



**THE SOLUTION TO HOMELESSNESS IS A HOME**

# **GALWAY SIMON'S VISION**

Galway Simon Community's vision is one of a society where everyone has a home appropriate for their needs.

**WE BELIEVE IN**  
**ACCOUNTABILITY AND INTEGRITY**  
**INDIVIDUALITY AND DIVERSITY**  
**JUSTICE AND EQUALITY**  
**PARTNERSHIP**  
**VOLUNTARISM**  
**INNOVATION**  
**COMMUNITY**

## **OUR MISSION**

- To provide accommodation and responsive services to people who are homeless or at risk of homelessness.
- To support people in maintaining their tenancies, and enable independence within the community.
- To campaign with and on behalf of people who are homeless or at risk of homelessness.

# A MESSAGE FROM THE CHAIRMAN



In 2014, The Board of Galway Simon Community focused on two main areas of development.

1. A review of its own functioning using the standards within the Code of Governance as the benchmark.
2. The allocation of a strategic development reserve of €463,000 to bring forward plans proposed by the CEO.

The Board agreed to embark on the journey to full compliance with a target for completion in 2015, following an initial self-assessment against the standards in the Code of Governance. As part of that journey, it strengthened and re-organised its committee structure, allowing greater participation among staff members. It also updated its Board Membership Policy, Code of Conduct and Conflict of Interest policies.

The Board approved the adoption of the Voluntary Code for Approved Housing Bodies and the Statement of Guiding Principles for Fundraising. These standards hold us accountable and increase our transparency in how we conduct our business.

The allocation of a Strategic Development reserve was an important decision at a time when the whole area of homeless provision was under pressure in terms of the growing homeless crisis, under continuing pressure due to budget reductions and under increased scrutiny after revelations about pay in some charities. This reserve will help to develop our services further by funding a Youth Homeless Project and a Learning, Education and Employment service for our clients. Galway Simon Community's

Board clearly understands that it has a responsibility to those we serve and to those who provide us with funds to ensure that we are making best use of those funds for the homeless population.

We sold our house in Lough Atalia and will purchase a property for our full time volunteers with those funds.

We said goodbye to Board members Kenneth Madden, John Giblin and Mike O'Flynn and we thank them for their contribution to the governance of Galway Simon Community. We welcomed three new Board members, Henry Cleary, Ann Walsh and Pat O'Donnell, who bring individual skills that will be of great value to the Board.

I would like to thank all of our staff and volunteers for their hard work in 2014. Their efforts underpin our success in helping our clients make positive change in their lives.

Lastly, I would like to thank our funders, the HSE, Galway City and County Councils, and the many members of the public whose support allows Galway Simon Community to continue to develop the variety and quality of services we offer.

  
**Seamus Kilbane**  
Chairperson



# A MESSAGE FROM THE CEO

## 2014: A FOCUS ON SERVICE DEVELOPMENT

In 2014, in response to the growing homeless and housing crisis, Galway Simon Community focused its efforts on developing and increasing the quality of our services.

### THE FRESH START PROJECT

This project was established in response to the growing number of young people finding themselves homeless in Galway. Major developments in 2014 included the securing of funding from Galway City Council for the purchase of apartments, Túsla (Child & Family Agency) agreeing to look at the possibility of contracting for bed nights through a Service Level Agreement, the Galway Youth Diocesan Service coming on board as partners for the project and lastly, an application to St. Vincent De Paul's 'Maureen O'Connell Fund' being made for start-up revenue funding.

**THE FRESH START PROJECT WILL:**  
FOCUS ON PEOPLE AGED 18-25;  
BENEFIT 20-25 PEOPLE PER YEAR;  
**PROVIDE 10 BEDS;**  
**INVOLVE 4 PARTNERS**

### RESOURCE CENTRE IN BALLINASLOE

A review was undertaken of our Resource Centre in Ballinasloe by Dr. Sheila McGree of Athlone Institute of Technology which was very positive. As a result, the service provided was increased to allow Outreach work to be offered and a proposal to expand the service was accepted by Galway County Council.

**28 PEOPLE RECEIVED  
OUTREACH ASSISTANCE  
IN BALLINASLOE**

### ROLE OF HOUSING SUPPORT ASSISTANT

This role, introduced in August 2014, will assist and complement the work carried out by our other staff in Galway Simon Community. It will hopefully provide people with a first step to a career in Social Care Work.

**8 HOUSING SUPPORT  
ASSISTANT ROLES  
INTRODUCED**

# A MESSAGE FROM THE CEO



## THE CLIENT INVOLVEMENT STRATEGY

This strategy was launched in October 2014. It will underpin the growing participation of our clients in our services for the next three years.

## MEMORANDUM OF AGREEMENT

This agreement signed with North West Simon Community, allowed Galway Simon Community to take operational responsibility for the running of their services in Donegal, Sligo and Leitrim. This agreement will be reviewed in the latter half of 2015.

## VOLUNTARY CODE

This code was adopted for Approved Housing Bodies to guide and develop our relationships as a landlord to tenants who live in our properties. We appointed a Housing Officer to oversee this area of operation.

## REVIEW OF OUR FUNDRAISING OPERATION

This review was conducted with the help of Rachel Stevenson, Head of Fundraising at Cork Simon Community. From this review

we will implement a three year strategy that will ensure the ongoing contribution that the public make in the development of our services.

## CHALLENGES AHEAD

Even in the most difficult of times, we will outline yearly plans focusing on strengthening our existing services.

Galway Simon Community's focus is on developing solutions to the problems faced by people who are homeless or at risk of homelessness. In 2014, we saw that our services were needed more than ever. We are not content to just be another voice describing the problem, sitting back and waiting for someone else to solve it.

*Bill Griffin*  
**Bill Griffin**  
**CEO**



# WHAT WE DO

We work with people who are homeless or at risk of homelessness to:



## 1 KEEP PEOPLE IN THEIR OWN HOME

Our main focus is to prevent people from becoming homeless. Our Community Outreach Team conducts an initial assessment and gives people advice or practical support to help them remain in their own home.



## 2 FIND PEOPLE A NEW HOME

When it is no longer possible for people to remain in the place they live, our Community Outreach Team works to find them a new home through mainstream housing such as private rented accommodation, local authority housing or through Approved Housing Bodies (AHB). They also provide assistance and support for people to access other homeless and mainstream services when other options are not available.



## 3 GIVE PEOPLE A HOME IN GALWAY SIMON COMMUNITY

When a person needs extra support to move out of homelessness, we offer them a place in Galway Simon Housing, which includes the following housing options:

### RESIDENTIAL HOUSING

This service is for people who have been homeless for a long time or for those who require support to live independently. It offers 24-hour staff support and caters to single men and women. There are 4 shared houses within this service.

### RESETTLEMENT SERVICE

This service actively works with people to get them out of homelessness in a short period of time. The service consists of one house that provides 24-hour staff support, and caters to men only.

### HOUSING WITH FLOATING SUPPORT

This service provides up to 43 places in shared and individual houses and apartments to men and women. Staff support is provided based on their needs.

All of our clients are supported by the **Health & Wellbeing Team**, who work with them on a range of issues such as health, addiction, life skills training and many more. The team consists of a Registered General Nurse, a Community Mental Health Nurse, an Occupational Therapist, Addiction Counsellors and an Employment and Activities Facilitator.

Our **Resource Centre in Ballinasloe** operates a day service that offers support and advocacy to people in the area who are homeless or at risk of homelessness.

# HOW WE HELPED

**6**

**DIFFERENT SERVICES  
AVAILABLE**

**310**

**PEOPLE USED OUR  
SERVICES**

**101**

**PEOPLE HOUSED IN  
OUR SERVICES**

**181**

**PEOPLE PREVENTED  
FROM HOMELESSNESS**

**33**

**PEOPLE FOUND  
A NEW HOME**

**138**

**COUNSELLING  
SESSIONS  
PROVIDED**

**40%**

**INCREASE IN  
DEMAND FOR OUR  
SERVICES**

**50%**

**INCREASE IN  
PEOPLE USING OUR  
DAY SERVICE IN  
BALLINASLOE**





# OUR SERVICES

## INCREASED DEMAND

In 2014, Galway Simon Community saw an increase of 40% in the number of people referring themselves to our services. We worked with over 300 people who were at risk of, or experiencing homelessness. Our resource centre in Ballinasloe experienced a 50% increase in the numbers visiting the centre. The need for our services continues to increase as a result of the homeless and housing crisis. Despite the increased demands on our services, we successfully housed 101 people, provided a Community Outreach response to 181 households, and our Resource Centre in Ballinasloe worked with 28 people throughout the year. Our Health and Wellbeing Team, who work with people across all homeless service providers in Galway, also worked with an average of 158 people a month, providing nursing and counselling services.

## A YEAR OF ACHIEVEMENTS

At Galway Simon Community, we firmly believe that **the solution to homelessness is a home** and we are constantly striving to make this a reality for all of our clients. Our key focus of service delivery is working with people on areas of their lives where they need support to live independently. At the same time, we source appropriate accommodation and facilitate access to mainstream services to ensure people can sustain their homes into the future. Last year, 17 people moved on from our housing services into Local Authority,

Private Rented or Housing Association accommodation and continued to receive supports until they were settled. A further 16 people who accessed our Community Outreach service were also resettled, with the remainder sustained in their tenancies. In addition to this we introduced a new assessment and support planning tool, the Outcomes Star, which allows clients to monitor their own progression against goals they set in relation to 10 different support areas such as addiction, money management, household management and motivation. Almost 60% of all our clients experienced a significant improvement in their support needs throughout the year.

## CLIENT INVOLVEMENT & QUALITY

Another key priority of service delivery and development is the assurance of quality across all of our services. In 2014, a Quality Programme was developed to ensure we are working to best practice standards and also to incorporate client feedback into how we run our services. This programme will ensure services are audited and evaluated regularly and that recommendations for improvement will be implemented and monitored as part of our Quality Management System. Feedback and input from clients is key to this programme which is why systems and structures will be put in place to ensure their voices are heard and they can get involved in the planning, delivery and development of services



# OUR SERVICES

## LOOKING FORWARD

Given the increased demand on our services, and the changing needs and demographics of our clients, a series of proposals were put forward in 2014. These proposals sought to enhance and expand our capacity to respond to these needs, resulting in the agreement to deliver two new services (The Fresh Start Project and the Learning Education and Activities Service) which will be established in 2015.



# OUR CLIENTS

Galway Simon Community provides housing to single male and female adults over the age of 18. However, in the last quarter of 2014, our Community Outreach service experienced an increase in the number of families who required support to sustain their existing accommodation or to resettle to new homes.

While longer term supported housing has been the basis of service provision in 2014, almost 40% of those accessing our services had never been homeless or were prevented from becoming homeless through the provision of our Community Outreach.

## DEMOGRAPHICS

### AGE



### HOUSEHOLD TYPE



### TIME HOMELESS



# VOLUNTEERING



FULL-TIME VOLUNTEERS FROM 10 DIFFERENT COUNTRIES



## OUR PARTNERS





# VOLUNTEERING

**“The gift of your own time to another human being is the greatest gift”**

- Bill Griffin, CEO of Galway Simon Community.

Volunteers have been at the core of Galway Simon Community since it was founded in 1979 and they are an invaluable support to the organisation. In 2014, we recruited many new volunteers who became involved throughout all parts of the organisation.

Our volunteers in 2014 came from all around the world; Ireland, Germany, USA, Colombia, Brazil, Croatia, Romania, Spain, Hungary and Madagascar. At Galway Simon, we recruit volunteers from all walks of life. Our work as an organisation would not be possible without our truly dedicated volunteers. There are many ways in which volunteers contribute to the work we do and the services we provide.

## **BOARD OF DIRECTORS**

The Board of Galway Simon Community consists of 8 people who provide their time on a voluntary basis. They are responsible for the overall running and governance of the organisation.

## **FULL TIME VOLUNTEERS**

Each year we host 10 full time volunteers from around the world. They work alongside qualified staff in our residential houses providing support to clients. Our volunteer partners include VIA, the European Voluntary Service (EVS) and Léargas.

## **SHOP VOLUNTEERS**

These volunteers work within our charity shops in Briarhill and Sea Road.

## **RESIDENTIAL VOLUNTEERS**

Spending one day per week helping out in our residential houses where needed, these volunteers provide companionship to our clients.

## **PEER SUPPORT/BEFRIENDING**

This involves spending time with a client on a regular basis sometimes based on a mutual interest.

## **SPECIFIC PURPOSE VOLUNTEERS**

Many people who volunteer with Galway Simon Community have particular skills they like to share with clients for example literacy, computer skills, hair dressing, guitar lessons etc.

## **EVENT VOLUNTEERS**

Event volunteers are essential to the running of our fundraising events such as our annual run, flag days and church gate collections. We require event volunteers several times throughout the year.

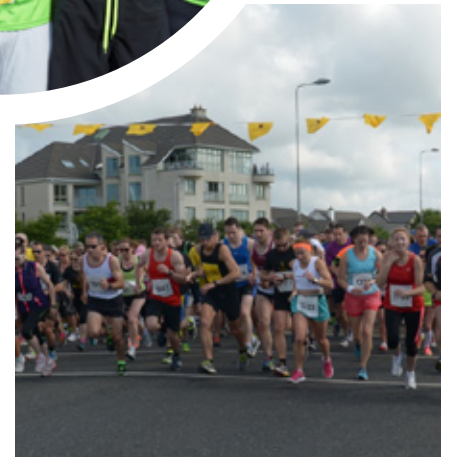
## **CORPORATE VOLUNTEERING**

Many companies, as part of their Corporate Social Responsibility Programmes, provide groups of their staff to volunteer on a short term basis for specific tasks such as gardening, painting or general maintenance.

As you can see, there are many ways that people can contribute to the work that we do as an organisation. Our volunteers are an integral part of Galway Simon Community and their time is invaluable to us.

We would like to acknowledge all of our volunteers, those who are still with us and those who have moved on. Thank you for your commitment to Galway Simon Community and to our clients.

# FUNDRAISING





# FUNDRAISING

We are truly grateful to all of our supporters who, through donations and gifts, allowed us to continue developing services to those in need. Fundraising is an essential part of Galway Simon Community. In 2014, 26% of our income came from fundraising activities and the Galway Simon shops.

In 2014, an incredible €924,571 was raised through public donations and visitors to our Galway Simon shops. We are also very grateful for the many donations of food and clothing we received throughout the year.

The tax relief available to us as a charity for donations greater than €250 allows

us to claim back tax of 45% per donation. This has made a significant contribution to our income and we are grateful to our donors who helped us with these claims.

We have a range of supporters including members of the general public, local businesses and corporate companies, schools, colleges and community groups throughout Galway, Mayo and Roscommon. We want to sincerely thank every person who contributed in any way to our organisation in 2014 and we hope you will continue to support us.

**OVER 20  
EVENTS  
ORGANISED**

**€42K  
TOTAL INCOME FROM THE  
KICK ASSPHALT 10/10 RUN**

**4,419  
OVERALL  
DONATIONS**

**1491  
PEOPLE  
DONATED**

**€10K  
TOTAL INCOME FROM THE  
CLAREGALWAY GARDEN  
FESTIVAL**

**189  
CONSISTENT  
MONTHLY  
DONORS**



# OUR FINANCES

2014

2013

TOTAL INCOME

€ 3,821,533

€ 4,010,443

TOTAL EXPENDITURE

€ 3,763,450

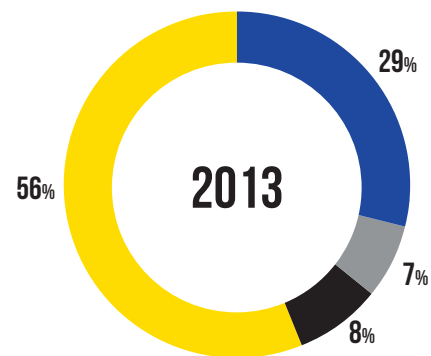
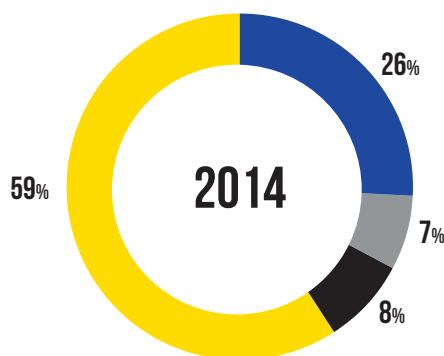
€ 4,026,913

SURPLUS/DEFICIT

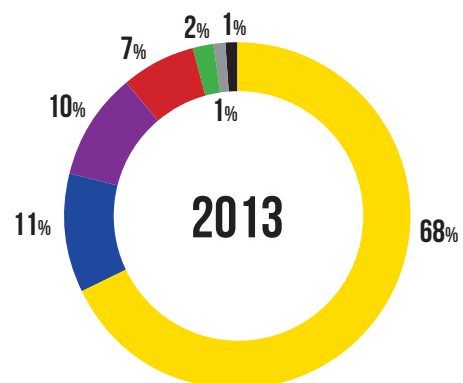
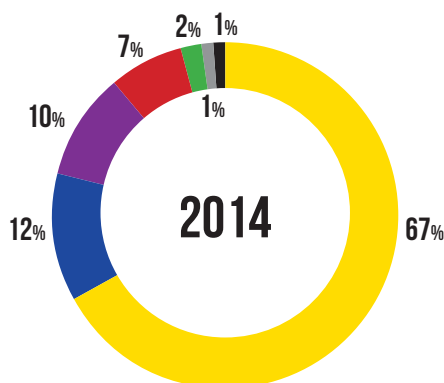
€ 58,083

€ -16,470

## SOURCES OF INCOME



## EXPENDITURE



# OUR FINANCES

## STATEMENT OF FINANCIAL ACTIVITIES FOR THE YEAR ENDED 31 DECEMBER 2014

Income & Expenditure	Restricted Funds	Unrestricted Funds	Designated Funds	2014 Total	2013 Total
	€	€	€	€	€
<b>Incoming Resources from Generated Funds</b>					
Voluntary Income					
Donations & Fundraising Income	1,222	515,680		516,902	716,091
Activities for Generating Funds		407,669		407,669	371,336
Investment Income		40,285		40,285	54,498
<b>Incoming Resources from Charitable Activities</b>					
Revenue Based Grants	2,287,103			2,287,103	2,279,289
Community Employment Scheme	252,079			252,079	269,507
Rental Income		312,316		312,316	305,308
Other Income		5,179		5,179	14,414
<b>Total Incoming Resources</b>	<b>2,540,404</b>	<b>1,281,129</b>	<b>-</b>	<b>3,821,533</b>	<b>4,010,443</b>
<b>Resources Expended</b>					
Charitable Activities:					
Provision of Homeless Services	2,958,697			2,958,697	3,196,822
Costs of Generating Funds		486,236		486,236	487,664
Community Employment Scheme	290,168			290,168	312,130
Advocacy Costs		23,190		23,190	22,457
Governance Costs		5,159		5,159	7,840
<b>Total Resources Expended</b>	<b>3,248,865</b>	<b>514,585</b>	<b>-</b>	<b>3,763,450</b>	<b>4,026,913</b>
<b>Net Incoming/(Outgoing) Resources Before Transfers</b>	<b>(708,461)</b>	<b>766,544</b>		<b>58,083</b>	<b>(16,470)</b>
Transfers Between Funds					
Transfer to Restricted Fund Deficit	708,461	(708,461)		-	
Transfer to Designated Maintenance Fund		(61,092)	61,092	-	
<b>Net Incoming Resources Before other Recognised Gains &amp; Losses</b>	<b>-</b>	<b>(3,009)</b>	<b>61,092</b>	<b>58,083</b>	<b>(16,470)</b>
<b>Other Recognised Gains &amp; Losses</b>					
Capital Assistance Scheme Loan Payments Relieved		247,941		247,941	247,941
<b>Net Movement in Funds</b>	<b>-</b>	<b>244,932</b>	<b>61,092</b>	<b>306,024</b>	<b>231,471</b>

# OUR FINANCES

## BALANCE SHEET AS AT 31 DECEMBER 2014

	2014 €	2013 €
<b>Fixed assets</b>		
Properties	6,952,028	7,044,993
Other tangible assets	18,148	31,116
	<u>6,970,176</u>	<u>7,076,109</u>
<b>Current assets</b>		
Debtors	223,555	162,651
Bank	2,466,120	2,450,343
	<u>2,689,675</u>	<u>2,612,994</u>
<b>Creditors</b> (amounts falling due within one year)	570,398	565,352
	<u>2,119,277</u>	<u>2,047,642</u>
Net current assets	9,089,453	9,123,751
<b>Creditors</b> (amounts falling due after more than one year)	4,750,400	4,998,341
Net assets	<u>4,339,053</u>	<u>4,125,410</u>
<b>Capital and reserves</b>		
Capital grants	55,709	148,090
Capital reserve	72,855	72,855
Accumulated reserve - unrestricted	1,152,014	1,171,815
Designated maintenance reserve	520,000	520,000
Designated strategic development reserve	541,262	463,378
Mortgage payments waived	1,997,213	1,749,272
	<u>4,339,053</u>	<u>4,125,410</u>



# GOVERNANCE

We comply with the Governance Code for community, voluntary and charitable organisations in Ireland. We confirm that a review of our organisation's compliance with the principles in the Code was completed on the 31st March 2015. This review was based on our assessment of our organisational practice against the recommended actions for each principle.

## THE BOARD

### MEMBERS

#### Chairperson

Seamus Kilbane

#### Deputy Chairperson

Michael Mackey

#### Company Secretary

Maureen Lynch

#### Board Members

Henry Cleary

Síle Nic Niocaill

Patrick O'Donnell

Michelle Ruane

Ann Walsh

### COMMITTEES

#### Finance and Audit

Seamus Kilbane, Henry Cleary, Noreen  
Glennon (Financial Controller).

In attendance Bill Griffin.

#### Corporate Services

Maureen Lynch, Patrick O'Donnell,  
Sinead Molloy (HR Manager).

In attendance Bill Griffin.

#### Client Services

Ann Walsh, Michael Mackey, Emma  
Dolan (Head of Client Services).

In attendance Bill Griffin.

### MEETING ATTENDANCE

Member	Meetings attended	Possible meetings	AGM
Seamus Kilbane	5	7	✓
Michael Mackey	6	7	✓
Kenneth Madden	6	7	
Síle Nic Niocaill	6	7	✓
Maureen Lynch	6	7	✓
Patrick O'Donnell	1	1	✓
Ann Walsh	1	1	✓
Henry Cleary	3	5	✓
Michelle Ruane	3	7	✓
John Giblin	4	5	
Mike O'Flynn	3	5	

### MEMBERS RESIGNED

John Giblin – October 2014

Mike O'Flynn – October 2014

Kenneth Madden – October 2014

### MEMBERS APPOINTED

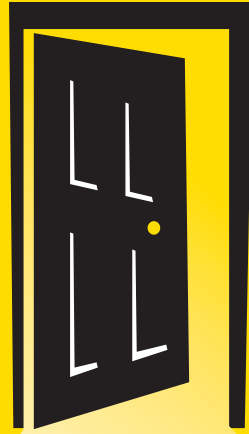
Henry Cleary – April 2014

Ann Walsh – October 2014

Patrick O'Donnell – October 2014

# 2014 IN PICTURES





# Galway Simon

## Community

Registered Charity No. 8007

## CONTACT



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