



Galway Simon
Community



Working Towards A Society Where No One Is Homeless
Annual Report 2013

VISION

Galway Simon Community has a vision of a society where no-one is homeless



MISSION

To support people who are homeless or at risk of homelessness with the necessary supports to find and maintain themselves in a home that meets their needs.

The elimination of homelessness through campaigning, advocacy and education.

Partnership with statutory and voluntary agencies, friends, supporters and the wider community.

VALUES

Excellence in service provision.

Meeting challenges with innovative solutions.

Openness and accountability at all times.

Our Community is mutually supportive and inclusive.

Everyone's individuality and diversity is respected



Chairpersons Review



2013 will be remembered as the year that ended with the controversies in the CRC and Rehab Group in relation to Senior Executive pay and the expenditure of statutory funding on services for clients in the charity sector.

The impact was felt immediately by all charities including Galway Simon Community. Our Christmas Appeal in 2013 which is an important fundraiser for us was down 15%. The public's trust in all charities was affected by the actions of the few. Galway Simon Community has to raise 30% of its funds through our fundraising activities and our two shops in Galway. Without this support we would not be able to maintain our current services or contemplate the development of new services.

However we believe that good can come from the most difficult of situations. We welcome the calls for more transparency within the sector. We welcome the impetus that this controversy has given to the appointment of a Charities Regulator. The Board of Galway Simon Community has adopted the Code of Governance and the Statement of Guiding Principles for Fundraising as accepted standards for our activities. We already conduct our financial affairs within the Statement of Recommended Practice (SORP).

We are quite happy to answer queries on how we use statutory and public funds. Our Board understand clearly that those funds are provided for the benefit of people who are homeless and at risk of homelessness. This understanding is clearly reflected in our development plans.

The provision of our services would not be possible without the energy dedication and professionalism of our staff and volunteer teams in Galway Simon Community. On behalf of the Board I want to record our thanks for your achievements and effort throughout the year. Our thanks also go to the other stakeholders with whom we work including Simon Communities of Ireland, HSE West, Galway City and County Councils, Fás, Western Region Drugs Task Force and other providers of services to homeless people.

Lastly I would like to thank the members of the public and corporate sector who have continued to support us through what is a difficult time for charities. Your ongoing trust in us has a direct benefit to the increasing numbers of people we serve and enables us to continue to develop the quantity and quality of services required by our clients.

Ní ceart go cur le cheile
Seamus Kilbane, Chairperson
Galway Simon Community

CEO Review 2012



2013 was a busy year for Galway Simon Community in its ongoing work with people who are homeless or at risk of homelessness.

We introduced a number of systems that help us to look at the effect of our work and increase our accountability to our clients and those who fund our service.

The Outcomes Star is a system that measures the impact of our services in effecting change in our clients lives. It allows support plans to be agreed with our clients and ensures that their aims are reflected clearly in our interventions. This system was rolled out across all services by two of our staff Brian Hickey and Anja Branton Housing Support Officers who work directly with clients on a day to day basis.

We commenced the rollout of the Pathways Accommodation and Support System which is an instrument used by the Local Authorities to manage and track accommodation and support and is used to justify the drawdown the funding allocated to our service.

Our clients continue to contribute to the quality of our service. In 2013 the Simon Action Group conducted a poll to

ascertain which term the people using our services preferred to be used when describing them as a group. The term client was adopted and will be used in all our communication where the collective term is used.

Clients and staff commenced joint work in developing a 3 year Client Involvement Strategy for Galway Simon. This will ensure that the client voice will be heard at all levels of the organisation. I would like to thank all the clients and staff who are involved and Marion Mac Neela and Catri O'Kane Best Practice Co-ordinator for the Simon Communities of Ireland who are facilitating this development.

In the second half of the year we entered into discussions with our colleagues in North West Simon to explore ways that we might work together for the benefit of both communities. A report with recommendations will be discussed by both Boards in 2014.

We launched our Annual report later in the year in September 2013 to be as close to the October budget as planned. This also coincided with Simon Week, our national week of campaigning on behalf of people who are homeless. In this report we outlined the reasons for

our campaign that the social inclusion budget should not be cut. We combined this launch with a volunteer thank you evening. The 169 volunteers that engaged with us in 2013 helped us to maintain our current level of services, provided one to one support to some clients and helped us in the many fundraising events that were necessary during the year to raise the 30% of funding that is not covered by the state.

We completed improvement works to some of our properties as part of our aim to provide good quality accommodation to the 62 people who use our long term accommodation in houses and apartments.

In other parts of this Annual Report we will highlight a sample of services that we provide. Behind all these services lies the dedicated work of our regular staff and our volunteers. The day to day support given to our clients cannot be captured here but the numbers of people who move through and out of our services and those that are prevented from entering the homeless cycle is testament to the quality of our work. We look forward to the launch of service delivery standards in 2014 for our sector. These will provide us with a measure of our services and help us to maintain

plans for continuous improvement.

Lastly I would like to express my sincere thanks to everyone who has supported our work in 2013 and look forward to a strengthening of that support in the future. Your support helps in bringing positive change to the lives of your fellow human beings, a gift much appreciated and not easily surpassed.

Bill Griffin CEO

“the numbers of people who move through and out of our services and those that are prevented from entering the homeless cycle is testament to the quality of our work”

Accountability and Transparency

The controversy that arose at the latter end of 2013 with the concerns regarding the spending of public monies in CRC and Rehab dented the confidence of the public in the whole charity sector. Overnight all charities were 'painted with the same brush'. The public were quite rightly concerned as to whether their hard earned money given so generously was reaching the people for whom it was intended.

Galway Simon Community is increasingly dependent on the generosity of individuals and the corporate sector to try and meet the increasing demands for its services that have been exacerbated by this deep recession.

In 2013 the state provided funding for 56% of our service costs. This was down 2% on the previous year. Over the last number of years our HSE funding has dropped by over 20%. In 2013 we had to fundraise 29% of our funding. The remainder of our income came from a community employment scheme and rent from our properties. In 2014 the money needed to be raised by our own efforts will exceed 30%.

The money raised from the public through fundraising events and our two shops have only one place to go. They make a major contribution to the provision of our services.

But those figures alone are not enough to ensure we are accountable to our public supports and the state bodies that provide us with funds. We are subject to various processes both compulsory and voluntary that ensure we maintain high standards of accountability and transparency.

As a registered charity our accounts are subject to annual independent audit and are available to the public in documents like this and on our website. Our finances are managed against the international standard commonly known as SORP (Statement of Recommended Practice).

The HSE is our biggest state funder. These funds are monitored quarterly by Service Level Arrangement meetings that monitor our activity against the funding given by them. The HSE retain some of our funding into the following year and it is not released until they receive a copy of our audited accounts.

Last year the Local Authorities introduced a system called PASS which monitors use of accommodation and care and support to our clients. We submit quarterly financial and activity reports. These reports are used to draw down funding (currently 12%) that is given to us by the Local Authority.

In 2013 the Board of Directors signed up to the Statement of Guiding Principles for Fundraising, a voluntary code that ensures we account properly for the monies raised.

In 2014 the Board intends to sign up to the Governance Code which sets standards for the management of charities by its Board of Directors.

In 2014 service delivery standards for the homeless sector are to be developed. This follows on from the work that has taken place in the elderly and intellectual disability sectors. Once developed and introduced they will come under the inspection regime of the Health Information Quality Authority (HIQA). Galway Simon is participating in the consultation process associated with the development of these standards and the Simon Communities of Ireland is represented on the National Advisory Group. We will add our voice to ensure the standards are relevant to the delivery of a modern and high quality service for our clients.

Lastly and most importantly we aim to answer queries or complaints we receive in an informative and transparent manner. We see every contact with individuals and groups as an opportunity to provide accurate information on our activities and give reassurance to

our supporters that the money given to us reaches the people for whom it was intended.

Bill Griffin
CEO

”The money raised from the public through fundraising events and our two shops have only one place to go. They make a major contribution to the provision of our services.”

2013. A Year to Remember

Client Participation

Staying true to our belief that working with our clients is key to our success a group of clients and staff with support from Catri O’Kane Best Practice Co-ordinator of Simon Communities of Ireland set about the task of developing a Client Involvement strategy that will see us through the period from 2015 to 2018 and will form a central part of our next Strategic Plan. This plan which will increase our clients’ participation in how Galway Simon delivers its services will be launched in 2014. Further details can be found on Page ... of this report.

Galway Simon was proud to host a visit by 10 members of the European participation group Feantsa. Our Board member Michael Mackey is a member and represents the Simon Communities of Ireland on this group. The Simon Circle, a participation group made up of people currently availing of our services conducted a survey as to what term should be used when describing this group. The term ‘service user’ has been changed to ‘client’ throughout the organisation as per the wishes of those we serve.

Governance

The Board of Directors, being mindful of their responsibilities as trustees in relation to the governance of Galway Simon Community adopted the Governance Code as the standards by which the performance of the Board would be measured.

The Board also adopted the Statement of Guiding Principles for Fund-raising to ensure that we can provide high levels of transparency and accountability in relation to funds given to us by the public. Full details of the standards can be found on our website at www.galwaysimon.ie.

In these days of pressure on the statutory and public purse we need to explore all opportunities to increase our efficiency as well as our effectiveness. In 2013 we commenced a process with our colleagues in North West Simon Community to explore ways of joint working that would make best use of our resources and increase our effectiveness. This work has resulted in a co-operation agreement adopted by both organisations and we look forward to working closely to achieve the objectives included in the agreement.

Service measurement

We adopted and introduced the Outcomes Star system which is a tool that allows clients to participate in the development of their own support plans and charts their progress clearly towards their life objectives.

Clients and staff have responded positively to this user friendly system. Outcomes Star also allows Galway Simon to measure the effectiveness of the services it offers and whether we are making a real difference in our clients lives. We would like to acknowledge the hard work of Brian Hickey and Anja Branton two of our frontline staff in the rollout of this system across our services and for the co-operation of our clients and staff.

We commenced a review of our Resource Centre in Ballinasloe in 2013. This review was done in conjunction with the HSE and was conducted by Dr. Sheila McGree of the Athlone Institute of Technology. Our thanks go to Michael Keady Regional Homeless Services Co-ordinator HSE for his help and advice in arranging this review. You will find a summary of this report on Page -----. The full report can be found on our website at www.galway-simon.ie

We completed a review of our multi-disciplinary service which works across all homeless services in Galway City. **The report clearly demonstrated improved access to health services and improved health outcomes for the homeless population.**

Other News

We joined Marie Harrington a long term volunteer with Galway Simon Community in celebrating the much deserved reward of Galway Rehab person of the year. **Marie is an exceptional example of what volunteers quietly bring to the lives of our clients.** They give their time freely and generously and their only reward is the satisfaction they gain from giving.

Following the controversy surrounding pay in some organisations in the charity sector we dealt with enquiries from a number of members of the public on how we use our funding. **We were happy to deal with these queries and were delighted to see that all of the people who spoke to us contributed to our Christmas Appeal**

Client Involvement Strategy

Galway Simon Community is committed to developing and delivering services with our clients. Involving clients is key to our success.

Galway Simon Community has a proud history of involving clients in its activities and has established processes that give opportunities for our clients to have a real voice in relation to the services we provide.

We have three places on our Board for clients. They make valuable contributions to decisions about our services and help the Board to clearly understand the client experience of services.

We have two Client Participation Groups. The Simon Action Group is a client only forum that are consulted regularly by the organisation and organise activities that clients suggest. This group sends representatives to the National Simon Action group.

The Simon Circle is a collaborative group between clients and staff and focuses on how services are delivered at a frontline level, offering

suggestions for improvement and change.

Both these groups contribute to an interesting quarterly newsletter the Simon Times.

Staying true to our belief that working with our clients is key to our success a group of clients and staff with support from Catri O’Kane Best Practice Co-ordinator of Simon Communities of Ireland set about the task of developing a Client Involvement strategy that will see us through the period from 2015 to 2018 and will form a central part of our next Strategic Plan.

The plan contains 6 broad aims. These aims emerged from a consultation with clients completed by the Client Involvement Strategy Group and reflect the priorities of people availing of Galway Simon services. Each aim will have specific objectives to be achieved during the life of the strategy. The strategy will be monitored by a group made up of clients and staff.

Aims

Aim 1

Make sure that clients are involved in a service that:

Finds out how clients want to spend their time

Gets better at getting clients into education and training

Supports clients to find and keep a job.

Aim 2

Develop opportunities for clients to volunteer in Galway Simon Community.

Aim 3

Set up more opportunities for clients to take the lead, support each other and have a say in how their services are run.

Aim 4

Make sure that more clients can get involved in making decisions about the running of Galway Simon Community.

Aim 5

Involve more clients in hiring staff.

Aim 6

Make sure that clients are aware of how they can get involved and what difference this makes.

We look forward to the launch of the completed strategy in the last quarter of 2014.

Overview of Current Services

The Resettlement Service

This service works with people to address and work on issues which may affect their opportunity to obtain secure accommodation. Much of the work focuses on developing the necessary skills to live independently whilst creating links to a network of support mechanisms which enable their move to independence to be a lasting one.

Men's High Support Services

These services provide longer term accommodation and social care to men with complex needs who have a history of homelessness. Though the houses can, and do, provide a home for life, some people choose to move on to more independent accommodation and this is fully supported by the staff team. Fifteen men were provided with accommodation and social care during 2013.

Continuing Care Service

This is a service which also provides accommodation and social care to men who have had a long history of homelessness. It operates on a model of harm reduction and supports men to address issues of addictions and poor mental health. Like our other high support services, the house is staffed 24 hours a day, seven days a week. 8 men were provided with accommodation and social care during 2013.

The Women's Service

This service provides services to women who are experiencing homelessness and supports and empowers them to work towards moving on to either a lower level of supported accommodation or to independent living. Eight women were provided with accommodation and social care during 2013.



Low to Medium Support Services

In operation since 2000, these services, at various locations around Galway city, were developed to provide accommodation and social care to men and women who had experienced homelessness in the past or were at risk of becoming homeless. Supported by a floating staff team, the service provides a model of high quality accommodation and support to enable people to move to greater independence. Twenty nine men and women were provided with accommodation and social care during 2013.

Outreach Service

The Outreach Service enables individuals to maintain their tenancy and independence within the community. In partnership with those who have been referred to the service, both internally and externally, Galway Simon Community develops a person-centred and individual support plan based on the needs of the individual. Ninety five people were provided with an outreach support service during 2013.

The Multi-Disciplinary Team

This team, which comprises a Registered General Nurse, a Community Mental Health Nurse, a Substance Misuse Counsellor and a Relapse Prevention Counsellor, are employed by Galway Simon Community to provide services to people in all homeless services in the city. As well as individual supports they also provided a nutrition service. Additionally Galway Simon provides an occupational therapy service to its own clients.

Dental Services

Services are provided on a sessional basis to people in all homeless services in the city.

Chiropody Services

Services are provided on a sessional basis to people in all homeless services in the city. A similar service commenced for clients using the Ballinasloe Resource Centre.

Reaching out to Prevent Homelessness

Community Outreach Service

The old adage of ‘prevention is better than cure’ is equally applicable to service provision in the homeless sector. Galway Simon Community Service’s Community Outreach team through its three services focuses on helping people to avoid the journey through emergency services, preventing people from becoming homeless and helping people find secure tenancies that are leaving other services.

Tenancy Sustainment is a time-limited service that delivers practical assistance whilst brokering appropriate supports from a wide range of agencies depending on the needs of the individuals. People are referred by other agencies, and require practical support to manage bill payments, household management, or support to access additional support services. Referring agencies include University College Hospital Galway, Galway Diocesan Youth Service, Jigsaw, Rehab Care, and Primary Care Teams.

Continuing care and support. The issues that bring some people to homeless services in the first instance are complex. Many people transition through supported residential housing with Galway Simon Community, and now have secure tenancies through the Local Authority Rental Accommodation Scheme, or Gal-

way Simon Community managed properties. Support plans for these individuals focus on building positive routines, managing their own well-being and linking into wider community supports. **Support delivery must be regular and consistent**, and requires key workers to be pro-active around maintaining routines, resolving difficulties that arise, and working from principles of harm reduction and crisis anticipation.

Settlement. Some people do not have a tenancy and need support to prevent them having to access emergency homeless services. Referrals were made by external agencies seeking support to help find accommodation for vulnerable people, who were facing discharge from formal care settings, particularly when those people need on-going support to sustain accommodation. **The goal of the service is to secure appropriate and sustainable accommodation.**



Figures at a glance

The Outreach Team processed only 3 referrals from Galway Simon Community Housing Services during 2013. The work of this team is now predominantly dealing with self-referral and referrals from other agencies. A large part of the work is preventative in nature.

29 New Clients were Self-Referrals

13 people were referred by external agencies

17 people were provided with practical support which enabled them to secure accommodation

The team responded to 59 people who were in crisis during the year

8 Clients were provided with practical support to have home improvements / redecoration work undertaken

49 Clients accessed at least one of the services offered by the Multi-Disciplinary Team

13 People referred themselves to the service on leaving addiction treatment

78 people received food hampers at Christmas Time

37 people got practical support to manage bills, retain benefits & negotiate with creditors, to the satisfaction of all involved

43 bed nights were provided on a respite basis to clients of the Outreach Service within Galway Simon Community Housing.

- The flexible nature of support enables this team to respond to crisis as well as provide support that prevents crisis.
- **As a service they enjoy very effective working relationships with key service providers**, and this enables them to be effective advocates on behalf of their clients.
- **The team has forged a reputation for high quality services and operates** from a standpoint of seeking to find and secure the resources necessary to resolve a difficulty. Their day to day approach is to be helpful to their clients, be comprehensive in their support, whilst always fostering independence.



Bridge Resource Centre Ballinasloe Extract from the Review of Pilot Phase

**Dr Sheila McGree
Athlone Institute of Technology**



Feidhmeannacht na Seirbhíse Sláinte
Health Service Executive



Overall Summary

This report provides a review of the operation of the Bridge Resource Centre (BRC) in Ballinasloe, Co. Galway. This service is a drop-in centre which provides support, advice and referrals for socially disadvantaged and marginalised individuals. The review was commissioned by Galway Simon on behalf of the main funding bodies of the centre (Galway Simon and HSE West). The centre was opened in March 2012. This review was carried out to provide an overview of the work of the BRC in its pilot phase and to act as a basis for discussions relating to its future operation.

Background to the BRC

The initial impetus for the establishment of the centre came from the Ballinasloe town joint policing committee (JPC). In 2010, this committee expressed concerns about the extent of street drinking in Ballinasloe. To address this issue, it was recommended that a drop-in centre be established to facilitate this group of people to access services so that their addiction and other needs could be better addressed. To this end, the Bridge Resource Centre (BRC) was established in the old town council offices in Bridge Street, Ballinasloe. The premises were provided free of charge by Ballinasloe town council and Galway Simon was tasked with operating the service.

The specific purpose of this review was to document the actual services provided by

the centre and to examine their effectiveness. The remit of the review also included an examination of the extent to which the centre succeeded in developing an inter-agency approach to the response to the needs of service users. As a basis for discussion of the future operation of the centre, the review was to include an examination of the cost-effectiveness of the centre and the extent to which its role coincides with national policy, especially in relation to homelessness.

Facilities and Services

At the time of the review, the centre opened from Monday to Thursday from 10.30am to 2.30pm. The centre provided a range of services including advice, information and referral service, the provision of food, shower and laundry facilities, a weekly visit by both a registered nurse and a HSE addiction counsellor and, also, the periodic provision of courses such as art classes and a course on mindfulness.

Use of the service

An examination of attendance records indicated that two target groups used the centre. One was a group of about 25 people who attended the centre on a regular basis. These service users availed of all the services including advice, information and referral, attendance with the nurse and/or addiction counsellor and, also, the opportunity to socialise with other service users and to avail of food, laundry, shower facilities and engagement in courses which were offered at the centre. This

group was comprised mainly of settled travellers who live in Ballinasloe. They exhibited a range of personal problems, examples of which included alcoholism, drug use, mental health issues and/or victimization resulting from domestic abuse. Their income was derived almost exclusively from social welfare benefits. Although most of the service users had housing, some experienced periods of homelessness and, in any one month, about 4 - 7 individuals were found to be sleeping rough. The second target group which attended the centre comprised a smaller number of about 10 people per month who attended on a one-time only basis to avail of the advice, information and referral service and/or to attend the nurse.

Assessment of Services

To assess the effectiveness of the centre, interviews were conducted with those working in the centre, professionals who had contact with the service and seven service users. The interviews highlighted the value of the variety of services provided at the BRC. For example, the centre did provide a valuable service in increasing service users' awareness of their rights and entitlements and in facilitating access to services. The need for assistance in these areas was highlighted by poor literacy skills on the part of service users and consequent difficulty in reading and completing documents. Lack of awareness of entitlements was also reported by professionals. Both professionals and service users also spoke of a lack of trust on the part of service users in statutory services and a tendency not to engage

with services, especially in regards to attending GPs and mental health services. The barriers to accessing services were especially acute for street drinkers. These included difficulties in being able to wash and/or obtain a change of clothes in order to attend a service, and in obtaining transport. The need for a referral from a GP was also a barrier to attending addiction services. For street drinkers, personal hygiene issues and alcoholism also made it difficult for individuals to wait in waiting rooms in public health services.

Interviews with professionals and service users indicated that the centre provided a valuable contribution in helping service users to overcome these barriers. For example, their entitlements were explained to them; they were helped to read and to complete application forms; phone calls were made to arrange appointments with services; street drinkers were able to shower and obtain a change of clothes at the centre and were driven to services where necessary. The workers at the centre also advocated for service users and often attended services with them to provide support. In addition, attendance at the BRC by the nurse and HSE addiction counsellor greatly facilitated access to treatments. For example, the attendance at the centre by the addiction counsellor meant that a referral from a GP and the need to wait in public waiting rooms was not required. The registered nurse, who was employed by Galway Simon, was considered by the service users to be sympathetic and much easier to talk to than GPs.

In working with service users, staff at the centre also ensured that all service users were included on the waiting list for housing if this was necessary. In liaising with the local housing officer, staff at BRC also helped clients to maintain housing by helping them to address arrears in rent and to deal with problems such as damage to property.

Interviews with professionals in statutory services also evidenced inter-agency co-operation. It was clear the BRC acted as a hub by making appropriate referrals and co-ordinating activities among services. Representatives of statutory services also exhibited a sensitivity towards the needs of service users, which may have been at least partly influenced by engagement with the BRC.

As a result of health promotion efforts by the nurse, service users also showed a greater awareness of health and fitness issues and an eagerness to take steps to improve their health and fitness. The courses provided at the centre were also very well received and there was a general desire for more courses and for any opportunity to engage in meaningful activities. In general, service users exhibited a sense of empowerment from their engagement with the service which was evidenced by increased awareness of entitlements, increased engagement with statutory services, a sense of belonging and an ability to socialise at BRC, and an interest in engaging in meaningful activities and in improving health and fitness. Since the initial impetus for the establishment of the centre was to address the

problem of street drinking in Ballinasloe, this issue was also examined. Interviews with representatives of the Gardai indicated that there had been a reduction in the number of people who were engaging in street drinking, since the opening of BRC, and in the severity of public nuisance problems caused by street drinkers. In discussing the effectiveness of the centre, one significant factor which emerged from interviews was the ability of the Simon community to make a connection with marginalised individuals. Crucial to this ability, was a relationship-based practice where staff at the centre built relationships with clients and gained their trust.

Link to National Policy and Cost-Effectiveness

In assessing the extent to which the work of the service meets the aims of national policy, it was found that the BRC plays a crucial role in the prevention of homelessness which is a key aim of the national strategy on homelessness (Department of the Environment, Heritage and Local Government, 2008). In regards to the funding of the centre, the burden on the public purse was relatively light, especially given the contribution of voluntary funds raised by Galway Simon. Given the cost-effectiveness of the service and the emphasis of national policy on the prevention of homelessness and the provision of services in local communities, it was recommended that this model of service be considered for other areas of the West including Galway, Mayo and Roscommon.

Clients Said:

“Anything you want to know you can come here and ask. There was nothing like that before. I wasn’t good at reading and writing so they are helping me do that.”

“The girls also got their hair done and their nails.”

“I hate going up around health centres and that. I feel too crowded in.”

“The art classes – great for your head like. Lifted me out of depression.”

“I do love coming here, talking to people and that. Takes my mind off things.”

“I came here for help because I’m a chronic alcoholic and I find it good for support and things. I am 6 weeks off it now. If the place wasn’t here, I’d be in prison.”

“There are good staff here. Really good staff here. They never turn you away from the door.”

“This place is for us. We make rules here.”

An Garda Siochana Said:

“By all accounts, general well-being and their appearance has dramatically improved. They look healthier. They look better physically. They look heavier. Their clothes are cleaner. They don’t look as run down.”

An Addicton Counsellor Said:

“We sometimes make our services a bit awkward for these people to get into. If you are a street drinker, it’s a bit awkward to get yourself together to get to your GP or to go for treatment.

It’s great for shower and clothes and all that. You always get a decent meal here and you get a few sandwiches for the evening. We (rough sleepers) always make sure that we get out here. We can get a meal here instead of eating rubbish at home.”

Volunteering

An essential part of who we are and what we do

Volunteers work with Galway Simon Community for many reasons. Each person offers something different to the organisation and each volunteer in turn benefits from the experience of giving their time and skills.

Galway Simon Community has a Full Time Volunteer programme. The volunteers come from all over the world and work in our services for periods of be-



tween 9 and 12 months. They offer their enthusiasm, energy, experience from their different cultures. In 2013/2014 we had volunteers from Barcelona, Germany, USA, Ireland, Hungary, Romania and Brazil.

European Voluntary Service (EVS) Programme. Galway Simon Community host European volunteers under the European Voluntary Service (EVS) Programme. EVS enables young people to spend a period of time in another country as a full time volunteer. The programme is administered by the National Agency, Léargas and is funded by the European Union. The programme is open to young people

between the ages of 18 and 30 years. All costs, including pre-departure training, travel, accommodation and subsistence are paid and volunteers receive a small monthly allowance during their stay. We apply for the EVS Programme under Erasmus+ Key Action 1.

Volunteers typically stay with us for nine to twelve months. We offer our volunteers a positive and inclusive learning experience in a safe and supported environment. During the course of their voluntary work our EVS volunteers are involved in a variety of activities including arranging leisure activities for clients and assisting them with life skills. Further information on volunteering through the EVS programme can be found at www.leargas.ie





42 volunteers worked in our two shops during 2013. Volunteers gain experience in retail, dealing with customers and they ensure that this source of income is maintained throughout the year

10 Volunteers worked one day per week in our residential houses. Helping with preparing meals, accompanying clients on day trips, taking clients for a walk, keeping them company in the house.

15 volunteers gave an hour or two per week to meet with individual clients as a befriender

Skill sharing: From time to time clients will express an interest in learning new skills. These skills range from learning computers, improving literacy skills, learning how to play a musical instrument, creative writing, arts & crafts, cook-

ing, gardening etc.. Volunteers are recruited to teach these skills to the clients and it works as a teaching / befriending role.

224 volunteers helped with fundraising events. In 2013 these events included the June Mini Marathon, The Claregalway Garden Show, Tesco Bag Pack, Church Gate Collections and Flag Days The Christmas Market and other events run on our behalf.

We are grateful for all our volunteers for their generosity of spirit that enriches the lives of our clients.

Fundraising for Galway Simon

Fundraising in Galway Simon is not an optional extra activity. It is a vital part of raising the funds we need to deliver the services that are needed by increasing number of people. In 2013 29% of our funds were raised from the public and corporate sector through our various fundraising activities and income from our shops in Sea Rd and Briarhill Business park.

Our fundraising in 2013 was affected at the end of the year by the controversy surrounding executive pay and expenses in some charities. However the impact was manageable through the loyalty of those who know our work and continue to support us. **For everyone who helped us through this difficult period we give our sincere thanks.**

Some Fundraising Facts

Our Christmas mailing appeal was down 15.8%

While donors were down the average donation was up by 5%

We saw a 10% increase in those supporting us through standing orders.

We claimed back €17,539 tax back from some revenue for 2009 – 2012.

1127 people took part in our “Kick Asphalt run” an increase of 23%

118 people attended our little Xmas event in 2013

We run Church Gate Collections and Flag Days

Whether you are a student, an employee, or an entrepreneur, there are lots of different ways that you can raise money to help Galway Simon Community. Some people may be able to donate their time and organisational ability to running an event, other people might have great contacts that could help an event get off the ground.

We would love to hear from you if you have a fundraising idea, or if you would like to donate proceeds from an event. We can help with your events by providing support via press releases, volunteers on the day, collection buckets etc.

Commitments to Standards in Fundraising Practice

Galway Simon is fully committed to achieving the standards contained within the Statement of Guiding Principles for Fundraising. For information on the Statement, our Donor Charter and our Feedback and Compliance Procedure please visit the Fundraising section of our website at www.galwaysimon.ie

So what are you waiting for? Contact our Fundraising Team now to discuss your idea or order a fundraising pack. Telephone: (091) 381828 or email cfund@galwaysimon.ie

Statement of Financial Activities for the year ended December 31st

Income & Expenditure	Restricted Funds	Unrestricted Funds	Designated Funds	2013 Total	2012 Total
Incoming Resources from Generated Funds	€	€	€	€	€
<i>Voluntary Income</i>					
Donations & Fundraising Income	3,100	712,991		716,091	540,461
Activities for Generating Funds		371,336		371,336	371,087
Investment Income		54,498		54,498	64,800
Incoming Resources from Charitable Activities					
Revenue Based Grants	2,279,289			2,279,289	2,311,622
Community Employment Scheme	269,507			269,507	252,642
Rental Income		305,308		305,308	304,308
Other Income		14,414		14,414	22,957
Total Incoming Resources	2,551,896	1,458,547	-	4,010,443	3,867,877
Resources Expended					
Charitable Activities:					
Provision of Homeless Services	3,196,822			3,196,822	3,099,492
Costs of Generating Funds		487,664		487,664	472,272
Community Employment Scheme	312,130			312,130	257,743
Advocacy Costs		22,457		22,457	27,205
Governance Costs		7,840		7,840	31,304
Total Resources Expended	3,508,952	517,961	-	4,026,913	3,888,016
Net Incoming/(Outgoing) Resources Before Transfers	(957,056)	940,586		(16,470)	(20,139)
Transfers Between Funds					
Transfer to Restricted Fund Defecit	957,056	(957,056)			-
Transfer to Designated Maintenance Fund		(61,062)	61,062		
Net Incoming Resources Before other Recognised Gains and Losses	-	(77,532)	61,052	(16,470)	(20,139)
Other Recognised Gains & Losses					
Capital Assistance Scheme Loan Payments Relieved		247,941		247,941	269,633
Net Movement in Funds	-	170,409	61,062	231,471	249,494

Balance Sheet as at 31st December 2013

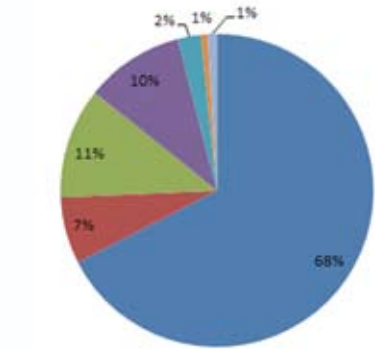
	2013	2012
Fixed Assets	€	€
Properties	7,044,993	7,137,747
Other Tangible assets	<u>31,116</u>	<u>119,370</u>
	7,076,109	7,257,117
 Current assets		
Debtors	162,651	149,785
Bank	<u>2,450,343</u>	<u>2,264,029</u>
	<u>2,612,994</u>	<u>2,413,814</u>
 Creditors (amounts falling due within one year)	565,352	523,967
Net current assets	<u>2,047,642</u>	<u>1,889,847</u>
	9,123,751	9,146,964
 Creditors (amounts falling due after more than one year)	<u>4,998,341</u>	<u>5,246,283</u>
Net Assets	<u>4,125,410</u>	<u>3,900,681</u>
 Capital and reserves		
Capital grants	148,090	154,832
Capital reserve	72,855	72,855
Accumulated reserve-unrestricted	1,171,815	1,634,814
Designated maintenance reserve	520,000	536,849
Designated strategic development reserve	463,378	-
Mortgage payments waived	<u>1,749,272</u>	<u>1,501,331</u>
	<u>4,125,410</u>	<u>3,900,681</u>

2013 Income



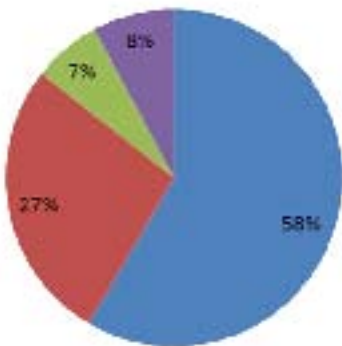
- Statutory Funding
- Fundraising & Shop income
- Community Employment Scheme
- Service Charges

2013 Expenditure



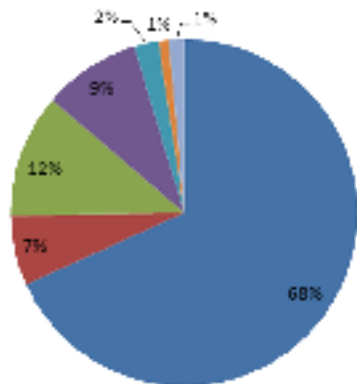
- Service Provision
- CE Scheme
- Fundraising & Shop
- Admin and Support
- Volunteering
- Advocacy & Governance
- Training

2012 Income



- Statutory Funding
- Fundraising & Shop income
- Community Employment Scheme
- Service Charges

2012 Expenditure



- Service Provision
- CE Scheme
- Fundraising & Shop
- Admin and Support
- Volunteering
- Advocacy & Governance
- Training

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Email: resource@galwaysimon.ie

Sea Road Shop

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Email: shop@galwaysimon.ie

Furniture Shop

Briarhill, Galway

Email: furniture@galwaysimon.ie

Phone: 091 701959

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Copies of this Report can be downloaded from our website at
www.galwaysimon.ie