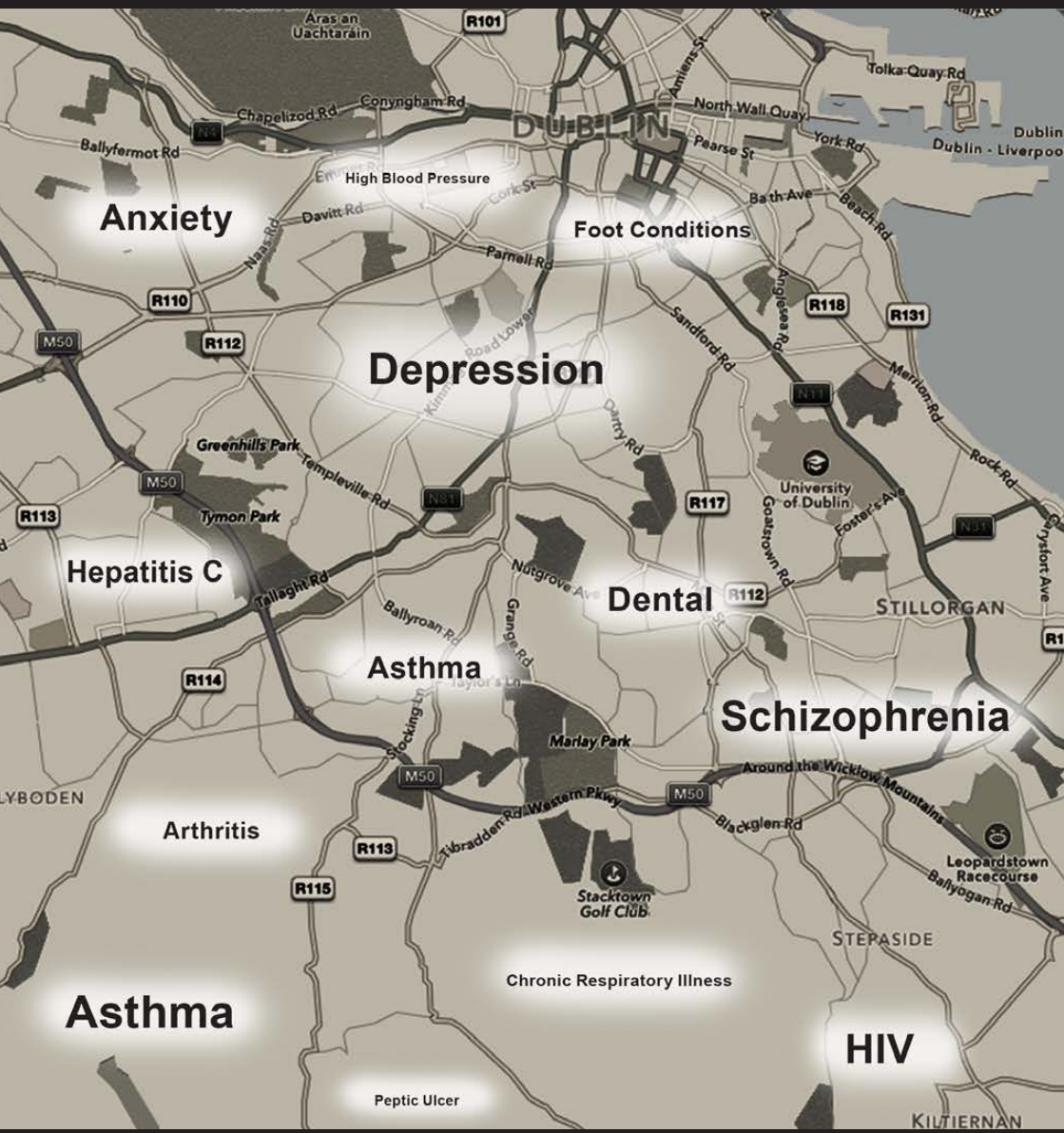


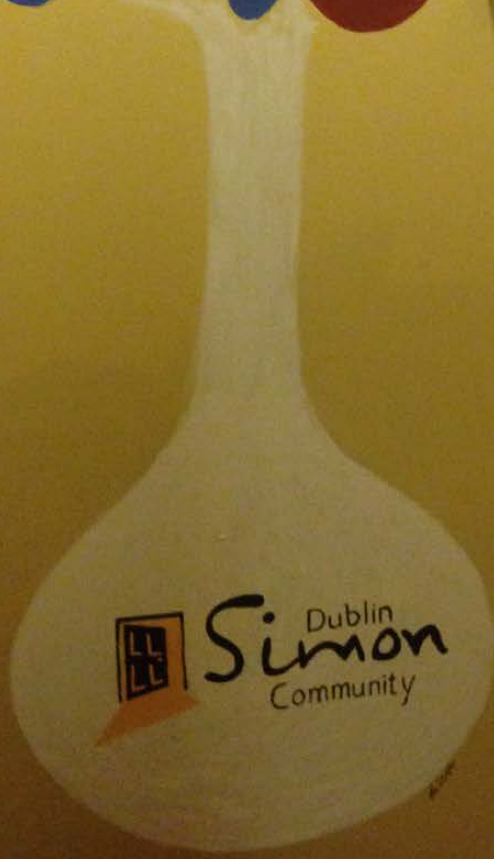
# Annual Review 2013



Serving Dublin, Kildare, Wicklow



## Homelessness Makes You Sick



Dublin  
**Simon**  
Community

# Company Information 2013

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## **Directors**

Dympna Dolan  
Edward Farrelly (Resigned 29th May 2013)  
Padraig McKeon  
Kevin Loughran  
Michael McDermott  
Seamus Kearney (Appointed 23rd October 2013)  
Sharon Cosgrove  
Darren McCallig  
Niall Saul

## **Secretary**

Martin Hannigan

## **CEO**

Sam McGuinness

## **Company Number**

32955

## **Charity Number**

5963

## **Registered Office**

1-2 Cope Street,  
Dublin 2.

## **Auditors**

JPA Brenson Lawlor,  
Brenson Lawlor House,  
Argyle Square,  
Morehampton Road,  
Dublin 4.

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# Vision, Mission and Values 2012-2015

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## VISION STATEMENT

Making home a reality.

## MISSION STATEMENT

Empower people to access and retain a home by providing housing, prevention, and targeted interventions through advocacy and partnership.

## OUR VALUES

### Community

We provide those associated with Dublin Simon Community a sense of involvement, inclusion, and belonging.

### Respect and Empowerment

*We are committed to:*

Showing respect to each other and responsible conduct is expected from all in the community. Creating an environment where volunteers, staff, and those who use our services are empowered to improve their lives and that of their communities.

### Excellence and Innovation

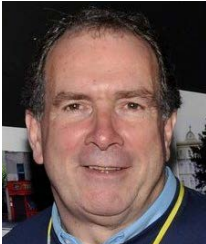
We provide services that are cost-effective to best standards and are constantly pioneering new and innovative ways of providing our services.

### Accountability and Integrity

We operate with transparency so that we are accountable for our actions, individually and collectively. We are equitable and fair in all our dealings.

# Sam's Welcome

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***"He who has health, has hope; and he who has hope, has everything."***

- Thomas Carlyle

Throughout 2013, our challenges increased hugely. Homeless services were

severely stretched as the numbers of people falling into the despair of homelessness grew to record levels.

The complexity of serious housing shortages, rapidly growing rents, and issues with rent supplement meant that people who never expected to become homeless saw their situation spiral out of control. For those who are struggling to survive, often just a pay cheque, one social welfare payment, one family problem, one health diagnosis, or one mortgage repayment was the final push into homelessness.

We saw as many as six new cases a day registering as homeless and each night, an astonishing 1,400 vulnerable people, families and children were trapped in sometimes inferior emergency accommodation, isolated and terrified, with little or no hope of moving onto a home of their own that's safe.

What is extremely worrying is that many people who accessed our emergency accommodation did not have housing to move on to. Due to these insufficient housing options, many were forced to move from shelter to shelter, or even more worrying – return to rough sleeping. Our recent Homeless Health Snapshot showed that 40% of people have been accessing our services for over five years-institutionalised in the revolving door of emergency accommodation; exposed to an unsafe and difficult existence.

Many had little option but to sleep in doorways and on our city's pavements. The increases in the numbers of people living without a roof over their head and in very vulnerable and chaotic situations were shamefully too high. In November 2013, the Dublin Region Homeless Executive recorded a 60% increase in people sleeping rough across the Dublin region on the same period in 2012. These figures are truly shocking and are the absolute minimum number, as this does not include the hidden homeless: people who are couch surfing, staying in squats, hospitals, internet cafes, or temporary B&Bs.

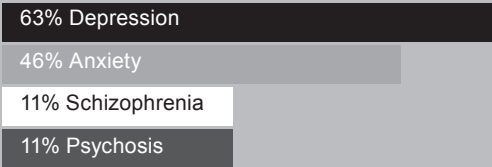
Amongst all of this terrible uncertainty there is one thing that is absolutely clear from our Health Snapshot. Once a person becomes homeless, the deterioration in their physical and mental health is both rapid and debilitating. The severity of the health and related issues facing people who access our services is staggering, ranging from chronic respiratory illnesses to Hepatitis C and sadly, the incidences of depression, self-harm, and suicidal thoughts are extremely high.

As the extraordinary demand for housing and homeless services grows, Simon is a place that people turn to. Each year, we vigorously work with the resources at our disposal, to do everything possible to help more and more people living in despair rebuild their lives. During the toughest of times we continue to be more focused on sourcing and securing housing to adapt into permanent homes. In 2013 we developed additional services to tackle the root causes of homelessness, as well as providing permanent housing options, supports, and prevention services to move people out of homelessness for good.

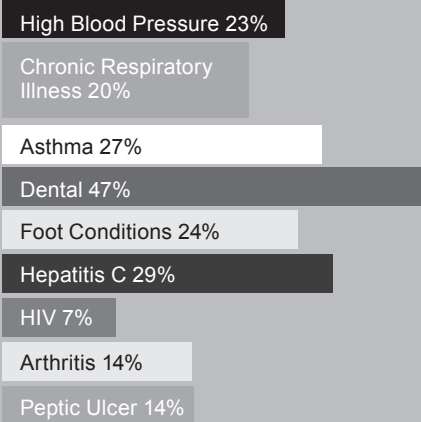
On behalf of the people who use and have used our services, our volunteers, and staff, thank you for continuing to believe in us and the work that we do.

A handwritten signature in blue ink that reads "Sam". The letters are cursive and fluid.

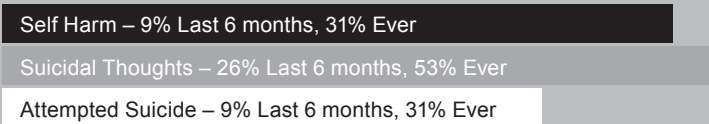
### Mental Health Diagnoses



### Physical Health Diagnoses



### Suicide and Self Harm



### Length of Time Homeless/Health

Length of homelessness	Physical Health diagnosis	Mental Health diagnosis	Both
0-6 months	78%	62%	56%
7-12 months	73%	64%	55%
1-3 years	73%	64%	64%
4-5 years	100%	75%	75%
5+ years	92%	85%	77%

# Homelessness Makes You Sick

Each year Dublin Simon Community conducts a Health Snapshot Survey across our services. The below figures are compiled responses from 163 clients with a 67% response rate and give an indication of some of the health issues experienced by people who have been homeless, as a cause, or a consequence, of their situation.

# Chairperson's Report 2013

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2013 has been a true testament to the commitment of Dublin Simon Community staff, clients, donors, volunteers, and partners. In spite of a tough and turbulent year, as a community we pulled together to address the

alarming rise in demand for housing and support services. This spirit of community and passion to protect the most vulnerable and disadvantaged in our society is at the very heart and core of Dublin Simon Community.

In the face of continued economic uncertainty and limited state support, we vigorously continued to implement a housing-led solution in order to provide the best outcomes for people distressed and isolated by homelessness. We utilised our Property Development Fund to secure and develop housing options, expand our services across Dublin, Wicklow and Kildare, while improving existing facilities and relocating to new premises in order to help people open the door to a home of their own.

However, delivering housing is just one part of achieving positive outcomes for our clients. While we are ever focused on

securing fit for purpose properties, we are committed to providing homes; a place of belonging, respect, safety, and support. For those who rely on us each day, Simon staff and volunteers give hope to people who are distressed, isolated, and too often very sick. They embrace people every day with a friendly face, warm recognition and positive encouragement, helping them to regain their self-worth and repair their broken lives.

The strong financial results for 2013 came from our continued cost containment programme, combined with the ongoing generosity of our committed donors. Through the determined and consistent efforts of the CEO, senior management, staff and volunteers, Dublin Simon Community remained resilient and positive in meeting the many challenges it faced during the year. This effort was aligned with our strong campaigning voice, which served as a constant reminder of the plight of unacceptable numbers of people who are homeless or at risk of becoming homeless.

Going into 2014, there's a shared and powerful sense of energy, commitment, and confidence in our ability and efforts to provide homes and eliminate homelessness.

Niall Saul  
Chairperson



# Light At The End Of Your Troubles

I'd like to tell a story; one that's very close to my heart,  
About a time in my life when my whole world was falling apart,  
And then I heard about the Simon Community.

With the help of my keyworkers I was referred and assessed,  
Taken in for treatment knowing it was for the best.

There's no point saying it was easy,  
But the staff were great in more ways than one,  
But for you to be able to make it,  
It's the strength within that you need to get it done.

There was plenty of ups and downs,  
Plenty of obstacles in the way,

But you need to keep the head up,

And remember it will get easier someday.

Tell yourself you're worth it and deserve a better life than that,  
And keep on trying, however many times you get knocked down,  
And if it's what you really want you can turn your life around.

Louise

Poem taken from Scappy but Happy 3,  
a collection of creative writing and artwork  
by people accessing Dublin Simon Community's  
Learning and Development service.

# Spotlight: Simon Sure Steps Counselling Service

Simon Sure Steps counselling service provides a free specialised outreach counselling service to Dublin Simon Community clients. All the counsellors are experienced in working with homeless clients, and have extensive knowledge of the emotional and psychological needs of people who have been homeless. Derek Dempsey, Counselling Co-ordinator, gives an overview on the importance of the service within Dublin Simon Community:

*“Our counsellors and psychotherapists are all experienced in providing this pioneering outreach counselling across various homeless services, from our emergency accommodation to our recovery, treatment and housing services. They also provide non-structured counselling in our drop in Social Club and offer crisis intervention to clients in emotional distress across Dublin Simon Community services”.*

## Benefits

*“One of the main benefits of having Counselling within Dublin Simon Community is that clients can access it within services that they are already integrated in and connected with. The Counselling Service is a vital addition to developing emotional wellness and trust, which may not be available if it were an external service. In addition, the collective education and knowledge shared by the team’s awareness of complex trauma and its developmental experience offers the value-added care that each client needs on a daily basis to live a healthy life and move on from homelessness for good.”*

## Emotional and Psychological Needs

*“Clients present to the service with a wide range of emotional and psychological needs including depression, anxiety, addiction, relationships, and bereavement. Many of these issues are either a cause, or a result of, the client experiencing homelessness. In addition, we provide support for post traumatic stress disorder and complex trauma. The experience of homelessness can contribute to this ongoing*

*complex trauma, which also may or may not have preceded them becoming homeless.*

*“All our counsellors view the clients as being very unique, with their own special life experiences. While some clients may have experienced similar emotional and psychological issues, their response to these issues and to treatment may vary. For this reason our counsellors utilise the most effective treatment that suits the client’s needs. It is crucial that the clients have a positive relationship with the service, as for many relationships in the past would have been chronically and severely disrupted. Clients are given the space and time to adapt the skills that they have learnt from Counselling, whether it be daily functional life skills or even developing interpersonal relationships to expand their personal growth. The service can be a vital tool for clients to develop their adaptive and constructive skills to the challenges that recovery brings to them when moving on from homelessness.”*



# Outreach And Housing Services

*Dublin Simon Community offer Outreach and Emergency services to provide people who are homeless with a place of welcome, warmth and safety. Our Supported Housing services are provided for people who are moving on from homelessness and are unable to live independently.*

## Regional Contact and Outreach Service (Rough Sleeper Team)

In 2013, 4,241 people who were rough sleeping in Dublin accessed the Regional Contact and Outreach Service (RCOS). Provided in partnership with Focus Ireland, the team operates 365 days of the year to give support to people living on the street with the aim of moving them out of homelessness and into independent living. The team also operate a harm reduction service which provides emergency Needle Exchange and a Mobile Health Unit for people who are homeless. The Needle Exchange service made 3,284 exchanges in 2013 with 691 people accessing the Mobile Health Unit.

## Rising Numbers

The end of 2013 saw a dramatic increase in those 'bedded down' on Dublin Simon Community's Early Morning Street Count. The team carry out the count twice weekly between the areas of Harcourt Street, Jervis Street, and Amiens Street. This proved very challenging

even with 107 extra capacity beds provided by the Dublin Region Homeless Executive as part of the Cold Weather Initiative. Despite all available beds being utilised on a nightly basis, there was still on average 56 people verified as rough sleeping (bedded down) between 6am and 8am on Tuesday and Thursdays mornings. This also corresponds with the increase in sleeping bags given in 2013, with 196 sleeping bags given out in May alone and 601 distributed by Dublin Simon Community in the year.

In 2013 the RCOS service worked closely with the Dublin Region Homeless Executive in implementing an online Rough Sleeper Alert Campaign, where members of the public could report people they saw sleeping rough. The initiative was introduced in September and by the end of December there were 278 reports of people rough sleeping. All reports were followed up and responded to within 24 hours. The campaign was crucial to gathering an accurate picture of the numbers sleeping rough so the team could continue a rapid response and arrange accommodation or support where possible.

## TB Screening

Dublin Simon Community supported Safety Net's TB Screening Unit with its team of specialist workers from the UK in July 2013. The screening unit provided the opportunity for 433 people to be tested throughout homeless services over a three day period. The x-rays took approximately 90 seconds and each person was advised of the findings straight away and referred onto treatment where appropriate. Access to screenings like these are particularly important for people experiencing homelessness as they may be unable to go to the doctor.



## Supported Temporary Accommodation

The Harcourt Street Emergency Shelter is a low threshold service which provides, accommodation for 30 men and women who are homeless, including two couple's rooms. In 2013 the service was accessed by 539 people. The service is open 24/7 and clients can stay for up to six months or move on if they are referred to a long term bed. All clients are assigned a designated key worker to help them identify their goals, including long term accommodation plans, and work with them towards achieving these.

### Medical Screening

- Clients have access to a full-time nurse who provides a health assessment, medical support planning, family planning service, vaccination, and blood screening, and needle exchange services. In April 2013, with the support of SafetyNet, the service introduced a needle and syringe programme providing clean needles and safer injecting advice to drug users. The nurse worked with 33 individuals in 2013 to reduce the harm from their injecting drug use. 25 people who were actively using heroin went on to access methadone treatment through our links with SafetyNet's pharmacy methadone programme.
- In November 2013 we were pleased to add cervical smear testing to our services. Women accessing homeless services are in the most at risk category for cervical cancer and we can now offer a friendly on site screening service to all women in Dublin Simon Community accommodation.
- Overall in 2013 our nurse directly administered 229 on site primary health care interventions and worked with 175 individuals on advocacy and referral to other health services.

### Mental Health Services

In 2013 the service welcomed a new project worker into a mental health liaison role. This staff member supports the team in working from a mental health recovery perspective with clients, linking them into the appropriate community services, as well as keeping the team up to date on developments in the area of mental health.

## Medium Supported Housing

Dublin Simon Community's permanent supported housing gives a home to vulnerable people who are trying to move on from homelessness and get their lives back on track. Our Medium Supported Housing has support staff on site during the day and residents often have enduring and complex support needs in areas such as mental health, physical health and addiction. A total of 59 people accessed our Medium Supported Housing in 2013.

People receive support with day-to-day life skills, health and welfare, education and training, while staff also provide assistance with addressing the issue of loneliness and social isolation. We operate a comprehensive key working and case management programme which involves carrying out an assessment of the needs of each individual in order to identify key areas where support is required.

### Keyworking and Counselling

Hazelwood House, on Canal Road comprises of 19 studio style, self-contained apartments. In 2013 the service built a key working and counselling room to create a calm and safe space where residents can meet their key worker to collaboratively identify personal goals and areas for development. There is also an accredited counsellor who meets residents on a weekly basis.

In December the staff and residents in Canal Road hosted a Family and Friends Day in the project, where all of the residents performed, recited and sang their way through an open-mic session. It was an eclectic performance and thoroughly enjoyed by everybody, including the Lord Mayor of Dublin, Oisín Quinn. The donations received at the event will contribute to the annual residents' holiday.

### New Services

In 2013 Blessington Street opened as a 12 unit house where clients each have their own rooms with a communal living space and kitchen. There was a strong focus on education and employment and the majority of residents engaged in various activities during the year. By mid 2013 it was determined that the service would progress and join our nearby 16 bed supported housing unit on Dorset Street as a satellite hub, with support staff moving between the two services.



**Housing services were accessed by 650 people in 2013**

## High Support Housing

Our High Support Housing provides long-term accommodation to men and women who are long-term homeless and, through assessment, have been deemed 'unable to live independently'. There are 24-hour staff on site, seven days a week, and residents have high mental health, physical health, drug and/or alcohol support needs. The service focuses on ending the cycle of homelessness. A total of 52 people accessed our High Support Housing in 2013.

Our High Support Housing is provided at services on Sean MacDermott Street and North Circular Road. Both provide accommodation for 44 men and women. Beds in high support services are in huge demand as long-term homelessness can lead to a vast array of health issues.



## Garden of Hope

Sean MacDermott Street provides housing for 21 people. In 2013 the service held the Garden of Hope project in partnership with Localise, Diarmuid Gavin, Larkin Community College Students, and the US Embassy where the garden was redesigned for residents. The garden was entered into National Award Competition for Youth Community Involvement in September and was announced the winner in October.

2013 also said goodbye to our Chef Mary Brady after 13 years of service and saw Larkin Community College continue their support by conducting a Christmas Gift Appeal for residents in conjunction with Localise. Renovations commenced in October to improve the energy efficiency rating for the project focusing on solar panels for hot water supply, wall and attic insulation, and rear and side triple-glaze replacement of windows.

## Nursing Services

Our service on North Circular Road moved to Chester House in October 2013. The move to the new building has increased the number of wheel chair accessible rooms from one to four. The service developed a nurse's station which will lead to better health outcomes for our residents. The development of a therapeutic garden and allotment area also began.



## Riversdale House

Riversdale House was set up in October 2013, this service offers high support, long-term accommodation to people who have been previously homeless in two self contained apartments and a further 21 single independent en-suite bedrooms. Riversdale House will work with older residents over 55 years of age with a history of homelessness and who require support for physical, mental and emotional ill-health, and life skills.

The building has a number of large communal rooms for group activities, classes, and social and recreational activities, designed specifically for the residents' benefit. Social activities are planned weekly, internally and externally, to combat social isolation and foster a sense of community.

As part of the physiologically informed environment pilot, the Riversdale house team uses a motivational interviewing style when working with our residents. This involves assisting people to arrive at a decision to change, making a plan to carry out the change and ensuring the change is sustained. Motivational Interviewing is carried out from a client centred underlying approach of compassion for and acceptance of the individual.



# Preventing Homelessness

*Dublin Simon Community provide housing provision, tenancy support, settlement services, housing advice, and information services helping people to make the move out of homelessness and working with households at risk of becoming homeless.*

## Support to Live Independently

Our Support to Live Independently (SLI) service provides support to single men, single women, and families with children who were residing in homeless accommodation and moving on from homeless services into their own homes. This transition for people can often be challenging and the SLI service provides practical and emotional support to people at that time. In 2013 the team worked with 274 people.

## Emotional Support

In 2013 we commissioned an evaluation of the SLI service and its effectiveness. We were delighted with the very positive feedback from all of our stakeholders and especially from our clients. Of particular note was the psychological and emotional support our clients reported

receiving from SLI staff. The stress of moving on from homelessness into independent accommodation can be substantial and we see the emotional support and 'being there' for people as a priority to counteract the negative health impact stress can have. In 2013, 66% of all cases were successfully closed with all support plan goals being met.

## Visiting Tenancy Support Service

The Visiting Tenancy Support Service provides visiting support staff to people who are at risk of becoming homeless in the five Dublin City Council areas. The service meets the person to assess their situation and agrees with them the best course of action. The team also visit people in their homes to provide direct support on issues such as financial problems and rent arrears, as well as linking them in with community services that will further support them.

This service is a key component to the Government Policy on Homelessness, announced in 2013, and the 'Pathway to Home' model. Referrals are received from all agencies in the community, the local authority, and any person themselves who felt their tenancy was at risk. The service worked with 109 people in the year and 70% of all tenancies were sustained.

## Housing Crisis

Phone calls to the service greatly increased in 2013 as a result of the housing crisis. Of 115 calls that were taken the biggest issues and trends were around support to find accommodation (28%), notice of termination queries (17%), tenant's rights (13%), and rent or rent supplement issues (11%).

During 2013, Citizens Information 2, 4 and 6 noticed queries for their service had increased regarding tenancy issues and approached Dublin Simon Community to run a clinic in the Carmelite Centre focusing on tenancy issues and homeless prevention. This commenced in September 2013. The Tenancy Support Service also engaged researchers from University of Limerick to look at the issue of social isolation, a contributing factor to homelessness, which is to begin in 2014.



**Support to Live  
Independently helped  
274 people move on into  
independent living in 2013**

# Treatment And Recovery Services

*Dublin Simon Community provides residential alcohol Detox, Recovery, and Aftercare services for people who are homeless or at risk of becoming homeless. In 2012 we also established a Simon Counselling service and a Stabilisation/Respite Unit for people with HIV.*

## Residential Detoxification Unit

The Residential Alcohol Detoxification Unit has a capacity of 11 beds. It is a low threshold service, targeted specifically at people who are homeless. The programme is of three weeks duration and the detoxification process is medically supervised by visiting GPs who attend the unit daily. The Detox team consists of a nurse manager, nursing staff that provide 24/7 cover, three full-time volunteers, and a project worker. In 2013, 155 people accessed the service.

There was a noticeable increase in the amount of women accessing the service in 2013. Whereas the normal ratio would be eight/nine men to one/two women, for the second half of 2013, the ratio was increased to seven/eight men to three/four women. This included an increase in the amount of referrals for women in crises, for example a sexual or physical assault, who were required to undergo an alcohol detoxification in order to access counselling and other support services.

## Engagement

One of our strategy items for the year was to set up a programme to increase client's involvement in running the service by giving them a choice with regard to their social outings and cleaning duties. For social outings, clients came up with some alternative ideas such as going to visit Croke Park and the Aviva Stadium. For cleaning, clients agreed who would be assigned the various chores

within the service and those clients who were moving on were to train their colleagues. Work on developing a benzodiazepine detoxification service commenced in July. The requirement for this was identified in an external review of the Rehabilitation Service, where it was identified that there was a barrier for clients on prescribed benzodiazepines accessing the Rehabilitation programme. This process was to continue being developed in 2014.

## Client Safety

One of the principal objectives for the year was to review the processes that affect client safety and involvement in running the service. This included exploring how long clients are requested to remain in the unit after admission, before going out unescorted. The practice was that clients were allowed out after three days. A number of meetings were held with clients and staff and it was agreed to extend the staying in period to a week and have an evening curfew of 6pm for the duration of the three weeks. Following a trial of three months, clients who had been previously in the service were asked what they thought of the changes and they all agreed that the new arrangements made much more sense and made them feel safer.



**In 2013 Treatment and Recovery services were accessed by 471 people**

## Residential Recovery Unit

The Dublin Simon Community Recovery Unit is focused on providing a supportive, comprehensive service at the early stages of Addiction Recovery and was accessed by 67 clients in 2013. Our six month residential Recovery programme is a low threshold service, targeted specifically at people who are addressing addiction issues and who are experiencing homelessness.

Recovery is generally seen as a personal journey rather than a set outcome, and one that may involve developing hope, a secure base and sense of self, supportive relationships, empowerment, social inclusion, coping skills, and meaning. This is achieved using the Community Reinforcement Approach and Cognitive Behavioural Therapy to treat addiction.

Health and Wellbeing workshops were implemented weekly into the service programme with a strong focus on healthy diet and fitness as a means to combating addiction and mental health issues.

### Mission Statement

In 2013 the Recovery service agreed a new mission statement "Supporting individuals to rebuild their lives through addressing their addictions as a barrier to exiting homelessness." This is achieved by individualised care plans, holistic programme planning, and by providing an individualised approach to treatment and group work. We aim to begin the process of bringing back balance into the following four core areas: Health, Home, Purpose and Community.

### Preventing Relapse

The service also introduced a lower threshold for clients who have already gone through the service and then relapsed. This ensured clients who were already participating in the recovery programme did not have to return to rough sleeping and could temporarily re-enter the programme to continue with their recovery.

As part of the refocus of the service in 2013, it

also worked to increase the number of clients who has gone through benzodiazepine detox and those who were engaged in a methadone maintenance programme.

## Addiction Support Aftercare

The Addiction Support Aftercare programme builds on the progress made in Recovery in order to sustain a positive lifestyle for clients. The service was accessed by 54 people in 2013, including the residential service in Royland's House. These clients were from in-house treatment services, Support to Live Independently, Visiting Tenancy Support, and external treatment facilities. The service also received 18 new referrals in 2013.

### Preventing Homelessness and Family Supports

A proposal for the delivery of family supports and therapy was completed and worked on in 2013 to be submitted in 2014. Addiction Support Aftercare also developed an agreement with both the Support to Live Independently and Visiting Tenancy Support services to address addiction and to support homelessness prevention.



## Residential Stabilisation/ Respite Unit

The Stabilisation/Respite service is primarily for those who are homeless and HIV positive but who may also have complex needs such as alcohol or drug addiction and other health problems, such as Hepatitis C or mental health issues. 74 clients accessed the service in 2013 and it continues to develop treatment packages to address more complex needs. The service also steadily increased the number of women accessing it, involving continued interagency work with Social Services and supporting parents to re-engage contact with their children.

## Educational Groups

The nursing team provided weekly educational groups around living with HIV and developed relationships with Specialist HIV consultant treatment services. The team developed our treatment services to incorporate medical treatment prescribing packages that address the huge illicit benzodiazepine street addiction that often prevents clients from accessing services.

Staff continually review and develop the service to meet the needs of a broad, diverse range of clients. The service believes in empowering clients to overcome any stigmatisation around their HIV status or addictions. The focus is on re-engaging clients with community supports and, through effective collaboration across services, there has been a lot of successful outcomes in clients leaving the service drug-free and securing appropriate supported accommodation and community supports.

## Risk of Relapse

Due to the nature of clients living with HIV who may also have drug or alcohol issues, they are at increased risk of suffering from physical health conditions due to decreased immunity as a result of the virus. They are also often disengaged from their HIV treatments and medications. With the effects of the housing crisis, the service has admitted more homeless clients. This can cause great difficulty as, while they have received treatment for their addictions and restarted their HIV medications, due to the lack of housing available there is no option but to discharge them back to inappropriate emergency hostels or rough sleeping, which can result in an instant relapse.

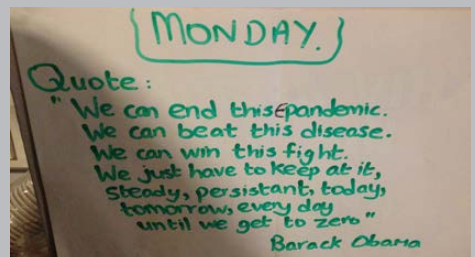
## Simon Sure Steps Counselling Service

Throughout 2013 the demand for clients seeking emotional and psychological support from the Dublin Simon Community Sure Steps Counselling Service continued to grow with referrals into the service increasing to 121, which was a 59% increase on 2012. This increase in demand saw the counselling service team grow to 12 part-time volunteer counsellors in the year.

All counsellors are fully qualified and working towards their accreditation with their professional body. In order to meet the diverse needs of our clients, efficient screening ensures that the client is matched with the appropriate therapist based on skill set and clinical experience in the presenting issue of the client, such as addiction, bereavement, depression, abuse, and complex trauma.

## Counselling Outreach Service

The service delivers an innovative counselling outreach service to our housing services. This brings the service to clients who may be unable to travel. The service is free of charge with a five day turnaround from the time of referral to allocating a therapist. This ensures that the focus is on delivering a quality and efficient service.





# Area Development

*Since 2010 we have established the Simon Community Homeless Support service in Kildare, Wicklow and Meath. The purpose of these services is to conduct assessments, provide support plans, and move-on options to enable people to overcome homelessness and secure a home of their own.*

Services in Kildare and Wicklow are funded solely by the generosity of Simon supporters in these counties. In Meath we work in partnership with our colleagues in Dundalk Simon Community. During 2013 the Simon Community Homeless Support Service engaged with 346 people who were homeless in Kildare and Wicklow.

A key aim for the services in 2013 was to establish stronger partnerships with other agencies in each County to help improve their ability to assist people in moving on from homelessness. This led to 102 individuals being moved out of homelessness in the year, with the main age profile of people accessing the services being between 31 and 49 years of age. Presentation to our services and drop-in clinics were mainly based in the urban areas of Wicklow town, Bray, and Rathdrum in Wicklow, and Newbridge, Athy, The Curragh, Kilcullen, and Naas in Kildare.

## Kildare Homeless Support Service

The Kildare Homeless Support Service, providing outreach, prevention, and settlement support, has continued to

develop and grow. The team have increased their presence through the provision of clinics in Newbridge, Athy, and Celbridge with a full-time presence in Naas.

44 cases were from family households (30 being single parent families,) with 81 single men and 23 single women presenting to our services.

## Wicklow Homeless Support Service

The Wicklow Homeless Support Service has continued to develop and grow since 2008. In particular, the service has increased its presence through the provision of clinics in Arklow and Rathdrum with a full-time presence in Bray.

71 cases were of family households (48 being single parent families,) with 95 single men and 32 single women presenting to our services.

In the year, the service were pleased with the announcement by An Board Pleanála to grant planning permission to Wicklow County Council for the establishment of an Emergency Accommodation for the County in Wicklow town. The 16 bed unit is scheduled to open in January 2014 as a twelve-month pilot. Additional recruitment for staff for this new service was also undertaken. This much needed facility will provide support and move-on options for people experiencing homelessness in Wicklow.



**Outreach and support was provided to 346 people in Wicklow and Kildare in 2013**





## Future Developments

The Emergency Accommodation facility for the County of Wicklow is primarily funded by our donor base in the County with additional funding sourced from Wicklow County Council.

### The service will provide holistic support such as:

- Food, care, warmth, and access to hygiene facilities for the homeless population of Wicklow County.
- A safe environment where residents can rebuild their lives and begin their journey out of homelessness.
- Professional assessment, housing, and personal support plans.
- Resettlement to long-term independent accommodation.
- Life skills and tenancy sustainment programmes as well as personal care and managing finances.

The Simon Community also intend to source housing accommodation across Kildare, Wicklow, and Meath suitable for individual and families via Government initiatives such as Capital Assistance Schemes.

### Work continued with and developed links with a number of local agencies such as:

- Bray Homeless Forum and Bray Area Partnership
- Bray Town Council and Wicklow Town Council
- Newcastle Hospital Social Work Department
- Bray “Sa Bhaile” Homeless Service
- Arklow Community Addiction Team
- East Coast Regional Drugs Task Force
- Youth of Peace Hostel (Teach Iosa), Athy
- ARAS Addiction services in Newbridge and Celbridge
- Vincent De Paul Hostel (Michael Garry House), Newbridge
- HSE Outreach Services in Kildare
- Tus Nua Mental Health Centre, Kildare
- Local Community Welfare offices
- Citizens Information Centres through Wicklow and Kildare

The Simon Community Homeless Support Services in these Counties are solely funded through our generous donor base that exists in each County.



# Personal Development

*Dublin Simon Community's Participation and Personal Development programmes provide meaningful activities through Client Involvement, Learning and Development and Health and Wellbeing. These services are central to providing structure, purpose, intellectual stimulation, self-esteem, socialisation, independence, education and employability in the lives of people accessing our services.*

## Client Involvement

Client Involvement gives people using Dublin Simon Community services, the right to have their say, enjoy choice and control, and to share in decision making about the services they receive. Every client brings different experiences, skills and ideas which contribute to the Dublin Simon Community works.

The service organises a monthly Client Action Group which was attended by 22 people each month, 10 of these being new members. Five members from 2012 moved on to various progression routes such as the Trinity Access Programme, volunteering and the Community Employment scheme with Enable Ireland.

Members also have a monthly Saturday Social which helps to create bonds within the group and combat social isolation and was regularly attended by 22 people throughout the year.

Having been previously referred to as Service User Participation and the Service User

Development, in 2013 members worked with staff on the rebranding the service and the language used to describe it. Client Involvement has a powerful, positive impact on people's mental health as it gives people a voice and includes them as partners in the decisions that affect their lives, development of policies, and the direction of services.

## Training and Volunteering

Eight Client Action Group members received Facilitation Skills training, putting their new found skills into practice by facilitating small groups at the two Speak Outs, which focused on the Government Homeless Strategy and how this would affect their lives. Approximately 50 people attended each Speak Out.

The Peer Volunteer Programme for current and former clients runs each year. In 2013 this introduced a Volunteer Open Day for interested clients to find out more about volunteering and to meet representatives from our different services to discuss the roles available. 35 individuals attended the Open Day with 11 clients recruited as part-time volunteers in areas such as the Dublin Simon Community charity shops, gardening, maintenance and fundraising. Four more volunteers progressed onto health and fitness course, access to college courses, Community Employment Scheme as an assistant cook and the Work Ready Pre-employment Programme.

Members of the Client Action Group also volunteered as Peer Researchers, carrying out the 2013 Client Satisfaction Survey. The client newsletter, The Simon SUN was reviewed after four years and re-launched as The Client's Eye in December.



## Learning and Development

Dublin Simon Community's Learning and Development service aims to engage people in education, training, employment and personal development. In 2013 Learning and Development provided a vast array of meaningful activities across services to 121 people.

Activities included Creative Arts (Drama, Music, Art and Art Therapy, Crafts, Creative Writing, Drama, Drumming and Photography); Personal Development, Life Coaching, Self-Motivation and Goal Setting, Cookery, Budgeting, Fire Safety and First Aid. These are central to providing direction, purpose, wellbeing and socialisation in addition to supporting people towards independent living. The workshops on Self-Motivation and Goal Setting place a lot of emphasis on positive steps to wellbeing such as relaxation, healthy eating, balanced sleep, acceptance and mindfulness.

### Meaningful Activities, Education and Employability

In 2013, the service increased the range of programmes on offer to clients. The Get SMART Meaningful Activities Programme was enhanced by two new programmes, the A2Z Adult Basic Education Programme and the Work Ready Pre-employment Programme. Working on these areas and achieving their goals has a very positive effect on the physical and mental health of clients. In addition, the Art Therapy, Creative Writing and Drumming workshops are hugely developmental and therapeutic, allowing clients to express their emotions and feelings in a safe environment.

The A2Z Adult Basic Education Programme provided one-to-one and group literacy assistance to 48 people. Literacy skills included reading, writing, spelling, numeracy, computers, technology, speaking, listening and the importance and influence of language. These skills are fundamental to a person's wellbeing and giving them confidence when

moving out of homelessness. Clients who availed of this programme reported increased self-esteem and a realisation that they have plenty to offer. Many people with literacy difficulties carry a feeling of shame and to see this lift is very empowering for them.

The Work Ready Pre-employment Programme commenced its 24-week course in November 2013, following an Employment Open Day and a selection process. 44 clients attended the Employment Open Day with 13 people starting the Work Ready Pre-employment Programme. This programme focused on increasing clients' employability and occupational life-skills to facilitate their access to progression routes such as further education, training, employment and volunteering.

### Scrappy But Happy 3

In October, as part of Simon Week, the Participation and Development Recognition Ceremony was held together with the book launch of *Scrappy but Happy 3*, the third collection of art, craftwork and creative writing from people accessing Dublin Simon Community services. The guest speaker, author of 'The Tell Tale Collection', Maeve Devoy, shared her journey of becoming a writer and the extraordinary tales behind ordinary people's lives, which reflected the essence of the book. The Recognition Ceremony celebrated the achievements of clients, with 88 people receiving Certificates of Participation and of Achievement. Learning and Development also published two issues (spring and summer/autumn) of *The Simon SUN* where clients shared their stories, creativity, interests and achievements.

## Health and Wellbeing

The Health and Wellbeing service aims to improve the physical and mental wellbeing of Dublin Simon Community clients, staff and volunteers through a combination of exercise, healthy eating and relaxation options. In 2013 the service focused on group work, personal training, health promotion, and sports and health related events.

77 clients (55 males and 22 females) took part in 290 personal training sessions comprising boxing lessons, weights and cardio training. In addition, 146 group work sessions took place with an average of 6 clients per group. These groups included nutrition, stress reduction, holistics, sleep, anatomy, and exercise theory. To promote healthier nutritional choices, a Health and Wellbeing Nutrition Guide was developed and distributed to services. In May, Health and Wellbeing worked on a client centred project by decorating the gym in Ushers Island with motivational and thought-provoking phrases that the clients chose themselves.

## Events

In 2013, Health and Wellbeing organised 269 participants across seven events. These included:

- Cyclethon and Walkathon which collectively raised almost €2000 for Dublin Simon Community services.
- Dublin Simon Community Day which was attended by 120 people.
- Clients' Sports Day held in Basecamp Fitness, attended by 2008 Olympic Silver Medallist, Kenneth Egan, with 30 clients taking part.
- The Simon Cup Football Tournament where the team of 15 won the tournament.
- Health and Wellbeing weeks in May.
- The annual Simon Fun Run in October.

## Benefits of the Service

The Health and Wellbeing Service is particularly valuable given the multiple and complex physical and mental health needs of clients, as identified in the Health Snapshot Survey 2013:

- It supports the recovery of clients with problematic substance use by increasing their understanding of the relationship between health choices impacting their sobriety and developing skills to sustain healthier habits and lifestyles.
- It assists residents of long-term supported housing in making lifestyle changes around diet, smoking, fitness, mobility and health issues such as diabetes.
- It supports clients to engage with sports in a fun, participatory way through collective activities (for example football and running clubs) and through achieving personal goals thus promoting wellbeing.





# Volunteering

*Volunteers are at the core of the Dublin Simon Community's work. They work alongside professional staff to deliver vital services to people who are homeless.*

In 2013 we had 69 full-time volunteers across our Housing, Support and Specialist Services and over 200 part-time volunteers across our Soup Run, Social Club, Treatment services, Befriending services, charity shops and fundraising activities.

Four EVS students from Germany started their placement in September. Dublin Simon Community also had a diverse range of volunteers from various colleges throughout Ireland and from across the world.

## Training

Our full-time volunteers give 35 hours per week over a seven day period for a minimum of nine months. In return for this commitment Dublin Simon Community offers all our full-time volunteers in-depth training, induction, regular support, supervision, mentoring and an opportunity to complete the accredited DIT certificate in volunteering. Volunteers completed the eight week training programme with modules in Addiction, Mental Health, Boundaries, Values and Ethics and Personal Development. Dublin Simon Community held the training for the first time in the Carmelite Centre on Aungier Street to allow the volunteers to be away from their services

and help give space for the learning process. 18 Project workers from Dublin, Cork and Galway completed the DIT two day Learning and Quality Assurance Training in order for them to facilitate or co-facilitate as tutors for this Certificate in Volunteering. Almost all of the trained Project Workers got an opportunity to facilitate in one of the eight week modules and feedback for all the volunteers and the tutors was very positive.

## Volunteer Led Services

In 2013 over 200 part-time volunteers contributed their time and energy to delivering Dublin Simon Community's frontline services.

All new part-time volunteers are provided with an induction, basic training in advocacy, addictions, boundaries, crisis intervention, challenging behaviour and mental health issues during their placement. They are also offered the opportunity to avail of Hepatitis B vaccination free of charge.



**In 2013 our Soup Run provided over 28,000 hot drinks and sandwiches**





## Soup Run

The Dublin Simon Community Soup Run continues to provide an essential service to the increasing numbers of people who are experiencing homelessness. Continuing this unbroken tradition stretching back over 45 years, our Soup Run volunteers are out on the streets 365 days a year. Reflecting the rising numbers of people who are sleeping rough, accessing homeless services or who simply have not enough to eat, Soup Run volunteers made contact with and offered essential support and assistance to over 8000 individuals throughout 2013. The average number of sandwiches distributed each week increased to 350 with hot drinks distributed increasing to 196, a combined 28,000 sandwiches and beverages in the year.

The monthly individual contact figures continued to grow continuously throughout the year. Following the trend identified by the Dublin Region Homeless Executive's twice yearly Rough Sleeper Count, Soup Run nightly contact records showed an alarming increase in the numbers of individuals availing of the Soup Run service. Opening from a base of 515 in February, the nightly contact figures climbed steadily throughout the year to reach a peak of 903 in November. The average number of nightly individual contacts also increased in the same time period from 19 average contacts at the beginning of the year, rising to 30 average nightly contacts at the end of 2013.

## Social Club

The Social Club, held in Capel Street every Monday and Wednesday, continued to grow from strength to strength. This volunteer-led programme assists people living in the local community to develop social skills and networks to combat social isolation. 23 part-time volunteers ensure members are provided a safe, secure, non-judgemental environment to come and engage in meaningful social interaction and provide support.

Following recommendations from our annual Client Satisfaction Survey, two computers were purchased for the use of Social Club members. Other initiatives undertaken by volunteers include the introduction of legal advice clinics, art classes, drama workshops, tribal drumming,

trips to the cinema and literacy classes. A further assessment was carried out on the social club membership in September. This research revealed that in a snapshot of that month 133 identified individuals made 231 separate visits to the club within that timeframe. Following similar research conducted the previous year, it revealed that the Social Club membership remained a largely male cohort. However, male dominance had declined by 7% on the previous year but still making the demographic of the club 90% male. Interestingly, the age profile of members also reduced from an average age of 55 years to 35 years of age. Other noticeable shifts in the make up of the membership revealed that 55% of people accessing the club were non-national.

Continuous assessments and research on the Social Club demographic has been beneficial to the Volunteer Office in increasing diversity amongst volunteers, as well as providing essential information to respond to client's needs. This has also been a useful tool in providing desirable services and activities and to increase client's access to Dublin Simon Community and external services and opportunities.

## Volunteer Recognition

The Dublin Simon Community Volunteer Offices continued its dedication to the highest standards in volunteer management and applied for the Investing in Volunteers recognition award. This award is the national quality standard for volunteering in Ireland and the UK and the results will be announced in 2014.

2013 was another enjoyable year full of exciting social events and activities to recognise their commitment including a barbecue, Viking Splash Tour and Recognition Ceremony.



# Fundraising and Communications

*The generosity of our supporters allows Dublin Simon Community to give renewed hope to the thousands who come to our door each year, often at their lowest point. Because of you we are able to support them along the road out of homelessness and re-establish their sense of self in a safe and secure environment.*

## Donor Care

Our **Direct Mail Campaigns** at Spring and Christmas had a very generous response and we are extremely grateful to those who continue to support us in these increasingly challenging times. Every single donation we receive from our donors makes a real difference whether it is large or small, one off or regular. You can donate by post, by phone, online or through your bank account just visit [www.dubsimon.ie](http://www.dubsimon.ie) or call 01 671 5551 for further details.

We would like to thank all our donors who submitted tax back forms for donations made in 2013. A donation of €250.00 is worth €112.34 in extra income for our services at no extra cost to the donor if you are a PAYE or self assessed tax payer. Many of our donors also signed the new Enduring Certificate which allows us to claim tax back on their donations for the next five years, this cuts down our administration costs and shows the commitment of our supporters.

**Bequests** left by individuals to Dublin Simon Community in 2013 have been enormously beneficial in the support of all our services. If you would like to remember us in your will, please seek advice from your solicitor or contact in confidence, our Chief Executive Officer Sam McGuinness or Carmel Dunne in our fundraising department on 01 671 5551.

## Events

The **Flora Women's Mini Marathon** took place on Monday, 3rd June with 130 participants running and raising sponsorship for Dublin Simon Community. We were delighted to have Brooks Hotel, Drury Street sponsor the event by generously donating our top prize and hosting our exclusive after party. We would like to say a huge thank you to all the families and friends who ran for us.

The annual **Dublin Simon Community Fun Run** celebrated its 30th year on 12th October in the Phoenix Park. Over 3,500 people, ranging from toddlers, to school goers, buggy runners, amateur and professional runners alike took part in our "Silly Run for a Serious Cause" making it the most successful Fun Run to date.

In 2013, Dublin Simon Community enhanced its family element to the Fun Run, by creating a Simon Village at the end of the race. This family entertainment area included; Kids Race Zone, Kids Craft Area, Magic Show, Live Music, Balloon Artist, Zorbing and Archery, Food Court, Cup Cake Decorating, Face Painting, Raffles and Spot Prizes. Many thanks to everyone who attended and to over 200 volunteers who helped organise traffic junctions, start and finish lines, kid's races and amusements and to our many supporters that donated goods and supplies for the day and to our media sponsors 98FM and the Irish Daily Star.

**Sing for Simon** was a great success as it brought together over 100 groups and choirs and over 200 volunteers who sang Christmas carols in numerous shopping centres and other places around Dublin. Sing for Simon kicked off with Glen Hansard's gig in Vicar street on 25th November with proceeds going to Dublin Simon Community. The sixth annual 24 Hour Carolathon took on place on Grafton Street on 20th - 21st December. The Dublin Gay Men's Chorus Choir beautifully started the event joined by the Gaiety Theatre's Snow White, with the Lucan Gospel Choir giving a spectacular show stopping finale. The Ryan Family and friends were out again on Grafton St on Christmas Eve for their 42nd year, followed by some celebrities that surprised us yet again with their annual Busk. Thank you to all those who sang, shook buckets and enjoyed Sing for Simon during the Christmas period, we couldn't have done it without you!



## Corporate Fundraising

The 2013 **Simon House of Cards Appeal** was a huge success, and with the much needed support from almost 300 businesses, achieved its target of raising over €500,000 for Simon Communities across the country. We would like to thank each company for taking part and helping make a difference to over 5,000 people experiencing homelessness in Ireland. A special thank you goes to The Irish Times, Irish International, the Powerscourt Townhouse Centre and 7up whose critical help, generous support and leadership make this appeal possible. 7up chose The Simon Community as the beneficiary of their "Up for Christmas" Campaign.

As part of the appeal, the spectacular **Simon House of Light** projection show stopped people in their tracks once again as it took over the Powerscourt Townhouse Centre for a weekend. The light show provides recognition for the businesses supporting the appeal but also creates extra awareness for the Simon Community. The launch night coincided with a customer appreciation night in Powerscourt and we also teamed up with 7UP who ran the Light Up for Simon campaign, which saw members of the public designing their own Christmas jumper. The launch attracted a huge crowd with attendees invited to simultaneously switch on the lights on their Christmas jumpers as the projection show began. The Simon House of Light has now been established as a staple Christmas event not to be missed, in not only the Simon calendar but also for Powerscourt and all businesses in the vicinity. We look forward to making it bigger and better this 2014.

The **Food for Simon** programme continued to be a great cost-saving initiative for Dublin Simon Community in 2013. Thank you to programme patron, Michael Carey, all of the participating companies and service suppliers whose continued support by donating their products and services free of charge makes this programme such a success.

The **Business Journalists Association of Ireland (BJAI)** raised over €50,000 for the Dublin Simon Community at their annual Corporate Challenge quiz, held at the Radisson Hotel, Golden Lane, Dublin 2. This is the 13th year that the Corporate Challenge quiz has taken place and Gordan MRM (a Dublin-based corporate and financial PR company) were the

overall winners of the quiz, walking away with the Waterford Crystal Trophy. This important event has raised more than €350,000 for Dublin Simon Community to date.

Throughout 2013 our Workplace Fundraising, Share your Skills, Room to Improve and Stock the Shops programmes went from strength to strength with volunteers from businesses taking time out to make a difference to our services.

## Campaigns and Media

Our Campaigns and Media team continued to grow in 2013 with Dublin Simon Community featuring in 500 print, television, radio and online media pieces throughout the year. Some key events which the media covered over the year included:

- Garden of Hope project in Sean Mac Dermott Street
- Dublin Simon Community chosen as charity for Beyoncé's tour in Dublin.
- Bequests received by Dublin Simon in 2012.
- Annual Review 2012 launch and Dublin Simon Community weekly street counts.
- 30th Anniversary of the Dublin Simon Community Fun Run.
- #findsimonvan campaign following the theft of the Dublin Simon Community shop van.
- Glen Hansard charity concert and annual Christmas Eve busk with Bono and friends.

We would like to sincerely thank those media outlets who chose to highlight the ongoing work of Dublin Simon Community and give a voice to people experiencing homelessness. Dublin Simon Community would also like to thank the many staff, volunteers and people using our services who have represented Simon throughout 2013. These stories help us to demonstrate our success as we continue our work to move people out of homelessness and into a home of their own.

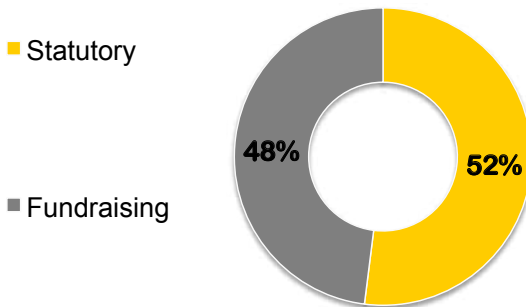
Dublin Simon Community's social media presence has seen substantial growth throughout 2013 where we have enjoyed engaging with all our supporters on news, activities and events across Dublin Simon Community and the homeless sector.

# Financial Information

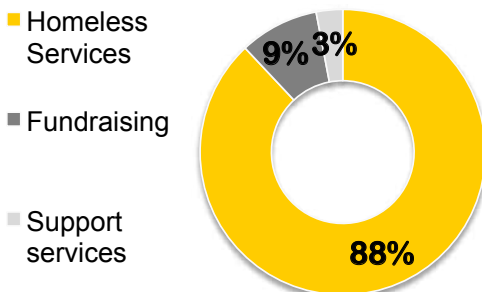
## Income and Expenditure

88% of all our income goes directly towards our homeless services. The remaining goes on raising funds and support services. For more information please see our independently audited annual accounts by JPA Brenson Lawlor available on our website [www.dubsimon.ie](http://www.dubsimon.ie)

### Where the money came from in 2013



### Where the money went in 2013



# Our Finances 2013

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Sam McGuinness, on behalf of Dublin Simon Community:

Funds donated to Dublin Simon Community do not pay any salary or pension top ups, nor do we provide company cars, bonuses or any other perks or entitlements. All staff are offered an optional, defined contribution pension scheme, the maximum contribution to which is 5%.

My salary is €93,338 and all staff have had a pay and increment freeze since 2008. We have also reduced salaries and payscales to manage our payroll costs. We do not, nor can we afford to, pay public service payscales and our pay levels are less than similar roles in the Public service. There are also no fees paid to our voluntary board members.

Through a series of measures, including Food for Simon, making our buildings more energy efficient to save on energy bills, managing our staff mix plus other savings, we have reduced our overheads.

Since 2008 we have seen our HSE grants reduced cumulatively by 22%, yet we continue to increase the quality and number of services we provide, in response to increased demand, to people who are homeless or at risk of becoming homeless. We have only managed to do this by taking the measures outlined to reduce our costs.

We are continuously grateful for the generosity of Simon supporters. Through donations, fundraising events and campaigns, combined with the commitment of the business community we are able to satisfy the continuing demand for increased services in Dublin, Kildare and Wicklow.

Our aim at Dublin Simon Community is to empower people to access, secure and retain a home of their own by reducing the reliance on short-term emergency accommodation and providing permanent supported housing for people to sustain a home in their local community; and we know we can't do it alone.

If there is anything else that I can assist you with please do not hesitate to contact me. For more information please see our independently audited annual accounts, by JPA Brenson Lawlor, available on our website [www.dubsimon.ie](http://www.dubsimon.ie).





# Property Development

*Dublin Simon Community continue to increase the amount of independent accommodation we can provide to help those most marginalised and unable to access local authority accommodation or private rented accommodation.*

During 2013 we continued to focus on housing as the primary step in responding to a person's homelessness and used our Housing Development Fund\*, to source and acquire fit-for-purpose properties across Dublin, Wicklow and Kildare.

**Blessington Street** was purchased in October 2012 and following refurbishment opened in 2013. The service is a 12 unit house share focusing on education and employability.

**Chester House** on North Circular Road was purchased in December 2012, refurbished and opened in late 2013. The service provides 22 units (plus additional space next door) of long-term high supported housing for people who are unable to live independently.

**Clanbrassil Street** was purchased in July 2013. Seven independent apartments will provide long-term housing for people

moving on from homelessness. Clients can access support services in our nearby accommodation on Canal Road.

**Island House** was refurbished from an emergency shelter in mid-2013 to accommodate the new Stabilisation/Respite Unit for people with HIV.

**Riversdale House** in Palmerstown was purchased in December 2012, refurbished in 2013 and will open to clients in 2014. The service provides 22 units for people who are over 55, who have previously been homeless and have high physical and mental health support needs.

**Royland's House** with eight units, was purchased in early 2012 and opened in 2013 providing residential aftercare support and stabilisation for people who are overcoming alcohol addiction.

## Refurbishment Projects

During 2013 several refurbishments in our existing services were completed to improve ongoing maintenance, hygiene standards, disability access, living environment for residents and energy efficiency under the SEAL and Electric Ireland grants.

\*This fund is made up of wills, bequests, trusts and large donor gifts and is essential for sustaining and increasing our housing stock to meet the extraordinary demand on our services.



# Thank You

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On behalf of people who rely on our services, thank you to the thousands of donors and corporate supporters, to our volunteers and staff, to all who gave items to our shops and to those who participated in events and activities during 2013.

We greatly appreciate your enduring belief in the people that need our help every day. Your support allows them to regain their independence and move towards a brighter future.

With your help we strive to expand and develop our services to meet the increased demand in these, the toughest of times. We are ever mindful that homelessness can happen to any one of us and are responding to each person's need to find a safe place.

By providing services that address the causes of homelessness, we empower people to develop the skills and capabilities to rebuild their lives and prevent homelessness from happening. We are working relentlessly to eliminate long-term homelessness and the need to sleep rough. This goal cannot be achieved without the support of people like you.

Thank you for believing in the people that we serve and helping them to find their way home. Your kindness is greatly appreciated and we look forward to your support in the future.







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