

Galway
Simon
Community

Annual **Impact Report**

2021



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Our Vision

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

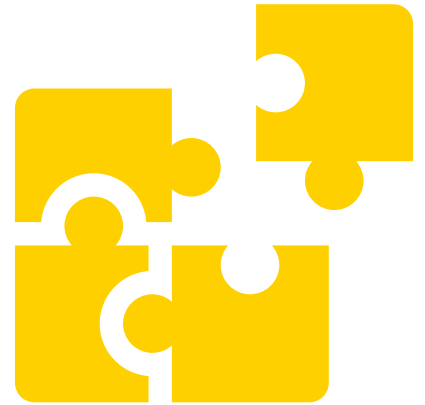


Our Mission

Play a constructive role in finding solutions for people who are homeless, or at risk of being homeless, through prevention services, providing access to housing, and providing health and wellbeing services.

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

Work towards eliminating homelessness through education, advocacy and campaigning.



Our Values

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

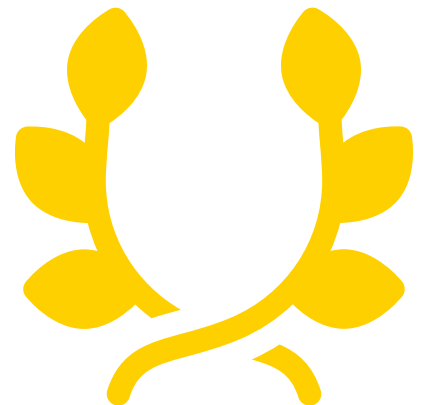
Competence: our staff are skilled, professional and flexible, providing innovative approaches to resolving issues, resulting in positive outcomes for clients.

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

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

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

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



A Word From Our Chairperson

Dear clients, staff, volunteers and supporters,



2021 was another challenging year for our clients, and our staff and volunteers who support them. The demand for our services continues to increase as more and more people find themselves homeless or at risk of becoming homeless. Galway Simon Community supported 1,511 individuals, up 24% from 2020. This included 246 families, with 563 children.

The continuing pressures of Covid-19 and the sharp rise in inflation have exacerbated the challenges. It is hard for many people to find secure housing which will enable them to live a fulfilling life, something we all aspire to.

Throughout the year, we supported rough sleepers in Galway, Mayo and Roscommon. We provided an Emergency Shelter for men in Galway City. Clients with complex needs were supported in Galway Simon's High Support Services. Others experiencing homelessness were accommodated in our transitional housing, and supported to secure a tenancy so that they could return to living independently. Additional Housing First and Housing Led tenancies were created in Galway City, and we started rolling out Housing First Services to Counties Galway, Mayo and Roscommon. Our dedicated Youth Service provided specialist supports to enable young adults, many of whom are leaving care, to leave homelessness behind them for good.

Our committed Prevention Teams worked with people at risk of homelessness to help them to sustain their current accommodation or to find

alternative housing before they found themselves in Emergency Accommodation. We also expanded our Multi-Disciplinary Team to provide additional health and wellbeing wraparound supports to those who need them.

While the supply of social housing increased somewhat in 2021 with more government focus, the demand still far outstrips the supply. Galway Simon acquired ten additional properties during the year, to provide housing solutions for some of the people we support.

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

On behalf of the Board, I wish to commend the incredible team at Galway Simon who relentlessly work towards better outcomes for all who come to us for help. This has been another challenging year. We thank them for their untiring dedication.

Take care,
Maureen V. Lynch
Maureen Lynch

A Message From Our CEO

As we emerged from lockdowns and with the easing of Covid-19 restrictions, including the lifting of the moratorium on evictions, we saw the Housing and Homelessness crisis deepen in the West during 2021. Working within Covid-19 protocols, we supported more people than ever before at risk of and experiencing homelessness in Galway, Mayo and Roscommon across our Outreach, Emergency, High Support, Housing, Prevention and Health & Wellbeing Services.

The lack of availability of safe, secure affordable homes across social, affordable and private housing continued to worsen throughout the year. The 364 new social homes delivered in the three counties in 2021 are to be welcomed, but demand continues to far outstrip supply with 4,052 households on the social housing waiting lists. In the private rental sector, rents continued to increase during the year – the five-year increase in Galway city is now 53% with a 69% increase in County Galway. Rents in Mayo (52%) and Roscommon (53%) have also risen significantly over this period. More notices to quit were issued by landlords following the lifting of the moratorium on evictions, and many of these landlords are exiting the rental market.

Our 'Locked Out of the Market' research demonstrated throughout the year the very low level of properties available to rent, and even fewer available – and at times no properties at all – within the HAP limits. Significant numbers of properties remain vacant in the region. At the sharpest end of the housing crisis, we saw more people facing homelessness and the number of people in Emergency Accommodation increase again.

Our teams are more stretched than ever before, but we continue to do all that we can to support people for as long as they need us. With the cost of living crisis now compounding what the President of Ireland has referred to as our housing 'disaster', we are deeply concerned about the further pressures people at risk of homelessness are facing and what lies ahead this Winter.

In 2021 we provided supports to rough sleepers in Galway City and County, and in County Mayo. We continued to roll out, in cooperation with our partners in Cope Galway, Galway City Council and the HSE, the Housing First Service in Galway City. We also commenced Housing First Services in Counties Galway, Mayo and Roscommon. We extended the residential places in our Youth Service from 8 to 12, and acquired our first properties under the Túsla CAS program to provide tenancies for care leavers.

The 'My Home' Pilot, established in 2020 in collaboration with the HSE, was positively evaluated and will now extend from Roscommon and County Galway, into Galway City and County Mayo. An evaluation of our Community Detox Pilot Service was undertaken by Dr. Ronni Greenwood in the University of Limerick and demonstrated its very positive impact for those who engage in the programme – this Service too will now be continued. We expanded our health and well-being team, to provide additional physical and mental health supports. We created a Social Inclusion Service to support clients, including those who were particularly isolated during the pandemic, with life skills and access to training, education and employment. We acquired 10

additional housing units in order to provide long term solutions and pathways out of homelessness. Over 150 people now sleep in Galway Simon accommodation every night, with varying levels of support according to the complexity of their needs.

Covid-19 continued to play a dominant role across our Community in 2021. Staff, volunteers and clients continued to observe infection prevention control protocols to keep each other safe and well. We are hugely grateful to Dr. Kieran Coleman and Nurse Regina Boyle for their work in caring for clients of Homeless Services in Galway, and for their clear guidance, throughout the pandemic. Thanks to the incredible efforts across our Community, in addition to some good fortune, we have not had an outbreak of Covid-19.

As always, our work is only possible thanks to our funders and supporters.

We collaborated with HSE Social Inclusion, Túsla, Galway City Council, Galway County Council, Mayo County Council and Roscommon County Council to provide supports to people who are homeless or at risk of homelessness during the pandemic.

As people grew weary of lockdowns, clients, staff and volunteers got such a lift from the incredible support we received from companies and individual supporters during the year. Many wonderful swimmers took part in our 'Dip a Day in May' fundraiser in early Summer, and many other events, providing vital funding to enable us to keep our Services running. We are deeply grateful for the response we received to our fundraising



appeals and virtual Sleep Out, and donations to our shops when they were permitted to reopen.

Your generosity enabled us to continue to be here for those coming to us in crisis.

Voluntarism is a core value of our community and we missed many of our long-standing loyal volunteers while they were cocooning during the lockdowns. Our shops remained closed until May 17th, in line with government guidance. We were overjoyed to welcome back our volunteers when the shops reopened. Thank you also to our volunteer directors for their support and guidance in very difficult times.

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

I would like to personally thank all of my colleagues across this exceptional organisation for all that you did over the last two years. I am always in awe of your commitment to the people we support and I feel very privileged to be part of Galway Simon Community.

Karen Golden


CEO

Supporting Our Clients

For many people facing homelessness, their personal networks have been exhausted or were absent for much of their lives. Everyone's story is unique, but the reasons that they need our services are sometimes very painful.

The lack of safety and shelter takes its toll on people, and is often compounded by stress which can contribute to mental health difficulties. Some, but not all, become dependent on alcohol and drugs and this also has a significant impact on their health. These are the people that the founding volunteers of Galway Simon Community were determined to help. Most people who have difficulties with mental health or addiction do not live their distress in the public eye. They often have family support, or people who care for them and can support them to recover, with the help of dedicated services. However, it is when people do not have effective supports that they can become homeless. When there is insecurity about having a home or having safe shelter, their difficulties become more complicated.

Those who work in Galway Simon listen to and advocate for those who are homeless or at risk of becoming homeless. Galway Simon understands that people who experience long-term homelessness or rough sleeping are likely to be survivors of significant adversity in their early lives. Poverty, family breakdown, traumatic events, bullying and violence are critical experiences that can severely impact the course of someone's life. In long-term homeless services, we meet people who have endured profound loss and insecurity that have shattered their confidence and ability to feel that they belong. Where people have experienced homelessness for significant periods of time in their adult lives, their health inevitably

suffers, and many develop chronic illnesses that can be debilitating.

Sometimes our clients have substance misuse issues, and to respond to these clients we offer multi-disciplinary supports. We have a specialist Substance Misuse Counselling Service, a Community Detox Service and a Recovery Service among other services. These supports are critical to clients of all ages, in all of our services. People use substances to get some relief from difficult emotions and challenging situations, which can lead them to develop a dependency on those substances. Our addiction support services are tailored to the needs of people who are living in very chaotic circumstances.

Galway Simon has always committed to being a service that can offer meaningful support and care to those who have experienced the deepest exclusion. Whilst the orphanages and industrial schools have been closed for a long time, we still work with people who were placed in these institutions. Nowadays we work with a



lot of people coming from the care system. The oldest people Galway Simon work with are in their 70s, and the youngest are just 18. In the last year alone, there has been a 25% increase in the number of 18-25 year old's supported by Galway Simon.

Over the years, we have seen how young people who have been in care can be particularly vulnerable as they move to independence. At Galway Simon, we meet young people who have endured profound loss, rejection and displacement and who need systematic help if they are going to avoid homelessness. For those who do become homeless at a young age, it can come with huge costs in terms of long-term health and well-being. In 2016, we set up a dedicated Youth Service with 8 units of accommodation and dedicated support services to help young people find stability in the world. In 2021, we increased this to 12 units. When young people move on from the service, support remains available. Since 2016, our Youth Service has worked with over 150 young adults.



Some young people that we work with are very motivated and ambitious, they just need stability to get on with their plans for independent life. We are often in awe of the resilience of our clients, despite the trauma that they have endured. There are others who need more nuanced support as they really struggle to process the difficult and complex emotions they are left with because of the lack of safety they have experienced in their lives.

Whilst our aim is that our clients will move on to live independent lives and make their own choices, we know that upsets can happen along the way, and where people don't have other support systems we will continue to provide support to overcome any setbacks.

There is significant problem solving that goes into the services provided by Galway Simon. Our commitment to people is to be compassionate and competent in our efforts to find solutions to their very human needs. When this effort bears fruit, and people with years of stress and not belonging secure their own homes, the reward is priceless.



Building Strong Foundations: Focus on Our Youth Service



Galway Simon Community (GSC) operates a dedicated Youth Service, working with 18-25 year olds who are homeless or at risk of homelessness. The current service, established in late 2016, has the capacity to work with up to 30 clients at any one time, a key feature of which is access to 12 units of accommodation which can be used for those requiring transitional housing supports as part of their overall support plan.

The project was developed in response to concerns about the escalating numbers of young people presenting to Emergency Homeless Services. In 2021 Galway Simon Community saw a 25% increase in the number of young people accessing our services compared to 2020.

All of the clients of our Youth Service are young people who have suffered trauma and disadvantage in their young lives, indeed many have been in the formal care system. A lot of clients of the Service grew up in families where there were welfare concerns, and to whom family support was delivered, but after turning 18 they are outside of their family of origin without

aftercare supports. These young people can be extremely vulnerable to homelessness, and often have significant difficulties with their emotional well-being. They may have struggled completing education and experience significant challenges building stability in their lives whilst also lacking a sense of belonging.

As a service, we support young people who are at risk of homelessness with a prevention service, providing them with practical support and assistance to hold on to a tenancy or find private rented accommodation as appropriate. The sense of belonging that comes from having their own space contributes to maintaining positive connections within the wider community. We work to support young people to develop and enhance their skills so that they can live independently and avoid falling into a cycle of homelessness. A key focus of the service is to support young people in accessing education, employment and training opportunities and working closely with the individual to develop a support plan towards their identified goals.

Galway Simon Community undertook to develop this service as a very focused intervention because we recognise that without this young people may get used to crisis homeless services and this can have real implications for their longer-term prospects. Given this, the aim of the overall project is to develop relationships and a sense of belonging as these are paramount to achieving positive outcomes for young people experiencing homelessness, to both change the trajectory and enable them to move on to maintain fully independent lives.

Jen's Story

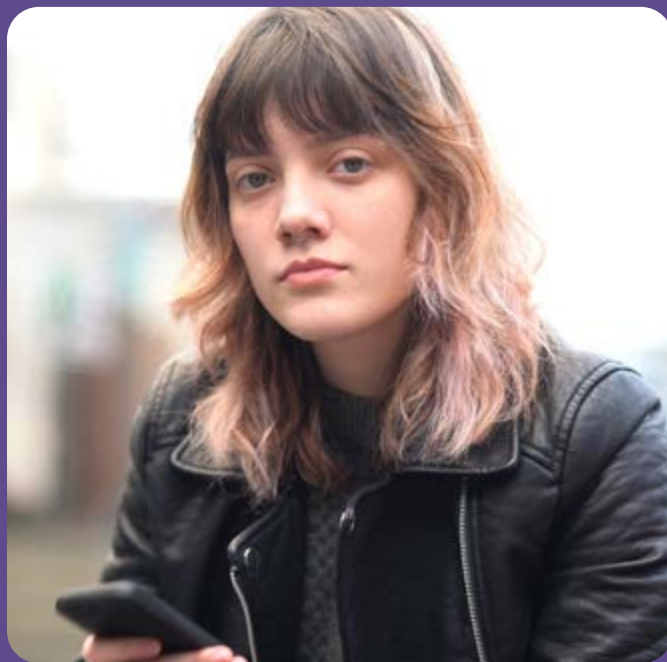
“When no one has ever been there for you, it's such an amazing feeling to finally get the support you need – to feel that you do have a future and that there are people who will be by your side no matter what. Honestly, it's life-changing.

My name's Jen and I want to tell you a bit about my story, some of the struggles I've been through, and the incredible help I've had from Galway Simon Community.

The housing crisis remains a massive problem across Ireland, including right here in the West. For young people it's incredibly hard to find affordable places to live, and for anyone like me who's coming from a chaotic or abusive background, it's that much more difficult to cope.

I grew up in a really dysfunctional household – not a lot of love, not a lot of encouragement. I was abused as a young teen, and that led me into self-harm and all kinds of really dark thoughts. I spent a couple of years in care, which gave me a chance to get away from the bad situation at home, but when I turned 19 I had nowhere to live and no one to turn to, so I ended up moving back into that old family house. It was so painful to be around them again every day, the people who had hurt me so badly. I can't tell you what a relief it was when someone told me about Galway Simon.

I was near the point of collapse when I made an appointment with Galway Simon's Youth Service. When I met with one of the support workers I just laid everything out on the table.



I told them, “This is the way it is. This is my life. I can't deal with it. I need help.”

When Galway Simon rang me a few days later to tell me they had a place for me, honestly, I could cry thinking about it. My whole life changed. They didn't just give me a place to live, they really worked with me closely and kindly, to set up a recovery plan and get me going in a good direction. They've been there for me every step and continue to be there. I've learned life skills and I've made some amazing friends. I've also benefitted from different forms of therapy including sea-swimming and working with horses.

It's not just that I have a place to live - I've grown so much. I'm moving forward.

I can see my future now. Honestly, I can't say it enough: Galway Simon changed my whole life.”

Jen's name has been changed to protect her identity, but her story is very much true.

Timely Intervention, Minimising Crisis: Focus on Our Prevention Service

Galway Simon Community firmly believes that whilst it is very important to provide people who are homeless with all the supports that they need, it is also critical that we find ways to ensure that people do not become homeless in the first place. To that end we have spent a number of years developing our Homeless Prevention Services.

Anyone who does not have secure housing can find themselves at risk of homelessness. People can be faced with notices to quit or rent hikes that they cannot afford. We recognise that becoming homeless as an individual or as a family has an enormous impact. In recent years the growing housing crisis means that a notice to quit is really problematic for people, as alternative homes to rent are very difficult to find.

There are other reasons that people can end up at risk of homelessness. Sometimes a change of circumstances, a personal crisis, illness, a relationship breakdown, loss of a job, means that someone cannot continue to live where they have been living. In already heightened and difficult circumstances the crisis is compounded by the risk of homelessness.

Throughout 2021 Galway Simon further developed our approach to Homeless Prevention. We offer very targeted supports to people who are struggling to find private rented accommodation.



There are lots of different dimensions to this work.

Sometimes people just need some reassurance, a plan and support to be systematic. They may just need help to ensure that they have all the necessary information to hand that a landlord or property management company will need. Sometimes people need help to communicate effectively when viewing property. Staff working in Homelessness Prevention work with clients who are seeking accommodation and also link with letting agents and landlords in supporting clients to find accommodation.

In other instances, people need more than one type of support at a given time. They need help to manage the change in circumstances that have put them at risk of homelessness, and they need help to find a home. Galway Simon make every effort to provide people who need it with holistic support. This can mean advocating for clients who need access to counselling or health supports as well as housing. There are times when people feel overwhelmed and really struggle to manage the challenges that have placed them at risk of homelessness, and they need focused and effective support at a human level.

Despite the increasing pressures on our prevention services, as well as the external challenges faced by our teams, our frontline staff worked tirelessly to ensure positive outcomes for clients who accessed our services. Less than 10% of those supported by our City Prevention Teams in 2021 needed to access Emergency Accommodation, and the majority of those supported were successfully prevented from experiencing the trauma of homelessness.

Evelyn's Story

“ I'd worked all my life and raised a family - suddenly, in my late 50s. I found myself on the brink of homelessness.”

This is Evelyn's story, told by her key worker Heather who works in our Homelessness Prevention Services.

Evelyn never thought she would ever find herself on the verge of becoming homeless. She's a woman in her late 50s who worked for many years as a carer and raised a family here in Galway. I first met her when she came to Galway Simon Community, asking for our help to avoid losing her home.

I could see that Evelyn was not just afraid but was also struggling with a feeling of shame that her life had brought her to this point. In one of our first meetings, she said to me “I don't know what's going to happen to me.”

In my work as a Housing Support Officer for Galway Simon Community, it has become clear to me that anyone can fall into homelessness.

Often it takes surprisingly little for someone to find themselves at risk of homelessness.

The breakdown of a relationship or a job loss, a rent increase or eviction notice, an injury or illness, a mental health or addiction issue – any of these can make the difference between having a roof over your head and having nowhere to live. For Evelyn, it was a series of small misfortunes. Her relationship sadly ended and then she had a job as a live-in carer, with accommodation provided, until her employer told her they were relocating.



Just like that, Evelyn had the rug pulled out from under her. She was faced with the very real prospect of having to move into emergency accommodation, living out of a suitcase in a hostel or B&B. Evelyn was shocked:

“I never thought I'd ever be seeking the help of a homelessness charity,”

The day I met Evelyn, she was clearly overwhelmed by her situation, but by the time we were done chatting, we'd laid out an action plan and I know she felt much better.

In the weeks that followed I helped her put together an application for a Housing Assistance Payment. This can be a stressful process that really takes its toll. To ease her stress, I helped Evelyn explore mental health and well-being support, which she found really useful.

Through our work with Evelyn, we helped her to avert a crisis and now, she is starting a new chapter. Rather than being homeless, bouncing between an emergency shelter, B&B's and hotel rooms, she now has her own front door and own space.

Heather
Housing Support Officer

Evelyn's name has been changed to protect her identity, but her story is very much true.

Our Impact in 2021

814 unique households
comprised of
1,511 people
supported in 2021

Prevention Services

641 unique households were supported to prevent them from becoming homeless.

This includes
235 families with
529 children.



Housing Services

173 households were accommodated, 61 of whom were also provided with a prevention service.

This includes
11 families with
34 children.



Increasing Demand in 2021

26% increase in number of **households** supported.

28% increase in number of **families** supported.

21% increase in number of **children** supported.

7% increase in number of **people accommodated.**

32% increase in number of **households supported by prevention services.**



A household refers to one family, couple or individual who accessed our services in 2021.

Housing

10 Properties acquired during the year to provide pathways out of homelessness.



Rough Sleeping

GP & Nurse provided **weekly street outreach** consultation service to rough sleepers in Galway City.

Pilot funding enabled intensive supports to be delivered to people sleeping rough in Counties Galway and Mayo.



Meals

37,084 meals were provided in 2021.

538 food packs provided to clients of our Prevention Services.



Community Detox Programme

Supported 43 individuals.

Pilot was evaluated and service has now been mainstreamed.



Health & Wellbeing

Provided **GP & Nursing Services, Psychology, Addiction/Substance Misuse Counselling and Occupational Therapy** support services to people in homeless services across Galway City, and to people in the Housing First Programme across the region.



Key Impacts

Women & Families Services



55 households, including 28 families with 68 children, supported by **Prevention Services**.

6 women accommodated in **transitional housing**.

High-support services provided to women with history of long-term homelessness and multiple needs.

Youth Service

Providing homes to **12 young adults**.

27 young-adult households supported by **prevention services**, including 3 families with 3 children.



Covid-19

Keeping clients, staff and volunteers safe.

All services remained open in 2021.

Prevention Services

Community Support Service supported **71 households** to sustain existing tenancy or find alternative accommodation to prevent needing to enter emergency accommodation.

273 households including 115 families with 243 children, at risk of becoming homeless, provided with **focused support** to prevent homelessness.

176 households including 84 families with 208 children supported by **Resource Centre and County Outreach Service**.



A household refers to a family, couple or individual who accessed our services in 2021.

Independent Living

32 households, including 7 families and 23 children, with histories of homelessness and multiple support needs were living in Galway Simon's **Housing Led** houses and apartments.



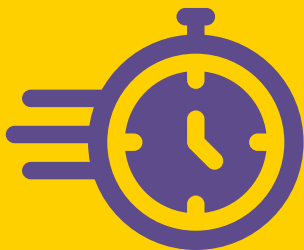
Supported Housing

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



Emergency Services

4,745 bed nights in our Emergency Service.



Housing First

Increased **tenancies** to **23** in **Galway City**.

Rolled out service to:

Co. Galway
6 tenancies

Co. Mayo
1 tenancy

Co. Roscommon
2 tenancies



Community Housing & Resettlement Services

45 men and women with histories of long stays in emergency accommodation supported to maintain a lifestyle of greater independence in our **Transitional Housing**.

35 people transitioning from mental health settings to independent living provided with social care support as part of the **My Home Service**.



Mike's Story



“ I never imagined that I could end up homeless – it just wasn't something that ever occurred to me. I'm strong and fit and I've worked hard all my life, so I think of myself as someone who doesn't have to rely on anybody.

But then over the past couple of years I hit a rough patch. All of a sudden my life took a turn, things began to unravel in a way that was out of my control, and before I knew it I was on the brink of having no home.

I guess what I'm trying to say is, you can be doing everything right and still things can go wrong in life. Thank God that Galway Simon Community was there for me.

I was working in the hospitality industry, and when the Covid-19 pandemic hit, all of a sudden there was no work for me. Around the same time, I lost a beloved member of my family and really struggled

with that as well. Suddenly I had no job, no routine, and was facing this sense of isolation. My mental wellbeing suffered, as did my physical health.

Eventually I reached out to Galway Simon Community. Again, this was not something I ever thought I would have to do, but it ended up being really positive because they helped me get back on my feet. They set me up in temporary accommodation which provided me with stability and meant I avoided the stress of having to go into emergency accommodation.

I had a great support worker who made it really easy to talk about what was going on and get some perspective on it. They helped me make sense of it all and move on in my life in a more positive way. It is easy to lose your faith in the world and lose your direction when things are so bad. To have someone in your corner who can see past this, encouraging you along, is an incredible thing.

When it came time to finding my own place, Galway Simon helped me with that too. I can't tell you how relieved I was to have their guidance – they kept me from falling into the uncertainty and misery of life in emergency accommodation. Instead, I moved into my own place, making me feel I was getting a handle on things again, that there was a light at the end of the tunnel.

For a long time, I felt like each step was bringing me backwards instead of forwards, but I don't feel that way anymore. I have a place to live, I'm embarking on a career in a new direction, doing something I'm passionate about. Things are looking up.”

Mike's name has been changed to protect his identity, but his story is very much true.

Volunteering



42 years ago, Galway Simon Community was founded by volunteers and voluntarism still remains a strong tradition and an integral part of our community today.

We continue to grow and develop our volunteer base, who are at the core of our work.

We are deeply grateful to our community of loyal volunteers and our new volunteers who donated of their time to assist in our charity shops, our services and with our fundraising events,

throughout a challenging year when we were all coping with Covid-19.

Our 9 full-time volunteers provided valuable skills to support our clients in our residential services. Through this work, they gained valuable knowledge and understanding of the challenges of homelessness in Ireland. 6 of our full-time volunteers were funded by the European Solidarity Corps and came from Germany, Spain and Italy.

During their placement we supported them to participate in the Certificate in Volunteering at TU Dublin where they graduated with top class results.

The work of our organisation is supported by a voluntary board of management who meet approx. 10 times annually to ensure the organisation is well run and meets its obligations as a limited company and registered charity.

We value all our volunteers and we are so deeply grateful for their commitment to those facing homelessness in the West.

- **133 people volunteered** with Galway Simon Community in 2021 including:
- **9 full-time volunteers** working in our services.
With 6 from Germany, 2 from Spain and 1 from Italy.
- **15 student placements** facilitated throughout our services.
- **47 part-time volunteers** worked across our shops and offices.
- **38 part-time volunteers** helping co-ordinate our Corporate and Community Fundraising events and projects.
- **12 corporate volunteers** from CISCO and PlanNet21 provided expertise and IT support in installation of CISCO WebEx telephone system in our offices and residential services.
- **13 volunteer directors** who oversee the strategic direction of the organisation.



Fundraising



2021 continued to be a challenging year for our fundraising activities due to the ongoing impact of Covid-19. While Covid-19 made it difficult, the ongoing commitment and dedication of our supporters ensured we had the resources to continue to be there for those facing homelessness in Galway, Mayo and Roscommon. The commitment of our supporters to protecting those facing homelessness is inspiring – we couldn't do our work without them.

As in 2020 many of our fundraising events had to be cancelled or reimaged. Despite these challenges our wonderful supporters continued to participate in events and organise their own fundraisers. Over 170 people braved the waves and participated in our Dip A Day in May event and raised over €66,000.

Our Sleep Out continued to be virtual in 2021 and over 150 groups and individuals slept out on the night of October 2nd 2021 raising awareness of our



work and nearly €80,000 in support of our services.

Individual and corporate donors continued to support our annual fundraising appeals and our regular donors continued to support us through their monthly subscriptions. We also welcomed new donors to our appeals and other supporters who signed up to become regular monthly donors.

Sadly, our charity shops had to close from January to May in line with government guidelines which had a significant impact on income from the shops. When we did reopen the public were there to support us in terms of donating to and buying from the shops.

It was also wonderful to be able to welcome back our fantastic shop volunteers, some of whom have been supporting us for over 20 years. We are extremely grateful to them for their continued commitment.



In 2021 we also received support through a number of national events in conjunction with other Simon Communities across the country. Events such as the Royal Institute of Architects Ireland annual Open-Door Appeal, Busk for Simon and House of Cards Appeal raised over €240,000 in support of our services.

We would like to extend our sincere thanks to our supporters in Galway, Mayo, Roscommon and beyond for their continuing commitment to achieving our vision of a community where everyone has a place to call home.

€1,366,885

raised & donated in
2021 through appeals,
fundraising events,
sponsorship and through
our charity shops.



Our Finances

Total expenditure for 2021 was €6,424,251 which represented a 9.5% increase compared to the previous year. This increase was primarily due to increased wages costs arising from new and expanding service developments and also increased operational costs due to Covid-19.

Galway Simon Community generated an operational surplus of €741,678 which includes €499,000 funds received in 2021 for services to be delivered in 2022. This compares to an operational surplus of €216,233 in 2020. Donations arising from legacies and bequests amounted to €306,506 (2020: €51,113) of one-off bequests received from donors with €122,217 of these legacies being restricted for services to be delivered in 2022.

We would like to express our sincere gratitude to our funders and supporters who enabled us to extend our services to help more people facing homelessness locally, which we could not do without the support we received in 2021. Your continued support is vital in 2022 and beyond as we are stretched to respond to the rising number of people coming to us for support.

Statutory and grant income, which includes funds from the Health Services Executive (HSE), Galway

City and County Councils, Túsla and other funding bodies, represented 65% of total income in 2021 (66% of total income in 2020). In 2021, income from statutory sources and grants included additional HSE funding of €499,000 received in December 2021 to fund 2022 services, and funding in relation to new and expanded service developments during 2021.

Total fundraising and charity shop income excluding legacies and bequests increased by 17% to €1,366,885 in 2021. This reflects an increase in fundraising and charity shop income from 2020 levels, which were impacted due to pandemic lockdown closures. We would like to acknowledge the huge efforts made by staff and volunteer teams in a very challenging environment during 2021. The directors would also like to thank supporters, donors and customers for their loyal commitment and much appreciated support during the Covid-19 pandemic.

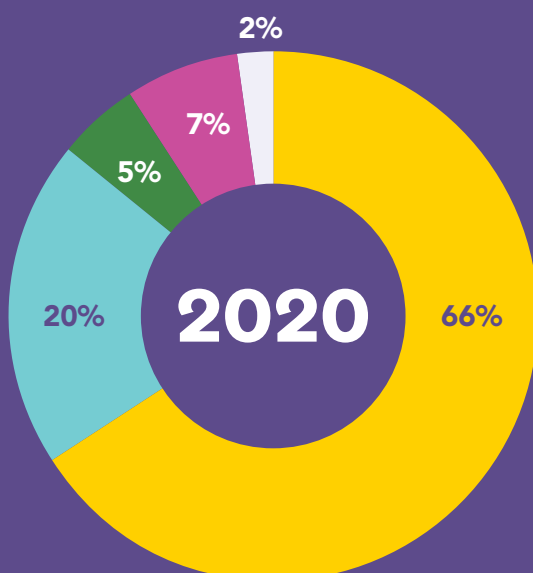
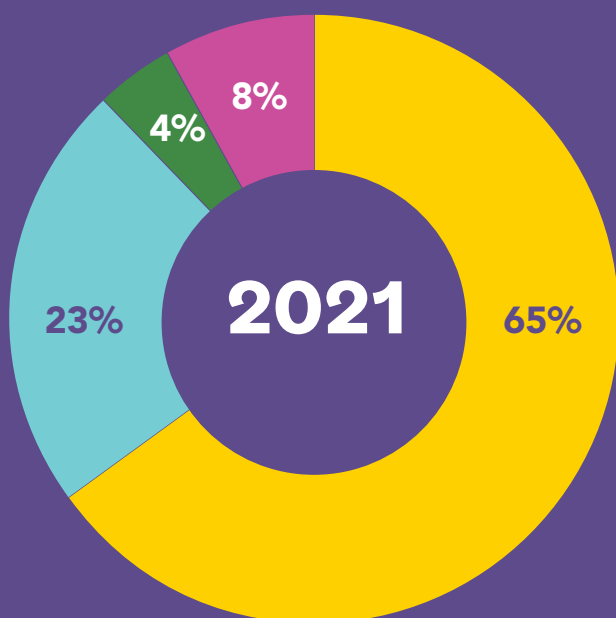
In addition to the vital funds raised through the fundraising events throughout the year, the organisation continued to receive invaluable financial support from committed donors.

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

Overview of Statement of Financial Activities

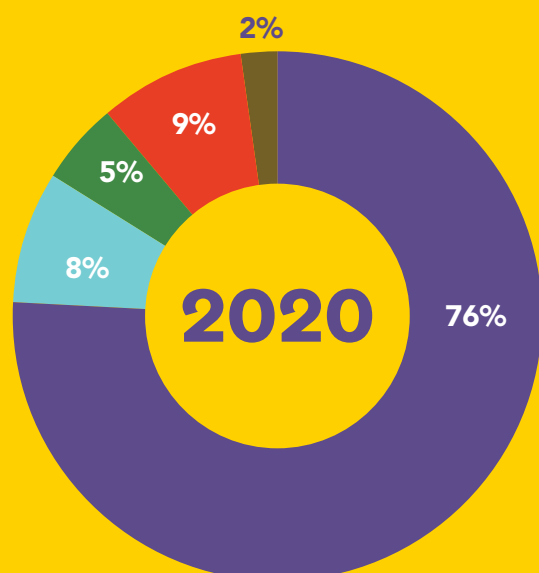
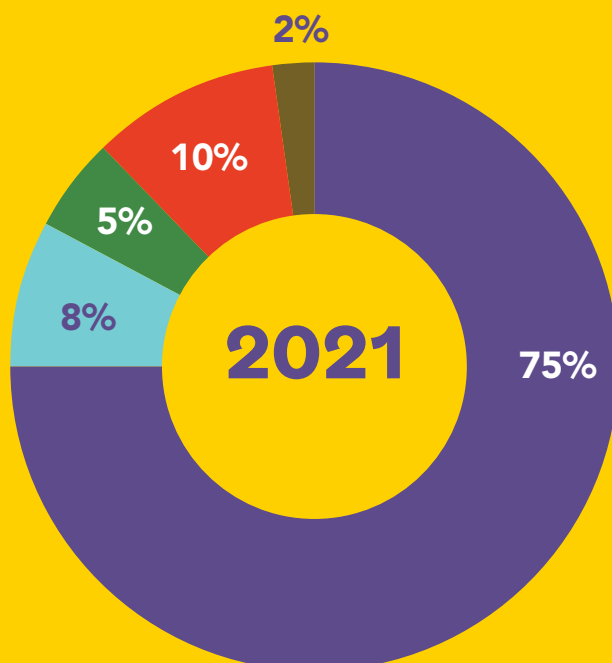
	2021	2020
	€	€
Income	7,165,929	6,080,792
Expenditure	6,424,251	5,864,559
Operating surplus/(deficit) before Capital Assistance Scheme loan repayments relieved	741,678	216,233

Our Income



- Statutory and grant income
- Fundraising, shops, and investments
- Community Employment Scheme
- Rental & Service Charges
- Other income

Our Expenses



- Service Provision
- Fundraising and shops
- Community Employment Scheme
- Governance, administration and support
- Volunteering and training

Statement of Financial Activities

for the year ended 31 December 2021

	Unrestricted Funds	Restricted Funds	Designated Funds	Total 2021	Total 2020
Income from:	€	€	€	€	€
Donations	657,223	4,655		661,878	555,614
Legacies	184,179	122,327		306,506	51,113
Other Fundraising Activities	629,330	75,677		705,007	617,509
Charitable Activities	549,370	4,925,793		5,475,163	4,774,666
Interest	1,428	0		1,428	2,920
Other Income	15,947	0		15,947	78,970
Total Income	2,037,477	5,128,452	0	7,165,929	6,080,792
Expenditure on:					
Raising funds	566,574	0		566,574	520,472
Charitable Activities	0	5,508,383		5,508,383	4,992,496
Community Employment Scheme		349,294		349,294	351,591
Total Expenditure	566,574	5,857,677	0	6,424,251	5,864,559
Capital Assistance Scheme Loan repayments relieved	268,515			268,515	331,770
Net income/(expenditure) before transfers	1,739,418	(729,225)	-	1,010,193	548,003
Transfers between funds					
Transfer to/(from) unrestricted fund	(1,280,956)	1,280,956		0	0
Transfer to/from designated funds	(104,531)		104,531	-	-
Net movement in funds	353,931	551,731	104,531	1,010,193	548,003
Reconciliation of funds:					
Total Funds brought forward on 1st January 2021	5,157,782	680,272	964,518	6,802,571	6,254,568
Total funds carried forward	5,511,713	1,232,003	1,069,049	7,812,764	6,802,571

Balance Sheet

as at 31st December 2021

	2021	2020
	€	€
Fixed assets		
Tangible Assets	13,384,141	11,075,600
Current assets		
Debtors	491,774	532,348
Bank	3,486,839	3,145,953
Total current assets	3,978,613	3,678,301
Creditors - Amounts falling due within one year	(1,019,122)	(1,015,826)
Net current assets	2,959,491	2,662,475
Total assets less current liabilities	16,343,632	13,738,075
Creditors - Amounts falling due after more than one year	(8,530,868)	(6,935,504)
Net assets	7,812,764	6,802,571
Total funds of the charity		
Unrestricted funds	1,658,803	1,573,387
Restricted funds	1,232,003	680,272
Designated maintenance reserve	817,230	712,699
Designated strategic development reserve	251,819	251,819
CAS mortgage payments relieved fund	3,852,909	3,584,394
Total charity funds	7,812,764	6,802,571

Governance

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

We are compliant with the Charity Regulator's Governance Code (Declaration A), the Charities SORP (FRS 102) and the Statement of Guiding Principles for Fundraising. As such, we meet the standards of the Charity Institute's Triple Lock. We are signed up to the Housing Agency's Governance Code and compliant with their Governance, Financial and Performance Standards. We are now working towards compliance with the newly published Approved Housing Body Regulatory Authority (AHBRA) Standards. We are compliant with the key requirements of the National Quality Standards Framework (NQSF) for homeless services, and we have a programme of continuous improvement in place.

The roles and responsibilities of Directors and Subcommittees, Board Induction and Board Assessment procedures are outlined in the Board Handbook. Procedures for recruitment to and resignation from the Board are outlined in the Articles of Association and the Board Handbook. Conflicts of Interest or Conflicts of Loyalty, should they arise, are handled in accordance with the Conflict of Interest Policy. The Board delegates functional responsibility to the CEO, who is not a member of the Board, and the Senior Management Team. Responsibility for key decisions and authorisation limits for expenditure have been

approved by the Board. The Finance & Governance Subcommittee reviews the organisations internal financial controls and procedures and oversees the external audit process from planning to completion and recommends the financial statements to the Board for approval. The organisation manages risk in line with the Risk Management Policy and the Risk Register.

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

In line with other charitable organisations, Galway Simon Community has a reserves policy in place to mitigate risks to funding income. The organisation is working towards a target of holding four months of operating costs in reserve and at the 31st December 2021, accumulated unrestricted reserves represented 3.1 months (2020: 3.2 months) operational costs. Galway Simon Community has put in place an investment strategy that sets out clearly how the organisation plans to make the best use of available reserve funds in a low risk environment in line with the organisation's charitable purposes.

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

Our Board

Galway Simon is governed by a Board of Directors with expertise and experience across a diverse range of areas. In addition, the work of our teams is overseen by five Board Sub-Committees

including the Services, Quality & Safety; Finance and Governance; Property; Human Resources and Fundraising & Communications Subcommittees.

Board Member	Subcommittees	Board Meeting Attendance
Maureen Lynch Chairperson	Services, Quality & Safety Finance & Governance Fundraising & Communications Property Human Resources	13/13
Stephen Mackey Vice-Chairperson	Finance & Governance (Chair) Property	11/13
Lorna Cahill Company Secretary	Finance & Governance	12/13
Henry Cleary	Finance & Governance	9/12 <i>Resigned November 2021</i>
Pat Winters	Property	0/0 <i>Resigned January 2021</i>
Paul Shelly	Property Human Resources	11/12 <i>Resigned November 2021</i>
Dervil O'Reilly	Services, Quality & Safety (Chair)	6/13
Edelle Lawson	Services, Quality & Safety	8/13
Paddy Medley	Services, Quality & Safety	10/12 <i>Resigned November 2021</i>
Lucy Joyce	Fundraising & Communications (Chair)	4/6 <i>On leave</i>
Billy Owens	Services, Quality and Safety Marketing and Communications	10/11 <i>Co-opted March 2021</i>
Sean O'Connor	Property (Chair)	2/2 <i>Co-opted August 2021</i>
Claire Gannon	HR (Chair)	2/2 <i>Co-opted September 2021</i>

Galway Simon Community and the Sustainable Development Goals

In addressing homelessness Galway Simon Community is helping to deliver progress in several SDG areas:



We are achieving this through a number of activities

- Addressing & preventing homelessness to reduce poverty;
- Providing housing to our clients to reduce poverty and improve health & wellbeing;
- Working with Food Cloud and FEAD to reduce food poverty and hunger;
- Providing clients with education, training and employment opportunities to reduce inequalities;
- Supporting the circular economy by recycling through our shops to support sustainable communities;
- Growing food on our allotment to support good health and wellbeing and reduce hunger.

Reducing carbon footprint and improving sustainability

At Galway Simon we are committed to reducing our own carbon footprint and helping our community to become more sustainable.

We are undertaking a number of initiatives to help us achieve these objectives.

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. 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:









Galway
Simon
Community

Registered Charity No. 20018962

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