

Galway
Simon
Community

Annual Report 2020



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Our vision

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

Our mission

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

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

Work towards eliminating homelessness through education, advocacy and campaigning.

Our values

Compassion

Competence

Commitment

Client-centred support

Community

Collaboration



A word from our Chairperson



Dear clients, staff and supporters,

2020 was a year like no other. A year of fear and isolation, greatly amplified for our clients who are already trying to deal with extremely difficult life circumstances. Thanks to our exceptional front-line workers, we continued to deliver services to our clients, despite the enormous challenges they faced. We remained COVID-19-free thanks to the vigilant guidance of our Nurse, Regina Boyle and Doctor, Kieran Coleman and the huge efforts of our staff. We are so grateful to them!

Galway Simon supported over 1,200 men, women and children in 2020. More than one in three of our adult clients were women. COVID-19 has made the situation even more difficult for some and domestic abuse cases have risen. Each client's story is unique. Our client-centred approach is core to all that we do as we help clients develop a road map for their future.

Our fundraising was constrained due to our shops being closed for six months in 2020 and many fundraising events, such as flag days and church gate collections, were cancelled. Thank you to our wonderful fundraising team who worked so hard to re-imagine our biggest community fundraiser of the year – Sleep Out for Simon – which ran as a virtual event.

The national housing crisis continues to frustrate our ability to support clients to find affordable, secure accommodation. Galway Simon's vision is a community where everyone lives in a place they call home. I ask you to continue to support our advocacy work to urge the government to implement more timely solutions.

I would like to extend my thanks both to our generous supporters and our statutory funders. 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. They have been through a lot this year. We thank them for their untiring dedication.

Take care,
Maureen V. Lynch
Maureen Lynch

A message from our CEO



It is difficult to convey in words the raw fear of March and April 2020 – fear that we would see outbreaks of COVID-19 across Galway Simon's Services and that we would lose clients whose experience of homelessness meant they were very vulnerable to the virus; fear as to how we were going to keep services running safely during the pandemic; fear of the financial impact of our charity shops being closed and fundraising activities cancelled.

It is also difficult to convey in words the incredible response of our clients, staff and volunteers and the deep commitment to keeping each other safe which permeated our Community throughout the year. The vocational element to our work shone very brightly, as staff and volunteers pulled out all the stops to ensure that both the physical and mental wellbeing of our clients were protected.

Only one client contracted COVID-19 and thankfully, they made a full recovery. A small number of staff tested positive for the virus and have also all made a full recovery. Critically, there was no onward transmission within the organisation, and through the very hard work of the staff and volunteer teams, in addition to some very good fortune, there was no outbreak within our Services.

Our front-line teams continued to support our clients every single day.

For a number of clients, the only person they met during the lockdowns was their Galway Simon key worker.

I would like to pay particular tribute to Dr. Kieran Coleman and Nurse Regina Boyle, for their clear guidance and advocacy which was invaluable in enabling us to run our Services safely and to keep people safe.

While the Housing and Homelessness crises slid further down the headlines, they remained very much a reality in the lives of many people in the West during the pandemic. Working within COVID-19 protocols, we continued to respond to those who came to us for help across our Emergency, High Support, Housing, Prevention and Health & Wellbeing Services. We resettled 95 households into a new home, enabling them to leave homelessness behind them.

We continued to roll out, in cooperation with our partners in COPE Galway, Galway City Council and the HSE, a Housing First Service in Galway. We commenced the 'My Home' Pilot, in collaboration with the HSE. We rolled out a Community Detox Pilot Service. We acquired additional housing units in order to provide pathways out of homelessness for clients. We commenced the development of a commercial premises for our furniture shop, some of our community support services and our support functions. And we continued to provide support to North West Simon Community.

We collaborated with HSE Social Inclusion and Galway City Council (who are the lead Authority for Galway, Mayo and Roscommon Local Authorities) to ensure that there was a coordinated response for people who were homeless or at risk of homelessness during the pandemic. In addition to the extraordinary interagency work which was done to protect very vulnerable people across our region, we were very grateful to be able to avail of government backed financial supports to help safeguard our Services.

More than ever in 2020, our work was only possible thanks to our funders, supporters and volunteers.

The phenomenal community spirit here in the West of Ireland is part of our DNA. We were heartened throughout the pandemic by the imaginative and significant support we received from companies and individual supporters. From donations of gin-based hand sanitiser and custom-made PPE, to tablets to access counselling and Christmas gifts for clients, the response to our fundraising appeals and virtual Sleep Out, and donations to our shops when they were permitted to reopen, your support meant so much to all of us as we navigated the unpredictable and choppy waters of 2020.

Thank you also to our volunteer directors for their unwavering support and guidance in very difficult times. Voluntarism is a core value of our community and we missed many of our long-standing loyal volunteers while they were cocooning during the lockdowns. We have been overjoyed to welcome so many back in 2021! To the many people who didn't have links with Galway Simon prior to the pandemic, but who offered to volunteer last year – thank you. While we were unable to accept some help due to government restrictions, we were so appreciative of the offers and we hope to work with many new volunteers into the future.

We are also grateful to our colleagues in the Simon Communities of Ireland and across the Communities in Cork, Dublin, Dundalk, Midlands, Mid West, North West and South East for their continued support. It was very reassuring to link in with colleagues in Ireland and overseas, and to share learnings as we all dealt with unprecedented and rapidly changing circumstances.

I would like to personally thank all of my colleagues across this exceptional organisation for all that you did last year. I am full of admiration for your work, and I feel very privileged to have been part of the extraordinary collective response of Galway Simon Community to the COVID-19 pandemic.

Karen Golden, CEO

Our services

We had a lot of plans for 2020, a lot to do. We believe in working with clients to find solutions to their housing needs, and providing the direction or support to ensure that they can thrive.

In January 2020, we were in the formative stages with two new services. We had done a lot of planning but now it was time to get these services up and running. In particular Housing First. This initiative provides housing to people who have been rough sleeping and in entrenched homelessness. Housing is provided first to give people security and then health and well-being supports are offered on an assertive basis. An approach first devised in the US, it has been adopted widely in Canada, Australia and throughout much of Europe. In Galway, we have responsibility for leading on the Housing Support Services that are part of Housing First, and we do this in partnership with COPE Galway.

We were also beginning a new service in partnership with the HSE Mental Health Services in Galway County and Roscommon, providing support to people to move into their own independent accommodation following prolonged periods in institutional care. Our role is about giving the clients the skills to manage their own tenancies successfully, and helping to resolve the practical difficulties that can arise.



As far as possible, our work focuses on helping people to integrate into their new communities.

By the middle of March, we were going into lockdown and Homeless Services operated by Galway Simon were having to figure out what our way through this would be. How to best serve all of our clients, to manage our commitments to people, keeping our clients and staff safe. There were real challenges to ensure that clients in our Supported Housing Services were at minimal risk, and we also had obligations to ensure we did everything in our power to protect our staff.

Our new services, supporting people to rebuild their lives, were at such an early stage and some of the clients were at such a vulnerable place in their journeys to safety and stability.

Our shops had to close, our group activities could no longer happen in person, and people were afraid.



We could not disappear on people. So we worked on it, we kept contact with people, met people in socially distanced ways and helped people to be safer in their homes and communities. We had to help our clients to utilize technology in new and diverse ways. There were such leaps forward. Clients managed to make virtual reconnections with friends and family. Our music project went online. Clients participated in surveys, and told us how they were doing.

Our services developed and grew, and many of our clients found new homes, new opportunities and new possibilities.

By the end of the year we had helped 95 households to move into a new home. Of those, 12 were accommodated through the Housing First Service and 23 were part of the My Home Project.

We helped people to find solutions that either ended their homelessness or averted the risk of them becoming homeless.

Our services kept going, kept contact with people, and found new ways of engaging. We continued to support, reassure and carry out the practical tasks necessary.

We did it in circumstances that we could never have imagined and we did this because of the incredible support we get from the wider community. For this we are immensely grateful.

Our response to COVID-19



How do you follow public health advice to 'Stay at Home' when you have no home?

At Galway Simon Community, our work never stopped throughout the pandemic.

Our dedicated front-line teams worked tirelessly to put additional measures in place and our primary focus throughout 2020 was to keep our clients, staff and volunteers safe and well. Like many others, we faced huge challenges in doing so.

As the crisis escalated, we created an Emergency Response Team to oversee the response to COVID-19 across all of our services. We were also very actively engaged with the Galway City Emergency Response Team for Homeless Services to ensure a collaborative and coordinated response was provided to people availing of homeless services in the city.

Our Community Nurse was trained on COVID-19 testing to ensure that testing could be carried out in a timely manner for clients in homeless services. This proved to be essential in mitigating the risk of an outbreak in our Supported Housing Services in particular.

Risk assessments, with significant clinical input,

were carried out for clients across our services. This led to our front-line teams supporting a number of our most vulnerable clients to move into newly sourced residential units, where they could self-isolate or cocoon safely. We also reduced the number of people residing in our Emergency Service in order to support social distancing, with additional spaces for self-isolation being made available where necessary.

We developed new protocols in line with HSE guidance and provided clients, staff and volunteers with the resources, tools and PPE they needed to ensure the safe and effective practice of hygiene and social distancing measures. A service was put in place to ensure that clients who were symptomatic or feeling unwell could be transported safely.

We remained connected with our clients throughout the pandemic.

Much of the contact with our clients moved to video call and phone consultations, however face-to-face meetings, with appropriate social distancing, continued for some clients where it was deemed necessary. For some clients, in-person meetings were hugely important in reducing isolation and maintaining stability, especially when some or all of their other supports or services were withdrawn or went

online very suddenly during the first lockdown.

Food, shopping and essential medication were delivered to clients who were self-isolating and cocooning. Clients who were experiencing food poverty were provided with food hampers. Additional resources, many of which were kindly donated by our supporters, were provided to clients restricting their movements, including mental-health specific resources.

Across our staff teams, measures were put in place to support the well-being of our staff and to ensure adequate staffing levels within our services. Some of our office based staff adapted to a remote working environment as we reduced the number of staff in our office. We also made adjustments to our full-time volunteer programme due to restrictions and unfortunately, our part-time volunteering programme came to a halt.

Galway Simon's two charity shops were closed for six months of 2020 under government guidance, and our staff were redeployed to our front-line services to support our response to Covid-19. While many of our annual fundraising events were cancelled, significant efforts went into re-imagining some fundraising events where possible.

Throughout 2020, we continued to be amazed by the generosity of our local community. We

received donations of PPE when resources were scarce, and many individuals and local businesses donated hot meals, food and other essential supplies for clients across our services.

The extraordinary collective effort across the entire community enabled Galway Simon to keep our clients, staff and volunteers safe throughout a hugely challenging period.

Over the course of the year only one client contracted COVID-19, and thankfully they made a full recovery. A small number of staff members tested positive, and have also all made a full recovery. Critically, there was no onward transmission within the organisation, and through the very hard work of the staff and volunteer teams, in addition to good fortune, there was no outbreak within our services.

Galway Simon Community would like to acknowledge and commend the inspirational work and effort of clients, staff and volunteers throughout 2020, and the deep commitment to keeping each other safe that has permeated the community throughout the pandemic.

The impact of Housing First: Paul's story



In April 2020, Paul was offered housing and support through our Housing First Service.

Paul was married and had a very successful career in America for many years, then alcohol addiction started to take hold of his life.

"I lived in America for a good number of years. I was married and lived extremely well. I was a trainer to senators and congressmen and lobbyists. So, I've been from one extreme to the other. I moved from there because my health deteriorated. I've got terminal cancer. Drink is a great eraser, it will get rid of stains, but it will also get rid of livers, kidneys, wives, houses."

For fifteen years, with ongoing addiction issues and ill health, Paul was entrenched in homelessness as he lived in and out of hostels throughout Ireland. Paul was known to Galway Simon's staff and he was approached about the Housing First Service.

"Simon put my name forward for all of this. They knew me for years. I'm not homeless anymore, it took me five or six months to get

that sense, I had become used to it again, and that took time. Simon put trust in me, and had faith in me when no one would. That's priceless."

With the help of the Housing First team, Paul resettled to his new home, an apartment in a secluded cul-de-sac, where he has paintings on the wall, a trellis up for flowers and AstroTurf on his balcony. He says it took a little while to adjust to living in a house again but relishes the fact he's not homeless anymore, *"I have a key - I can come and go when I want. I cook and keep the house clean. I feel refreshed."*

Despite health concerns, Paul is doing very well and continues to liaise with Galway Simon and other services, while maintaining his sobriety. He likes to upkeep a *"buoyant nature"*, talk to neighbours, cycle into town, and looks forward to studying. With Housing First's assistance and his own financial input, Paul is starting a Fine Art course and hopes to do a counselling course in the future. *"My desire is to help in some small way the city of Galway. For now, it's one foot in front of the other."*

The clients' names have been changed to protect their identity, but their stories are very much true.

The impact of our Women & Family Service: Maura's story

After many years suffering from abuse and subsequent mental health issues, Maura dropped out of her final year of college, and moved in and out of homeless services. When she tried to begin a new life renting in Dublin, she was suddenly given 24 hours' notice to leave her accommodation, and began sleeping rough.

"I was on the way down and in a very bad condition: financially, health-wise, in all possible ways."

Maura moved to Galway and spent some time in and out of emergency homeless services. It was then Maura was referred to Galway Simon Community where she was provided with a safe place to stay in our Women's Supported Housing Service.

"It's an absolutely marvelous place. It's like a home."

The Women's Supported Housing Service assists people at a vulnerable stage in their lives to reach a state of equilibrium. Our staff strive to create a sense of normality in the service and there is a high focus on relationship-building and combatting social isolation. Within this environment, Maura could address her health concerns. Galway Simon linked her in with multiple practitioners and accompanied her to appointments.

"I started to see slow improvements in my health condition and in my confidence. At the Women's Service, I was cared for and supported in many ways. You can really recover in this place."

After some time working together, Maura was ready to transition to her own accommodation and thankfully Galway Simon was able to provide her with the keys to her own home through our Independent Living Service. Within this service, clients are supported to live independently, gradually reducing support where appropriate, and to integrate into the community.

From where Maura's journey began with Galway Simon, receiving 24-hour care, she now only sees a key-worker fortnightly, who, along with assisting her with lifestyle needs, has been helping her with educational plans. With Maura's health improvements, new found confidence and Galway Simon's continual support, she is now returning to education and work.

"I'm going back to work. I'm going back to normal life. I would just like to say thank you to the Simon Community. I think I would be nowhere today without their help. Instead, it's like a new life, a new beginning."





The impact of our Youth Service: **Aoife's story**

Aoife left the foster care system at 18 and after completing her Leaving Certificate, she was offered a place on a PLC course and secured rented accommodation in Galway. However, she encountered issues shortly after entering the private rental sector.

"I didn't know the worries and the dangers of going into rented accommodation; I just picked the first place I saw. Then I found out last minute that the landlord was about to sell the house and I had nothing saved. I didn't have anywhere to go"

Aoife's situation was further complicated by additional healthcare needs.

"My mental health was also bad at the time. It does become survival when you're that young and you don't have anyone to fall back on"

Without any family to turn to for support, Aoife reached out to Galway Simon Community. Fortunately, Galway Simon was able to give Aoife a place to stay in our Youth Service which provides a home for 12 young people at a time. The service's ethos is to provide stability for clients and then help them move forward.

Galway Simon acknowledges that, for multiple reasons, some people may not have had access to the supports many of us take for granted. We assist clients in many aspects of their lives. For Aoife, this involved getting help with tasks like managing finances and cooking. She says,

"I couldn't even turn on a washing machine, nobody ever taught me". While staying at our Youth Service, she also received many other supports including counselling, healthcare support, and other life skills, all of which provided her with the tools she needed to live independently. Aoife was also encouraged to continue on her pathway in education.

When Aoife moved out of our Youth Service after a year, we continued to support her through our Community Support Service. She was also assisted with resettlement and budgeting skills, and says it was a comfort *"knowing Simon was there if I needed them."*

Since reaching out to Galway Simon, Aoife has successfully completed her undergraduate degree, is currently doing a master's degree, and plans to pursue a PhD. She also advocates on behalf of young people who have come from care backgrounds, particularly in the area of ethics and promoting awareness of housing solutions.

Aoife's trajectory demonstrates the huge impact the service can have on a person's life.

She says, *"I consider myself really lucky. Simon should have the capacity to respond to the amount of people who are becoming homeless, when they do such a good job at it. Because this isn't just a homeless service, this is a 'setting you up for life' service, and what young person doesn't need that?"*

The impact you help to make

646 unique households

were supported by our housing and prevention services.



1216
individuals

752
adults



464
children



436
single people



18
couples



192
families



Homelessness Prevention Services

485 unique households supported
181 families supported, including **433 children**



Housing Services

161 unique households supported
11 families supported, including **31 children**



Health & Well-being Services

93 people provided with street outreach support in Galway City
10 individuals supported through our Community Detox Service
185 health treatments provided to homeless people in Galway City

We worked with 741 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.

How we help

Galway Simon Community provides a range of support and accommodation services to people who are homeless and at risk of homelessness in Galway, Mayo and Roscommon. We support a person's right to security, dignity and wellbeing

in their own home. We are relentlessly committed to finding answers to the questions faced by real people at risk of, or experiencing, homelessness.

Homelessness Prevention Services



We provide support to those within the community to prevent them from becoming homeless in the first place. Our services work to keep people in their own homes or where this is not possible, we help to resettle them to a new home. Our Homelessness Prevention Services include:

- **Youth Service**
- **Women & Family Service**
- **Community Support Service**
- **Rapid Prevention Service**
- **Resource Centre, Ballinasloe**
- **My Home Service**

Housing Services



We provide a home for over 140 people at any one time across Galway City and County. Our Housing Services vary in levels of support from independent living, to shared, transitional or high support housing. The focus within these services is to support clients towards independent living where appropriate. Our Housing Services include:

- **Emergency Service**
- **Youth Service**
- **Housing First**
- **Independent Living**
- **Community Housing & Resettlement**
- **Women's Supported Housing**
- **Men's Supported Housing Service**

Health and Well-being Team



This team provides specialist support in areas including physical and mental health, addiction, relapse prevention, life skills and access to training, education and employment. Services provided include:

- **General Nursing & GP Supports**
- **Dental and Chiropdy Services**
- **Occupational Therapy Supports**
- **Addiction & Relapse Prevention Counselling**
- **Community Detox Programme**

Volunteering

41 years ago, Galway Simon Community was founded by volunteers and voluntarism still remains a strong tradition and an integral part of our community today. We continue to grow and develop our volunteer base, who are at the core of our work.

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

However, in 2020 due to the impact of COVID-19 the number of volunteers fell dramatically to a total of 66 as all our fundraising events were re-imagined and carried out virtually and our charity shops were closed during lockdown.

Our 16 full-time volunteers provided valuable skills to support our clients in our residential services. They too 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.

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

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

66 people volunteered with Galway Simon Community, this included:

- **16 full-time volunteers** working in our services throughout 2020. They came from Germany, Spain & Italy.
- **36 part-time volunteers** worked across our shops and offices.
- **4 part-time volunteers** helping co-ordinate our Corporate and Community Fundraising events and projects.
- **10 part-time volunteer Directors** who oversee the strategic direction of the organisation.





€1,173,123 raised & donated in 2020 through appeals, fundraising events, sponsorship and through our charity shops.



Fundraising

While 2020 was one of the most challenging years in Galway Simon Community's 41-year history, it was also a year in which the unwavering commitment of our supporters enabled us to continue to be here for those facing homelessness throughout the COVID-19 lockdowns. It was truly heart-warming for our clients, staff, and volunteers to know that our kind supporters are committed to protecting those facing homelessness in the West, even in the face of a global pandemic. Our work would simply not be possible without you.

2020 saw many of our annual fundraising and awareness events being cancelled due to government restrictions in place during the pandemic. However, we really wanted to ensure that we could stay connected with our supporters, and to continue raising vital funds for our services. Where possible, we reimagined some of our events and brought them virtual.

Despite the challenging environment for our entire community, our supporters still came together to support our fundraising initiatives.

Over 200 people participated in our re-imagined Virtual Sleep Out for Simon event where an incredible €137,205 was raised, supporting over 500 individuals and families facing homelessness across the West.

It was our most inclusive Sleep Out ever with people of all ages taking part: from Montessori Groups to Secondary Schools; Choirs to Scout Groups; Sports Clubs to Youth Councils, along with Businesses and Enterprises of all sizes.

It was a truly phenomenal achievement thanks to each and every one of our amazing supporters.

Throughout the course of the year, supporters made donations to our annual fundraising appeals which allowed us to continue providing vital services during what was an extremely challenging time for our clients. Many others continued to provide monthly donations to Galway Simon, or signed up to do so.

Due to government restrictions, our charity shops sadly closed their doors for six months of the year, which resulted in a significant loss of income. When we were able to open our doors however, our supporters were incredibly generous in both donating to and buying from our shops. For that, we cannot thank you enough.

We were also very grateful for the support we received through Trusts and Foundations throughout the year which saw over €31,132 donated for specific programmes across our Homelessness Prevention, Housing and Health & Well-being services.

We would like to extend our sincere thanks to our supporters in Galway, Mayo, Roscommon and beyond for continuing to help people on their journey out of homelessness.

Our finances

Galway Simon Community generated an operational surplus of €216,233 in 2020 which included €315,000 in funds received in 2020 for services to be delivered in 2021. This compares to an operational deficit of €14,709 in 2019. Donations arising from legacies and bequests can fluctuate significantly from year to year and they decreased by 12% to €51,113 in 2020.

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 locally, which we could not do without the support.

Statutory and grant income represented 66% of total income in 2020 (61% of total income in 2019). 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 5%, primarily due to additional HSE funding of €315,000 received in December 2020 to fund 2021 services, funding in relation to new and expanded service developments and COVID related income supports received during 2020.

Total fundraising and charity shop income excluding legacies and bequests decreased by 8% to €1,173,123 which reflects charity shop closures due to pandemic lockdown.

We would like to thank and acknowledge the huge efforts made by staff and volunteer teams in a very challenging environment during 2020. We would also like to thank the much appreciated national and local generosity by supporters, donors and customers during the COVID pandemic. In addition to the vital funds raised through the fundraising events throughout the year, the organisation continued to receive invaluable financial support from committed donors.

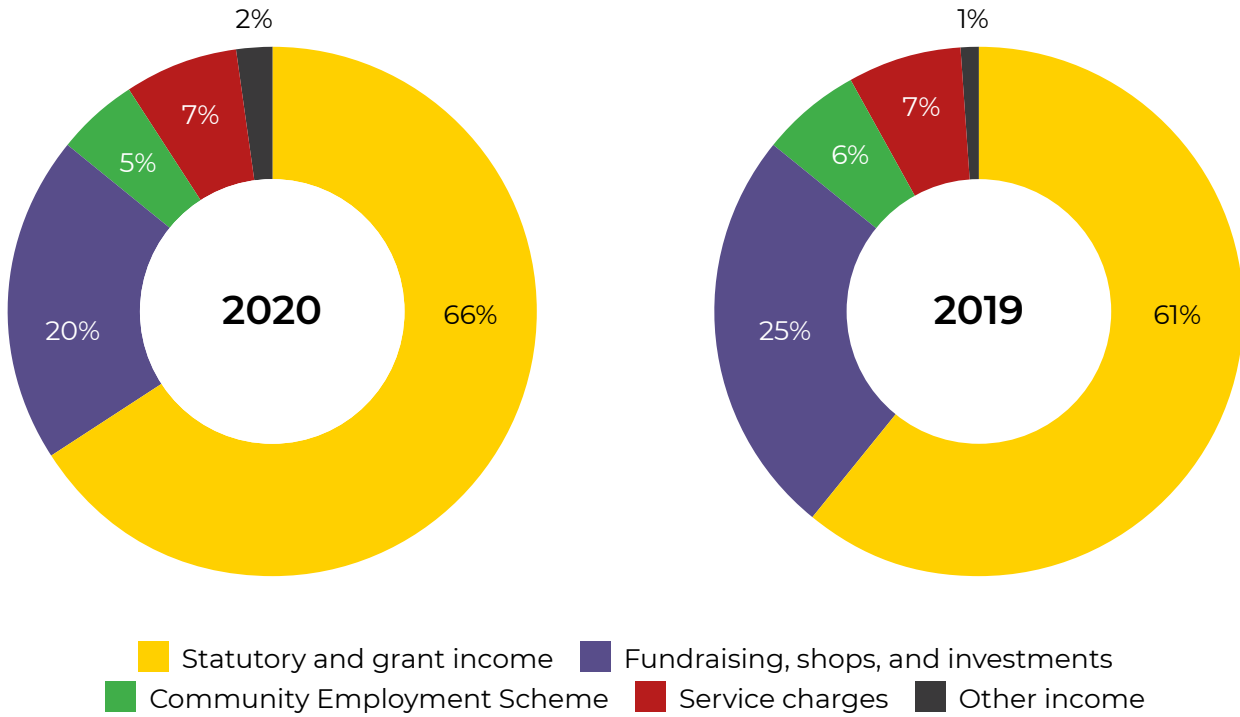
Total expenditure for 2020 was €5,864,559 which represents a 10% increase compared to the previous year.

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

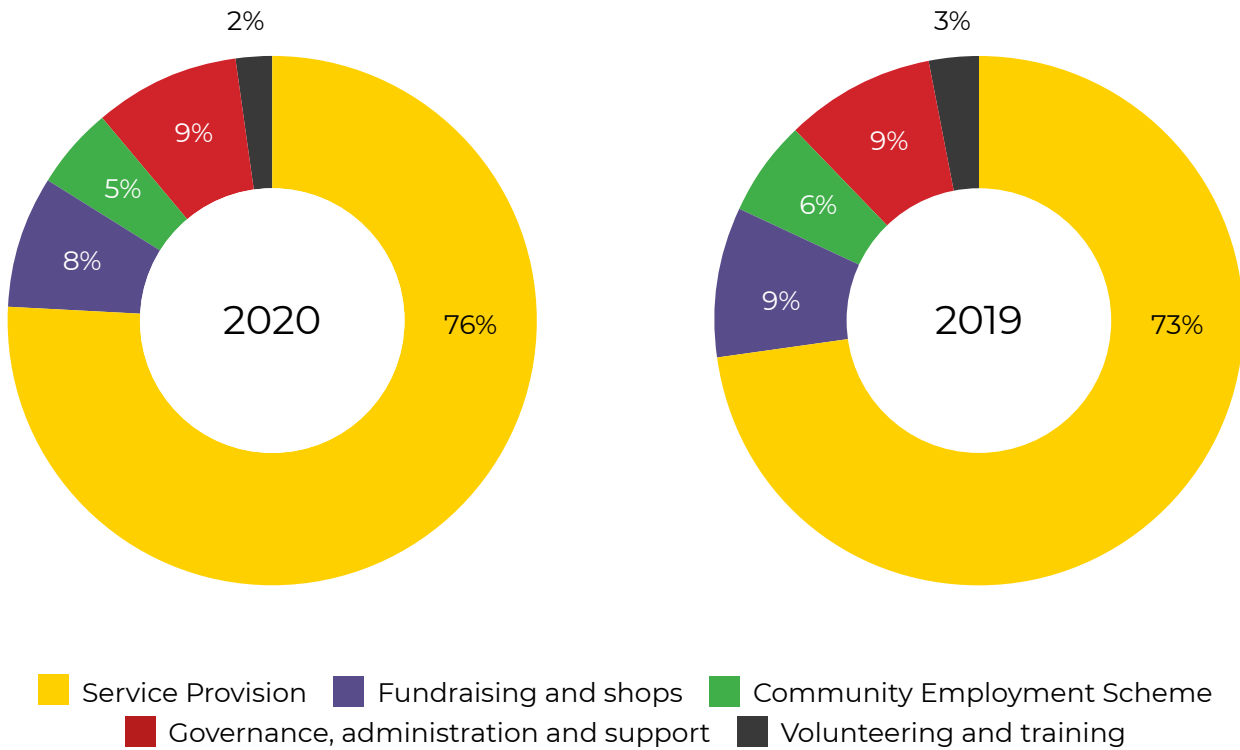
Overview of Statement of Financial Activities

| | 2020 | 2019 |
|---|-----------|-----------|
| | € | € |
| Income | 6,080,792 | 5,283,539 |
| Expenditure | 5,864,559 | 5,298,248 |
| Operating surplus/(deficit) before Capital Assistance Scheme loan repayments relieved | 216,233 | (14,709) |

Our income



Our expenses



Statement of Financial Activities

for the year ended 31 December 2020

| | Unrestricted Funds | Restricted Funds | Designated Funds | Total 2020 | Total 2019 |
|--|--------------------|------------------|------------------|------------------|------------------|
| Income from: | € | € | € | € | € |
| Donations | 450,377 | 105,237 | - | 555,614 | 450,805 |
| Legacies | 51,113 | - | - | 51,113 | 58,495 |
| Other Fundraising Activities | 532,283 | 85,226 | - | 617,509 | 822,860 |
| Charitable Activities | 442,741 | 4,331,925 | - | 4,774,666 | 3,904,078 |
| Interest | 2,920 | - | - | 2,920 | 4,283 |
| Other Income | 78,970 | - | - | 78,970 | 43,018 |
| Total Income | 1,558,404 | 4,522,388 | - | 6,080,792 | 5,283,539 |
| Expenditure on: | | | | | |
| Raising funds | 520,472 | - | - | 520,472 | 548,038 |
| Provision of homeless services | - | 4,992,495 | - | 4,992,495 | 4,395,353 |
| Community Employment Scheme | - | 351,592 | - | 351,592 | 354,857 |
| Total Expenditure | 520,472 | 5,344,087 | - | 5,864,559 | 5,298,248 |
| Capital Assistance Scheme loan repayments relieved | 331,770 | - | - | 331,770 | 263,643 |
| Net income/(expenditure) before transfers | 1,369,702 | (821,699) | - | 548,003 | 248,934 |
| Transfers between funds | | | | | |
| Transfer to/(from) unrestricted fund | (1,056,827) | 1,056,827 | - | - | - |
| Transfer to/from designated funds | 9,896 | - | (9,896) | - | - |
| Net movement in funds | 322,771 | 235,128 | (9,896) | 548,003 | 248,934 |
| Reconciliation of funds: | | | | | |
| Total Funds brought forward on 1st January 2020 | 4,835,010 | 445,144 | 974,414 | 6,254,568 | 6,005,634 |
| Total funds carried forward | 5,157,781 | 680,272 | 964,518 | 6,802,571 | 6,254,568 |

Balance Sheet

as at 31st December 2020

| | 2020 | 2019 |
|---|--------------------|--------------------|
| | € | € |
| Fixed assets | | |
| Tangible Assets | 11,075,600 | 8,038,849 |
| Current assets | | |
| Debtors | 532,348 | 255,173 |
| Cash at bank and in hand | 3,145,953 | 3,231,186 |
| Total current assets | 3,678,301 | 3,486,359 |
| Creditors - Amounts falling due within one year | (1,015,826) | (869,231) |
| Net current assets | 2,662,475 | 2,617,128 |
| Total assets less current liabilities | 13,738,075 | 10,655,977 |
| Creditors - Amounts falling due after more than one year | (6,935,504) | (4,401,409) |
| Net assets | 6,802,571 | 6,254,568 |
| Total funds of the charity | | |
| Unrestricted funds | 1,573,387 | 1,582,386 |
| Restricted funds | 680,272 | 445,144 |
| Designated maintenance reserve funds | 712,699 | 722,595 |
| Designated strategic development reserve funds | 251,819 | 251,819 |
| CAS mortgage payments relieved fund | 3,584,394 | 3,252,624 |
| Total charity funds | 6,802,571 | 6,254,568 |

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 Guidelines for Charitable Organisations on Fundraising from the Public. 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.










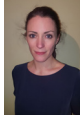
Galway Simon Community has a responsibility to ensure that it uses the funds and resources it receives for its charitable purpose of ending homelessness. The organisation has a duty to plan its use of funds and resources to ensure the continuity and sustainability of the services we provide. Galway Simon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

In line with other charitable organisations, Galway Simon Community has a reserves policy in place to mitigate risks to funding income. The organisation is working towards a target of holding four months of operating costs in reserve and at the 31st December 2020, accumulated unrestricted reserves represented 3.2 months (2019: 3.5 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.

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 |
|---|--|--------------------------|
|  Maureen Lynch Chairperson | Finance & Governance; Services, Quality & Safety; Fundraising & Communications; Property and Human Resources | 10/10 |
|  Stephen Mackey Vice-Chairperson | Finance & Governance Property (Chair) | 10/10 |
|  Lorna Cahill Company Secretary | Finance & Governance | 10/10 |
|  Henry Cleary | Finance & Governance (Chair) | 7/10 |
|  Edelle Lawson | Services, Quality & Safety | 5/10 |
|  Dervil O'Reilly | Services, Quality & Safety (Chair) | 6/10 |
|  Paddy Medley | Services, Quality & Safety | 8/10 |
|  Pat Winters | Property | 7/10 |
|  Paul Shelly | Property Human Resources (Chair) | 10/10 |
|  Lucy Joyce | Fundraising & Communications (Chair) | 7/10 |

Our funders

Statutory funders

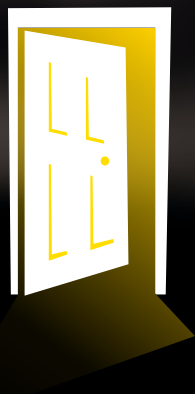
The work we do is only possible thanks to all of our supporters including our main funders. Together we continue to make a difference in the lives of those affected by homelessness. Below are the Government bodies which partially fund the running of our services.



Other funders and supporting organisations

We are grateful for the grants we receive from different organisations which fund specific projects. We are also members of initiatives including the FEAD Programme and Food Cloud. Our grant funders and supporting organisations include the following:





Galway
Simon
Community

Registered Charity No: 20018962 | CHY: 8007 | Company No: 144699

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