



# ANNUAL REPORT 2019



## 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

Competence

Commitment

Client-centred support

Community

Collaboration

# A WORD FROM OUR CHAIRPERSON



Dear clients, staff and supporters,

Galway Simon's vision is a community where everyone lives in a place they call home. Tragically, many individuals and families do not have a safe, secure, affordable place to live. We believe this is a basic human right and are working tirelessly toward eliminating homelessness through advocacy, education and campaigning.

Most importantly, we provide shelter and support to people experiencing the trauma of homelessness.

In recent years we have seen the homeless crisis in Ireland deepen; 2019 was no exception. More and more people are looking to Galway Simon to help them get their lives back on track.

- We supported 646 unique households across our Homelessness Prevention and Housing Services. This included 184 families. In total we supported 748 adults and 443 children.
- Our Homelessness Prevention Services supported 455 households including 181 families with 434 children.
- Our Housing Services supported 191 people, 18 of whom were also provided with a Prevention Service. This included 3 families with 9 children.

Each client has a unique story; they have all experienced challenges and obstacles which are difficult to navigate. The critical element of our success in supporting clients to find solutions is our client-centred approach and the passionate commitment of our front-line staff and their 'whatever it takes' courage. We salute them!

During the year we developed our Strategic Plan for 2020 – 2023. We gathered input from many stakeholders – clients, staff, volunteers, directors, supporters and funders. We now have a strong roadmap to focus our work for the next four years.

We recruited a number of new directors during the year which broadened our skill set on the board. I would like to acknowledge the proactive and valued input of all our volunteer directors who give so generously of their time and expertise.

I would like to extend my thanks both to our generous supporters and our statutory funders, without whom we would not have been able to sustain and expand our services in 2019. The wider community in Galway, Mayo and Roscommon continues to be very supportive, through both financial support and volunteering. We sincerely appreciate all the efforts you have made to help our clients in their time of need.

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. The team is always open to exploring ways we can do things differently and make our resources go further. Together with your support, we can help open that door for people in need.

Take care,

*Maureen V. Lynch*  
Maureen Lynch

# AN UPDATE FROM OUR CEO

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As we marked Galway Simon's fortieth anniversary in 2019, we continued to be here for people who are marginalised, socially excluded, traumatised and vulnerable. The housing and homelessness crises continued to deepen across Galway, Mayo and Roscommon and more people than ever before turned to us for help.

Our deeply committed staff and volunteer teams supported 646 households, 748 adults and 443 children, at risk of or experiencing homelessness in 2019. We remain, as always, focused on sustainable solutions. Our Prevention Services support people at risk of homelessness to sustain their current accommodation or find alternative housing, and to avoid entering emergency accommodation. Where people

do become homeless, we provide shelter in our emergency and transitional housing while providing support to clients to find pathways out of homelessness, to move into their own secure and affordable home. For many, this is a new tenancy in social housing or the private rented sector. For some, Galway Simon provides a long term home.

Throughout the year, we supported people to live well in the community. Our health and well being team provided GP and nursing supports, addiction and relapse prevention supports, and occupational therapy services. Clients participated in classes, training courses and choir practice which, for some, represented the first tentative steps towards reintegrating into society.



*Galway Simon Community marking 40 years.*

## Developments in 2019

2019 brought the period of our 'Improving Lives' Strategic Plan 2016-2019 to a close. In line with the key strategic aims of the plan, and over the course of 2019, we continued to reconfigure and develop our Services in response to the increasing number of people seeking support. We provided a Cold Weather

Response Shelter & Emergency Service to facilitate an increase in required capacity for Emergency Services in Galway City. In collaboration with Galway City Council, the HSE and Cope Galway, we established a Housing First Service in Galway in line with the National Housing First Implementation Plan. We acquired twelve additional housing units to provide long term sustainable solutions and pathways out of homelessness for a number of clients. GP and nursing outreach services commenced on the streets of Galway. With a huge shortage of detoxification services in the West of Ireland, we cooperated with the HSE and Western Regional Drugs and Alcohol Task Force to commence a Community Detox Pilot Service. We collaborated with our colleagues across the Simon Communities of Ireland and seven other European countries in an Erasmus+ funded partnership looking at the key issues affecting women experiencing homelessness. We commenced a programme to enhance our client participation strategy. We ran an advocacy campaign in the lead up to the local elections in May, and spoke about the experience of homelessness with 837 secondary school pupils. We became compliant with the new Charity Regulator Governance Code and worked on continuous improvement in line with the National Quality Standards Framework (NQSF). Our much loved furniture shop relocated from Briarhill to the Sean Mulvoy Road.

## Ethos

As we reflected on four decades of providing homeless services, and developed our new Journey Home: Strategic Plan 2020-2023, the importance of the ethos of Galway Simon Community to clients, staff, volunteers and supporters was a recurring theme. Over the course of the year, we reaffirmed our values – Compassion, Competence, Client-centred support, Commitment, Community and Collaboration.

Within Galway Simon, there is a relentless commitment to providing people with the help they need when they need it; we support our clients to overcome the obstacles they are faced with, always with humanity and proficiency. We are here for as long as people need us. It was an honour to have Dennis Connolly, who has been involved with Galway Simon Community since 1979, support our fortieth anniversary campaign.

## Response to COVID-19

The early months of 2020 have been exceptionally challenging in Galway Simon. As the Coronavirus started to spread in early March, I think it is fair to say that there was a sense of fear across our Community. The experience of homelessness can have a profound impact on a person's physical and mental health, and many of those we support are extremely vulnerable at this time. The challenge of keeping people safe and well during the pandemic was truly daunting. In spite of this fear, our staff and volunteers pulled out all the stops to protect our clients.

**I am incredibly proud to have been part of the inspirational response of our clients, staff and volunteers to this crisis. Our services have continued to support our clients every single day.**

## Thank you

Our warmest thanks to the volunteers who supported our work in 2019 in so many important ways, across services, our two charity shops and our fundraising efforts. Without help from our volunteers we would not be able to provide our current levels of support during a period of ever increasing demand.

Thank you to our volunteer directors for sharing their time, expertise and experience to provide strategic oversight for the organisation.

We are extremely grateful, as always, for the enormous support we receive from the people of Galway, Mayo and Roscommon. On behalf of all of us in Galway Simon Community, I would like to convey our heartfelt thanks for your creativity and generosity of spirit in supporting those who come to us for help.

Our sincere thanks also to our funders – the HSE, Galway City Council, Galway County Council, Túsla and others - without whom we would be unable to provide the range of services that we do.

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

To all who support us in our work in any way, thank you. I hope that, through this report and our other communications throughout the year, you appreciate the enormous impact of your support.



Karen Golden



# 40 YEARS OF SERVICES IN GALWAY

Karen Feeney, Head of Client Services

2019 was another year of growth in our services. The year in which we marked 40 years in Galway City was our busiest year ever. From a total of 550 households in 2018, we worked with 646 households in 2019. Whilst we are proud of the work that our services do, and the effective ways in which we support our clients and help them to find solutions, the consistent increases in the numbers needing our support can be very challenging. Because at the end of the day, our figures represent people. In our services we are working with people at various stages in what can be described as a cycle of Homelessness.

There are those who are vulnerable to homelessness because of unexpected events, the consequences of the Housing Crisis, and the issuing of notices to quit. Other personal difficulties such as loss of employment or income, sudden and serious illness, relationship breakdown, leaving State Care, can all create the conditions where people may face the risk of homelessness for the first time.

## We never give up

People can need a wide range of supports to resolve their difficulties. For some it can be about getting the correct advice and information, or a short intervention. Sometimes people need assistance to navigate the various bureaucracies, focused advocacy as well as practical supports.

There are people who need the supported housing options that we offer. Their support needs can range from a need for some stability and security whilst they rebuild, to those who need long term care. We provide Emergency Accommodation for Single Men, as well as a range of supported accommodation options. Our high support housing responds to those who have long histories of homelessness and instability.

People who have had previous experience of homelessness, who have had a lot of crisis and trauma in their lives, poor mental and physical health, long periods lacking stability can face many challenges when they do find accommodation. Loneliness, isolation, social anxiety can make it difficult for people to adjust to independent living. People in these circumstances also need support to manage tenancies, and remain out of homelessness.

Our Community Support Services, our Women and Family Services, our County Services and our Youth Service are all working with people when they are at risk of homelessness, irrespective of where they are in the cycle of Homelessness.



## Collaborating with partners

In 2019, in Partnership with Galway City Council, the HSE and Cope Galway we began to deliver a Housing First Programme in Galway City. The emphasis is on placing people in tenancies and providing wraparound supports to them. Lots of research both in Ireland and internationally demonstrates that this approach can be highly effective in reducing the harm that arises from long term homelessness.

We have also worked with mental health services in County Galway and Roscommon to deliver a new support service to people who are moving to independent living after long term stays in mental health facilities. Our focus will be on supporting people to transition well to independent living, to integrate into their local community.

## Responding with solutions

We have increased our programme of purchasing properties in order to be able to provide housing solutions for our clients. The shortage of housing is one of the single greatest challenges facing our services.

2019 saw more people seek our services than ever before. On foot of a pilot project we had operated in Galway County in 2018, we have noted a steady increase in referrals on behalf of people living throughout County Galway, at risk of homelessness. In 2019 we increased our staffing presence in Galway County in order to respond to this need.

## A focus on health and well-being

Our clients have access to our dedicated Health and Well-Being Team. This team includes a Nurse, Addiction Counsellors and Occupational Therapy. 2019 also saw the development of a Community Detox Service where we work in partnership with Clients and their GPs, to support people to detox from Benzodiazepines. We also supported clients to access podiatry and dental services.

We work with trainers and volunteers to deliver a range of activities for clients to develop positive interests. Our music project has gone from strength to strength. Other activities include gardening, art therapy, and pottery.



*The annual Bartragh Island trip, sponsored by the Lions Club, Ballina.*

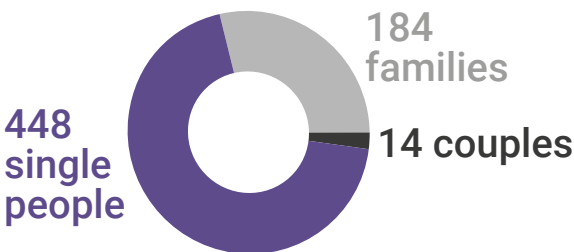
# OUR IMPACT IN NUMBERS

In 2019, our services provided support and accommodation to 646 unique households facing homelessness in Galway City and County. In total we supported 748 adults and 443 children.

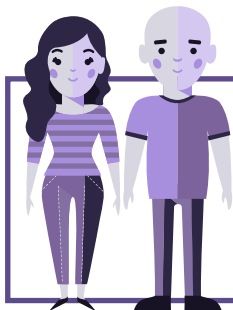
## 646 unique households

were supported by our housing and prevention services.

This represented an increase of 17% since 2018.



## Homelessness Prevention Services



455

unique households supported

181

families supported, including 434 children

## Housing Services

191

unique households accommodated

3

families supported, including 9 children



## Health & Well-being Services



419

health treatments provided through clinics.

13

people accessed our Pilot Community Detox Service

We worked with 832 cases across our services, which represented 646 unique households. A unique household refers to one family, couple or individual who accessed our services. The number of cases is higher as some individuals, couples or families left and then re-accessed services.

# THE HOUSING AND HOMELESSNESS CRISES

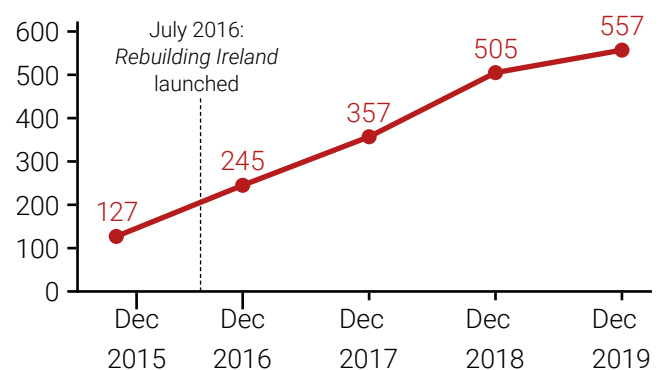
In recent years, there has been very slow delivery of new housing across private, affordable and social housing in Galway and this trend continued in 2019. As a result of the lack of secure and affordable housing, more and more people are experiencing and at risk of homelessness.

## Emergency Accommodation in the West

Throughout 2019, the number of people in emergency accommodation in the West of Ireland grew from 537 in January to 557 in December, an increase of 4%. These figures do not include rough sleepers or those living in hidden homelessness.

Over the last four years, as the national housing and homelessness crises continued to deepen, the number of people living in emergency accommodation across Galway, Mayo and Roscommon increased four-fold.

### Four-fold increase in 4 years



Source: 'Homelessness Data', Department of Housing, Planning and Local Government

3,424

households on Social Housing Waiting list in 2019 in Galway City and County

Source: 'Summary of Social Housing Assessments 2019', Housing Agency

278

social homes built in 2019 in Galway City and County

Source: 'Breakdown of Social Housing Activity by Local Authority 2019', Department of Housing, Planning and Local Government

€1,309

average rent in Galway City during Q4 2019, an increase of 48% in 4 years

Source: 'The Daft.ie Rental Price Report Q4 2019', Daft.ie

€934

average rent in Galway County during Q4 2019, an increase of 54% in 4 years

Source: 'The Daft.ie Rental Price Report Q4 2019', Daft.ie

# MARKING 40 YEARS

## Closing the Door on Homelessness

We were delighted to have Dennis Connolly support our fortieth anniversary campaign throughout 2019. Dennis has been involved with Galway Simon Community since 1979 and was one of the very first clients supported by our Soup Run at the time.

Dennis kindly spoke out about his battle with homelessness in a bid to shine a light on the realities of sleeping rough, and to raise funds for Galway Simon Community to enable us to support others who are experiencing homelessness. Dennis featured in a short video as part of our Christmas campaign which he was delighted to be involved in.

### An excerpt from Dennis's story:



My name is Dennis Connolly. I was born on Fursey Road in Shantalla, in 1953. A lot has changed since then. About Galway. About Ireland. And about me. I've been through a lot.

I've had some rough times, made some mistakes and spent many years sleeping rough on the streets of Galway City. But the thing that's made all the difference to me, through it all, is that Galway Simon has always been there. They didn't give up on me, even when almost everyone else did. They cared for me when I was at my lowest. They're the reason I'm still here.

In 1979, a group of volunteers founded Galway Simon and they brought me soup and sandwiches to keep me warm and fed. They

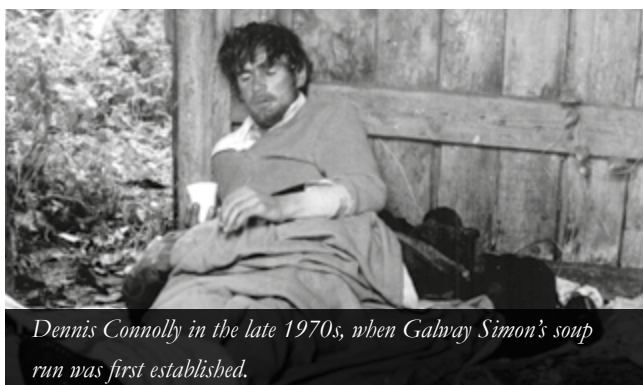
were my only friends at that time. I'll never forget how it felt to be treated like a human being, like I was worth something. It meant the world to know they were looking out for me and sticking by me, even when I wasn't the easiest person to get on with.

I was in and out of the homeless hostel. I knew I had to stop drinking. I'd seen the drink do way too much damage to other lads I knew. Some of them died from it. I didn't want that to happen to me, so I started going to AA. Galway Simon supported me through all that, giving me a room in a high support house in 1990.

Visit [www.galwaysimon.ie/dennis](http://www.galwaysimon.ie/dennis) to read more about Dennis's story.

## The Early Days of Galway Simon Community

Galway Simon Community would like to thank local historian Tom Kenny on behalf of our community for putting together a publication to mark our 40th anniversary titled 'The Early Days of Galway Simon Community'.



*Dennis Connolly in the late 1970s, when Galway Simon's soup run was first established.*

## 40th Anniversary Event

On 17th October 2019, we came together as a community to reflect on Galway Simon Community's 40 years by sharing a special evening of story telling, music and art. We were delighted to welcome some of Galway Simon's original and founding volunteers, as well as clients, staff and supporters who have been linked in with the organisation over many years.



*Conall MacRiocard, founding volunteer; CEO Karen Golden; Jacqui O'Dowd, early volunteer; Karen Feeney, Head of Client Services; Michael Gorman, early volunteer; Noel Daly, long-serving staff member.*



*Dennis Conolly, Galway Simon 40th Anniversary Ambassador.*



*Paul Shelly, Galway Simon Community Board Member with Carol Duffy, Music Director of the Galway Simon Music Project.*



*Author Ken O'Sullivan, CEO Karen Golden, and poet Mary O'Malley.*



*Members of the Galway Simon Music Projects who performed on the night.*



*Sean-nós singer Caitlín Ní Chualáin.*



*Clients, staff, and volunteers of Galway Simon Community.*

# VOLUNTEERING

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

In 2019, a total of 427 volunteers supported Galway Simon Community in a variety of ways, in our residential services; befriending clients; in our charity shops and office; and at various fundraising events.

Our 20 full-time volunteers provided valuable skills to support our clients in our residential services. They in turn gained valuable knowledge and understanding of the challenges of homelessness in Ireland. 6 of our full-time volunteers are 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.

2019 saw Galway Simon Community partner with Hewlett Packard Enterprise, and up to 70 volunteers from their staff team gave of their time so generously, providing support for our fundraising events throughout the year.



*Our 2018-2019 group of full-time volunteers.*

In addition, we hosted overseas volunteers on work placements; Transition Year students from local schools; part-time volunteers from Rehab Care and other services.

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

In 2019 we started the process to achieve the 'Investing in Volunteers' Accreditation with Volunteer Ireland. This is an extremely important accreditation for us to acknowledge the great work that volunteers have done for Galway Simon Community over its 40 years.



*HPE corporate volunteers on their 'Global Day of Giving'.*



*RSA Galway corporate volunteers.*

## Our Volunteers

**427 people volunteered** with Galway Simon Community in 2019:

- **20 full-time volunteers** worked in our services.
- **56 part-time volunteers** worked across our shops and office.
- **25 part-time volunteers** worked in our services, working alongside our full-time staff.
- **326 part-time volunteers** helped out at our Corporate and Community Fundraising events and projects.

**Thank you to all of our volunteers for their commitment to those facing homelessness in the West.**

# FUNDRAISING

Galway Simon Community relies on donations to provide and develop services to help people on their journey out of homelessness. Our supporters are truly at the heart of everything we do and we are humbled by the thousands of people in our local community, including local businesses and schools, who continue to support us in a very significant way. Our work would simply not be possible without you.

We are also deeply grateful to our charity shop volunteers and supporters, who helped us to raise vital income for our services.

Over 150 people took part in our annual 'Sleep Out for Simon' challenge. Brave souls also took part in our 'Dip at Dawn' in Salthill and budding talents raised their voices in support of those facing homelessness at November's 'Tech's Got Talent' event. All these people in our community had a common purpose – to stand in solidarity with those facing homelessness in the West.

Our deepest gratitude to our donors who generously supported our Christmas Campaign, helping us to raise over €154,000 for those facing homelessness in the West.

As well as individual supporters, local businesses also came out in force and we were delighted to have been chosen as Charity Partner of the Year by Galway based companies Hewlett Packard Enterprise, DXC, Micro Focus and their facilities partner, ISS. Among a number of significant projects, they raised funds to support the fit out of 12 of our community based houses and apartments in 2020 to create new homes for approximately 30 individuals and children in Galway who would be otherwise facing homelessness. We are deeply grateful to everyone who was involved in this partnership, especially the Chair of the Charity of the Year committee, Louise Gallagher, for all her hard work and dedication.

We were very grateful for the support we received through Trusts and Foundations throughout the year which saw over €23,872 donated for specific programmes across our Homelessness Prevention, Housing and Health & Well-being Services.

Our warmest thanks to supporters in Galway, Mayo, Roscommon and beyond for continuing to help people on their journey out of homelessness.



*HPE, DXC, Micro Focus and ISS representatives wrapping up their charity partnership with Galway Simon which raised over €88,000.*

## € 1,273,665

raised and donated in 2019 through appeals, fundraising events, sponsorship and through our shops



*Galway Giving Tree team, who have supported Galway Simon Community clients at Christmas for many years.*

# OUR FINANCES

Galway Simon Community generated a small operational deficit of €14,709 in 2019. This compares to an operational surplus of €190,357 in 2018 which included one-off bequests of €297,617. Donations

arising from legacies and bequests can fluctuate significantly from year to year and they decreased by 80% to €58,495 in 2019.

We would like to express our sincere gratitude to our funders and supporters who have enabled us to extend our services to help more people facing homelessness in the West of Ireland. Your continued support is vital in 2020 and beyond as we support people at risk of or experiencing homelessness through the housing, homelessness and COVID-19 crises.

Statutory and grant income represented 61% of total income in 2019 (59% of total income in 2018). This included funds from the Health Services Executive (HSE), Galway City and County Councils, Túsla and other funding bodies. The income from statutory sources and grants increased by 1%, primarily due to the receipt of HSE funding to fund expanded GP and nursing clinics and supports for housing-led initiatives.

Our fundraising and charity shop income (excluding legacies and bequests) increased by 5% to €1,273,665 which reflects excellent performance by our staff and volunteer teams and much appreciated local support

by Galway, Mayo and Roscommon supporters, donors and customers. In addition to the vital funds raised through these and many other fundraising events throughout the year, the organisation continued to receive invaluable financial support from committed donors.

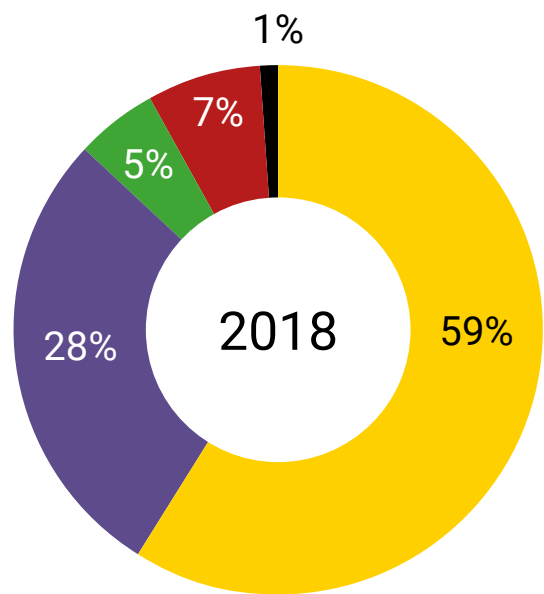
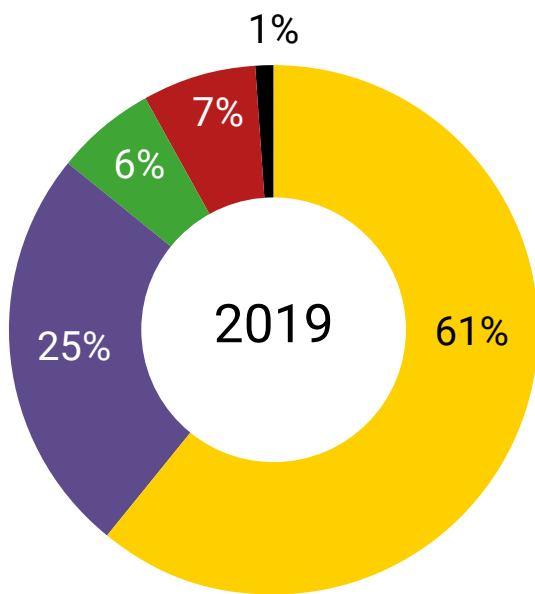
Total expenditure for 2019 was €5,298,248 which increased slightly by 0.3% compared to the previous year. This increase was due to wage costs arising from development of services.

Our full audited financial statements can be downloaded from our website [galwaysimon.ie](http://galwaysimon.ie).

## OVERVIEW OF STATEMENT OF FINANCIAL ACTIVITIES

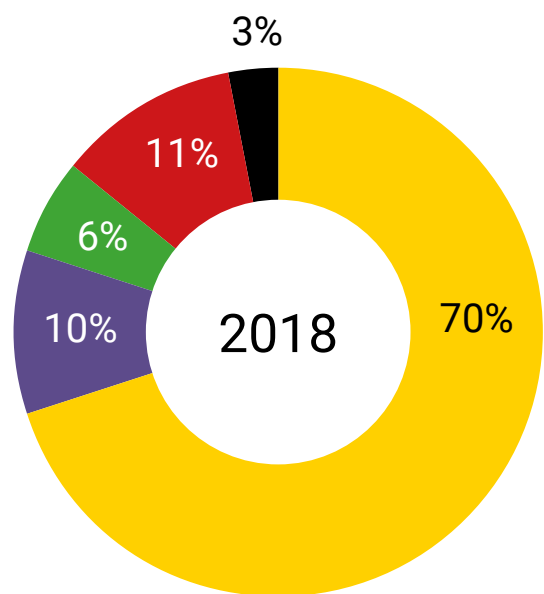
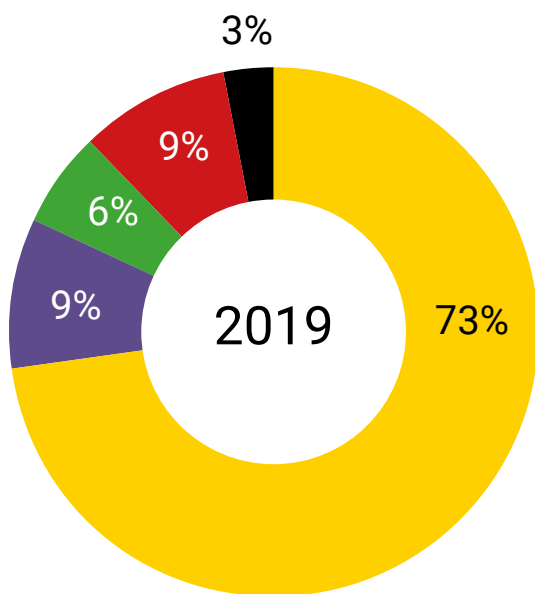
	2019	2018
	€	€
<b>Income</b>	5,283,539	5,472,750
<b>Expenditure</b>	5,298,248	5,282,393
<b>Operating surplus/(deficit) before Capital Assistance Scheme loan repayments relieved</b>	(14,709)	190,357

## OUR INCOME



■ Statutory and grant income ■ Fundraising, shops, and investments  
■ Community Employment Scheme ■ Service charges ■ Other income

## OUR EXPENSES



■ Service Provision ■ Fundraising and shops ■ Community Employment Scheme  
■ Administration and support ■ Volunteering and training

# STATEMENT OF FINANCIAL ACTIVITIES

for the year ended 31 December 2019

	Unrestricted Funds	Restricted Funds	Designated Funds	Total 2019	Total 2018
<b>Income from:</b>	€	€	€	€	€
Donations	385,121	65,684		450,805	471,030
Legacies	58,495			58,495	297,617
Other Fundraising Activities	690,132	132,728		822,860	744,709
Charitable Activities	376,436	3,527,642		3,904,078	3,919,148
Interest	4,283			4,283	7,667
Other Income	43,018			43,018	32,579
<b>Total Income</b>	<b>1,557,484</b>	<b>3,726,054</b>	<b>-</b>	<b>5,283,539</b>	<b>5,472,750</b>
<b>Expenditure on:</b>					
Raising funds	548,038			548,038	557,881
Charitable Activities		4,395,353		4,395,353	4,367,100
Community Employment Scheme		354,857		354,857	357,412
<b>Total Expenditure</b>	<b>548,038</b>	<b>4,750,210</b>	<b>-</b>	<b>5,298,248</b>	<b>5,282,393</b>
Capital Assistance Scheme Loan repayments relieved	263,643			263,643	247,942
<b>Net income/(expenditure) before transfers</b>	<b>1,273,089</b>	<b>(1,024,156)</b>	<b>-</b>	<b>248,934</b>	<b>438,299</b>
<b>Transfers between funds</b>					
Transfer to/(from) unrestricted fund	(1,115,476)	1,115,476		-	-
Transfer to/from designated funds	(75,287)		75,287	-	-
<b>Net movement in funds</b>	<b>82,326</b>	<b>91,320</b>	<b>75,287</b>	<b>248,934</b>	<b>438,299</b>
<b>Reconciliation of funds:</b>					
Total Funds brought forward on 1st January 2019	4,738,684	367,823	899,127	6,005,634	5,567,335
<b>Total funds carried forward</b>	<b>4,821,010</b>	<b>459,143</b>	<b>974,414</b>	<b>6,254,568</b>	<b>6,005,634</b>

# BALANCE SHEET

as at 31st December 2019

	2019	2018
	€	€
<b>Fixed assets</b>		
Tangible Assets	8,038,849	6,893,464
<b>Current assets</b>		
Debtors	255,174	273,256
Bank	3,231,186	3,584,100
Total current assets	3,486,360	3,857,356
<b>Creditors - Amounts falling due within one year</b>	(869,231)	(986,554)
<b>Net current assets</b>	2,617,128	2,870,802
<b>Total assets less current liabilities</b>	10,655,977	9,764,266
<b>Creditors - Amounts falling due after more than one year</b>	(4,401,409)	(3,758,632)
<b>Net assets</b>	<b>6,254,568</b>	<b>6,005,634</b>
<b>Total funds of the charity</b>		
Unrestricted funds	1,582,386	1,749,703
Restricted funds	445,144	367,823
Designated maintenance reserve	722,595	647,308
Designated strategic development reserve	251,819	251,819
CAS mortgage payments relieved fund	3,252,624	2,988,981
<b>Total charity funds</b>	<b>6,254,568</b>	<b>6,005,634</b>

# 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, 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 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 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. With ongoing uncertainties around most sources of funding, exacerbated in 2020 with the economic uncertainty resulting from the Covid-19 pandemic, 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. Additionally, our fundraising team has put a plan in place to develop our fundraising over the course of the Strategic Plan 2020-23.

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 2019, accumulated unrestricted reserves represented 3.5 months (2018: 3.7 months) budgeted 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](http://galwaysimon.ie).

















Best Practice in Transparency and Accountability

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

Board Member		Subcommittees	Board Meeting Attendance
	<b>Maureen Lynch</b> Chairperson	Finance & Governance; Services, Quality & Safety; Fundraising & Communications; Property and Human Resources	10/11
	<b>Henry Cleary</b>	Finance & Governance (Chair)	5/11
	<b>Edelle Lawson</b>	Services, Quality & Safety	8/11
	<b>Stephen Mackey</b>	Finance & Governance Property (Chair)	11/11
	<b>Dervil O'Reilly</b> (Co-opted May 2019)	Services, Quality & Safety (Chair)	6/7
	<b>Paddy Medley</b> (Co-opted June 2019)	Services, Quality & Safety	6/7
	<b>Pat Winters</b> (Co-opted May 2019)	Property	5/7
	<b>Lorna Cahill</b> Company Secretary (Co-opted June 2019)	Finance & Governance	4/5
	<b>Paul Shelly</b> (Co-opted June 2019)	Property Human Resources (Chair)	4/5
	<b>Lucy Joyce</b> (Co-opted September 2019)	Fundraising & Communications (Chair)	2/2
	<b>Sile Nic Niocaill</b> (Resigned February 2019)		0/1
	<b>Gregory McLucas</b> (Resigned May 2019)		2/4
	<b>Jolene Gacquin</b> (Resigned August 2019)		6/8
	<b>Ann Walsh</b> (Resigned November 2019)		6/11

# OUR FUNDERS

The work we do is only possible thanks to all of our supporters including our main funders.

## Statutory Funders

Government bodies partially fund the running of our services.



## Other funders and supporting organisations.

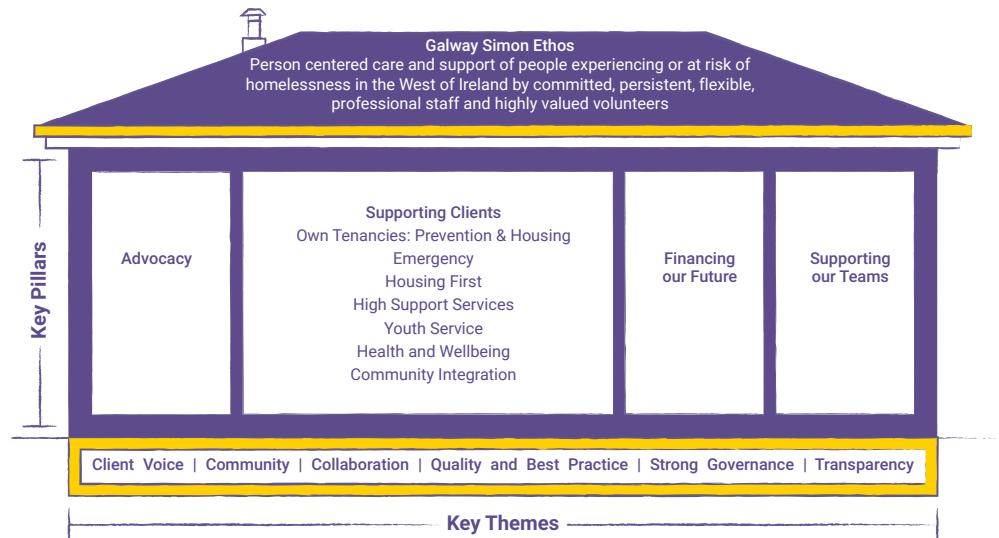
We are grateful for the grants we receive from different organisations which fund specific projects. Our grant funders in 2019 included: Léargas, St. Vincent de Paul, Loreto Foundation Ireland, Community Foundation for Ireland, Irish Youth Foundation, One for Ireland Campaign, ESB Corporate Responsibility Fund, Irish Human Rights & Equality Commission, Erasmus+ and Caranua.



# STRATEGIC PLAN 2020-2023

Over the period 2020-2023, Galway Simon will continue to protect and nourish our ethos and values in all that we do.

This plan is based on four key pillars with six themes.



## Pillar 1: Advocacy

We will work towards eliminating homelessness through advocacy, education and campaigning.

## Pillar 2: Supporting Clients

We will continue to place our focus on supporting clients and will commit to the following actions:

- Continue to provide and develop a range of services tailored to meet the needs of our clients
- Focus on clients having their own tenancies, through Prevention and Tenancy Sustainment Services the provision of additional housing
- Continue to roll out housing first in collaboration with our partners
- Provide higher levels of support and in some cases a home for life in our high support services
- Work with women and families experiencing or at risk of homelessness through our womens and family service

- Expand the capacity of our youth service
- Extend the reach of our Health and Well-being Team.
- Recruit a community integration coordinator to support meaningful use of time, education, training and work opportunities for clients

## Pillar 3: Financing our Future

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

## Pillar 4: Supporting Our Teams

We value the expertise, experience and commitment of our staff and volunteers. With increasing demand on our services, and increasing complexities in our environment, we will support our teams.

The key principles of quality and best practice, strong governance and transparency will underpin our work throughout the period of this plan. For details of our full Strategic Plan, visit [galwaysimon.ie/our-strategic-plan](https://galwaysimon.ie/our-strategic-plan)



## A LOOK BACK ON 2019







Registered Charity No. 20018962  
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• [@galwaysimon](https://twitter.com/galwaysimon) • [/galwaysimon](https://facebook.com/galwaysimon)

Galway Simon Community is operating to the Charities Institute 'Triple Lock' standards and is compliant with the Irish Charity Governance Code, the Charities Statement of Recommended Practices (SORP) and the Statement of Guiding Principles for Fundraising. We are also signed up to the Housing Agency's Governance Code.