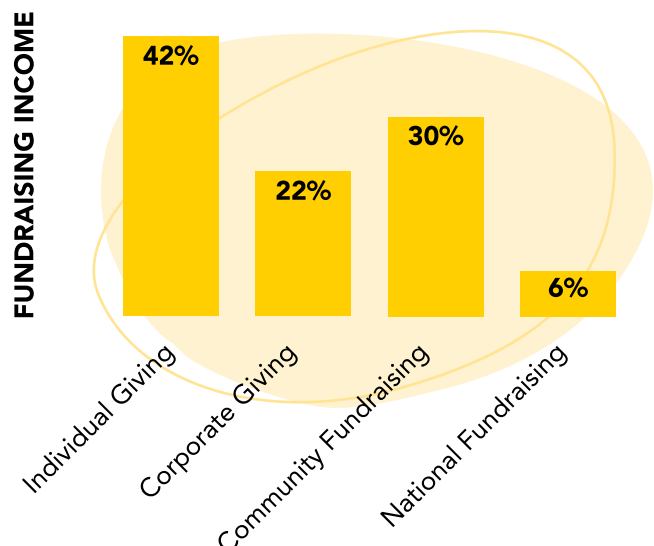
Support from companies continues to be a very important part of our fundraising. This support includes financial contributions, staff volunteering, and in-kind support such as product donations. In 2024 we were fortunate to receive support from a wide range of corporate partners, from small local businesses through to global multi-nationals. In 2024 our official two-year partnership with Boston Scientific came to an end and we deeply value the positive working relationships developed. Over the two years the staff at Boston Scientific raised an incredible €351,277 in support of our work. But that's only part of the story (see further details below). Corporate supporters accounted for 22% of fundraising income in 2024.

COMMUNITY FUNDRAISING

Once again people from across the community showed their commitment to those facing homelessness in the West of Ireland by participating in our fundraising events or organising their own community fundraisers. A big thank you to all those individuals and groups who gave up their beds for a night, ran, walked, swam, organised cake sales and coffee mornings and came up with lots of other creative activities to raise funds for us. Their engagement demonstrates the power of communities coming together to support others in their area. In 2024 our community fundraisers, including those who participated in our Sleep Out, accounted for 30% of fundraising income.

NATIONAL FUNDRAISING

In 2024 we also benefited from support through a number of national fundraising events in conjunction with other Simon Communities across the country. Events such as the Royal Institute of Architects Ireland annual Open-Door Appeal raised over €50,000 in support of our work and accounted for 6% of fundraising income.



Boston Scientific Staff raise an incredible €351,277

Our two-year corporate partnership with Boston Scientific Galway continued throughout 2024. Boston Scientific employees, along with their friends and families, were the driving force behind this collaboration. Many took part in voluntary fundraising initiatives, including the Peak2Peak Challenge, where employees hiked between two mountain peaks in one day, and the Sleep Out for Simon, where volunteers braved the elements overnight to raise awareness of homelessness. Employees also got involved in creative and fitness-based fundraisers such as the End of Summer Games, a team-based fitness challenge held onsite, as well as bake sales, golf tournaments and quizzes.

A major highlight of the partnership was the donation of a Mobile Health Unit, a retrofitted former ambulance, now serving as a vital healthcare resource. The vehicle provides a safe and private space for vulnerable individuals to access essential healthcare services including medical care, routine health screenings and minor injury treatments.

Other funds raised will go towards our Health & Wellbeing Services and Social Integration Programme, ensuring long-term impact by supporting mental health recovery, addiction services and pathways to employment and education.

Commenting on the partnership, Aidus Curran, Production Director and Charity Lead at Boston Scientific's Galway campus said:

"The generosity and dedication of our employees was truly extraordinary. Not only did we exceed our fundraising goals, but employees have gone above and beyond, taking on personal challenges and dedicating their time and energy to make a real, lasting difference in our community."



I'd also like to give a special thank you to Damien Tummon, Denise Ryan, and our incredible charity committee, whose leadership and passion made this partnership such a success. Their work played a key role in helping us reach this milestone and we couldn't have done it without them."

We would like to warmly thank all of the Boston Scientific employees and their families for their friendship and support over the past two years. Their commitment and creativity in raising over €350,000 have been inspiring. When we commenced the partnership, one of our long-term wishes was to have a Mobile Health Unit that could provide medical services for people sleeping rough in a dignified environment. To see the unit on the road in the first 12 months of the partnership exceeded all of our expectations. The funds raised through the partnership will leave a lasting legacy by supporting our Prevention, Health & Wellbeing and Social Integration Services. We echo Aidus' appreciation for Damien, Denise and the charity committee whose enthusiasm and energy were central to the success of the programme. Our partnership with Boston Scientific demonstrates the impact that companies can make in the communities where their employees live by partnering with local charities.

Our Charity Shops

Once again in 2024 our shops had a record-breaking year with income of over €900,000, an increase of 4% on 2022.

Our team of loyal staff and volunteers are the driving force behind this success. Thanks to their commitment and dedication, our shops provide a growing source of funding that enables us to be here for people facing homelessness in the West.

We continued our Pop-Up Shops in 2024 and held them at University of Galway and Atlantic Technological University, attracting new customers to our shops.

Our shops would not exist without the generosity of people across our community who donate clothes, furniture, bric-a-brac and so much more for us to resell. Our sincere thanks to everyone who donated in 2024 – thank you for helping us to combat homelessness in the West.

Donations to our shops are not only an important source of income to support our work, they also provide important services for clients who can access clothing and furniture they may need.

Our charity shops are also a valuable part of the circular economy in the West, with donations from people in our community being diverted from going into landfill.

The shops also serve the wider Galway community and provide opportunities for volunteering, work experience and community employment.



thank you

On behalf of all the clients, volunteers and staff in Galway Simon, we like to extend our sincere thanks to our supporters across Galway, Roscommon who continue to work by getting involved and our shops and fundraising activities.

Total income from fundraising charity shops in 2024 was



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.



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:



2024 HIGHLIGHTS – IN THE PRESS



Health unit on wheels

Galway MedTech staff raised €165,000 for Simon Community

Simon Community of Galway has received a new mobile health unit from Galway MedTech staff. The unit, which is a van with medical equipment, will be used to provide health services to people in the community. The unit was funded by a grant from Galway MedTech staff, who raised the money through a fundraising event. The unit will be used to provide health services to people in the community, including people who are homeless or at risk of homelessness. The unit will be used to provide health services to people in the community, including people who are homeless or at risk of homelessness.

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Record number of women in emergency accommodation in west

A record 180 women are living in emergency accommodation across Galway and the West, Galway Simon said in the eve of International Women's Day. Simon Community said the number of women in emergency accommodation has risen by 10% since last year. The charity said the increase is due to a combination of factors, including a rise in domestic violence and a shortage of affordable housing. Simon Community is working to address the issue by providing support to women in need and advocating for better housing policies.



Simon Community staff and volunteers posing for a photo. The photo was taken at the opening of the new mobile health unit.

Cash & Carry Kitchens supports Galway Simon Community

Simon Community is a multi-partnership charity that works to support people in the community. Cash & Carry Kitchens is a partner of Simon Community and has provided support to the charity. The support includes providing food and other resources to people in need. Cash & Carry Kitchens is a well-known local business and has been a long-time supporter of Simon Community.



Simon Community staff and volunteers posing for a photo. The photo was taken at the opening of the new mobile health unit.

GAIRM

CEIM CHUN CINN

22 Abbeville 2024

Homelessness rising faster in the West, says Galway Simon

Homelessness is rising faster in the West, says Galway Simon. The charity said that the number of people living in emergency accommodation has increased by 10% since last year. The increase is due to a combination of factors, including a rise in domestic violence and a shortage of affordable housing. Simon Community is working to address the issue by providing support to people in need and advocating for better housing policies.

Galway Simon Community invites you to give up your bed for one night

Galway Simon Community is inviting people to give up their bed for one night to help people in need. The charity is running a campaign called 'Give Up Your Bed For One Night'. The campaign is aimed at raising awareness of homelessness and the need for affordable housing. People who give up their bed for one night will receive a donation to the charity. The charity is also providing support to people in need, including food and other resources.



Simon Community staff and volunteers posing for a photo. The photo was taken at the opening of the new mobile health unit.

Galway Simon concerned about increasing homelessness

Galway Simon is concerned about the increasing number of people living in emergency accommodation. The charity said that the number of people living in emergency accommodation has increased by 10% since last year. The increase is due to a combination of factors, including a rise in domestic violence and a shortage of affordable housing. Simon Community is working to address the issue by providing support to people in need and advocating for better housing policies.



Simon Community staff and volunteers posing for a photo. The photo was taken at the opening of the new mobile health unit.

2024 HIGHLIGHTS – EVENTS

**New Somás apartments
under construction**



Allotment Harvest Festival



**Galway Chamber
Accessibility, Diversity
& Inclusion Business
Awards**



**AIB Community
Fund Presentation**



**Sleep Out 2024
Launch**





**Charities Institute Ireland
Charity Excellence Awards
Finance Team of the Year**



**Choirs at Christmas
in Franciscan Abbey**



**Christmas Day Fundraiser
at Seacrest Kafé**



Acorn Life



**Louisburgh Foróige
Sleep Out**



**Kilcolgan Educate
Together school**





ESG AND CLIMATE ACTION PLAN

In the context of climate change, social injustice and ever increasing demands for high standards of charity governance, we believe that it is imperative that Galway Simon Community outlines clearly our Environmental, Social and Governance (ESG) Framework.

The GSC 2024-27 Strategic Plan: Building Better Futures sets out clear aims:

- Galway Simon Community's work contributes to improvements in the West of Ireland in several of the Sustainable Development Goals
- We will also continue our efforts to work sustainably and to reduce our carbon emissions across the organisation.

Our ESG Framework has been developed in line with the UN Sustainable Development Goals and the Paris Climate Agreement guidance. The Framework is outlined under four headings.





Environment: The Environmental Sustainability Vision of the organisation is outlined on pages 46-47.
 Social: Our Social Impact through our work in addressing homelessness is outlined on pages 22-25.
 Social: Our work in Supporting our Teams are outlined on page 34.
 Our commitment to Strong Governance is outlined on pages 50-54.



Over the last number of years, Galway Simon Community has taken a number of initiatives to progressively advance a more environmentally sustainable approach to our activities and to our properties.

In 2022, a University of Galway Executive MBA team reviewed our approach to climate action under a 'Responsible Business in Practice' impactful management partnership between Galway Chamber of Commerce and the university. They reported that "Galway Simon Community's alignment to the SDGs is accurate and in accordance with international best practice in the sector."

In 2023 and 2024 we continued to evolve our learning in relation to ESG and the SDGs. We considered the different approaches and reporting tools available and developed a Climate Action Plan for the organisation based largely on IBEC's 'Climate Action: A toolkit for business' framework, which is relevant to an organisation of our size in an Irish context and also the Gov.ie climatetoolkit4business, which we found to be helpful in enabling us to calculate our carbon footprint, and identify actions that we can take to reduce our greenhouse gas (GHG) emissions.



Calculating Our Carbon Footprint

Over the course of 2025, we will calculate our carbon footprint, taking 2024 as the baseline year and using the GHG Protocol as follows:

- Scope 1 Direct: Stationary Combustion - Oil/gas consumed for heating
- Scope 1 Direct: Mobile Combustion - Kms travelled in the course of our work
- Scope 2 Indirect: Purchased Electricity
- Scope 3 Indirect: Upstream. Generated Waste. Recycling diverted from Waste. Water/wastewater.

Further categories may be added to our Climate Action Plan in subsequent years as we make progressive improvements and enhance the culture of protecting our environment across the organisation.

CLIMATE PLAN IN ACTION

We are establishing a Green Team to support and guide the continued development and implementation of our climate action strategy. We envisage that our Climate Action Plan will be a living document and continue to evolve as we learn along the journey.

During the year we made progress in the following areas:

Efficient Properties (Scope 1 Direct and Scope 2 Indirect)

- Our first development of 10 A rated one bed apartments for older people and people with impaired mobility employs green technologies and these new homes will be very economical to run.
- Through our ongoing maintenance program, we continue to make improvements to our properties in order to enhance energy efficiency and reduce fuel poverty. These include replacing fossil fuel radiators with cleaner heating, improving insulation, installing more efficient windows and doors, and collaborating with management companies to insulate cavity walls on multi-owner properties.
- The refurbishment of our Bridge Resource Centre in Ballinasloe was completed in 2024, improving the energy efficiency of the premises.

Cleaner Transport (Scope 2 Direct)

- We progressed our ambition to switch to cleaner transport and electric vehicles to reduce our carbon emissions. We purchased our second electric vehicle to support our work – kindly supported by the ESB Energy for Generations Fund.

The Circular Economy (Scope 3 Indirect)

- We will continue to promote the circular economy through our charity shops, maximising 'reduce, reuse, recycle' for furniture, clothing and bric a brac donated to us. Any donated clothes or books that cannot be sold in our shops are recycled.
 - 84 tonnes of clothes, household items and shoes were recycled and diverted from waste in 2024.
 - 13 tonnes of books were also recycled.

Environment

- The planting of the garden in our new development for older people and people with impaired mobility is aligned with the national pollinator plan.
- We continue to promote sustainable living and biodiversity through our allotment garden and raised beds in our residential services.
- An on-site water filtration system has been installed in our office space to encourage the use of reusable water bottles, thereby reducing single use plastic.
- Work continued towards creating a paperless office environment.





STRUCTURE AND 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 on the people we support.



Board of Directors

Galway Simon Community is governed by its Board of Directors. 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 Constitution and the Board Handbook. The Nominations and HR Subcommittee of the Board oversees the recruitment of Directors, ensuring that key areas of expertise relevant to the organisation are represented on the Board. During recruitment and induction, prospective and incoming Directors meet with members of the Board and of the Senior Leadership Team and are provided with key documents relating to Board participation and governance.

It is expected that Directors who are appointed will serve a minimum of a three-year term. Current good governance guidance indicates that a Director should serve no longer than three, three-year terms ie nine years and the Board is compliant with this guidance.

In line with the Constitution, the size of the Board may range from three to fifteen members. A quorum of three is required for a Board Meeting.

All directors act in a voluntary capacity. No member of the Board receives any remuneration or expenses.

The composition of the Board is kept under review to ensure that an appropriate mix of skills is represented to enable Galway Simon Community to deliver its strategic goals and to adhere to our principles of strong governance and transparency.

During the year a number of Directors participated in training relevant to the sector.

The Board of Directors meets approximately 10 times per year and is responsible for the strategic direction of the charity. There is clear division of responsibility with the Board retaining control of major decisions under a formal Schedule of Matters Reserved to the Board for Decision. The Board delegates functional responsibility to the CEO,

who is not a member of the Board, and the Senior Leadership Team in line with a formal Scheme of Delegation. Responsibility for key decisions and authorisation limits for expenditure are approved by the Board.

DIRECTORS' INTERESTS

The Directors and their families had no interest in Simon Community (Galway) CLG as of December 31st 2024.

CONFLICTS OF INTEREST AND LOYALTY

Conflicts of Interest or Conflicts of Loyalty, should they arise, are handled in accordance with the Conflict of Interest Policy. The Conflicts of Interest and Conflicts of Loyalty Policy is part our Board Handbook, which was updated in May 2024. Directors, the Chief Executive and members of the Senior Leadership Team sign a Declaration of Interests annually, and these are retained in a Conflict of Interest Register.

SUBCOMMITTEES OF THE BOARD

There are six Subcommittees of the Board. The terms of reference and membership of the Subcommittees are reviewed annually. Each Subcommittee is chaired by a Director. Subcommittees held meetings in line with their terms of reference during the year.

— Clinical Governance Subcommittee

The primary focus of the Clinical Governance Subcommittee is the quality and safety of the care and support provided to clients by Galway Simon Community. The Subcommittee provides a valuable interface between the Board of Directors and key Galway Simon Community staff involved in the implementation, monitoring and review of the GSC Clinical Governance Framework.

— Finance and Governance Subcommittee

The Finance & Governance Subcommittee advises the Board with regard to all financial matters, including approval and monitoring of the budget. The Subcommittee reviews and makes recommendations with regard to items of significant expenditure. The Finance & Governance Subcommittee oversees the external audit process from planning to completion and recommends the financial statements to the Board for approval. The Subcommittee is also responsible for overseeing corporate governance.

— Audit Subcommittee

The Audit Subcommittee advises the Board with regard to all financial internal control and audit matters.

— Property Subcommittee

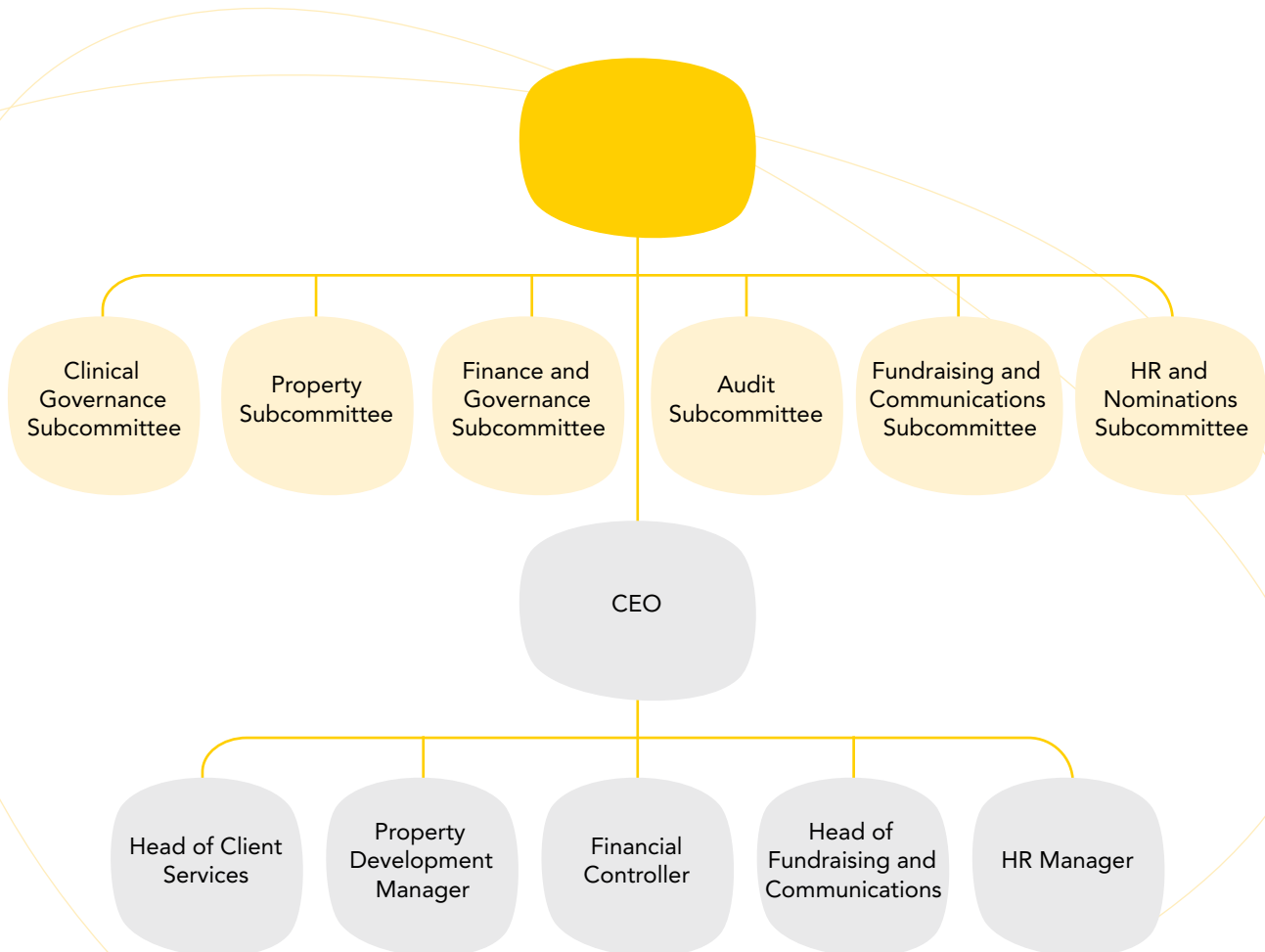
The Property Subcommittee advises on the acquisition, development, financing and management of the organisation's property portfolio. This Subcommittee provides a forum where relevant issues can be discussed and solutions appropriate to housing development and property management explored.

— Fundraising and Communications Subcommittee

The Fundraising and Communications Subcommittee oversees all activities in relation to fundraising and communications within the organisation.

— HR and Nominations Subcommittee

The HR and Nominations Subcommittee oversees the implementation of the Supporting Our Teams pillar of the Strategic Plan 2024-2027 and co-ordinates regular reports to the Board on progress. The Subcommittee also leads on succession planning for the Board of Directors and nominations for new Directorships.



Governance Standards

We are compliant with the Charity Regulator's Governance Code, the Charities SORP (FRS 102) and the Statement of Guiding Principles for Fundraising. As such, we meet the standards of the Charities Institute's Triple Lock. We are compliant with the Approved Housing Body Regulatory Authority (AHBRA) Governance and Tenancy Management Standards. We are largely compliant with AHBRA's Financial and Asset Management Standards and are working to refine further the models we use in these areas. We are compliant with the key requirements of the National Quality Standards Framework (NQS) for homeless services, and we have a programme of continuous improvement in place.

Lobbying: Galway Simon Community complies with the Regulation of Lobbying (Amendment) Act 2022 and is registered on the Lobbying Register. Regular returns were submitted to the Lobbying Register during the year.

We were absolutely delighted to win the Charities Institute 2024 Finance Team of the Year Award. The Award recognises outstanding financial leadership, and exceptional performance in improving a charity's financial outcomes or overcoming significant challenges. We were also delighted to be finalists in the CII Corporate Charity Partnership of the Year category.

We were also very proud to receive the Galway Chamber of Commerce 2024 Accessibility, Diversity and Inclusion Award. Galway Simon was chosen as the winner for our:

"unwavering commitment to fostering an inclusive environment, demonstrating exceptional efforts in making our Services accessible to individuals of all abilities, embedding accessibility and diversity into our organisational culture and providing meaningful support to people within the Community".

These Awards followed earlier recognition of our governance standards, with Galway Simon Community being shortlisted for a Carmichael Good Governance Award in 2022, and our Finance Team being shortlisted for the Charities Institute Finance Team of the Year in 2023.

Managing Risk

The organisation manages risk in line with the Risk Management Policy and the Risk Register. The Board of Directors has the ultimate responsibility for managing risk. The Chief Executive and Senior Leadership Team members are responsible for the implementation of the Risk Management Policy within their area of responsibility.

The Risk Register is a standing item on the agenda of all Board and Subcommittee Meetings. Risks are categorised, based on the Charity Regulator's guidance, into six categories. The Board retains overall responsibility for assessing overarching strategic risks. Other risks are categorised according to the Subcommittee of the Board to which they relate e.g. financial risks sit with the Finance and Governance Subcommittee. The Subcommittee structure facilitates the consideration of key risks by Directors and members of the Senior Leadership Team. Each Subcommittee is responsible for assessing and monitoring risks pertaining to their area and recommending updates to the Risk Register to the Board.

Given the nature of Galway Simon Community's work, and the organisation's dependence on statutory funding and fundraising to deliver Services, it is impossible to eliminate risk entirely.

The organisation's risk management approach is aligned to ISO 31000 and includes:

IDENTIFYING AND EVALUATING RISKS

Risks are rated based on likelihood of happening and impact if they do occur. A 'traffic lights system' is used to rank risks from critical/major (red) to moderate (orange) to minor/insignificant (green).

RISK TREATMENT

Selecting and implementing appropriate control measures to reduce and mitigate risks.

RISK MONITORING

Risks are monitored on an ongoing basis through different processes, including incident reporting and analysis. Where appropriate, incidents are fully investigated.

COMMUNICATION AND NOTIFICATION OF RISK

There are clear routes of communication and notification of risk from one level of the organisation to another.

Health and Safety

Galway Simon Community is committed to developing and maintaining the highest standards of health and safety for our clients, staff, volunteers, the public, contractors and all third parties who work with us.

In compliance with Section 20 of The Safety, Health and Welfare at Work Act 2005, Galway Simon Community has prepared a Safety Statement that identifies hazards, assesses risks, specifies safety measures, outlines emergency procedures, and describes the consultation process with associates on safety matters.

The Safety Committee includes representatives from across the organisation. It oversees and promotes improved performance in policies and work practices in relation to health and safety.

Cyber Attack Risks

In the context of the number of high-profile cyber security events and ransomware attacks in the last couple of years, Galway Simon Community has worked with local IT advisors to enhance the security of our systems. Cyber security awareness training has been provided for all staff members.

Risks to Funding Income and the Sustainability of Services

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 2024, accumulated unrestricted reserves represented 2.3 months operational costs (down from 2.9 months at 31st December 2023). The decrease to 2.3 months resulted from the increase in our operational expenditure. See page 76 for further details on reserves. 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.

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. We will also continue to advocate for the restoration of pay parity for our staff teams, and full cost recovery for Services delivered on behalf of the State.

Our Board

We want to recognise and thank our dedicated Board of Directors for their continued service to Galway Simon Community in 2024. Our Board members have a highly responsible role in ensuring good governance and that our activities support the company's vision, mission and objectives. The Board met ten times throughout 2024.

Three Board members retired during the year – Maureen Lynch on the 15th of January 2024, Seán O' Connor on the 7th of August 2024 and Pádraic Ó Máille on the 8th of October 2024. We would like to sincerely thank our retiring Directors for their valuable contribution to Galway Simon Community.

On the resignation of Chairperson Maureen Lynch, Vice Chair Stephen Mackey took up the role of Interim Chair while a new Chair was recruited. Ciarán Forken was appointed to the Board in April 2024 and elected Chairperson following the 2024 AGM in May.

Stephen Mackey resigned from the Board in January 2025 at the end of two three-year terms (i.e. six years).

In addition to our new Chair, we welcomed Claire Glynn to the Board in 2024 and Emily Brand in early 2025.

BOARD MEMBER	SUBCOMMITTEES	BOARD MEETING ATTENDANCE*
Ciarán Forken - Chairperson	Audit Subcommittee Clincial Governance Subcommittee Finance and Governance Subcommittee Fundraising and Communications Subcommittee Human Resources and Nominations Subcommittee Property Subcommittee	7/7 Joined May 2024
Stephen Mackey - Interim Chairperson / Vice Chairperson / Chair of Property Subcommittee	Audit Subcommittee Finance and Governance Subcommittee Property Subcommittee	10/10
Gerry Cleary - Director/ Chair of Audit Subcommittee & Finance and Governance Subcommittee	Audit Subcommittee Finance and Governance Subcommittee	8/10
Seán Mahon - Company Secretary	Audit Subcommittee Finance and Governance Subcommittee	10/10
Billy Owens - Director	Clincial Governance Subcommittee Fundraising and Communications Subcommittee	4/10
Claire Gannon - Director/ Chair of Human Resources and Nominations Subcommittee	Human Resources and Nominations Subcommittee	8/10
Caroline McGregor - Director/ Chair of Clincial Governance Subcommittee	Clinical Governance Subcommittee	9/10
Jean Kelly - Director	Clincial Governance Subcommittee Human Resources and Nominations Subcommittee	10/10
Claire Glynn - Director/ Chair of Property Subcommittee	Property Subcommittee Fundrasing & Communications Subcommittee	4/4 Joined Aug 2024
Maureen Lynch - Outgoing Chairperson		N/A Resigned Jan 2024
Sean O'Connor - Outgoing Director	Property Subcommittee	1/6 Resigned Aug 2024
Pádraic Ó Máille - Outgoing Director	Fundraising and Communications Subcommittee	2/8 Resigned Oct 2024
Emily Brand - Director/ Chair of Fundraising and Communications Subcommittee	Fundraising and Communications Subcommittee	Joined Jan 2025

*Not including 1 x single item agenda Board meeting.

Meet the Board



CIARÁN FORKEN

Chairperson
Joined May 2024

Ciarán has worked in Supply Change Management over the last 30 years, across sectors in Ireland, the UK and Europe. Currently, he is Global Fulfillment Strategy Director for a leading healthcare company executing multi-discipline projects, delivering operational excellence, and establishing global standards. Ciarán is a graduate of UCG and has considerable experience in team-building, budget setting and performance delivery.



GERRY CLEARY

Director
Joined April 2022

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. He has also worked with Baboró International Arts Festival for Children.



CLAIRE GANNON

Director
Joined October 2021

Claire is currently an independent business advisor supporting clients to identify and define problems, build initiatives, and drive solutions and strategies for sustainable growth and success. She has experience working across companies of varying sectors and sizes from Irish indigenous start-ups to multibillion-dollar multinationals.



JEAN KELLY

Director
Joined November 2023

Jean held a number of Senior Nurse Management roles in the Saolta Healthcare Group before being appointed as Chief Director of Nursing & Midwifery in 2014. She retired in 2020 but she returned to work to assist with the Covid vaccination programme for Galway.

Jean has always valued the contribution that patients/clients can make to healthcare and her focus has been to ensure that their voice is heard at all levels of an organisation.



SEÁN MAHON

Company Secretary
Joined August 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.



CAROLINE MCGREGOR

Director
Joined September 2023

Caroline McGregor is a CORU registered social worker who has predominantly worked in the field of academia at Trinity College, Queen's University and the University of Galway. Caroline is the current Director of Social Work at the University of Galway and is a Senior Researcher at the UNESCO Child and Family Research Centre.



BILLY OWENS

Director
Joined March 2021

Billy has experience in training development and quality control in various companies. As a client representative, Billy endorses the value of the client as a fundamental inclusion in all aspects of our community.



STEPHEN MACKEY

Chairperson
Resigned January 2025

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



CLAIRE GLYNN

Director
Joined August 2024

Claire Glynn is a Property Surveyor, Estate Agent and Valuer with over 15 years' experience in both residential and commercial property. She is currently a Director of Property Partners Gill & Glynn. Claire is an Associate member of the Society of Chartered Surveyors (SCSI) and is also a member of the Institute of Professional Auctioneers and Valuers (IPAV).



PÁDRAIC Ó MÁILLE

Director
Resigned October 2024

Pádraic is one of Ireland's freshest speakers and writers on business and motivational issues. A B. Comm graduate from UCG, he is a qualified and skilled group facilitator who can harness the power within groups and activate extraordinary performance within members.



EMILY BRAND

Director
Joined January 2025

Emily is a senior communications leader with over 20 years of experience in public affairs, crisis, internal and stakeholder communications across medtech, pharma, energy, and financial services. She currently works for Boston Scientific where she leads strategic internal and external communications for their operations in Ireland.

Emily holds an Executive MBA from Smurfit Business School and a BA from Trinity College Dublin.



SEAN O'CONNOR

Director
Resigned August 2024

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. A graduate of UL and the University of Coventry, Seán is also deeply involved in volunteering in sporting organisations in Galway.



MAUREEN LYNCH

Chairperson
Resigned January 2024





OUR FINANCES

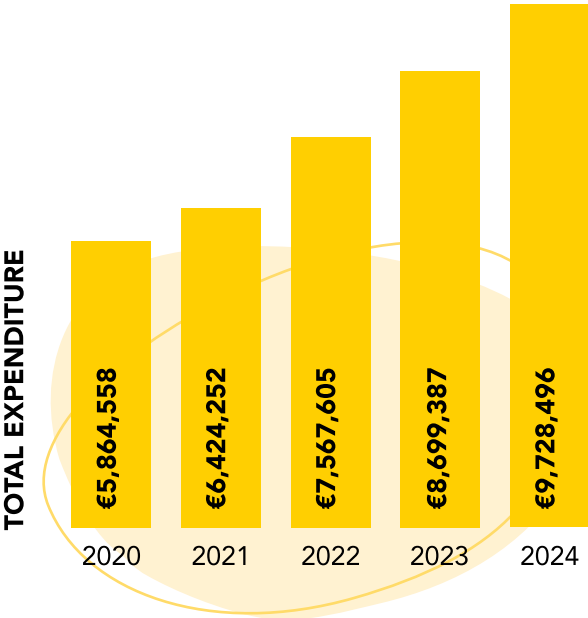
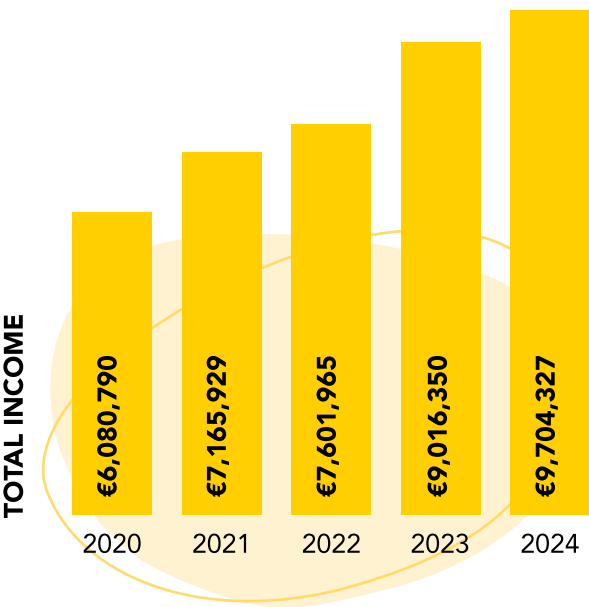
OUR FINANCES

Total expenditure for 2024 was €9,728,496 which represented an 11.8% increase compared to the previous year. This increase is primarily due to increased wage costs arising from the Workplace Relations Commission (WRC) Interim Agreement of October 17th 2023 in respect of pay increases for employees in organisations funded under Section 10 of the Housing Act 1988, Section 39 of the Health Act 2004 and Section 56 of the Child and Family Agency Act 2013. New and expanding service developments and increased operational costs due to inflation and the increased cost of living also contributed to the increase in expenditure.

Galway Simon Community generated an operational deficit of €24,169. This compares to an operational surplus of €316,961 in 2023. This deficit is due to increased wages and operational costs in relation to new and expanding service developments throughout 2024.

Statutory and grant income, which includes funds from the Health Services Executive (HSE), Galway City and County Councils, Túsla and other funding bodies, represented 69% of total income in 2024 (69% of total income in 2023).

Total fundraising and charity shop income excluding legacies and bequests increased by 1% to €1,788,960 in 2024. This reflects an increase in fundraising and charity shop income from 2023 levels, and we would like to acknowledge the huge efforts made by staff and volunteer teams in a very challenging environment during 2024.



OUR FINANCES

In addition to the vital funds raised through fundraising events throughout the year, the organisation continued to receive invaluable financial support from committed donors. Income from donor legacies by its very nature varies from year to year and decreased to €15,500 from €43,089 in 2023.

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







DIRECTORS' REPORT AND FINANCIAL STATEMENTS

Simon Community (Galway)

(A company not having a share capital and limited by guarantee)

Directors' Report and Annual Financial Statements

Year ended 31st December 2024

Prepared by:

Candor Chartered Accountants Limited
Chartered Accountants and Statutory Audit Firm
Harris House
IDA Business Park
Tuam Road
Galway

Directors and Other Information

Directors – Non-executive

- Ciarán Forken, Chairperson (Appointed 29 April 2024)
- Maureen Lynch Chairperson (Resigned 15 January 2024)
- Stephen Mackey (Appointed as Interim Chairperson January 2024, resumed position of Vice Chair on appointment of new Chairperson, resigned from the Board 08 January 2025)
- Gerry Cleary
- Claire Gannon
- Jean Kelly
- Sean Mahon
- Caroline McGregor
- Sean O'Connor (Resigned 08 July 2024)
- Pádraic O'Maille (Resigned 08 October 2024)
- Billy Owens
- Claire Glynn (Appointed 26 August 2024)

- Emily Brand (Appointed 27 January 2025)

Company Secretary

Sean Mahon

Financial Controller

Theresa Hendley

Chief Executive

Karen Golden

Registered office

11 Mulvoy Commercial Centre
Sean Mulvoy Road, Galway

Charity number

20018962

Company number

144699

Revenue charity number

CHY 8007

Auditors

Candor Chartered Accountants Limited
Chartered Accountants and Statutory Audit Firm
Harris House
IDA Business Park
Tuam Road, Galway

Bankers

Allied Irish Bank, Lynch's Castle, Galway
Permanent TSB, Eyre Square, Galway
Bank of Ireland, Mainguard Street, Galway
Bank of Ireland, Eyre Square, Galway
St. Antony's and Claddagh Credit Union Ltd, Westside, Galway

Solicitors

O'Carroll & Co.
19a Merchants Road, Galway

Directors' Report

The directors present their report and the audited financial statements of Simon Community (Galway) for the year ended 31st December 2024. We have clearly defined our vision, mission and values which are core to how we operate.

VISION

Galway Simon's vision is a community where everyone lives in a place they call home.

MISSION

Provide compassionate individual holistic support for people who are homeless, or at risk of being homeless, in Galway, Mayo and Roscommon through:

- Prevention Services
- Access to Housing
- Health and Wellbeing Services
- Social Inclusion Services

Collaborate with clients, statutory and voluntary agencies, friends, supporters and the wider

community to combat homelessness, foster inclusion and enable people to thrive where they live.

Work towards eliminating homelessness through advocacy, education and campaigning.

VALUES

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

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 passionate, skilled, professional and flexible, providing innovative and relentless approaches to resolving issues, resulting in positive outcomes for clients.

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

Community: creating an inclusive diverse community where people 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: we actively work to establish and maintain trust and cooperative working relationships between multiple stakeholders, with honesty, integrity and transparency.

ETHOS

Simon Community (Galway) is first and foremost a community. The client is at the heart of what we do and will remain at the heart of what we do, despite increasing demands and ever-changing challenges. We recognise that where people have been displaced, excluded and have had significant traumas in their lives, they face more obstacles and may have difficulties navigating their own paths. We create purposeful relationships with clients, working together to find the solutions that most appropriately meet their needs. Every client and situation is different and we endeavour to be accepting, compassionate and extremely resourceful in our work. We build relationships and trust with our clients, demonstrate belief in them, commit to being there for them for as long as it takes, and sometimes just as importantly, ensure they know that. Within Simon Community (Galway) there is a commitment to providing people with the help they need when they need it; we make every effort to overcome the obstacles that our clients are faced with, always with humanity and proficiency.

LEGAL STATUS AND ORGANISATIONAL STRUCTURE

Simon Community (Galway) began providing services in Galway city in 1979 and in the intervening years has provided a wide range of care, accommodation and advocacy services to people who are homeless or at risk of becoming homeless.

The organisation is a registered charity, company no. 144699, a company limited by guarantee without a share capital, incorporated in 1989. The charity trades under the name Galway Simon Community. The objectives of the company are charitable in nature with established charitable status. The charity has been granted charitable tax status under Sections 207 and 208 of the Taxes Consolidation Act 1997, Charity No. CHY 8007 and is registered with the Charities Regulatory Authority, CRA No. 20018962.

The charity was established under a constitution, which established the objects and powers of the charitable company, and is governed under its constitution and managed by a board of directors. All income is applied solely towards the promotion of the charitable objectives of the company.

The financial statements have been prepared in accordance with the Companies Act 2014 and FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' issued by the Financial Reporting Council as modified by the Statement of Recommended Practice 'Accounting and Reporting by Charities' (2nd edition, effective 1st January 2019), which has replaced previous general accounting practice ('GAAP') used in Ireland and the UK. Charities SORP (FRS 102) is not currently obligatory under the Irish Charities Act, 2009. The Charity Commission for England and Wales is recognised by the UK Accounting Standards Board (ASB) as the appropriate body to issue SORPs for the charity sector in the UK, and the Charities SORP (FRS 102) has therefore been recognised as best practice for financial reporting by charities in Ireland.

The day to day management of the charity for the year ended 31 December 2024 was directed by the following key management personnel:

- Karen Golden, Chief Executive
- Karen Feeney, Head of Client Services
- Theresa Hendley, Financial Controller
- Michelle Flannery, Head of HR and Organisation Culture
- Fintan Maher, Head of Fundraising & Communications
- Oliver McGrath, Property Manager

Details of the external advisors engaged by the charity are listed on page 65.

The charity has a total of 9 non-executive directors drawn from diverse backgrounds who bring to board deliberations their significant life experience, business and decision-making skills achieved in their respective fields.

The board of directors meets on a monthly basis and is responsible for the strategic direction of the charity. There is clear division of responsibility with the board retaining control of major decisions under a formal schedule of matters reserved to the board for decision. The Clinical Governance

Subcommittee; Finance, Audit and Governance Subcommittee; Property Subcommittee; Fundraising and Marketing Communications Subcommittee and HR Subcommittee all held meetings in line with their Terms of Reference during the year. The Chief Executive is responsible for the efficient running of services and for devising strategy and policy within the authorities delegated to the role by the board.

HOUSING AND HOMELESSNESS

The housing and homelessness crises in the West deepened in 2024 in the context of the continued slow delivery of social housing and overreliance on the private rental market.

The Private Rental Market

With demand for housing continuing to outstrip supply, rents continue to increase. In the five years between Q1 2020 and Q4 2024, the average rent increased by 67% and by 73%¹ in Galway City and County to €2,197 and €1,610 respectively. Rents in Galway City increased by 9.9% year on year to Q4 2024. Average rent increased between 2020 and 2024 by 79% in Mayo and 80% in Roscommon to €1,322 and €1,361 respectively. In addition to putting tenancies at risk, this high cost of housing is contributing to food and fuel poverty as people spend increasing percentages of their net income on housing.

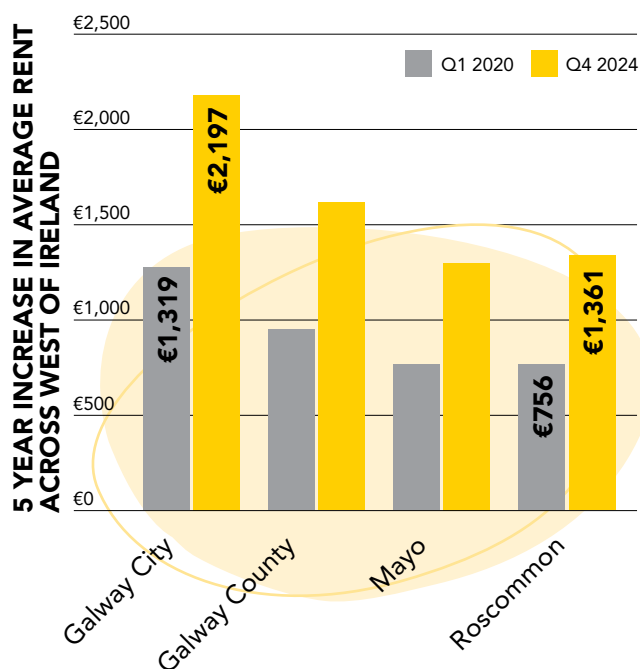


Figure 1: Average Rents in West of Ireland 2020-2024

People under Notices to Quit (NTQs) are finding it increasingly difficult to access alternative accommodation

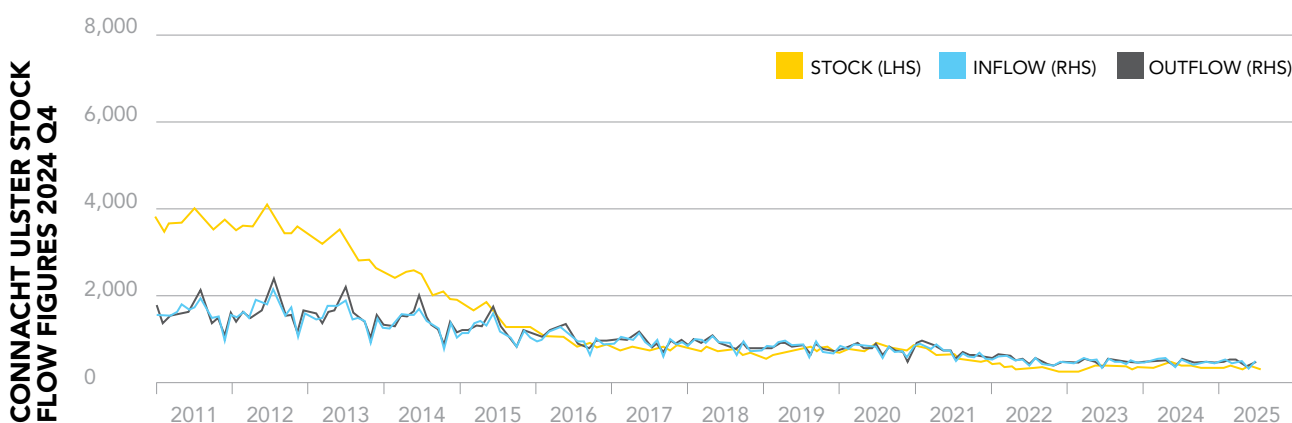


Figure 2: Connacht/Ulster Rental Properties Stock Flow Figures 2024 Q4²

The Daft.ie Q4 2024 Rental Price Report notes that "there were fewer than 270 homes available to rent in Connacht-Ulster on February 1st 2025, down over 20% on the same date a year previously and almost two thirds from the 2015-2019 average". This graph, drawn from the report, illustrates the diminishing availability of rental properties in the Region.

¹ Daft.ie Rental Reports based on Q1 2020 – Q4 2024

² The Daft.ie Rental Price Report (An analysis of recent trends in the Irish residential rental market 2024 Q4 – Year in Review)

The Simon Communities of Ireland latest “Locked Out of the Market” report published in April 2025 showed that there were no properties available to rent in Galway City in March 2025 under the standard or discretionary Housing Assistance Payment (HAP) rates³. With alternative accommodation extremely difficult to access, Simon Community (Galway) has seen more people at risk of homelessness access the charity’s Prevention Services in 2024. It is increasingly challenging to support people to remain in their current tenancy or to find alternative accommodation, as the delivery of social housing continues to lag behind targets and the availability of affordable accommodation to let continues to contract. In spite of the challenges, over 90% of households accessing Galway Simon’s Prevention Services in 2024 did not enter Emergency Accommodation. Of the cases closed in 2024, 206 households were supported to successfully resettle while 142 were supported to sustain their tenancy. Prevention work is becoming increasingly challenging as the availability of affordable accommodation continues to contract.

Social Housing Delivery

The rate of new social housing builds continues to be inadequate to address the needs of people in Emergency Accommodation and Homeless Services or on the social housing waiting list. Unfortunately, the hoped for delivery of social housing units in 2024 was not achieved with only 34 and 20 new build social housing units delivered in Galway City and County respectively during the first 9 months of the year. 8 new social housing units were delivered in Mayo and 29 in Roscommon to the end of Q3 2024.

During the last full year for which statistics are available, 2023 (see Figure 3), there were a total of 535 new social homes delivered in Galway, Mayo & Roscommon⁴. In 2023, there were 4,211 households on the social housing needs assessment report⁵ and an additional 4,791 HAP tenancies⁶ in the 3 counties. Based on the 2023 rate of social housing delivery, it will take approximately 16 years to deliver enough social homes for those currently on the social housing needs assessment list and in HAP tenancies in Galway, Mayo & Roscommon. In August 2024, the Parliamentary Budget Office

published its ‘Social Housing – Ongoing need 2023’ report, highlighting that proportionately, Galway City Council has the highest percentage of households with an ongoing need in Ireland, currently at 11.8% of its total number of households⁶.

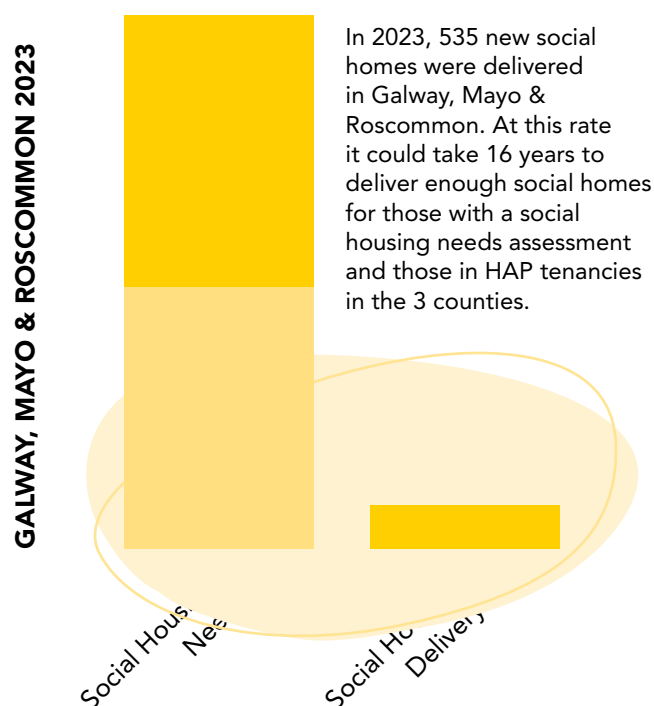


Figure 3: Social Housing Need and Social Housing Delivery – Galway, Mayo & Roscommon 2023

Emergency Accommodation (EA)

At the sharpest end of the housing crisis are people experiencing homelessness. According to the figures released by the Department of Housing, Planning and Local Government, 14,864 people were recorded as living in EA in Ireland at the end of December 2024, while in the West there were a total of 645 people⁷. With the notable exception of the period of Covid tenancy supports, the number of people in Emergency Accommodation in the West of Ireland has been increasing for the last ten years. Of considerable concern is that homelessness is growing across all age groups and household types.

³ <https://www.simon.ie/e-publication/locked-out-of-the-market-april-2025/>

⁴ 2023 Social Housing Delivery By LA Report

⁵ Summary of Social Housing Assessments 2023 –Key Findings

⁶ https://data.oireachtas.ie/ie/oireachtas/parliamentaryBudgetOffice/2024/2024-08-16_social-housing-ongoing-need-2023_en.pdf

⁷ Department of Housing, Local Government and Heritage, Monthly Emergency Accommodation Reports

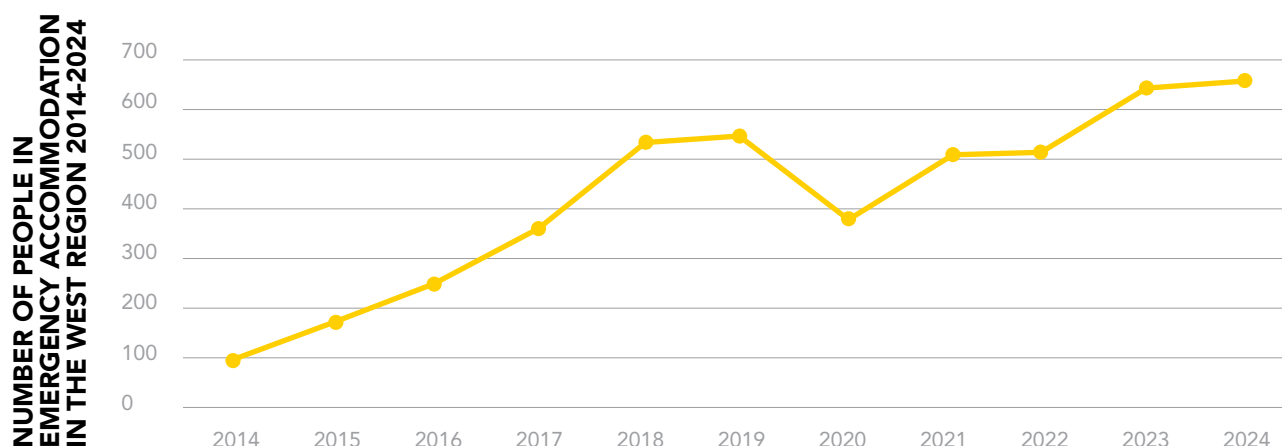


Figure 4: Number of people in Emergency Accommodation – West of Ireland 2014 - 2024

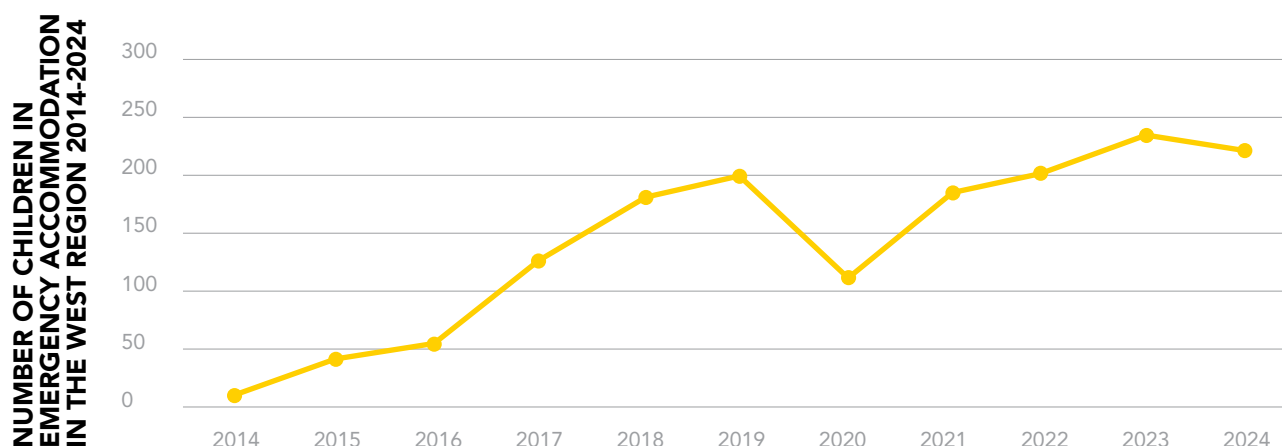


Figure 5: Number of children in Emergency Accommodation – West of Ireland 2014 - 2024

Five Year Trends – 2020 to 2024			
	Dec 2020	Dec 2024	% Increase
Families	42	117	179%
Children	90	225	150%
18-24	50	93	86%
45-64	70	108	54%
65+	8	20	150%
Single Adult	181	237	31%
Overall	338	645	91%

Figure 6: Five Year Trends - Number of people in Emergency Accommodation – West of Ireland 2020 - 2024

OUR IMPACT

In 2024, Simon Community (Galway) supported a total of 1,127 unique households across our Housing, Homelessness Prevention and Health & Wellbeing Services, including 276 families with 579 children.

In total, the charity supported 1,869 people in 2024, 1,290 adults and 579 children.

235 households were accommodated in Simon Community (Galway) Housing Services(2023: 218).

759 households were actively supported in the community to prevent them from becoming homeless (2023: 613).

Additionally 310 individuals supported by the Health & Wellbeing Services were provided with 7,217 interventions (2023: 6,656).



Simon Community (Galway) is deeply committed to preventing homelessness wherever possible. If we can prevent people from having to access EA in hostels, B&Bs and hotels, the outcomes are so much better – adults and children do not have to experience the stress and trauma of homelessness. When people do find themselves without a home, we are committed to supporting them to find a pathway out of homelessness with the aim of ensuring that any experience of homelessness is for the shortest possible period and not repeated. With the housing crisis continuing to deepen in the West, there is a greater need for Homelessness Prevention Services than ever before. We know that prevention measures work and that they greatly reduce the trauma experienced by those affected by homelessness. We believe that the impact of Simon Community (Galway)'s prevention and solutions approach is significant in addressing Emergency Homelessness in the West. Over the last four years, more than 90% of households supported by our Prevention Services avoided having to access EA.

Responding to the Complexity of Need

Throughout 2024, our Services have focused on addressing the increasingly complex needs of individuals who are homeless or at risk of homelessness. The experience of homelessness, with its inherent lack of security, significantly impacts people's well-being and mental health. Those experiencing mental health difficulties are particularly vulnerable to homelessness, especially when family supports are stretched and secure housing is unavailable. Mental health services in

Ireland are under-resourced and overstretched, with investment at 5.1% of government health spending, far below the WHO-recommended 12% and Ireland's own target of 10%.

Our clients require support to resolve their housing needs, but many face entrenched and complicated challenges. Our multidisciplinary Health and Well-Being Team, comprising GP and nursing, psychology, addiction specialists and occupational therapy, provides wrap-around support for those with complex needs, particularly our Housing First clients identified as having the most complex social care and support needs.

Research consistently shows that people experiencing homelessness are disproportionately affected by mental health difficulties compared to the general population. This means our frontline staff often support individuals in acute distress. Many of our clients have faced significant adversity, particularly in childhood, and are experiencing trauma as a result. Our staff must possess the skills, competence, and understanding to respond to those struggling with their mental health. Many clients express suicidal ideation, engage in self-harming behaviours to manage psychological pain, and face a complicated interplay between substance misuse, addiction, and poor mental health.

Our Services focus on assisting clients in obtaining the mental health support they need. This includes direct advocacy, linking with GPs and mental health services, and facilitating access to holistic supports. Clients are supported in accessing counselling and recovery support groups. Not all clients with emotional and mental health challenges meet the criteria for adult mental health services, making the availability of psychology services critical in addressing unmet needs. In some instances, efforts are made to assist clients in accessing universal services such as Recovery College, a peer-led initiative focused on mental health recovery. The development of a Social Inclusion Service within Galway Simon aims to provide supportive opportunities for meaningful use of time, pursuing socially valued roles, and gaining access to further education, training, and employment, all of which can significantly improve the mental health and well-being of our clients.

We recognize that addiction has taken control of the lives of some clients. Simon Community (Galway) offers a range of Services to those struggling with addiction, including in-house

addiction counselling, relapse prevention support groups, and a Community Detox Service for benzodiazepine addiction. Other initiatives, such as "Smart Recovery," are facilitated in partnership with the Health Service Executive (HSE) and Western Regional Drugs and Alcohol Task Force, emphasizing peer-led recovery.

In addition to addressing health and well-being challenges, we recognize that our clients are affected differently depending on their life stage. The nature and patterns of addiction among young people present unique challenges. Many young people we work with have been in the formal care system or on the cusp of care during their youth, experiencing rejection and unmet needs. This can lead to a lack of confidence in the future and vulnerability to substance misuse and risky behavior. Throughout 2024, we have extended our Services to young people in both Galway City and County.

The impact of our Services includes:

— **Emergency Service**

In 2024, Simon Community (Galway) provided 15 full-time beds as part of an Emergency Service to homeless men in Galway City. This Emergency Service operated as part of the city's Cold Weather Response Service over the winter months and added respite beds when required (for example, during severe weather events). This service ensures that homeless men have a warm bed and a hot meal available to them each night. In addition to this, the men are also supported in their search to secure longer-term accommodation. During Winter 2023 and Spring 2024, refurbishment works were undertaken at our Emergency Service, increasing the capacity from 13 to 15 beds. Throughout 2024, 50 men were supported by this service.

— **Men's High Support Housing**

Our Supported Housing is for men who have multiple needs, have a history of regular contact with Homeless Services or require long term support. This service is made up of 3 houses which cater for single men and each house is staffed on a 24-hour basis. Addiction, mental and physical health supports are provided by our staff and specialist services. In 2024, this service supported 21 men.

— **Women & Family Service**

Our Women & Family Service provides three different levels of support, depending on the level of need. In addition to supported residential housing, the Service provides shared housing in the community and a Community

Support Service working with women and families who are homeless or at risk of homelessness.

The women who are accommodated within the high support residential service have a history of long-term homelessness and multiple needs. Some have experienced significant domestic, physical and/or sexual abuse. In the residential service, our staff team focuses on supporting and empowering our clients to manage the issues that caused them to become homeless and to work towards moving on to living independently. The residential service is staffed on a 24-hour basis and supported 7 women in 2024.

A further 6 women are supported at any one time within two units of community-based housing and receive intensive visiting support. 6 women were supported in 2024.

In addition, there are comprehensive support services provided on an outreach basis to single women and families at risk of homelessness. Clients may receive brief interventions to resolve difficulties or more intensive case management where a number of services will be needed to resolve a housing difficulty or ensure a tenancy can be sustained. In 2024, the Women and Family Community Support Service supported 84 unique households, including 45 families with 92 children.

— **Housing First**

In 2019 Simon Community (Galway) established a Housing First Service in Galway City, in collaboration with Cope Galway, Galway City Council and the HSE. In 2021, the Housing First collaboration between Simon Community (Galway) (as lead non-government organisation (NGO) agency) and Cope Galway extended to the region. In addition to ongoing collaboration with the HSE and Galway City Council (as regional lead Local Authority), the regional service also saw the collaboration to create Housing First tenancies across the West of Ireland extend to Galway County Council, Mayo County Council and Roscommon County Council.

As outlined in the National Housing First Implementation Plan, the priority target group for a Housing First response are people with a history of sleeping rough and long-term users of emergency homeless accommodation with high and complex mental health and addiction needs. Housing First does not require individuals to resolve the issues that contributed to them

becoming homeless before being provided with housing, but rather stable housing is seen as a basis for recovery and reintegration. The lack of suitable one bed properties is a challenge for Housing First Services across the country. However, this issue is particularly acute in Galway City as a result of legacy planning issues.

The first tenancy was created in December 2019 and in total 64 tenancies were in place across Galway, Mayo and Roscommon by the end of 2024. Clients are achieving very high levels of stability. Independent research carried out by the University of Limerick has found that the Housing First West Service is demonstrating very high levels of fidelity to the principles of Housing First. A further Fidelity Assessment carried out in 2023 by Canadian providers of Housing First Services also found that the Housing First West Service demonstrates very high levels of fidelity to Housing First principles.

Simon Community (Galway) is committed to working in partnership with other agencies to deliver Housing First tenancies and wraparound supports in Galway, Mayo and Roscommon. In 2021, we identified a working space that would enable the City and Regional Tenancy Sustainment Teams, Multi-Disciplinary Health and Wellbeing Team, and the Slí Nua Specialist Community Mental Health Team to benefit from the synergies of co-location. Collectively, we have created a Centre of Excellence with a focused commitment to harm-reduction.

— **Housing Led and Independent Living**

Simon Community (Galway) has several apartments and houses which give people the opportunity to live independently within the community. The clients who live in these properties have long histories of homelessness and a spectrum of support needs. Providing security of tenure has been an important element of ensuring that there is no further recurrence of homelessness. Many clients of our Housing Led Service have had periods of stability within our High Support or Community Based Housing Services, and despite having complex needs will not qualify for Housing First. We have also worked to secure housing for families at risk of emergency homelessness. These properties are located throughout Galway City and County and provided a home to 38 unique households throughout 2024, including 4 families and 18 children.

— **Youth Service**

Simon Community (Galway)'s Youth Service was established in 2016 in partnership with Galway City Council and Túsla to support young adults experiencing and at risk of homelessness in Galway, many of whom are care leavers. The service works with young adults, aged 18-25, to prevent them from falling into a cycle of homelessness. We work with each young adult to develop their skills so that they can live independently. The Service has evolved since 2016 to provide transitional accommodation; longer term tenancies ringfenced for care leavers; and prevention and tenancy sustainment supports in the community.

In 2024 we provided transitional accommodation for 16 young adults in Galway City at any one time. In Galway County, five properties enabled us to provide transitional accommodation to 10 young adults at any one time. In total, we supported 35 young adult households in our transitional housing in 2024.

In addition, Simon Community (Galway) partners with Galway City Council and Túsla to acquire properties under the Túsla CAS Scheme to provide tenancies which are ringfenced for young adults leaving care. In 2024, Simon Community (Galway) supported 6 young people with 3 children to live independently in six properties, five of which were acquired under the Túsla CAS programme.

We support young adults to move from our transitional service to live independently and continue to provide tenancy supports as needed. All young adults in our Youth Service have access to regular key working staff support and specialist supports through our Health & Wellbeing Services. In 2024, our Community Youth Prevention and Tenancy Sustainment Service supported 101 households.

Across all our services, we supported 142 young adult households, including 28 families with 41 children.

— **Community Housing and Resettlement**

This service has several houses located throughout Galway City and County which give people the opportunity to work towards living independently in the future. Placements are offered to people who have had long stays in Emergency Accommodation and who need focused and targeted support to address the issues that have made them vulnerable to homelessness.

The service provides shared housing as well as individual apartments with access to staff support, based on the needs of those accessing the service. In 2024, this service supported 62 households to maintain a lifestyle of greater independence.

— **My Home**

The My Home Project is delivered in collaboration with HSE Mental Health Services in the CHO2 Region across Galway, Mayo and Roscommon. The Service provides social care support for mental health service users transitioning from mental health settings to independent living. In 2024, the Service supported 67 households.

— **Community Support Service**

Simon Community (Galway) is deeply committed to preventing homelessness. The Community Support Service works with men, women and families to prevent them from becoming homeless. The Community Support Team helps people to remain in their own home or to find a new home, and to continue to live as part of their local community. Simon Community (Galway) works closely with people to provide advice, support and practical assistance. This Service also provides ongoing support to those who have successfully moved into their own accommodation in order to prevent them from re-entering homelessness. In 2024, the Community Support Team provided a service to 44 unique households.

— **Rapid Prevention Support Service**

Simon Community (Galway)'s Prevention Services were reconfigured in 2021, and the Rapid Prevention Support Service was established with the specific purpose of preventing people from becoming homeless. Where a clear risk of homelessness is identified for individuals or families, focused support is delivered that helps people to either save a tenancy or find alternative accommodation. As far as practicable, clients are given necessary assistance to minimise the need to access emergency homeless accommodation or crisis homeless services. With the number of Notices of Termination increasing, and with increasing demand for housing far exceeding available supply, this service supports clients with rapid intensive interventions around sourcing and securing new accommodation. This style of support focuses on practical bridging (e.g. assistance with budgeting, securing deposits, securing all entitlements), offering information and signposting, meeting all administrative requirements to secure a

tenancy, practical assistance to navigate viewings, communication with letting agents and landlords, and practical assistance with resettlement. In general, clients of this service do not require longer-term intensive tenancy sustainment supports. In 2024, the Rapid Prevention Service supported 222 unique households, including 100 families and 209 children.

— **Resource Centre and County Outreach Service**

Our Resource Centre in Ballinasloe plays a vital role in preventing homelessness in the local community. The centre operates as a hub for our services in East and South Galway, Mayo and Roscommon. Day services are available to clients at the centre for hygiene and laundry facilities. Staff teams work from the Centre to provide intensive supports to people sleeping rough in counties Galway and Mayo. In addition, Simon Community (Galway) provides a Homeless Prevention Service that provides advice and practical support to those experiencing or at risk of homelessness in the East Galway area. In 2024, the service supported 181 unique households, including 77 families with 190 children.

— **Health and Wellbeing Services**

The development of our Health and Wellbeing Services has meant that we can provide specialist support to people in areas including physical and mental health, addiction and occupational therapy. The team includes:

- GP Services
- Three Registered General Nurses (2.2 Whole Time Equivalent (WTEs))
- 2 Specialist Senior Clinical Psychologists and Clinical Psychologist
- 2 Substance Misuse Counsellors
- 3 Benzodiazepine Community Detox Workers (2 WTEs)
- Specialist Senior Occupational Therapist

The team provides specialist clinical services to people accessing all homeless services in Galway, and to people in the Housing First Programme across the Region. In total, the team supported 310 unique clients in 2024 and provided 7,217 interventions.

— GP & Nursing Service

The GP and Nurse team provide support to clients across homeless services in Galway as well as a street outreach consultation service. In 2024, they supported 174 individuals with 1,464 interventions.

- Psychology Service
The Psychology Service provided supports to 65 individuals with 1,383 interventions.
- Addiction Services
The Substance Misuse Counsellor and the Relapse Prevention Counsellor supported 96 individuals with 1,889 interventions.
- Benzodiazepine Community Detoxification Programme
Simon Community (Galway)'s Community Detox Service supports people who wish to detoxify from benzodiazepines and who are homeless or at risk of homelessness. Using a psychosocial model of service delivery, the service supports clients to reduce or stop their use of benzodiazepines. This service worked with 52 individuals in 2024 and provided 1,466 interventions.
- Occupational Therapy
43 clients accessed the service and were provided with 1,015 interventions.

— **Dental and Chiropody Services**

In addition to specialist Health and Wellbeing Services provided by our multi- disciplinary team, Simon Community (Galway)'s team coordinates other support services for clients of homeless services, including:

- Dental Services
Simon Community (Galway) coordinates Dental Services to people in all homeless services in Galway city. 389 individual treatments were provided to clients in homeless services during 2024.
- Chiropody Services
Simon Community (Galway) provides Chiropody Services to people in all homeless services in Galway City and in our Resource Centre in Ballinasloe. 63 individual treatments were provided for clients during 2024.

— **Social Integration Service**

The key focus of the Social Integration Service is on developing pathways for clients to engage in socially valorized roles. We understand from our experience that clients who struggle with isolation and loneliness, or who have lost confidence because of their experience of homelessness, need effective support to fully integrate into wider society. Our collective experience at Simon Community (Galway) is that people's health, well-being and ability to maintain security in their own homes are significantly improved when they have positive opportunities for participation.

The service provides individual coaching and mentoring, identifying clear pathways to meaningful training, education and employment. The service team has built up activities that create opportunities for people to get involved, gain skills and confidence and have a clear opportunity to progress from the informal (e.g. participation in Recovery College and in Simon Community (Galway)'s Music Project, Garden Allotment and Soccer Team) to more formal learning (e.g. online courses, training, part time and full-time education) and employment. 103 clients attended Social Inclusion and Integration activities and events in 2024 with 51 people actively participating in educational and employment supports. There were 730 interventions through the Social Integration Service - 112 psychoeducational interventions, 72 job/employment interventions, 336 educational support interventions and 210 community activities.

4 clients participated in training and employment in our Mobile Coffee Shop 79G , 2 of whom progressed to full time employment.

In 2024, we were successful in our bid to be included in the Workability Pathways to Employment Programme with funding provided by Pobal. Outcomes achieved in 2024 included:

- 1 person secured a CE scheme employment
- 1 person secure a TUS employment
- 4 people secured full time employment
- 2 people secured part time employment
- 7 people enrolled in a full time educational programme
- 27 people enrolled in part-time courses
- 6 people secured Level 3 QQI qualification
- 7 people secured Level 2 QQI qualification
- 1 people secured Level 5 QQI qualification

— **Advocacy**

Simon Community (Galway) continued to advocate for clients at a local level with Local Authorities and nationally through the Simon Communities of Ireland. Simon Community (Galway) advances the rights of people who are homeless and assists them in an advocacy role. Staff members also contributed to various consultative fora and public speaking events. We continued regular advocacy communications including press releases, engagement with local and national public

representatives and delivering advocacy presentations to our stakeholders. Along with other Simon Communities, we participated in Simon Week 2024 which included an advocacy campaign with the public and a Conference on Youth Homelessness at the ILAS Centre in the University of Galway. We believe that campaigning for changes in social attitudes and social policy is a necessary and complementary part of our work.

DIRECTORS AND COMPANY SECRETARY

The directors who served throughout the year and to the date of signing, except as noted, were as follows:

- Ciarán Forken, Chairperson (Appointed 29 April 2024)
- Maureen Lynch (Chairperson, Resigned 15 January 2024)
- Stephen Mackey (Appointed as Interim Chairperson January 2024, resumed position of Vice Chair on appointment of new Chairperson, resigned from the Board 08 January 2025)
- Gerry Cleary
- Claire Gannon
- Jean Kelly
- Sean Mahon
- Caroline McGregor
- Sean O'Connor (Resigned 08 July 2024)
- Pádraic O'Maille (Resigned 08 October 2024)
- Billy Owens
- Claire Glynn (Appointed 26 August 2024)
- Emily Brand (Appointed 27 January 2025)

Sean Mahon served as company secretary throughout the year.

There were no contracts in relation to the business of Simon Community (Galway) in which the directors had any interest, as defined in the Companies Act, 2014.

ACHIEVEMENTS AND PERFORMANCE

Simon Community (Galway) has ensured that our funding was used for the benefit of our clients. With the aid of sound financial management and the hard work of both our staff and volunteers, we worked with a total of 1,127 unique households in 2024.

Highlights for the year included:

- Continuing to develop and enhance our services in line with our new Strategic Plan Building Better Futures 2024-2027;
- Increasing the number of people we are supporting as the housing and homelessness crises deepen;
- Further developing our capacity to respond to those with the most complex social care and housing needs;
- Responding to people turning to us for help and support as the combination of the shortage of secure affordable accommodation and the cost of living crisis presented particular challenges for people who were homeless or at risk of homelessness; over 90% of households supported by our Prevention Services did not access Emergency Accommodation;
- Continued provision of outreach supports to Rough Sleepers in Galway City, Counties Galway and Mayo;
- Putting our new Mobile Health Unit on the road, with the support of Boston Scientific;
- Provision of a Cold Weather Response Shelter & Emergency Service to facilitate an increase in required capacity for Emergency Services in Galway City and refurbishment work to expand capacity to 15 beds;
- The continued development (in cooperation with our partners in Cope Galway, Galway City Council, Galway County Council, Mayo County Council, Roscommon County Council and the HSE) of Housing First Services across the Region;
- The further extension of our Community Based Housing Service into County Galway;
- The appointment of a dedicated Harm Reduction Worker role within the Health and Wellbeing Team;
- Training seven clients who received their Certification in the Circle Overdose Prevention Programme (Nalaxone Peer to Peer Training);
- Securing funding for our Workability Pathways to Employment Programme, a significant milestone for our Social Integration Service;
- The acquisition of additional housing units in order to provide pathways out of homelessness for clients, including an additional Túsla CAS acquisition to provide tenancies ringfenced for careleavers;
- The substantive completion of our first development of 10 accessible, A rated one bed homes for older people and people with impaired mobility;
- The refurbishment of our Bridge Resource Centre (BRC) in Ballinasloe, improving the energy efficiency of the premises;

- Winning the Accessibility, Diversity and Inclusion Award at the 2024 Galway Chamber Business Awards;
- Winning the Finance Team of the Year 2024 Award at the Charity Excellence Awards;
- The implementation of pay increases for employees following the WRC Interim Agreement of October 2023 for Section 10, 39 and 56 organisations;
- The development of our ESG Framework and Climate Action Plan;
- A one day workshop with Dr Sam Tsemberis at our Housing First Centre of Excellence in Galway City, attended by the Housing First West Team, Slí Nua Community Mental Health Team, the HSE, Galway City Council, Galway County Council, Mayo County Council and Roscommon County Council;
- Organising an insightful one day conference “Youth Homelessness – What Works” at the ILAS Centre in the University of Galway with keynote speaker Heidi Walter of A Way Home Canada, Kirsten Hewitt of Simon Community Northern Ireland who spoke about the Housing First for Youth Programme, Sinéad Healy from the Department of Housing who led out on the National Youth Homelessness Strategy, Galway Simon Community Service Manager Aisling O’Hara who spoke about Galway Simon’s Youth Service and two clients of the Service who spoke very movingly and powerfully about their lived experience of homelessness, moving into Galway Simon housing and the difference the Service has made in their lives;
- Prof Clíodhna Ní Cheallaigh launching our Annual Report, and doing a workshop on Social Inclusion Medicine with our Health and Wellbeing Team, and some of our front line social care teams;
- The implementation of a new system of record for our homeless services;
- Over 200 people across Galway, Mayo and Roscommon participated in our Sleep Out for Simon in October 2024, raising a phenomenal €101,696 in support of Simon Community (Galway)’s Services;
- The conclusion of our two year Charity Partnership with Boston Scientific - over the two years of the collaboration Boston Scientific raised an incredible €351,277 in support of our Health & Wellbeing and Social Integration Services, and sourced and fitted out a Mobile Health Unit that will support the outreach work of our Health and Wellbeing Team.

BUILDING BETTER FUTURES STRATEGIC PLAN 2024-2027

Throughout 2023 consultations were facilitated with the charity’s key stakeholders including clients, volunteers, staff, leadership teams, directors, funders, donors and supporters. The collated extensive inputs underpin our Strategic Plan – Building Better Futures 2024-2027.

The Plan has been developed in line with National Policies including Housing for All (A New Housing Plan for Ireland 2022-2026), the second Housing First National Implementation Plan (2022-2026) and the first Irish Youth Homelessness Strategy (2023-2025).

We have provided inputs into the new Regional Homeless Action Plan for Galway, Mayo and Roscommon, which is before the four Local Authorities in our region for ratification in Q1 2025, and the services provided by Simon Community (Galway) will contribute significantly to the Regional Plan.

FUTURE DEVELOPMENTS

Simon Community (Galway) will continue to advocate and provide services for people who are homeless or at risk of becoming homeless in Galway, Mayo and Roscommon. The directors plan to build on the solid foundations laid to date by continuing to develop services to meet identified needs, utilising our unique location and expertise. During 2023, the organisation went through a very thorough Strategic Planning Process and implementation of the new Strategic Plan for the period 2024-27 began in January 2024. The Board reviews progress against the key pillars of the Strategic Plan annually.

The continuing aims of Simon Community (Galway) are to:

- Ensure that the client remains at the heart of all that we do;
- Provide a holistic response to those who are homeless or at risk of homelessness across Galway, Mayo and Roscommon;
- Continue to focus on prevention work with families and individuals, thus minimising their need for Emergency Accommodation;
- Develop our response to the needs of those who look to us for support across our Emergency Services, High Support Housing, Housing First & Housing Led Services, Youth Service, My Home, Community Based Housing and Community Support Services;

- Increase our housing stock to provide pathways out of homelessness;
- Focus on health and wellbeing by ensuring access to medical services, addiction and mental health supports, occupational therapy and community integration supports;
- Improve the quality of services in line with recognised standards;
- Improve governance, transparency and thereby accountability to our clients, supporters and funders in line with recognised standards.

FINANCIAL REVIEW

The directors report the following significant financial events during the year:

Overview of Statement of Financial Activities	2024 €	2023 €
Income	9,704,327	9,016,349
Expenditure	(9,728,496)	(8,699,388)
Operating surplus before Capital Assistance Scheme loan repayments relieved	(24,169)	316,961

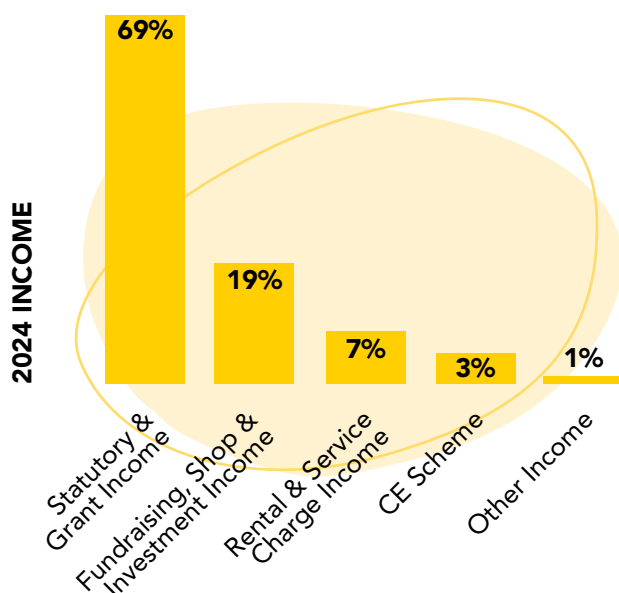
The operating deficit of €24,169 includes €15,500 (2023: €43,089) of one-off bequests received from donors. Legacies fluctuate significantly from year to year and can impact the overall outcome for the financial year. The financial results for the year ended 31st December 2024 are shown in the Statement of Financial Activities on page 86.

Sources of Income

	2024 %	2023 %
Statutory and Grant Income	69	69
Fundraising, Shop and Investment Income	19	20
Rental & Service Charge Income	7	7
Community Employment Scheme	3	4
Other Income	1	0
Total	100	100

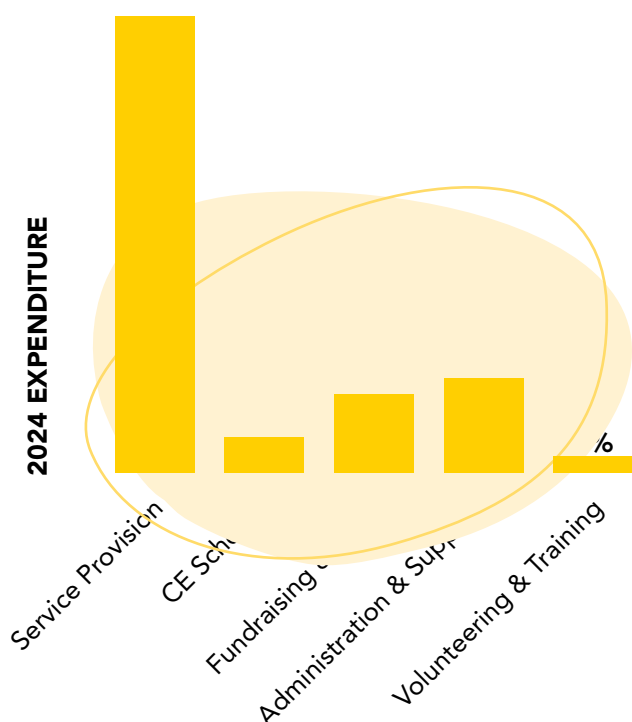
Statutory and grant income which includes funds from the Health Services Executive (HSE), Galway City and County Councils, Túsla and other funding bodies represents 69% of total income in 2024 (69% of total income in 2023).

Total fundraising and charity shop income excluding legacies and bequests increased by 1% to €1,788,960 in 2024 reflecting an increase in fundraising and charity shop income from 2023 levels. The directors would like to thank supporters, donors and customers for their loyal commitment and much appreciated support during the year. In addition to the vital funds raised through fundraising events throughout the year, the organisation continued to receive invaluable financial support from committed donors. Income from donor legacies by its very nature varies from year to year and decreased to €15,500 in 2024 from €43,089 in 2023. The directors would also like to thank and acknowledge the huge efforts made by staff and volunteer teams in a very challenging environment during 2024.



Expenditure Breakdown

	2024 %	2023 %
Service Provision	78	75
Administration and Support	10	11
Fundraising and Shop	8	9
Community Employment Scheme	3	3
Volunteering and Training	1	2
Total	100	100



Total expenditure for 2024 was €9,728,496 (2023: €8,699,388) which represents a 11.8% increase compared to the previous year. This increase is primarily due to increased wage costs arising from Workplace Relations Commission (WRC) Interim Agreement of October 17th 2023 in respect of pay increases for employees in organisations funded under Section 10 of the Housing Act 1988, Section 39 of the Health Act 2004 and Section 56 of the Child and Family Agency Act 2013. New and expanding service developments and increased operational costs due to inflation and the increased cost of living also contributed to the increase in expenditure.

RESERVES AND INVESTMENT STRATEGY

Simon Community (Galway) has total reserves of €9,482,197 as at 31st December 2024. These reserves comprise:

Unrestricted reserves

The directors believe that the company should hold financial reserves as:

- the company has no endowment funding and is entirely dependent on annual statutory funding, grants and donor funding which are inevitably subject to fluctuations;
- the company requires protection against, and the ability to continue operating despite, catastrophic or lesser but damaging events.

Unrestricted reserves totalling €1,874,078 are available for working capital and continuity of services as at 31st December 2024. This represents 2.3 months of operational costs.

Accumulated CAS loan payments waived

€5,195,188 represents the total of CAS annual mortgage payments waived up to 31st December 2024 (see Note 16).

Designated property maintenance reserve

€1,280,626 is designated towards future property maintenance and development costs.

Designated capital development reserve

€100,000 is designated towards future capital development costs.

Designated strategic development reserve

€251,819 is in funds designated by the board to enable changes in service delivery models as set out in the Simon Community (Galway) Strategic Plan.

Simon Community (Galway) has a responsibility to ensure that it uses the funds and resources it receives for its charitable purpose of ending homelessness. There are uncertainties around most sources of funding and Simon Community (Galway) must plan its use of these funds and resources to ensure the continuity and sustainability of the services it provides. To this end, Simon Community (Galway) has a reserves policy in place and will work towards the target of holding four months of operating costs - €3,242,832 in reserve based on 2024 operating expenditure. Our current level of €1,874,078 falls below this. However the directors acknowledge that increasing the reserve is very challenging in the context of the current housing and homeless crisis and levels of funding. It is an aim of our Strategic Plan to increase the unrestricted reserve to buffer against future income/ expenditure fluctuations.

As is usual for Approved Housing Bodies (AHBs), and in line with guidance from the Approved Housing Body Regulatory Authority (AHBRA), Simon Community (Galway) holds a designated property maintenance reserve, often referred to as the 'Sinking Fund'. The directors have designated unrestricted funds for the future maintenance and development of the charity's properties. The annual transfer from the unrestricted revenue reserve is calculated at a rate of 30% of the annual rental income received. At the year end, this designated fund amounts to €1,280,626.

As part of the Simon Community (Galway) Strategic Plan, the directors have designated funds for future capital developments including property and other capital initiatives. At the year end, this designated fund amounts to €100,000.

Simon Community (Galway) has put in place an investment strategy that sets out clearly how it plans to make the best use of any available reserve funds in a low risk environment in line with its charitable purposes.

OUR VOLUNTEERS

Simon Community (Galway) has a continuing commitment to voluntarism because of the added value which volunteers bring through their dedication and work. As has been the practice over many years, full time volunteers work for periods of between 6 and 12 months alongside professional staff in our housing services.

In addition, we have part-time volunteers who assist with social integration, capacity building and tenancy sustainment. Part-time volunteers contribute greatly to the success of the Simon shops and charity events, which are an integral part of our fundraising activity.

In 2024, 229 individuals volunteered their time to the benefit of our clients compared to a total of 158 in 2023. 9 Directors on our Board volunteer their time to set the strategic direction and oversee the work of the charity, monitoring all areas of performance including spending. All members of the Board of Directors volunteer their experience, expertise and time to the benefit of Simon Community (Galway) and its continued development. 12 full-time volunteers from three different countries worked in our services. 83 part-time volunteers worked across our two shops on Sean Mulvoy Road and Sea Road, 125 part-time volunteers helped to co-ordinate Community and Corporate Fundraising events and projects.

It is impossible to quantify the thousands of hours generously given by the public in response to appeals and other fundraising efforts. Without the help from our volunteers, we would not be able to offer our current levels of support during a period of ever increasing demand.

We express our heartfelt thanks to all who support us with their time at our annual Volunteer Appreciation Event.

RELATIONSHIPS WITH CHARITIES AND OTHER BODIES

Simon Community (Galway) is one of seven Simon Communities operating in the Republic of Ireland, the others being Cork, Dundalk, Dublin, Mid-West, Midlands and South East. All the communities, together with the Simon National Office, comprise the national body, The Simon Communities of Ireland (SCI). Through SCI, we are actively involved in advocacy work at a national level, including the Simon Week Campaign, the Locked Out of the Market series of studies and the Right to Housing/ Home for Good Campaign.

Simon Community (Galway) actively promotes partnership by working with statutory bodies and other charitable organisations in the provision of services and the pursuit of its advocacy goals. Examples of this work include participation in the West Region Homelessness Consultative Forum; the Galway City Homeless Steering Committee; Galway City Community Network (GCCN); and the Galway City and County AHB Forum. In 2024, the CEO of Simon Community (Galway) was re-elected to the Social Development Strategic Policy Committee (SPC) of Galway City Council and the Head of Client Services of Simon Community (Galway) is a member of the Housing Disability Steering Group of both Galway City and Galway County Councils. Nationally, we are members of the European Anti-Poverty Network (Ireland), Feantsa, the Irish Council for Social Housing and the Wheel. In 2022, we engaged in partnerships with Cluid Housing, St. Vincent De Paul and COPE Galway in relation to different aspects of service development. Housing First West is a collaboration between the HSE, four local authorities in the region, Simon Community Galway (as lead NGO) and Cope Galway. We are active members of the Housing First Community of Practice.

HEALTH AND SAFETY

The organisation has a policy to ensure the health and welfare of its clients and employees by maintaining a safe place and systems in which to

work. This policy is based on the requirements of the Safety, Health and Welfare at Work Act 2005 and the Safety, Health and Welfare at Work (General Application) Regulations 2007. The Health & Safety Statement is reviewed and updated annually. A Health and Safety Committee is in place and regular safety in the workplace audits and meetings are carried out. The Health and Safety Committee meetings are chaired by the organisation's Health and Safety Coordinator.

PAY POLICY FOR SENIOR STAFF

The pay of senior staff within the organisation is either linked with a relevant grade within the HSE/ Local Authority salary scales or benchmarked against pay levels in similar organisations working within this sector. We review the overall financial position of the company annually and when in a position to do so, award increments to staff members who are on a salary scale and fulfil the appropriate criteria for eligibility. Where recruitment for a particular role has proved difficult, we reserve the right to offer a market adjusted rate of salary, as appropriate, to attract experienced candidates.

PRINCIPAL RISKS AND UNCERTAINTIES

The directors have ultimate responsibility for managing risk and are aware of the risks associated with the operating activities of the organisation. The directors review the risks on an ongoing basis and are satisfied that adequate systems of governance, supervision, procedures and internal controls are in place to mitigate exposure to major risks and that these controls provide reasonable assurance against such risks. The major risks include financial risks, operational and safety risks, compliance risks, reputational and external risks.

The charity mitigates these risks by:

- Continually monitoring the level of activity against its budgeted targets and projections. The charity has a policy of maintaining adequate cash reserves and it has also developed a strategic plan which will allow for the diversification of funding and activities;
- Closely monitoring emerging changes to regulations and legislation on an on-going basis;
- Compliance with the following:
 - The Charities Regulator Governance Code, a code of practice for good governance of charities in Ireland
 - Financial Reporting Standard (FRS102) and the Charities Statement of Recommended Practice (Charities SORP FRS102)

- The Statement of Guiding Principles for Fundraising
- The Charities Institute Triple Lock Standard 2021 and 2022
- The Approved Housing Body Regulatory Authority Governance Standard, Financial Standard, Property Asset Management Standard and Tenancy Management Standard.
- The National Quality Standards Framework (NQS) for homeless services.

Financial risk

Reduced or insufficient income will impact directly on services and the people who avail of them. Changes to government policy and economic climate can impact on grants from statutory agencies and on fundraised income. Measures to reduce this risk include investment in a fundraising strategy which includes a mix of income streams, positive negotiation with key stakeholders, funders and donors and the management and control of budgets. Financial information is subject to detailed review at board level allowing for continuous monitoring of the charity's operations and financial status.

Operational risk

Simon Community (Galway) provides services for people who are vulnerable and socially isolated. Simon Community (Galway) is committed to providing high quality services. We adhere to recognised quality standards, operate a training programme for staff and volunteers and work to a range of operational and staff performance policies and procedures aimed at providing consistently safe living, working and volunteering environments.

Compliance risk

Simon Community (Galway) complies with a range of legislation and regulation. Non-compliance could incur penalties and result in reputational damage. Simon Community (Galway) has signed up to the various governance codes relating to the voluntary sector, approved housing bodies and homeless services. The policies, procedures and internal control systems that are in place aim to ensure compliance with laws, regulations and best practice guidelines and to ensure efficient and effective use of the charity's resources.

Reputational and external risks

Simon Community (Galway) delivers services on behalf of the wider community and relies on the support of the wider community. Damage to Simon Community (Galway)'s reputation would impact on that support.

External risks include the impact of the current housing crisis. An increase to the number of people needing homeless services, or an inability of Simon Community (Galway) to access more move-on accommodation / housing options for people, or a change in government policy or de-prioritisation of homelessness can all impact on the services Simon Community (Galway) can offer. Simon Community (Galway) campaigns and consults with key stakeholders to influence and mitigate the impact of these risks.

COMMITMENT TO INNOVATION AND QUALITY

We continuously invest in training and upskilling of staff.

EVENTS AFTER THE BALANCE SHEET DATE

There have been no significant events affecting the company since the year end.

STATEMENT ON RELEVANT AUDIT INFORMATION

In accordance with Section 330 of the Companies Act 2014, so far as each person who was a director at the date of approval of this report is aware, there is no relevant audit information, being information needed by the auditor in connection with preparing its report, of which the auditor is unaware. Having made enquiries of fellow directors and the company's auditors, each director has taken all steps they are able to take as director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of the information.

POLITICAL DONATIONS

The Electoral (Amendment) (Political Funding) Act 2012 requires companies to disclose all political donations to any individual party over €200 in value. The directors confirm no such donations have been made.

AUDITORS

The auditors, Candor Chartered Accountants Limited have indicated their willingness to continue in office in accordance with the provisions of section 383(2) of the Companies Act 2014.

ACCOUNTING RECORDS

The measures taken by the directors to secure compliance with the requirements of sections 281 to 285 of the Companies Act 2014 with regard to the keeping of accounting records are the implementation of necessary systems, policies and procedures for recording transactions, the employment of competent accounting personnel with the appropriate expertise and the provision of adequate resources to the financial function. The accounting records are maintained at the company's office at 11 Mulvoy Commercial Centre, Sean Mulvoy Road, Galway.

APPROVAL OF ACCOUNTS

The accounts were approved by the board of directors on 28/4/2025.

On behalf of the board

Ciaran Forken

Gerry Cleary

Statement of Directors' Responsibilities

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable Irish law and regulations.

Irish company law requires the directors to prepare financial statements for each financial year. Under the law the directors have elected to prepare the financial statements in accordance with the Companies Act 2014 and FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' issued by the Financial Reporting Council as modified by the Statement of Recommended Practice 'Accounting and Reporting by Charities' (2nd edition, effective 1st January 2019). Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the assets, liabilities and financial position of the company as at the financial year end date and of the surplus or deficit of the company for the financial year and in accordance with the Companies Act 2014.

In preparing these financial statements, the directors are required to:

- select suitable accounting policies for the company financial statements and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether the financial statements have been prepared in accordance with applicable accounting standards, identify those standards, and note the effect and the reasons for any material departure from those standards; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue as a going concern.

The directors are responsible for ensuring that the company keeps adequate accounting records which correctly explain and record the transactions of the company, enable at any time the assets, liabilities, financial position and surplus or deficit of the company to be determined with reasonable accuracy and enable them to ensure that the financial statements and Directors' Report comply with the Companies Act 2014 and enable the financial statements to be audited. They are also responsible for safeguarding the assets of the company and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

On behalf of the board

Ciaran Forken

Gerry Cleary

OPINION

We have audited the financial statements of Simon Community (Galway) for the year ended 31st December 2024 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cashflows and notes to the financial statements, including a summary of significant accounting policies set out in Note 2. The financial reporting framework that has been applied in their preparation is applicable Irish law and Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' issued by the Financial Reporting Council as modified by the Statement of Recommended Practice 'Accounting and Reporting by Charities' (2nd edition, effective 1st January 2019).

In our opinion the financial statements:

- give a true and fair view of the assets, liabilities and financial position of the company as at 31st December 2024 and of its deficit for the year then ended; and
- have been properly prepared in accordance with Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' as modified by the Statement of Recommended Practice 'Accounting and Reporting by Charities' (2nd edition, effective 1st January 2019) effective; and
- have been prepared in accordance with the requirements of the Companies Act 2014.

BASIS FOR OPINION

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland)) and applicable law. Our responsibilities under those standards are further described in the "Auditors' responsibilities for the audit of the financial statements" section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of the financial statements in Ireland, including the Ethical Standard as issued by the Irish Auditing and Accounting Service Authority ("IAASA") Ethical Standard, and the provisions available for small entities, in the circumstances set out in Note 25 to the financial statements, and we have fulfilled our other ethical responsibilities

in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

CONCLUSIONS RELATING TO GOING CONCERN

We have nothing to report in respect of the following matters in relation to which the ISAs require us to report to you where:

- the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis for a period of at least twelve months from the date when the financial statements are authorised for issue.

OTHER INFORMATION

The directors are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our Auditors' Report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

OPINIONS ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2014

Based solely on the work undertaken in the course of the audit, we report that:

- we have obtained all the information and explanations which we consider necessary for the purposes of our audit;
- the accounting records of the charity were sufficient to permit the financial statements to be readily and properly audited;
- the financial statements are in agreement with the accounting records;
- the information given in the Directors' Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- in our opinion, the Directors' Report has been prepared in accordance with the Companies Act 2014.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

Based on the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified any material misstatements in the Directors' Report. The Companies Act 2014 requires us to report to you if, in our opinion, the disclosures of directors' remuneration and transactions required by sections 305 to 312 of the Act are not made. We have nothing to report in this regard.

RESPECTIVE RESPONSIBILITIES

Responsibilities of directors for the financial statements

As explained more fully in the Statement of Directors' Responsibilities, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the company's ability to continue as a going concern, disclosing, as applicable, matters related to the going concern and using the going concern basis of accounting unless management either intends to liquidate the company or to cease operation, or has no realistic alternative but to do so.

Auditors' responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors' Report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (Ireland) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is contained in the appendix to this report, located on page 85, which is to be read as an integral part of our report.

THE PURPOSE OF OUR AUDIT WORK AND TO WHOM WE OWE OUR RESPONSIBILITIES

Our report is made solely to the company's members, as a body, in accordance with section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the company's members those matters we are required to state to them in an Auditors' Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume any responsibility to anyone other than the company and the company's members, as a body, for our audit work, for this report, or for the opinions we have formed.

George Taylor for and on behalf of

CANDOR CHARTERED ACCOUNTANTS LIMITED

Statutory Audit Firm
Harris House
IDA Business Park
Tuam Road
Galway

Appendix to the Independent Auditors' Report

FURTHER INFORMATION REGARDING THE SCOPE OF OUR RESPONSIBILITIES AS AUDITOR

As part of an audit in accordance with ISAs (Ireland), we exercise professional judgement and maintain professional scepticism throughout the audit.

We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.
- Conclude on the appropriateness of the directors' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our Auditors' Report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our Auditors' Report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Statement of Financial Activities

For the year ended 31st December 2024

	Notes	Unrestricted Funds €	Restricted Funds €	Designated Funds €	Total 2024 €	Total 2023 €
INCOME FROM						
Donations		545,826	-	-	545,826	672,681
Legacies		15,500	-	-	15,500	43,089
Other fundraising activities	6	956,030	285,602	-	1,241,632	1,098,982
Charitable activities	4 - 5	713,623	7,059,800	-	7,773,423	7,193,124
Interest		1,502	-	-	1,502	728
Other income	7	8,951	117,493	-	126,444	7,745
TOTAL INCOME		2,241,432	7,462,895	-	9,704,327	9,016,349
EXPENDITURE ON						
Raising funds		868,324	-	-	868,324	896,721
Provision of homeless services		-	8,481,317	-	8,481,317	7,436,210
Community employment scheme		-	378,855	-	378,855	366,457
TOTAL EXPENDITURE	8	868,324	8,860,172	-	9,728,496	8,699,388
OPERATING SURPLUS BEFORE CAPITAL ASSISTANCE SCHEME LOAN REPAYMENTS RELIEVED		1,373,108	(1,397,277)	-	(24,169)	316,961
Capital Assistance Scheme loan repayments relieved		511,099	-	-	511,099	432,290
NET INCOME/(EXPENDITURE) BEFORE TRANSFERS		1,884,207	(1,397,277)	-	486,930	749,251
TRANSFERS BETWEEN FUNDS						
Transfer to/(from) restricted fund deficit		(1,385,428)	1,385,428	-	-	-
Transfer to/(from) designated funds		(214,087)	-	214,087	-	-
NET MOVEMENT IN FUNDS		284,692	(11,849)	214,087	486,930	749,251
RECONCILIATION OF FUNDS						
Total funds brought forward on 1st January		6,784,574	792,335	1,418,358	8,995,267	8,246,016
TOTAL FUNDS CARRIED FORWARD AT 31ST DECEMBER	19	7,069,266	780,486	1,632,445	9,482,197	8,995,267

The Statement of Financial Activities includes all gains and losses recognised in the year. There are no other items to be included in the Statement of Comprehensive Income. Income and net income/(expenditure) arose solely from continuing activities. Movements in funds are set out in Note 19 on page 102. The 2023 Statement of Financial Activities is shown on page 88.

On behalf of the board

Ciaran Forken

Gerry Cleary

Balance Sheet

For the year ended 31st December 2024

	NOTES	2024 €	2023 €
FIXED ASSETS			
Tangible assets	13	19,441,100	16,828,229
CURRENT ASSETS			
Debtors	14	606,843	382,750
Cash at bank and in hand	22	3,005,590	3,497,548
TOTAL CURRENT ASSETS		3,612,433	3,880,298
CREDITORS – Amounts falling due within one year	15	(1,514,077)	(1,511,933)
NET CURRENT ASSETS		2,098,356	2,368,365
TOTAL ASSETS LESS CURRENT LIABILITIES		21,539,456	19,196,594
CREDITORS – Amounts falling due after more than one year	16	(12,057,259)	(10,201,327)
NET ASSETS		9,482,197	8,995,267
TOTAL FUNDS OF THE CHARITY			
Unrestricted funds		1,874,078	2,100,485
Restricted funds		780,486	792,335
Designated property maintenance reserve funds		1,280,626	1,066,539
Designated capital development reserve funds		100,000	100,000
Designated strategic development reserve funds		251,819	251,819
CAS loan payments relieved fund		5,195,188	4,684,089
TOTAL CHARITY FUNDS	19	9,482,197	8,995,267

The notes on pages 89 to 104 form an integral part of these financial statements.

The financial statements on pages 86 to 104 were authorised for issue by the board of directors on the 28th April 2025 and signed on its behalf:

On behalf of the board

Ciaran Forken

Gerry Cleary

Statement of Cashflows

For the year ended 31st December 2024

	NOTES	2024 €	2023 €
NET CASH PROVIDED BY CHARITABLE ACTIVITIES	21	109,053	1,336,992
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments to acquire tangible fixed assets		(2,993,952)	(1,744,961)
Interest received		1,502	728
NET CASH USED IN INVESTING ACTIVITIES		(2,992,450)	(1,744,233)
CASH FLOWS FROM FINANCING ACTIVITIES			
New loans advanced			
CAS loan		2,364,259	1,001,940
Clann Credo loan		197,494	-
Capital element of loan repayments		(101,424)	(193,548)
Interest paid on loan		(68,889)	(61,864)
NET CASH PROVIDED BY FINANCING ACTIVITIES		2,391,439	746,528
Change in cash and cash equivalents in the year		(491,958)	339,287
Cash and cash equivalents at beginning of year		3,497,548	3,158,261
CASH AND CASH EQUIVALENTS AT END OF YEAR	22	3,005,590	3,497,548

On behalf of the board

Ciaran Forken

Gerry Cleary

Notes to the Financial Statements

1 GENERAL INFORMATION

Simon Community (Galway) is a charitable organisation established to provide a wide range of care, accommodation and advocacy services to people who are homeless or at risk of becoming homeless. The organisation is a registered charity (CHY number: 20018962. CRO number: 144699).

Simon Community (Galway) is a company limited by guarantee in the Republic of Ireland and is a public benefit entity (as defined by Section 3.40 of Charities SORP). The company is precluded by its constitution from paying a dividend either as part of normal operations or on distribution of the company's assets in the event of it being wound up. All income must be applied solely towards the charitable objectives of the company. The address of its registered office and principal place of business is 11 Mulvoy Commercial Centre, Sean Mulvoy Road, Galway.

These financial statements are the company's financial statements for the financial year beginning the 1st January 2024 and ending the 31st December 2024.

The company's functional and presentation currency is the euro, denominated by the symbol "€".

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The significant accounting policies used and consistently applied in the preparation of the entity's financial statements are set out below.

(a) Basis of preparation

The financial statements have been prepared with reference to the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and the Republic of Ireland (FRS 102) Charities SORP (FRS 102) (2nd edition, effective 1st January 2019), the Financial Reporting Standard applicable in the UK and the Republic of Ireland (FRS 102) and the Companies Act, 2014.

Simon Community (Galway) meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The preparation of financial statements in conformity with FRS 102 requires the use of certain key assumptions concerning the future, and other key sources of estimation relating to uncertainty at the end of the financial year. It also requires the directors to exercise their judgement in the process of applying the company's accounting policies. The areas involving a higher degree of judgement or areas where assumptions and estimates have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are disclosed in Note 3.

(b) Income

All income sources are included in the Statement of Financial Activities when the charity is entitled to the income, when the amount can be quantified with reasonable accuracy and when it is probable the income will be received. The following specific policies are applied to particular categories of income:

(i) *Donations and other fundraising activities*

In common with many similar charitable organisations, the company derives a proportion of its income from voluntary donations and fundraising activities organised by individuals or parties outside the control of the company. Accordingly, donations are recognised when the company has entitlement to the income and certainty of receipt and when the amount can be measured with sufficient reliability. In the case of voluntary income receivable by way of donations and gifts, income is recognised when the donation is received into the company's bank accounts. Fundraising income is shown gross before deduction of any overhead costs involved in raising such funds.

(ii) *Legacies*

Income is recognised from legacies once the legacy is actually received, or title deeds of the related properties have transferred to the company. On occasion, legacies will be notified to the company in advance of receipt, however it is generally not possible to measure the amount expected to be distributed and, in these circumstances, it is not recognised until received.

(iii) *Revenue grants*

Revenue grants relating to charitable activities are recognised when receivable and are reflected in the Statement of Financial Activities on this basis.

(iv) Capital grants

The directors have approved a change in accounting policy from 2015 onwards to record capital grants in restricted funds on receipt of the grant in order to comply with Charities SORP (FRS 102). On an annual basis, a transfer is made from the restricted reserve fund into the unrestricted reserve fund on the same basis as the related tangible fixed assets are depreciated.

(v) Income from charitable trading activities

Income from charitable trading activities is accounted for when earned, which is usually when the risk and rewards of ownership transfers and the sale can be reliably measured.

(vi) Income from Government grants

The company is in receipt of government grants to support the services that they provide. Income from government grants are recognised at fair value when the company has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. Where the entitlement is not met then these amounts are deferred at the end of the financial year.

(c) Deferred income

Grants relating to expenditure which is to be incurred in a future accounting period are deferred and recognised in the period to which they relate.

(d) Capital Assistance Scheme Loans

Loans under Capital Assistance Schemes, receivable from local authorities for the purpose of acquiring and developing specified housing properties and advanced to the company under the terms of a mortgage agreement, are recognised in the financial statements as creditors repayable over fixed terms ranging from 20 to 30 years. Under the terms of the mortgage agreement, the company is relieved of monthly capital and interest repayments by the relevant local authority, provided the company is in compliance with certain specified conditions. The repayments so relieved are recognised in the Statement of Financial Activities as they are waived or relieved.

The amounts repayable to the local authorities under the terms of the Capital Assistance Scheme, representing advances received as reduced by repayments relieved, are disclosed as creditors and classified as amounts repayable within one year and amounts repayable after more than one year.

(e) Restricted and unrestricted funds

Simon Community (Galway) operates the following funds:

(i) Restricted funds

Restricted funds are donations and other income sources received for charitable purposes which are to be spent within a reasonable period from their receipt for specific purposes.

(ii) Unrestricted funds

Unrestricted income funds are donations and other income sources received or generated for charitable purposes which can be used at the discretion of Simon Community (Galway) in furtherance of the objects of the charity.

(iii) Designated funds

Simon Community (Galway) aims to maintain its housing properties in good condition and repair. The designated property maintenance fund represents unrestricted funds allocated for the future maintenance and development of the company's housing properties. The designated capital development reserve represents funds approved by the board specifically allocated towards future property acquisition/development and/or other capital costs. The designated strategic development reserve represents funds approved by the board to be used to fund developments and operational costs that could not be funded from annual revenue funding.

(f) Expenditure

Expenditure is accounted for when it is incurred and includes amounts due but not paid at the end of the year. Expenditure includes Value Added Tax which cannot be fully recovered. Expenditures are allocated to the particular activity or service where the cost relates directly to that activity or service. The costs of supporting activities, training, volunteers and overall direction are reallocated to each activity or project based on staff and volunteer numbers and utilisation.

Expenditure on raising funds includes the staff time spent directly on raising funds, the cost of producing and disseminating literature and the delivery of fundraising events. The cost of generating funds also include the costs incurred in fundraising and encouraging third parties to make voluntary contributions. The costs are expensed when they are incurred although the benefit in terms of funds raised may occur in a future period.

(g) Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation and accumulated impairment losses. Cost includes the original purchase price, costs directly attributable to bringing the asset to the location and condition necessary for its intended use, applicable dismantling, removal and restoration costs.

The company's property, plant and equipment are deemed to be held for its utilisation in services. Where there are indicators that the assets are not delivering on their anticipated service potential, consideration is given as to whether the asset is impaired or not. Accordingly, an impairment of fixed assets will only arise where the asset suffers impairment in a physical sense resulting in physical damage, or the assets are not delivering on their anticipated service utilisation.

Tangible fixed assets purchased for less than €3,000 are expensed in the Statement of Financial Activities in the year of purchase.

(i) Depreciation and residual values

Depreciation is calculated using the straight-line method, so as to write off their cost less residual amounts over their estimated useful economic lives; some older assets may be depreciated using the reducing balance method over their estimated useful lives, as follows:

Furniture, fixtures and equipment - 10% straight line or 10% reducing balance

Premises - 2% straight line (excluding site element estimated at 40%)

Motor vehicles - 25% straight line or 25% reducing balance

Shop fittings and fixtures - 10% straight line

Computer/IT equipment - 33% straight line

The assets' residual values and estimated useful economic lives are reviewed at the end of each financial year and the depreciation charge adjusted, where appropriate, in order to reflect any revisions required.

Fully depreciated property, plant and equipment are retained in the asset register until they are removed from service.

(ii) Repairs and maintenance

Repairs, maintenance and minor inspection costs are expensed as incurred.

(iii) De-recognition

Tangible assets are de-recognised on disposal or when no future economic benefit is expected. On disposal, the difference between the net disposal proceeds and the carrying amount is recognised in the Statement of Financial Activities.

(h) Financial instruments

The company has chosen to apply the provisions of Sections 11 and 12 of FRS 102 to account for all of its financial instruments.

(i) Financial assets

Basic financial assets, including sundry debtors, cash and cash equivalents, short-term deposits and investments in corporate bonds, are initially recognised at the transaction price (including transaction costs), unless the arrangement constitutes a financing transaction. There are currently no financial asset arrangements that constitute a financing arrangement.

Other financial assets are initially measured at fair value, which is normally the transaction price. Realised gains and losses on disposal of investments are the difference between sales proceeds receivable and carrying value. Unrealised gains and losses are the difference between market value at year end and carrying value.

Financial assets are de-recognised when (a) the contractual rights to the cash flows from the asset expire or are settled, or (b) substantially all the risks and rewards of ownership of the financial asset are transferred to another party, or (c) control of the financial asset has been transferred to another party who has the practical liability to unilaterally sell the financial asset to an unrelated third party without imposing additional restrictions.

(ii) Financial liabilities

Basic financial liabilities, including trade and other creditors, are initially recognised at transaction price, unless the arrangement constitutes a financing transaction. Where the arrangement constitutes a financing transaction, the resulting financial liability is initially measured at present value of the future payments, discounted at a market rate of interest for a similar debt instrument.

(i) Cash and cash equivalents

Cash and cash equivalents include cash on hand, demand deposits and other short-term highly liquid investments with original maturities of three months or less.

(j) Contingencies

Contingent liabilities arising as a result of past events, are not recognised when;

- i) It is not probable that there will be an outflow of resources or that the amount cannot be reliably measured at the reporting date or
- ii) When the existence will be confirmed by the occurrence or non-occurrence of uncertain future events not wholly within the company's control.

Contingent liabilities are disclosed in the financial statements unless the probability of an outflow of resources is remote.

Contingent assets are not recognised. Contingent assets are disclosed in the financial statements when an inflow of economic benefits is probable.

(k) Provisions

Provisions are recognised when the company has a present legal or constructive obligation arising as a result of a past event, it is probable that an outflow of economic benefits will be required to settle the obligation and a reliable estimate can be made.

Provisions are measured at present value of the expenditures expected to be required to settle the obligation, using a pre-tax rate that reflects current market assessments of the same value of money and the risks specific to the obligation. The increase in the provision due to passage of time is recognised as a finance cost within the expenditure on charitable activities.

(l) Allocation of support costs

Support costs are derived from those functions that assist the work of the company but do not directly relate to charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charitable programmes and activities. These costs have been allocated on the basis of staff and volunteer numbers and utilisation as appropriate.

(m) Donated goods, facilities and services, including volunteers time

Goods and services donated for which the value can be measured reliably are included in income and related expenditure.

In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised in the financial statements. Please refer to the review of activities section in the Directors' Report, for more information about the volunteers' contribution to the charity.

(n) Employee benefits

(i) Defined contribution plan

The company operates a defined contribution pension scheme. The company's contributions to this scheme are dealt with in the Statement of Financial Activities on an accruals basis. The assets are held separately from those of the company in an independently administered fund

(ii) Short-term benefits

Short-term employees' benefits, including paid holiday arrangements and other similar benefits, are recognised as an expense in the financial year in which employees render the related service

3 CRITICAL ACCOUNTING JUDGEMENTS AND ESTIMATION UNCERTAINTY

Estimates and judgements made in the process of preparing the company's financial statements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions

The directors make estimates and assumptions concerning the future in the process of preparing the company's financial statements. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are addressed below.

(i) Useful economic lives of tangible fixed assets

The annual depreciation on tangible fixed assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are reviewed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See Note 13 for the carrying amounts of the tangible fixed assets and Note 2(g) for the useful economic lives for each class of tangible fixed assets.

(ii) Going concern

A change in government policy regarding the grant funding provided to the company could have a negative impact on the services the company is able to provide and the ability of Simon Community (Galway) to continue as a going concern. The directors, after making enquiries and having considered the company's financial position and expected future cash flows, conclude there are no material uncertainties about the company's ability to continue operating for the foreseeable future. For this reason, the going concern basis continues to be adopted in preparing the financial statements.

4 INCOME FROM CHARITABLE ACTIVITIES

	2024 €	2023 €
Government and other grants	7,059,800	6,555,108
Rental income	713,623	638,016
	7,773,423	7,193,124

5 INCOME FROM CHARITABLE ACTIVITIES - GOVERNMENT GRANTS

All grants detailed below are service type grants not of a capital nature, are for restricted use and the term of the grant is for the calendar year 2024 unless otherwise indicated.

Name and performance conditions/restrictions of grant	Total grant awarded over term	Grants due / (deferred) at 1 Jan 2024	Grant amount received in the year	Grant taken to income in the year	Grants due/ (deferred) at 31 Dec 2024	Grant brought forward in restricted funds at 1 Jan 2024	Grant carried forward in restricted funds at 31 Dec 2024	Grant expended in period
	€	€	€	€	€	€	€	€
HSE								
Health Services Executive (Department of Health) Its purpose is to fund the provision of homeless services	3,293,066	197,951	3,212,316	3,222,370	208,001	528,476	424,296	2,798,074
Health Services Executive (Department of Health) Its purpose is to fund substance misuse counselling services	56,320	-	56,320	56,320	-	-	-	56,320
Health Services Executive (Department of Health) Its purpose is to fund the provision of homeless services under My Home Project	225,207	-	225,207	225,207	-	-	-	225,207
Health Service Executive (Department of Health) Its purpose is to fund Peer Circle Programme	7,120	-	7,120	7,120	-	-	-	7,120
Health Service Executive (Department of Health) Its purpose is to fund KPI Pilot	1,400	-	1,400	1,400	-	-	-	1,400
GALWAY CITY COUNCIL								
(Department of Housing, Planning and Local Government) Provision of homeless services and tenancy sustainment support	1,859,725	-	1,859,725	1,859,725	-	-	-	1,859,725
(Department of Housing, Planning and Local Government) Provision of homeless services and tenancy sustainment support Housing First Regional	138,270	-	138,270	138,270	-	-	-	138,270
(Department of Housing, Planning and Local Government) Provision of homeless services and tenancy sustainment support Housing First	225,360	-	225,360	225,360	-	-	-	225,360
(Department of Housing, Planning and Local Government) Provision of supports for specific house repairs	27,746	-	27,746	27,746	-	-	-	27,746

Name and performance conditions/restrictions of grant	Total grant awarded over term	Grants due / (deferred) at 1 Jan 2024	Grant amount received in the year	Grant taken to income in the year	Grants due/ (deferred) at 31 Dec 2024	Grant brought forward in restricted funds at 1 Jan 2024	Grant carried forward in restricted funds at 31 Dec 2024	Grant expended in period
	€	€	€	€	€	€	€	€
(Department of Housing, Planning and Local Government) To fund the development fee for CALF properties	-	22,353	-	-	22,353	-	-	-
(Department of Housing, Planning and Local Government) To fund the increased cost of business grant	5,999	-	5,999	5,999	-	-	-	5,999
(Department of Housing, Planning and Local Government) To fund the art projects from creative communities grant	3,000	-	3,000	3,000	-	-	1,169	1,831
(Department of Housing, Planning and Local Government) To fund the art projects from social inclusion grant	1,500	-	1,500	1,500	-	-	-	1,500
(Department of Housing, Planning and Local Government) To provide specific client welfare supports	1,195	-	1,195	1,195	-	-	-	1,195
GALWAY COUNTY COUNCIL								
(Department of Housing, Planning and Local Government) To fund the development fee for CALF properties	591,261	-	591,261	591,261	-	-	-	591,261
(Department of Housing, Planning and Local Government) To support individuals and families in Ballinasloe	-	-	-	-	-	1,975	-	1,975
Túsla Its purpose is to fund homeless services specifically for young persons	65,548	-	65,548	65,548	-	-	-	65,548
Túsla Its purpose is to fund young person's participation	-	-	-	-	-	1,527	-	1,527
Túsla Its purpose is to support specific client welfare	340	-	340	340	-	-	-	340
Léargas Its purpose is to fund the training and supervision of full-time volunteers	56,659	-	79,113	56,659	(22,454)	-	-	56,659
Department of Social Protection Its purpose is to fund a Community Employment Scheme for up to 25 participants	335,800	(34,941)	337,335	335,800	(36,472)	-	-	335,800
Department of Social Protection Its purpose is to fund a Community Employment Scheme for up to 25 participants	5,972	-	5,972	5,972	-	-	-	5,972

Name and performance conditions/restrictions of grant	Total grant awarded over term	Grants due / (deferred) at 1 Jan 2024	Grant amount received in the year	Grant taken to income in the year	Grants due/ (deferred) at 31 Dec 2024	Grant brought forward in restricted funds at 1 Jan 2024	Grant carried forward in restricted funds at 31 Dec 2024	Grant expended in period
	€	€	€	€	€	€	€	€
AN POBAL								
(Department of Rural and Community Development) Its purpose is to fund Workability Pathways to Employment pilot project	162,251	-	162,251	162,251	-	-	-	162,251
(Department of Rural and Community Development) Its purpose is to part-fund electrical vehicle for services	4,075	-	4,075	4,075	-	-	-	4,075
(Department of Rural and Community Development) Its purpose is to part-fund capital works in the Bridge Resource Centre, Ballinasloe	10,659	-	10,659	10,659	-	-	-	10,659
Housing Finance Agency To grant fund social integration project (€25k)	10,193	-	-	10,193	10,193	-	-	10,193
AIB To grant fund social integration project (€25k)	28,000	-	28,000	28,000	-	-	27,050	950
ESB Funds To support our social enterprise project (79G)	13,500	-	13,500	13,500	-	-	13,500	-
Feantsa To reimburse staff expenses	330	-	330	330	-	-	-	330
Erasmus+ Its purpose is to fund co-operation for innovation and the exchange of good practices in the provision of homeless services to women across member states of the European Union.	-	-	-	-	-	7,716	7,419	297
Amazon To fund energy cloud initiatives in services	-	-	-	-	-	13,500	13,500	-
Community Foundations of Ireland RTE Does Comic relief (Demand for Digital) Its purpose is to facilitate digital collection of donations	-	-	-	-	-	9,983	7,883	2,100
Religious Order Its purpose is to support a Trauma programme for individuals in our services	-	-	-	-	-	12,810	12,810	-
ESB Funds To support our social enterprise project (79G)	-	-	-	-	-	4,867	-	4,867
TOTAL RESTRICTED INCOME FROM GRANTS	7,130,496	185,364	7,063,542	7,059,800	181,621	580,854	507,627	6,604,551

6 OTHER FUNDRAISING ACTIVITIES

	2024 €	2023 €
Retail income from charity shops and coffee van	941,975	892,616
Other fundraising activities	299,657	206,366
	1,241,632	1,098,982

7 OTHER INCOME

	2024 €	2023 €
VAT refund	8,951	5,712
Cope Galway Housing First Partnership	114,413	-
Miscellaneous items	3,080	2,033
	126,444	7,745

8 ANALYSIS OF EXPENDITURE ON CHARITABLE ACTIVITIES

Expenditure on charitable activities has been classified to comply with Charities SORP (FRS 102). Such costs include the direct costs of providing homeless services together with those support costs (accounting and finance, maintenance, I.T., human resources, administration and general management functions) incurred that enable these activities to be undertaken. These have been allocated across the activities based on staff and volunteer numbers and utilisation.

Total support costs for 2024 of €959,275 were 9.86% of the total expenditure (2023: €957,465: 11%) and include headcount costs of €622,466 and administration costs of €322,130. These costs are reflected in the Statement of Financial Activities and a breakdown is included in the table below:

For the year ended 31st December 2024	Staff costs €	Direct costs €	Depreciation costs €	Training and volunteering costs €	Support costs €	Total €
Homeless services	5,519,647	1,632,389	354,633	71,990	838,285	8,416,945
Advocacy & Campaigning	54,123	765	-	1,319	8,165	64,372
TOTAL CHARITABLE ACTIVITIES	5,573,770	1,633,154	354,633	73,309	846,450	8,481,317
Community Employment Scheme	322,478	7,727	-	-	48,650	378,855
Raising funds	425,388	353,620	19,864	5,277	64,175	868,324
Training and volunteering	36,944	49,738	-	(86,681)	-	-
Support costs	622,466	322,130	6,584	8,095	(959,275)	-
TOTAL 2024	6,981,046	2,366,369	381,081	-	-	9,728,496

For the year ended 31st December 2023	Staff costs	Direct costs	Depreciation costs	Training and volunteering costs	Support costs	Total
	€	€	€	€	€	€
Homeless services	4,901,639	1,227,817	313,605	118,374	813,508	7,374,944
Advocacy & Campaigning	50,277	450	-	2,195	8,344	61,266
TOTAL CHARITABLE ACTIVITIES	4,951,916	1,228,267	313,605	120,569	821,852	7,436,210
Community Employment Scheme	309,004	6,169	-	-	51,284	366,457
Raising funds	482,190	288,737	30,078	11,387	84,329	896,721
Training and volunteering	25,969	118,306	-	(144,275)	-	-
Support costs	653,084	285,876	6,186	12,319	(957,465)	-
TOTAL 2023	6,422,163	1,927,355	349,869	-	-	8,699,388

Support costs include accounting and finance, maintenance, I.T., human resources, administration and general management functions. Training costs relate to the cost of running extensive training for staff and volunteers essential to their work environment. Volunteering costs are incurred in accommodating and providing for full time volunteers and coordinating full-time and part-time volunteer activity. These costs are allocated across other services on the basis of staff and volunteer numbers and utilisation as appropriate.

9 OPERATING SURPLUS IS STATED AFTER CHARGING/(CREDITING)

	2024 €	2023 €
OPERATING SURPLUS IS STATED AFTER CHARGING/(CREDITING)		
Staff costs (Note 10 (b))	6,981,046	6,422,163
Depreciation	381,081	349,869
Profit on disposal of fixed assets	-	-
Interest payable	75,354	68,329
AUDITOR'S REMUNERATION		
Audit of charity's financial statements	8,979	8,260
Audit of Community Employment Scheme	984	984

10 EMPLOYEE INFORMATION AND BENEFITS

(a) The average number of employees (as calculated using the methodology required by Companies Act 2014) during the year is analysed below:

	2024 No.	2023 No.
Chief Executive Officer	1.0	1.0
Head of Client Services	1.0	1.0
HR Manager	1.0	1.0
Financial Controller	1.0	1.0
Service Managers/Team leaders	9.0	5.0
Social Care and Housing Support staff	73.0	67.7
Relief Care Staff	42.7	41.4
Multi-Disciplinary Team	8.1	7.8
CE Scheme Participants	18.2	18.2
Property Manager, Co-ordinator and Housing Officer	3.0	1.7
Quality and Best Practice Co-Ordinator	0.7	1.0
Health & Safety Officer	1.0	0.7
Social Enterprise Staff	1.5	0.5
Communications (including student placement)	2.5	2.3
Volunteer Co-ordinator	1.0	1.2
Accounts Department & Executive Assistant	3.8	3.0
IT Program Manager	0.4	1.0
CE Supervisor and HR Department	3.6	3.8
Fundraising team	4.0	4.9
Shop Staff	5.0	5.2
Van Drivers	1.0	2.0
	182.5	171.4

(b) The company's employment costs for all employees comprise:

	2024 €	2023 €
Wages and salaries	6,175,531	5,707,328
Social insurance costs	646,648	572,318
Pension costs	158,867	142,517
	6,981,046	6,422,163

Simon Community (Galway) employs staff as participants in government sponsored Community Employment Schemes. The company additionally engages full-time volunteers directly involved in providing services for homeless persons.

(c) The number of employees receiving remuneration over €60,000 in the year were as follows:

	2024 No.	2023 No.
SALARY		
€60,001 to €70,000	11	5
€70,001 to €80,000	3	2
€80,001 to €90,000	2	2
€90,001 to €100,000	2	1
	18	10

Pension costs for these higher paid employees amount to €60,647 in 2024 (2023: €34,062). The company's Chief Executive Officer, Karen Golden, received a gross salary of €99,996 and an employer's pension contribution of €5,000.

11 DIRECTORS' REMUNERATION

No members of the board of directors received any remuneration during the year or during the prior year.

12 TAXATION

No provision for taxation has been made because the company, being a registered charitable organisation, is exempt from tax under Section 207 and 208 of the Taxes Consolidation Acts, 1997.

13 TANGIBLE FIXED ASSETS

	Land and buildings €	Computer equipment €	Furniture and fittings €	Office equipment €	Motor Vehicles €	Total €
COST						
At 1st January 2024	18,675,999	164,230	271,248	73,313	364,081	19,548,871
Additions	2,959,226	14,761	24,325	-	(4,360)	2,993,952
Disposals	-	-	-	-	-	-
AT 31ST DECEMBER 2024	21,635,225	178,991	295,573	73,313	359,721	22,542,823
ACCUMULATED DEPRECIATION						
At 1st January 2024	2,018,293	146,053	262,154	65,841	228,299	2,720,640
Charge for the year	304,088	17,332	1,909	2,982	54,770	381,081
Charge on disposals	-	-	-	-	-	-
AT 31ST DECEMBER 2024	2,322,381	163,385	264,063	68,823	283,069	3,101,721
NET BOOK VALUE						
AT 31ST DECEMBER 2024	19,312,843	15,606	31,510	4,490	76,652	19,441,100
At 1st January 2024	16,657,706	18,177	9,094	7,472	135,782	16,828,229

14 DEBTORS

	2024 €	2023 €
AMOUNTS FALLING DUE WITHIN ONE YEAR:		
Galway City Council	22,352	22,352
Galway County Council	-	2,501
Health Service Executive core grant retention	143,001	127,259
Health Service Executive One Off Supports (Inflation/ Arrears)	65,000	70,693
Leargas	23,539	-
Housing Finance Agency (Grant)	10,193	-
Cope Galway	113,698	-
Other debtors	181,661	124,149
Sundry debtors	47,399	35,796
	606,843	382,750

15 CREDITORS – Amounts falling due within one year

	2024 €	2023 €
Trade creditors	231,500	316,081
Accruals	215,375	345,884
PAYE and Pay Related Social Insurance	146,056	137,253
Value Added Tax and Relevant Contracts Tax	4,592	6,122
Deferred income (Note 17)	114,180	64,072
Other creditors	114,989	54,899
Capital Assistance Scheme loans (Note 16)	511,099	432,290
Clann Credo loan (Note 16)	106,534	85,580
Housing Finance Agency loan (Note 16)	69,752	69,752
	1,514,077	1,511,933

16 CREDITORS – Amounts falling due after more than one year

	2024 €	2023 €
Capital Assistance Scheme loans	9,944,402	8,170,051
Housing Finance Agency (HFA) loan	1,118,737	1,163,918
Capital Advance Leasing Facility (CALF) Scheme loans	351,811	345,347
Clann Credo loans	642,309	522,011
	12,057,259	10,201,327

Loans under Capital Assistance Schemes are received by Simon Community (Galway) from Galway City Council, by way of mortgage, with repayable periods for each funding agreement ranging from 20 to 30

years. Galway City Council has a charge over Simon Community (Galway) properties as security for the finance provided. Under the terms of the mortgage, Simon Community (Galway) is relieved of monthly capital and interest payments so long as in compliance with specific conditions set out in the relevant mortgage agreement, primarily with respect to the use and upkeep of the related properties. Under the terms of the Capital Assistance Schemes, the amounts repayable to the local authority as at the balance sheet date of €10,455,501 (2023: €8,602,341) represent the aggregate finance received to date as reduced by the cumulative repayments relieved to date of €5,195,188 (2023: €4,684,089).

Secured Loans

Included in loans are housing loans which are provided by HFA, which are secured by fixed charges on specific housing properties. The loans are subject to interest rates of 2% on CALF funding and 1.75%-2.25% (2023: 1.75%-2.25%) on HFA funding. The HFA are due for repayment in bi-annual instalments over 25 years. CALF loans are only repayable at the end of the 25 year loan period.

Included in loans are other loans which are provided by Clann Credo which are secured on retail and office properties. These loans are subject to interest of 5.35%- 6.5% (2023: 5.35%-6%) which are repayable in monthly instalments over 15 years.

The loans are repayable in the following periods:

	2024 €	2023 €
Within one year	687,385	587,621
Between one and two years	687,385	587,621
Between two and five years	2,062,155	1,762,863
After five years	9,307,719	7,850,843
	12,057,259	10,201,327
	12,744,644	10,788,948

17 DEFERRED INCOME

	2024 €	2023 €
At 1st January 2024	64,072	97,164
Community Employment grant advance utilised in current year	(48,220)	(26,560)
Community Employment grant advance for following year	52,335	49,770
Leargas Funding advanced for following year	45,993	-
Mental Health Service grant advanced	-	(56,302)
AT 31ST DECEMBER 2024	114,180	64,072
SPLIT OF DEFERRED INCOME		
Amounts falling due within one year	114,180	64,072
Amounts falling due after more than one year	-	-
	114,180	64,072

18 CAPITAL RESERVES

Capital reserves are represented by an amount of €9,368 being the excess of assets over liabilities transferred to the company by the directors of Simon Community (Galway) on incorporation in 1989. In 2016, it was decided that capital reserves could be transferred to the accumulated restricted reserve.

19 RECONCILIATION OF MOVEMENTS IN ACCUMULATED FUNDS

Funds description	Balance at start of year €	Incoming resources €	Resources expended €	CAS Loan repayments relieved €	Transfers €	Balance at end of year €
RESTRICTED INCOME						
Health Services Executive	528,476	3,447,577	(3,551,757)	-	-	424,296
Galway City Council	-	2,223,355	(2,223,355)	-	-	-
Galway County Council	-	591,261	(591,261)	-	-	-
Health Services Executive – Western Region Drugs & Alcohol Task Force	-	56,320	(56,320)	-	-	-
Túsla	-	65,548	(65,548)	-	-	-
Léargas	-	56,659	(56,659)	-	-	-
Department of Social Protection – Community Employment	-	335,800	(335,800)	-	-	-
Department of Social Protection – Wages Subsidy	-	5,972	(5,972)	-	-	-
Galway County Council Grant for Support during pandemic	1,975	-	(1,975)	-	-	-
Tusla – To fund Youth Participation/Specific Support	1,527	340	(1,867)	-	-	-
An Pobal – Workability Pathways to Employment Pilot	-	162,251	(162,251)	-	-	-
An Pobal – Electric Vehicle	-	4,075	(4,075)	-	-	-
An Pobal – part fund Ballinasloe Resource Centre works	-	10,659	(10,659)	-	-	-
Housing Finance Agency – Social Integration	-	10,193	(10,193)	-	-	-
Health Service Executive – Peer Circle Programme	-	7,120	(7,120)	-	-	-
Health Service Executive – KPI Pilot	-	1,400	(1,400)	-	-	-
Galway City Council – Property repairs	-	27,746	(27,746)	-	-	-
Galway City Council – Increased cost of business grant	-	5,999	(5,999)	-	-	-
Galway City Council – Creative Communities	-	3,000	(1,831)	-	-	1,169
Galway City Council – Social Inclusion	-	1,500	(1,500)	-	-	-
Galway City Council – Client Welfare	-	1,195	(1,195)	-	-	-
Feantsa – reimburse expenses	-	1,195	(1,195)	-	-	-
Erasmus	7,716	-	(297)	-	-	7,419
Community Foundation of Ireland - Demand for Digital	9,983	-	(2,100)	-	-	7,883
Religious Order – Trauma Program	12,810	-	-	-	-	12,810
ESB Funds	4,867	13,500	(4,867)	-	-	13,500
Amazon	13,500	-	-	-	-	13,500
AIB Community Fund	-	28,000	(950)	-	-	27,050
OTHER RESTRICTED DONATIONS (INCLUDING FUNDRAISING)						
Boston Scientific	5,533	145,917	(43,868)	-	-	107,582
University of Galway	8,050	-	(3,958)	-	-	4,092
Essential Funds	132,943	102,963	(136,171)	-	-	99,735
Reddington Grant	2,138	-	(1,109)	-	-	1,029

Funds description	Balance at start of year €	Incoming resources €	Resources expended €	CAS Loan repayments relieved €	Transfers €	Balance at end of year €
Miscellaneous Restricted Donations	3,007	2,235	(700)	-	-	4,542
79G Coffee Van	-	37,567	(37,567)	-	-	-
Cope Housing First Partnership	-	114,413	(114,413)	-	-	-
Capital grants received in prior years	50,442	-	(3,933)	-	-	46,509
Capital reserves	9,368	-	-	-	-	9,368
TOTAL RESTRICTED FUNDS	792,335	7,462,895	(7,474,746)	-	-	780,486
Unrestricted reserves	2,100,485	2,241,432	(2,253,750)	-	(214,087)	1,874,080
Designated property maintenance	1,066,540	-	-	-	214,087	1,280,627
Designated capital development reserve	100,000				-	100,000
Designated strategic development	251,819	-	-	-	-	251,819
Capital Assistance Scheme loan payments waived	4,684,089	-	-	511,099	-	5,195,188
ACCUMULATED FUNDS	8,995,267	9,704,327	(9,728,496)	511,099	-	9,482,197

20 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds €	Restricted funds €	Designated funds €	CAS Loan payments relieved €	Total funds 2024 €
Tangible assets	3,790,411	-	-	15,650,689	19,441,100
Current assets	2,480,323	780,486	351,819	-	3,612,433
Creditors falling due within one year	(1,002,978)	-	-	(511,099)	(1,514,077)
Creditors due after more than one year	(2,112,857)	-	-	(9,944,402)	(12,057,259)
NET ASSETS AT 31ST DECEMBER 2024	3,154,704	780,486	351,819	5,195,188	9,482,197

21 RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM CHARITABLE ACTIVITIES

	2024 €	2023 €
INCOME FOR THE PERIOD (AS PER THE STATEMENT OF FINANCIAL ACTIVITIES)		
Net income	486,930	749,251
Adjust for:		
Capital Assistance Scheme loan repayments relieved	(511,099)	(432,290)
Depreciation charges	381,081	349,869
Decrease/(increase) in debtors	(224,091)	356,295
Increase/(decrease) in deferred income	50,108	(33,092)
Increase/(decrease) in creditors	(147,728)	279,358
Bank interest received	(1,502)	(728)
Interest payable	75,354	68,329
NET CASH PROVIDED BY CHARITABLE ACTIVITIES	109,053	1,336,992

22 ANALYSIS OF CASH AND CASH EQUIVALENTS

	At 1st January 2024 €	Cash flow €	At 31st December 2024 €
Cash at bank and in hand	1,716,781	201,023	1,917,804
Notice Deposits	1,780,767	(692,980)	1,087,787
NET FUNDS/(DEBT)	3,497,548	(491,957)	3,005,590

23 CAPITAL COMMITMENTS

The company has capital commitments totalling €958,895 relating to residential properties, which includes a new development. These properties will be financed by loans under the Capital Assistance Scheme.

24 CONTINGENT LIABILITIES

The company did not have any contingent liabilities at the year end.

25 PROVISIONS AVAILABLE FOR SMALL ENTITIES

In common with many other businesses of our size and nature, we use our auditors to assist with preparation of the financial statements.

26 LIMITED LIABILITY

The company is limited by guarantee and does not have a share capital. Each member's liability in the event of winding up will not exceed €2.

27 POST BALANCE SHEET EVENTS

There have been no significant events affecting the charity since the year end.

28 RELATED PARTY TRANSACTIONS

There were no related party transactions during the year.

29 TAX CLEARANCE COMPLIANCE WITH CIRCULARS

The company has complied with relevant Government Circulars, including Circular 44/2006 'Tax Clearance Procedures Grants, Subsidies and Similar Type Payments' and Circular 13/2014 'Management of and Accountability for Grants from Exchequer Funds' by providing the tax clearance access number to grant providers when requested throughout the year. The company has an up-to-date tax clearance certificate at the date of approval of the financial statements.

30 APPROVAL OF FINANCIAL STATEMENTS

The accounts were approved by the board of directors on 28th April 2025.

Simon Community (Galway)

(A company not having a share capital and limited by guarantee)

Supplementary Information Relating to the Financial Statements

**For the financial year ended 31 December 2024
not covered by the auditors report.**

**The following does not form part of the audited
financial statements.**

Statement of Financial Activities

For the year ended 31st December 2023

	Unrestricted Funds €	Restricted Funds €	Designated Funds €	Total 2023 €	Total 2022 €
INCOME FROM					
Donations	672,681	-	-	672,681	624,562
Legacies	43,089	-	-	43,089	8,835
Other fundraising activities	1,098,982	-	-	1,098,982	1,051,102
Charitable activities	638,016	6,555,108	-	7,193,124	5,910,524
Interest	728	-	-	728	424
Other income	7,745	-	-	7,745	6,516
TOTAL INCOME	2,461,241	6,555,108	-	9,016,349	7,601,963
EXPENDITURE ON					
Raising funds	896,721	-	-	896,721	776,382
Provision of homeless services	-	7,436,210	-	7,436,210	6,469,243
Community employment scheme	-	366,457	-	366,457	321,980
TOTAL EXPENDITURE	896,721	7,802,667	-	8,699,388	7,567,605
OPERATING SURPLUS BEFORE CAPITAL ASSISTANCE SCHEME LOAN REPAYMENTS RELIEVED	1,564,520	(1,247,559)	-	316,961	34,358
Capital Assistance Scheme loan repayments relieved	432,290	-	-	432,290	398,893
NET INCOME/(EXPENDITURE) BEFORE TRANSFERS	1,996,810	(1,247,559)	-	749,251	433,251
TRANSFERS BETWEEN FUNDS					
Transfer to/(from) restricted fund deficit	(1,192,019)	1,192,019	-	-	-
Transfer to/(from) designated funds	(127,603)	(100,000)	227,603	-	-
NET MOVEMENT IN FUNDS	677,188	(155,540)	227,603	749,251	433,251
RECONCILIATION OF FUNDS					
Total funds brought forward on 1st January	6,107,386	947,875	1,190,755	8,246,016	7,812,765
TOTAL FUNDS CARRIED FORWARD AT 31ST DECEMBER	6,784,574	792,335	1,418,358	8,995,267	8,246,016



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