



**DEPAUL**  
**IRELAND**  
**ANNUAL**  
**REPORT**  
**08**

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## CHAIRS REPORT

On behalf of Depaul Ireland I am happy to report that 2008 was a good year and we were able to achieve the following:

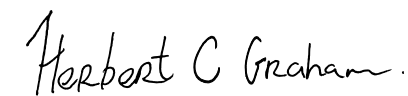
- Open two new projects, Cloverhill for families in Belfast and Sundial House for people with a history of long term homelessness and alcohol misuse in Dublin
- Secure funding for our Drive Ahead scheme, providing training for young people in Belfast
- Provide 280 beds on a nightly basis and over 98, 000 beds over the year to assist in meeting our statutory funders objective of ending long term homelessness and the need to sleep rough by 2010
- Continue to offer outreach services in Ballymun to assist in preventing homelessness
- Challenge stereotypes of homeless people through a series of events, including an art exhibition of work by our service users at the Electric Picnic festival
- Promote further our work with greater media and public interest

I particularly want to mention Sundial House and acknowledge the support from all parties that helped in bringing this project into operation. Sundial is a wonderful facility which deals with people with high needs who have been long term homeless in Dublin. Funding restrictions meant that there was a real risk that this facility would not have opened and its opening relied on the generosity of Cross care who transferred their Longford lane service to our management in order to enable this to happen. In these more challenging times this spirit of cooperation and working together as service organisations will be key to ensuring that those who need our help get the maximum benefit of all our efforts.

We rely heavily on the continued funding of our statutory funders, Dublin City Council, Health Services Executive, Probation board, Ballymun Regeneration Ltd, Belfast Regeneration Office and the Northern Ireland Housing Executive to operate. The quality of services to homeless people has been substantially improved over the last number of years. The current economic environment is likely to significantly test these improvements and while we acknowledge the ongoing support from the statutory funders we ask that the support for homelessness be prioritised in these more challenging times. Also moving to a three year funding model would be a significant advantage over the current system of annual funding and would assist in giving some additional certainty to projects.

We continue to work in partnership with the St Vincent de Paul, Daughters of Charity and the Vincentian Fathers. We appreciate greatly their support during the year.

On behalf of the board I thank our management and staff teams for the wonderful job they do. The demands made on them are often substantial and frequently stressful. Irrespective of this they approach their work with commitment and professionalism and always do this compassionately.



**Herbert Graham**  
Chairman





## INTRODUCING DEPAUL IRELAND

The ethos of Depaul Ireland in delivering services to people experiencing homelessness, is to support them 'where they are at'. To achieve this we operate low thresholds in our services, keeping rules and regulations to a minimum, to enable homeless people with complex needs and challenging behaviour the ability to access them. This way of working is in line with and promotes our key organisational values.

We strive to work with others in pioneering a commitment to delivering services within this ethos and based on the principles of harm reduction. Whether it be providing a step away from the streets in our emergency services, a home for life in our long term accommodation or supporting people in the community, we strive always to be accessible and supportive to some of the most marginalised in our society.

With 7 years of specialising in low threshold working behind us we wanted to share our learning with others and promote best practice among our staff and volunteers. In 2008 we published a booklet entitled 'Where You're At' - Low Threshold and Change, because at Depaul we are proud of the innovative services we have opened and want to ensure we protect and promote this moving forward. We believe that it keeps us fresh, accessible and importantly, encourages us to look creatively with our service users at how best we can support them to achieve their goals at a pace that is realistic for each of them.

We trust that our annual report highlighting the work that we have done in 2008 will reflect this.

**Kerry Anthony**  
Chief Executive Officer



KEYWORKING HOURS  
IN 2008 / 1,711  
VOLUNTEER HOURS  
IN 2008 / 24, 824  
FAMILIES RESETTLED  
IN PERMANENT ACCOMMODATION  
IN 2008 / 37  
CHILDREN WORKED WITH  
IN 2008 / 77  
INDIVIDUALS RESETTLED  
IN 2008 / 47  
TRAINEES OBTAIN  
FORKLIFT DRIVING TEST  
IN 2008 / 27

*“I started detox last week, which I  
wouldn’t have done if I wasn’t in here.”*

Jack, Clancy Night Shelter

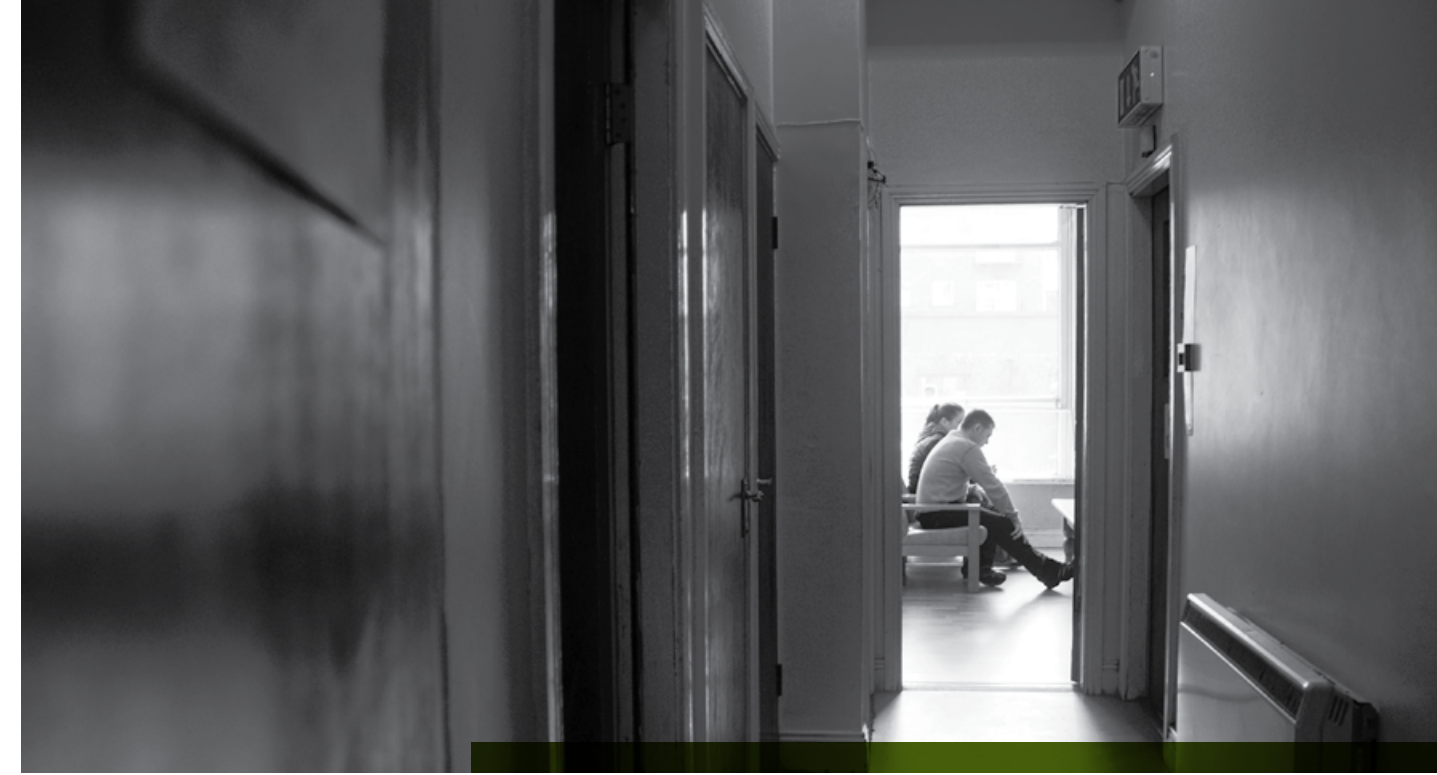
## EMERGENCY SERVICES

In 2008 in our emergency services we worked with 676 people offering them the opportunity to receive support through one to one key working, medical care, healthy meals, access to move on and support in addressing their substance misuse issues.

Our emergency services for single people and couples include Aungier Street, Clancy Night Shelter and Back Lane (a collaboration with the Society of St Vincent de Paul) in Dublin and Stella Maris in Belfast.

Service users in these projects include young people (17-35) with active drug misuse, men and women with acute alcohol dependency, and older men. People presenting to these services often display a range of support needs including chronic physical health problems, advanced mental illness and challenging behaviours.

Coming to live in Depaul services, our service users have found that the support they receive fosters a self-belief that enables them to face the challenges in their lives in a supported environment at a pace that is realistic to them. We support people to address their substance misuse, consider training and employment, renew broken relationships, seek medical care, live independently and have easier, happier lives.



### Developments

Within Depaul we continue to adapt and change our services to respond to need in the cities where we operate. In 2008 we had a number of new developments internally including:

- Opening up a series of e-beds in both our Aungier Street and Back Lane services taking referrals directly from the outreach teams and the night bus in the city of Dublin, thus having a direct impact on the number of people sleeping rough
- An Alcohol policy has been developed in consultation with relevant staff to further promote harm reduction principles in Back Lane
- A day liaison post has also been created at Clancy night shelter to foster inter agency working and ensure a continuum of care to young vulnerable people during the day

### Service User Involvement

We endeavour to create a sense of community at Depaul and service users in Stella have become involved in carrying out health and safety checks in the building and service users from Aungier Street collected money in the project to donate to Crumlins children’s hospital.

Activity and involvement in the services by those who live in them is actively encouraged and they are always a hive of activity, whether it is session from external agencies, creative classes or even a go on the Wii or the karaoke machine! We are pleased to see that people living with us – even for a short time – can feel at home and that they do have a stake in the Depaul community.

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*“The staff here try to make me see what I can’ t... my own potential.”*

Judith, Cloverhill family service

## FAMILY SERVICES

In January 2008 we opened our second family service in Northern Ireland and we now provide accommodation and support to 31 families, including expectant mothers. In 2008 we worked with 57 families with 37 of these were successfully resettled and the remainder still live with us. Families are referred to Cloverhill and Mater Dei for a variety of reasons including: overcrowding in their parents house, relationship breakdown, domestic violence, paramilitary intimidation, unemployment and addiction.

While living in Depaul projects our families thrive and grow individually and as a family unit. Key to their experience, for many families, is the confidence building, encouragement and practical support they receive and the positive progress this creates. After its first year, Cloverhill has succeeded in having no re-referrals from the same family.

Recognising the impact homelessness can have on children and young people, we were successfully awarded funding for three years from BBC Children in Need to employ a Child Support Worker. This worker supports parents in both projects to develop further their parenting skills, learning to deal with difficult behaviours, provide positive play sessions, an after school club and advocates on behalf of children in the projects.

In addition to our family projects in Belfast, we also work with families in the community through our Ballymun Case Management Team (BCMT) in Dublin. The team engages with families who are at risk of homelessness. The team have participated in and facilitated the Strengthening Families Program, which aims to improve communication within the family between parents and teenagers and is used to prevent homelessness.

Working in partnership with other agencies we seek to provide other exciting opportunities within the wider community for the families who live with us. This year a team from Mater Dei won the Council for Homeless charity football cup as part of Homelessness Awareness Week. A number of service users from our family services have completed the Depaul Ireland Drive Ahead programme, the Life Skills course with the Princes Trust and one person has been accepted to the Queen’s University to commence a degree in English.



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*“You are the only people who call to the flat to see me. I don’t know where I would be if it wasn’t for Depaul and the Befriending.”*

## COMMUNITY WORK

12 In 2008 we worked with 184 men and women in the community through our Community Befriending, Ballymun Case Management Team and Drive Ahead programme. In addition to this, we began our support to women moving from Tus Nua into the community by providing a number of follow up sessions to help them to settle into their new homes.

### Ballymun Case Management Team

BCMT was established in 2006 to specifically work with people in Ballymun who had ongoing alcohol misuse issues and as such, works with people who are homeless and also advocates strongly for people at risk of losing their tenancy. The service offers drop-in support providing regular contact, help with paying bills, registering for benefits and addressing alcohol misuse. In this year we saw 11 people successfully resettled and many more who maintained their accommodation with the support of the team.

### Drive Ahead

Our Drive Ahead programme, offers disadvantaged young people, the opportunity to undertake a ten week course supporting them to move towards further training, education or employment. In addition to the ‘soft’ outcomes, young people also complete the course with tangible results in the form of a fork lift driving licence, health and safety for work and their hazard perception driving test.

In 2008 30 participants graduated from the course – that is a 100% success rate! It has been noted by the participants that the encouragement they receive is unprecedented and helps them to find the confidence to look beyond their current situation and see new opportunities before unnoticed.

Past participants have gone on to open their own businesses, win awards, work as fork lift drivers and continue with further training and education.

*“I have now started my own business Kart party and it is going well. I feel the most important thing is I can be a positive role model to my two children and set an example for them while they grow up.”*

Gerry, speaking about Drive Ahead

### Community Befriending

The Community Befriending Programme based at Back Lane Hostel doubled the number of men it supported in 2008, increasing to 17 by year end. The programme is coordinated by a part time staff member but functions solely through the use of volunteers, who last year made 229 visits to men living alone in the community. The participants of the programme enjoyed an international soccer game at Croke Park, a Lyric FM coffee morning in the National Concert Hall and a comedy night as well as several trips to the cinema. The main benefit to the participants is the weekly sessions with their volunteers, which for many can be their only social outlet and the encouragement they receive to maintain their sobriety.





*“The house has become my home and I treat it like that by decorating my room with my personal pictures and belongings. Overall I am very settled. It’s great to have access to a nurse if I have any medical problems. It is also great to have an emergency cord in my room and all this gives me a great sense of security. There is a sense of family about this place.”*

Sam, Sundial House

## SPECIALIST SERVICES

### Sundial House

The newest edition to Depaul Ireland is Sundial House. This is the only service of its kind in Ireland and is provided in a state of the art building. The service accommodates 30 homeless people, male and female, with a long history of homelessness, alcohol misuse and associated health issues. There are 2 care rooms which offer specialised support to service users with advanced physical illness. The on-site nurse sees service users daily at the project, regular meals are provided by a chef, and laundry facilities encourage individuals to manage their own laundry. This is a long term accommodation option for this client group and for most of them will be the first place they have had to call home for many years.

### Tus Nua Apartments

Tus Nua (a collaboration with the Society of St Vincent de Paul) is the only service of its kind in Ireland, providing interim support for women leaving the Dochas prison before moving into their own independent accommodation.

2008 saw many changes and developments in the service in order to increase accessibility and remain true to the ethos of Depaul. By lowering the threshold at Tus Nua more women with greater needs have been accommodated and the service has been able to use alternative ways of working. As a result there has been increased occupancy with 18 women accessing Tus Nua this year, increased positive move-on’s and a decrease in exclusions.

Within current resources outreach support has also been introduced to assist women moving on to settle in their new home. A review by probation in this year was incredibly positive and resulted in Tus Nua receiving additional funding to enable us to make the changes outlined.

### Health Initiative

Throughout Depaul projects in Dublin service users have regular access to a peripatetic nurse through our Health Initiative. This team consists of a Clinical Nurse Manager (peripatetic, leading the team), a general nurse (Sundial House) and a mental health worker (Back Lane).

The Health Initiative team had a total of 1400 visits throughout 2008. The team promotes service user empowerment in access to medical services. Service users participated in safer injecting training and a health promotion campaign was run in all hostels to improve general health and self care.





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105 full and part time volunteers supported service users at Depaul in 2008. Volunteers are an integral part of all Depaul projects, offering extra opportunities and benefits to service users.

## VOLUNTEERS

Service users are treated to an array of activities provided by volunteers including beauty sessions, (for men and women!), outings, DVD nights, art and crafts, soccer, festival celebrations and table quizzes. Volunteers also provide an invaluable listening ear that never tires. We are very grateful to each and every one of our volunteers for the wonderful contribution they make to our projects.

We had 10 European volunteers work across our services in 2008 bringing with them an insight into another culture, but also enabling them to learn more about homelessness in Ireland. This is an incredibly mutually beneficial programme and enhances our work greatly.

In celebration of what volunteers have enabled us to offer, the 'Involved and Here to Stay' campaign took place throughout 2008 culminating with a conference that was attended by service users, staff and volunteers. The conference looked forward to improving volunteer services over the next 7 years and reaffirmed Depaul's choice of being an organisation which engages volunteers.

Another exciting achievement for volunteering in 2008 witnessed a Depaul Befriending volunteer win a Volunteering Ireland 'Ireland Involved' Award in the Social Work category. Anthony Fitzgerald was nominated for going beyond the call of duty and taking real action to improve service users lives. A great success indeed!

We also launched our Student Work Placement Policy, which has helped to strengthen this process and develop the capacity of all projects to benefit from the ever increasing interest from students to learn more about the work of Depaul. In 2008 we had 12 student placements between Dublin and Belfast.

2008 saw a number of very positive events supporting the work to raise our public profile and to continually challenge negative stereotypes of homeless people, by finding innovative ways to encourage our service users to showcase the talents.

## EVENTS

### Common Ground art exhibition

People who are homeless have families, loves, friends, dreams, inner lives, talents, hopes, fears, wishes, regrets. Connections, which can be sundered, or even dormant. 'Connections', was the theme for an art exhibition held in Common Ground Café, Belfast. Art by services users at Stella Maris was displayed depicting aspects of our work which is to encourage and support our residents to renew and repair their various connections, be it with welfare, family or themselves. The busy café had thousands of people view the exhibition which was held in June.

### Life's No Picnic on the Streets

*"I realised that I do have talent, it's just hard to see it."*

A very exciting opportunity arose for us in 2008 thanks to the Electric Picnic Festival. Service users at Aungier Street, Back Lane and Tus Nua were given the opportunity to enjoy artistic workshops based on the theme 'Life's no picnic on the streets'. The workshops culminated with an exhibition at the festival that was visited by over 3,000 people.

A beautiful dragon fly was created using scrap metal collected from skips. The artist liked spending time by the canal, often sitting there with hundreds of dragon flies around him, and this was the inspiration for this piece.

Other works included a self-portrait, a sculpture of a house sitting in the middle of a maze, several paintings and photographs taken through a pin-hole camera made from a beer can. We were fortunate to have 3 fantastic visual artists who volunteered on this project and contributed hugely to its success.

### Presidents Event

85 staff, service users and supporters of Depaul were welcomed into Aras an Uachtarain by President McAleese in recognition of the work done in Ireland over the last 7 years. Service users in Tus Nua hand made a one off quilt with a square representing each Depaul project, north and south, and presented this to President McAleese.

### Slainte

A documentary filmed in Aungier Street 'wet' low threshold service by a former Depaul European Volunteer. Slainte tells the story of life in the project through the lives of its residents and its honest and candid filming reveals their sense of belonging and friendship. The documentary style presented a humorous and intimate portrait of this unique community.

### Sundial House

Sundial House in Dublin was launched by Lord Mayor Eibhlin Byrne and Minister Finneran on December 16th. 80 people attended the launch which was held in conjunction with Helm Housing Association. Service users spoke about their new homes and two service users of the Stella Maris project in Belfast presented Sundial service users with a mosaic, as a house warming gift.



## TREASURER'S REPORT

20 2008 has been both a challenging and exciting year for Depaul Ireland, celebrating seven years of operation in ROI and almost four years in NI.

Overall, we have reported an operating surplus in 2008 in both companies and our accumulated reserves for both companies have developed steadily at year end. We have grown rapidly in both regions and the financial statements bear striking testament to this.



Formerly known as the  
Depaul Trust Ireland Limited

## DEPAUL IRELAND

Name change after year end  
from Depaul Trust Northern  
Ireland Limited to

## DEPAUL NORTHERN IRELAND

<sup>22</sup> Incoming resources in ROI have increased by just under 13% to €5.9 million for the year ended 31st December 2008. Our main statutory funders continue to be the Health Services Executive, Dublin City Council (both funds being administered by the umbrella body Homeless Agency), the Probation Service and Ballymun Regeneration. We would like to take this opportunity to express our sincere gratitude for this continued support.

Total costs in 2008 increased overall by just under 12%. The lower rate of costs increases over funding expansion has resulted in a modest operating surplus of €146k (2% of turnover). The main contributing factors to this surplus are the continued significant improvements in income generation, prudent budgeting, cost cuts and tight expenditure control. We have continued to work steadfastly in 2008 to generate efficiencies and sustainable savings in expenditure without compromising the quality of our services.

The main driver of expenditure increases was staffing. Indeed, we continue to see income increases being substantially utilised in the year to meet expanding staff costs arising from both additional employees and annual incremental and/or cost of living pay awards. Both North and South, we acknowledge the crucial resource that our employees represent to the organisation. We continue to rely on their dedication and enthusiasm to provide the valuable support to the service users in all our projects.

This company has exhibited strong growth throughout 2008 with four distinct projects based in Northern Ireland during this year.

Income has expanded dramatically by 41% in this our third full year of operation. We extend our sincere thanks to the Northern Ireland Housing Executive and Belfast Regeneration Office for funding a considerable part of our NI services.

Expenditure trends mirror ROI especially with regard to cost efficiencies and the accounts exhibit an overall rise in costs of 31%. The significantly lower relative increase in costs compared with income has resulted in an overall surplus of £121k (6.7%) at year end. This compares favorably with 2007 when we reported a year end break even position.

It is acknowledged that Depaul Trust Northern Ireland is a young company and as such project services have not quite reached full operational capacity. The year end surplus however is a reflection of the fact that our core central costs have a wider funding base over which to be allocated than 2007 with the inclusion of our project Cloverhill, Lisburn which opened for referrals in January 2008.





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## CONCLUSION

Central services covering functions such as administration, finance, human resources, senior services management and organisational management continues to be an important and efficient means of facilitating the delivery of our services. In common with other organisations in our sector, the recovery of full funding of these core costs from statutory funders continues to be a problem. This widening shortfall necessitates reliance on donations from our founding partners and key sponsors to ensure service delivery.

The reported overall results of both companies have increased the level of our organisational net assets at the year end and cash flow management has strengthened significantly. We continue to develop and implement robust and comprehensive financial systems in both jurisdictions. This facilitates the regular reporting of financial management information and continual monitoring of financial key indicators.

Smoother cash flow cycles and tight expenditure management serve to form the building blocks of senior management's strategic plan for sustained and strong organisational development and financial consolidation into the future.

## Republic of Ireland

# FINANCES FUNDRAISING INCOME AND EXPENDITURE

Income - Where the money is sourced	2008 €	%	2007 €	%
Dublin City Council	1864620	32%	1647301	32%
Health Services Executive	2611402	43%	2316178	44%
Probation services	480000	8%	360000	7%
Ballymun Regeneration	157815	3%	125541	2%
Core rent	237202	4%	228411	4%
Fundraising	102487	2%	80451	2%
Other/SVP	229436	4%	311041	6%
NI recharges	210805	4%	152807	3%
	5893767	100%	5221730	100%
<b>Expenditure - How the money is spent</b>				
Homeless Services	4864958	85%	4152048	82%
Outreach/Befriending	190457	3%	215179	4%
Volunteers - EVS/other	139570	2%	112203	2%
HR/services support	98177	2%	111712	2%
Fundraising/Campaigns	126790	2%	118670	2%
Management/Admin/IT/Audit	327369	6%	431543	8%
	5747321	100%	5141355	100%

## Northern Ireland

Income - Where the money is sourced	2008 £	%	2007 £	%
Supporting People	1283509	70%	875969	68%
Belfast Regeneration Office	83377	5%	81119	6%
Housing Benefit/Core rent	374036	21%	248481	19%
Start up income	0	0%	59797	5%
Fundraising	50366	3%	11543	1%
Other	20844	1%	11136	1%
	1812132	100%	1288045	100%
<b>Expenditure - How the money is spent</b>				
Homeless Services	1269819	75%	972583	76%
Education/Outreach	93944	6%	108679	8%
Regional costs	142604	8%	70855	6%
Volunteers	40894	2%	39299	3%
HR/services support	98084	6%	57745	4%
Fundraising	8391	1%	7061	1%
Project Admin/IT/Audit	36900	2%	31237	2%
	1690636	100%	1287460	100%



**Depaul Ireland**  
(Formerly known as The Depaul  
Trust Ireland Limited)

**Depaul Northern Ireland**  
(Formerly known as The Depaul Trust  
Northern Ireland Limited)

**BALANCE SHEET AS OF  
31 DECEMBER 2008**

	2008 €	2007 €
Fixed Assets		
Tangible Assets	6852	24668
Current Assets		
Debtors -		
Due within one year	75271	63366
Cash and Bank Balances	1045052	596142
	<hr/>	<hr/>
	1120323	659508
Creditors -		
amounts falling due within one year.	675844	379290
	<hr/>	<hr/>
Net Current Assets	444480	280218
	<hr/>	<hr/>
Total Net Assets	451333	304887
	<hr/>	<hr/>
Capital and Reserves	451333	304887
	<hr/>	<hr/>
	451333	304887

	2008 £	2007 £
Fixed Assets		
Tangible Assets	1013	4416
Current Assets		
Debtors -		
Due within one year	187274	118501
Cash and Bank Balances	201447	28960
	<hr/>	<hr/>
	388721	147461
Creditors -		
amounts falling due within one year.	245757	129396
	<hr/>	<hr/>
Net Current Assets	142964	280218
	<hr/>	<hr/>
Total Net Assets	143977	304887
	<hr/>	<hr/>
Capital and Reserves	143977	304887
	<hr/>	<hr/>
	143977	304887



**John O'Grady**  
Treasurer

## DEVELOP- MENTS NEW AND FUTURE

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### Castle Hill

In 2009 our new service in Dungannon will open its doors to single men, women and couples, offering a low threshold response to those who are in need of accommodation and support in this area. It is hoped that we will be able to accept referrals early in the New Year. This service will be delivered in partnership with Helm Housing Association.

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### 'Why Not?' Strategic Plan 2009-2013

Towards the ends of 2008 we commenced our consultation to develop our new five year strategic plan entitled 'Why Not?'. This will be widely consulted on, with staff, volunteers and service users. It is hoped that this will be published early in 2009. This plan will reflect the changing environment in which we are operating but will lead the work of the organisation on all levels of operations in our effort to be responsive and open to change.

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### Thank you

BBC - Children in Need  
Savills  
Goldman Sacchs  
Snow Patrol  
Duke Special  
Common Grounds Café  
Bombardier Shorts  
Gallagher's Ltd  
Wine Inns

Chris Walsh  
St. Stephen Green Trust  
Better Ireland Fund  
ESB Trust  
Loreto Foundation  
Diageo  
Bank of Ireland  
Anglo Irish Bank  
Lloyds TSB

SVP  
NIVDA  
Diageo Baileys Plant Mallusk  
Osborne King  
Hilden Brewery  
CHNI  
Léargas  
Electric Picnic



FSC LOGO TO BE  
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