



# Building Homes. Rebuilding Lives.



Dublin  
**Simon**  
Community

Serving Dublin, Kildare, Wicklow, Meath

Annual Impact Report  
2016



“Simon have really helped by pushing me on and supporting me. I had to do up my CV recently and I couldn’t even fit everything into it.

“Now I have a job, a home and new opportunities. I’m thinking about going back to college next year.

“I think it’s good for anyone coming behind me to see that it is possible, if I can do it anyone can do it.”

Patrick,  
Employability Client



# Table of Contents

Company Information	3
Sam's Welcome	4
Vision, Mission and Values	5
Chairperson's Report	6
A Snapshot of 2016	7
2016 News	8
Permanent Supported Housing	9
Independent Housing and Property	11
Preventing Homelessness	12
Outreach Services	13
Emergency Accommodation	15
Treatment, Recovery and Counselling	16
Education and Employability	18
Community Employment and Volunteering	19
Fundraising and Communications	20
Governance and Quality	21
Finances 2016	22
Thank You	23

*\*Figures included in this report are based on numbers accessing Dublin Simon Community's services in 2016. Some people may have accessed more than one Dublin Simon Community service.*



# Company Information

Directors	Kevin Loughran Dympna Dolan Padraig McKeon Michael McDermott Liam Halpin Seamus Kearney Sharon Cosgrove (Resigned 29 November 2016) Niall Saul Phillip Flynn Roma Burke Aiden McCormick (Appointed 9 March 2017)
Secretary	Martin Hannigan
CEO	Sam McGuinness
Company Number	32955
Charity Number	CHY5963
Registered Office	1-2 Cope Street, Dublin 2.
Auditors	JPA Brenson Lawlor, Brenson Lawlor House, Argyle Square, Morehampton Road, Dublin 4.



# Sam's Welcome



*As a community, during 2016 we continued to face the rising tide of homelessness with increasing numbers of people, families and children coming to our doors for help at a frightening rate. It is with the support of our funders and the kindness of our donors that we can continue to provide our unique services, giving our clients and residents hope during this time of great*

*uncertainty. We've achieved so much, but still have a lot more to do.*

Today, figures from the Department of Housing show this crisis we are tackling is continuing to grow at an alarming rate. Emergency figures indicate that 77% of people who are homeless are in Dublin, Wicklow, Kildare and Meath. The number of adults and children accessing Emergency Accommodation in Dublin alone is now over 5,900 an increase of 20% in the last year and 74% in the past two years.

**In 2016, we worked with over 5,100 people and families across Dublin, Kildare, Wicklow and Meath, identifying new and innovative ways to move more people into homes or prevent them from becoming homeless.**

The government launched Rebuilding Ireland: Housing and Homelessness Action Plan in July, demanding cross department and agency partnerships in order to provide solutions for people who are homeless. We hope, with determined leadership in place, that this momentum continues and that we can work together to address the reality of what people are facing, with a particular emphasis on moving people out of homelessness, prevention measures to keep people in their own homes and support to keep them sustained.

Dublin Simon Community, with the support of Capital Assistance Scheme funding and our Capital Development Fund, increased our accommodation units by 40% in 2016. Our Sean MacDermott Street, Spire View and Castle Street services opened their doors. Our treatment services expanded, opening a residential recovery service at Blessington Street with a capacity of 15 beds. We increased drop-in clinics for our Tenant Information and Support Service across the five Dublin City Council areas.

Housing support and prevention services expanded across Kildare, Wicklow and Meath. Our Sure Steps Counselling Service opened new community-based counselling rooms and our education and employability programmes now provide a suite of training and development opportunities for clients across our services. At the end of 2016, we opened Carman's Hall, a 51-bed supported temporary accommodation unit. I am very proud of how our entire community came together with a sense of urgency to ensure this new service would open quickly.

We will continue with our ambitious development plans to provide accommodation and expand our existing housing services at Chester House while also focusing on building, sourcing and acquiring additional housing units to move more people into permanent homes. Since the commencement of our five year strategic plan in 2016, we have provided permanent homes for over 260 adults and children. We also hope to expand our Medical Residential Treatment and Recovery Centre at Ushers Island so that we can support more people through their recovery and out of homelessness.

**Our achievements are only possible with dedication and commitment of our staff, volunteers, donors and funders. With your ongoing help we have the ability to respond in these, the toughest of times.**

**To all our supporters, thank you for everything you do. You continue to be devoted to creating environments where our clients and residents feel supported to rebuild their lives and reach their full potential with our community of kindness by their side.**



**Sam McGuinness**  
Dublin Simon Community CEO

# Vision, Mission and Values

Dublin Simon Community provides accommodation and supportive services to individuals and couples over 18 years of age and families who are either homeless or at risk of homelessness in Dublin, Kildare, Wicklow and Meath, enabling them to rebuild their lives and empowering them to secure a safe home of their own.

## Vision Statement

Making home a reality.

## Mission Statement

Empower people to access and retain a home by providing housing, prevention, addiction treatment, emergency response and other 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 – (responsible conduct is expected from all in the community).
- Creating an environment where volunteers, staff and people 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 and to best standards and we are constantly pioneering new and innovative delivery mechanisms for service provision.

**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.

## Strategy 2016 - 2020

Dublin Simon Community undertook a number of workshops involving our stakeholders: board, staff, management, those who use our services and volunteers, to develop a Rolling Strategic Plan for 2016 to 2020. This was undertaken as the cycle of our previous strategy 2012 to 2015 came to an end. The rolling strategic plan will operate over five years where the strategic plan is updated annually and adjustments and changes can be made to that plan. The process involved clarifying the distinctive contribution we make in the areas of homeless, housing and health, developed 'statements of intent' and identified the strategic objectives with action plans for how they will be achieved. The Rolling Strategy was agreed by our Board in early 2016 and is monitored against our annual business plan.

*\*Our strategy is underpinned by organisational policies, governance, quality standards within the context of the evolving national/regional strategies, standards, policies and action plans on homelessness, housing and health.*

*These include:*

- *Rebuilding Ireland - Action Plan for Housing and Homelessness - 2016*
- *Reducing Harm, Supporting Recovery 2017 – 2025 – National Drugs Strategy*
- *Programme for Partnership Government - May 2016*
- *Government Strategy 'The Way Home: A Strategy to Address Adult Homelessness in Ireland 2008 - 2013.*
- *Housing Policy Statement - June 2011*
- *Housing Act 1988 and 2009 (as amended)*

# Chairperson's Report 2016



*We present this review at a time of unprecedented and inexplicable difficulty. It reports on 2016, a year in which the scale of homelessness, that we could barely comprehend a year previously, soared by over 30% again with the number of families left homeless up over 50%. That isn't the worst of it. The trend in 2017 continues further in the wrong direction. Facing that challenge on the frontline, Dublin*

*Simon Community will continue to adapt services and channel resources to meet the changing needs of our clients, and ensure we are focused on supporting people to move out of homelessness.*

**By December 2016, 3,372 adults and 2,171 children were trapped in unsuitable temporary accommodation across Dublin, Kildare, Wicklow and Meath, with over 100 more sleeping out on our city streets or accessing the Night Café. Because housing options are insufficient, people were trapped in an endless cycle of Emergency Accommodation, forced to move from shelter to shelter or, worse still, return to rough sleeping.**

**The number of families accessing Emergency Accommodation in the Dublin region alone last year increased by 51%, with the number of children up 49%, many living in hotel rooms with no facilities for a normal family life or upbringing - nowhere to cook or clean, to learn or to play, and often only a bed to share.**

These trends are flesh and blood, people's lives and childhoods potentially lost. In that context, we at Dublin Simon Community are committed to being agile and as relevant as possible in response. Throughout 2016 - the first year of our five-year Strategic Plan to 2020 - we extended the focus of our housing acquisition to securing properties suitable for families, while ensuring we were still able to increase our housing provision for single adults and couples and provide quality wraparound support services in all cases.

That plan sets out the intent to provide up to 400 more accommodation units throughout Dublin, Kildare, Wicklow and Meath over the next four years. This will be a mix of supported housing and independent living units and will be acquired through acquisition, construction, development, partnerships and leasing.

**This increased effort is and will be underpinned by a commitment to the highest standards of governance and quality which we continued to develop during 2016, within the context of the evolving national and regional strategies, standards, policies and action plans.**

In 2016, Dublin Simon Community became a Tier 3 Approved Housing Body and were awarded the Housing Finance Agency (HFA) certified status, allowing the organisation access to loan finance. This puts us in a much stronger position to finance future housing developments and is an important step in achieving our strategic development plans.

We were awarded EQUASS Assurance in our housing and emergency services – only the second organisation in the country to do so. This recognises the standards of quality assurance in the provision of social services. This was a huge achievement and a very proud moment for all in Dublin Simon Community. It was noted that we offer personalised and dignified services through a “helping to rebuild lives” perspective, ensuring an effective response to the people served and community needs, a return on investment for funders and satisfaction to people served, families and societal challenges.

**For the Board of Directors, maintaining these high standards is integral to demonstrating accountability and impact to those who fund and support our work.**

**On behalf of the Board and everyone at Dublin Simon Community, I would like to commend and thank our clients and residents for their continued determination and perseverance to move forward with their lives. Every day we are inspired by what you have overcome. Your experience and insights ensure our services continue to adapt and improve.**

**Thank you also to our entire supporter community, to our funders and donors, and to our volunteers and staff for everything you do.**

**Pdraig McKeon  
Chairperson**



# A Snapshot of 2016



**5,100**

People and families were supported across our services in 2016.



**1,127**

Households were supported to prevent them from homelessness through our sustainment and resettlement services.



**40%**

Increase in our accommodation units during the year.



**1,185**

Children were supported through our homelessness prevention and resettlement services.



**312**

Adults and Children were in permanent homes provided by Dublin Simon Community by the end of 2016.



**250,000**

Meals were provided across our residential services with our kitchens providing nourishing food to improve wellbeing.



**836**

People accessed our emergency accommodation with care plans focusing on health, life skills and education.



**19,200**

Contacts were made by our outreach team and soup run offering vital support to people sleeping rough.



**1,588**

People were provided with housing assistance, harm reduction and medical services by our Rough Sleeper Team.



**968**

GP consultations took place at the Mobile Health Unit, in partnership with Safetynet.



**1,023**

People accessed our Medical Residential Treatment, Recovery and Counselling services.



**2,135**

Hours of 1:1 counselling and mental health support were received by clients accessing Sure Steps Counselling.



**254**

People expanded and developed their skills and education, with 40 people coming through our employability initiatives.



# 2016 News

## Easter Rising Campaign

To mark the 100 year anniversary of the 1916 Rising the Simon Community asked people to share a video campaign featuring Tommy KD, a musician and actor who has experienced homelessness, passionately reading key parts of the Proclamation in some of Dublin's main Easter Rising locations.

## Primary Care Support Service

We established the Primary Care Support Service in February 2016. Comprised of two primary care nurse co-ordinators, the service provides enhanced medical support to clients to ensure they are treated equitably by health care providers in the community.

## Mobile Health Unit Cycle

In collaboration with Safetynet we hosted a 12-Hour Cyclathon in aid of the Mobile Health Unit. Over 120 volunteers, clients and staff from Dublin Simon Community and Safetynet shook buckets and cycled on 10 stationary bikes outside Stephen's Green to help raise funds to buy and operate a new Mobile Health Unit to replace the old bus which was almost 25 years old.

## Keeping Ireland Alive

Dublin Simon Community's Detox service was featured as part of RTÉ's five-part documentary series, Keeping Ireland Alive: The health service in a day. The documentary saw 75 camera crews sent to 70 locations nationwide filming over one 24-hour period. The Mobile Health Unit provided in partnership with Safetynet was also featured in an episode.

## New Developments

Our newly renovated projects on Sean MacDermott Street and Spire View opened their doors during 2016 with residents receiving keys to their new, permanent homes. We also refurbished a property at Castle Street in Wicklow to provide four one-bedroom apartments and one three-bedroom house. Our Treatment Services expanded, opening a residential recovery service at Blessington Street with a capacity of 15 beds and our newly refurbished exercise room opened at The Hub, as part of our Health and Wellbeing service.

## Youtopia

We were delighted to have one of our clients perform as part of Outlandish Theatre Platform's YouTopia on the Abbey Stage in May. Clients, volunteers, staff and supporters attended this exclusive performance, a commentary on the housing crisis. Testimonies from people directly affected by homelessness dominated the post-show discussion and highlighted the desperate need for urgent change.

## Looking at the Stars

Some of the finest writers in Ireland came together to pen an anthology of poetry, prose and non-fiction in aid of the Rough Sleeper Team. Including pieces written by Simon clients, the book, entitled 'Looking at the Stars' was edited by Kerrie O'Brien and Alice Kinsella and funded entirely by The Munster Literature Centre, Dublin UNESCO City of Literature, Poetry Ireland and The Irish Writers' Centre.

## Ellen Hall Counselling Suite

The Minister for Mental Health and Older People, Helen McEntee TD, officially opened a new suite of community-based counselling rooms, provided as part of our Sure Steps Counselling service. The opening also saw the publication of a report into the impact of Sure Steps.

## IN SIGHT

Supporters Lynsey Brown and Lucy Ryan devised the IN SIGHT project to help raise awareness and funds for homelessness from the perspective of those who had directly experienced it. They held street photography classes with clients resulting in exhibitions at the Powerscourt Townhouse Centre and Stephen's Green. The project has recently been awarded the Best Exhibition at the Event Industry Awards and a Bronze Bell at the ICAD Awards.

## Carman's Hall

Carman's Hall is a 51 bed Supported Temporary Accommodation unit provided in partnership with the Salvation Army. The service opened its doors on the 22nd of December. The service is open 24/7 and provides accommodation with care and case management supports for men, women and couples who are homeless. The entire organisation worked together to ensure this service was open and running in time for Christmas.





“A note of thanks to the Simon Community and all involved in helping and supporting myself and my family, you’re doing amazing work. All homes have heartbreak and blessings in equal measure but it is always the place we need to return to as long as there is a light in the window and an open door.

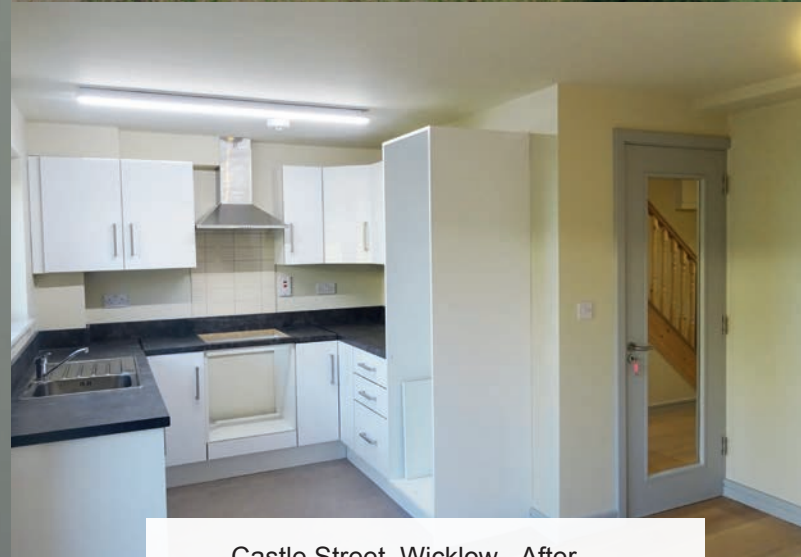
“Security and being able to breathe easy are the best ways to describe our beautiful new house on Castle Street. We can finally sit back, put our feet under the table and say with confidence - ‘This is our home!’

“Now we have the opportunity to look forward to a secure future with a solid base to stand on.”

Marty,  
Castle Street Tenant



Castle Street, Wicklow - Before



Castle Street, Wicklow - After



# Permanent Supported Housing

*Across our Permanent Supported Housing Services throughout 2016 we worked on improving the environment through Room to Improve and refurbishment projects. The teams also worked on expanding the social engagement opportunities for residents. The introduction of the Primary Care Support Service across Housing Services also had a vital impact ensuring a continuity of care across Housing Services.*

## Medium Support Housing

The services at Canal Road and Clanbrassil Street implemented a health promotion programme in the summer which was a great success with residents improving their nutrition, eating habits and health. The service was approved for three *Room to Improves* including transforming the communal areas into a “winter wonderland” for the residents at Christmas.

Following a successful refurbishment, Sean MacDermott Street opened its doors with 13 new self contained apartments. *Room to Improves* were also completed to improve the environment and standards of service. The team supported several move-ones in collaboration with the Housing Management Service and Dublin City Council.

Kilmantin Hill in Wicklow Town provides long term supported accommodation for ten individuals from the Wicklow area. In 2016 a total of 16 people lived in the project on a long term basis. This included six people who successfully moved on to more independent accommodation. The staff in Kilmantin Hill make sure to keep in touch with anybody that has moved on, ensuring that they remain part of the community if they so wish, returning for Sunday dinners or even just for a cup of tea.

## High Support Housing

The team at Chester House successfully opened seven apartments at Spire View. Fourteen adults and four children now reside in Spire View and the Chester House team provide floating support. Chester House also had seven successful move-ons during the year, including to independent living, lower support housing and nursing home care.

The team at Riversdale House developed the End of Life Care Guidelines and also worked with *Room to Improve* to create a family room for residents who may be towards the end of their life and wish to have family visit. The team also focused on developing social engagement opportunities, running a total of 183 social programmes in the year. The entire service also worked on maintaining positive relationships with the local community.

Oak House further expanded their social programmes during the year. These included a weekly table quiz, bingo and movie nights. The clients really enjoyed and looked forward to these events each week. *Room to Improves* carried out that have brightened up some of the communal areas and bedrooms. All clients received keyworking at a fortnightly minimum, with additional daily support from the wider staff team. Having been a service for over 40's in the past, Oak House has the highest average age of any high support housing in Dublin Simon Community, highlighting the importance of physical health supports for residents in the service.

## Primary Care Support Service

The Primary Care Support Service was established in February 2016, providing support to staff teams across housing services. This included attending client case reviews, liaising with external services, conducting assessments and referrals, hospital visits, attending multi disciplinary meetings, discharge planning and supporting staff with the care needs of clients. The service developed and piloted both End of Life Care Training and Mental Health Training in the year.



# Independent Housing and Property

*We significantly developed our housing provision by providing additional housing units in 2016, through a mixture of Capital Assistance Scheme Funding (CAS) and donor funds for acquisition or leasing management, increasing our total accommodation to 420 units by the end of 2016. As a result we have now progressed to a Tier 3 Approved Housing Body and have achieved Housing Finance Agency Certification to support our future plans. Our Capital Development Fund comprises of donor capital contributions and we envisage this fund will be used to support our required expansion plans to meet the growing need. Our Housing Management Service manage the allocations and tenancies in partnership with the relevant local authority and we have a full property acquisitions and maintenance service to support our continued expansion and development.*

## **Housing Management**

In 2016 we delivered a quality Housing Management Service to meet tenants' expectations as well as statutory and regulatory requirements. Our social housing is intended to provide safe, secure and stable accommodation for the most vulnerable people who have experienced homelessness or are at risk of homelessness in our communities. Our Housing Management practices ensure that tenants are assisted to stabilise their housing circumstances. The team continued to provide tenant support and estate management to over 100 people and families in full tenancies across Wicklow, Kildare and Dublin and over 160 people and families in supported accommodation.

## **Property Acquisition**

The additional housing units added by Dublin Simon Community during 2016 have helped to address the rising homeless numbers, which includes families and children. We were delighted to receive Capital Assistance Scheme (CAS) funding approval for 85 properties in Dublin, Kildare, Wicklow and Meath. We also submitted planning towards the end of the year for development of 10 units in Kildare. The vast majority of CAS properties we acquired in 2016 were houses suitable for families and children.

## **Development, Refurbishment and Maintenance**

Several large scale refurbishment projects were completed including in opening a building in Smithfield for our support services, converting a warehouse on Island Street to provide a resource hub, refurbishing new counselling units at Ellen Hall, remodelling our warehouse for food storage, improving our Royland's House Aftercare service and the refurbishment of a derelict terrace in Wicklow to provide five residential units. The team also worked on developing the technical requirements for the project management of the construction of new services in the coming years. SEAI Energy Efficiency Deep Retrofit Schemes were delivered with environmental upgrades and retrofits delivered to four of our buildings. Stock condition audits and Sinking Fund Provision were also conducted during the year. The team continued to ensure compliance with regulatory requirements for the Housing Agency.

## **Capital Development**

We are working towards an aggressive five year strategic plan with the aim of acquiring an additional 480 bed units that will potentially help over 750 men, women and children move from homelessness to a place of their own. Since the commencement of our five year strategic plan in 2016, we have provided homes for over 260 adults and children.

We are all determined to make a big impact, one that will change how we respond to homelessness and tackle the housing crisis, however we can only do it with your support. If you see an area where you or even someone else you know can offer advice, direction, assistance or support, please contact [kelly@dubsimon.ie](mailto:kelly@dubsimon.ie).

# Preventing Homelessness

*Throughout 2016 we worked with people facing the devastating impact of rising rents and reduced housing supply across Dublin, Kildare, Wicklow and Meath. Our resettlement teams expanded to provide support to more people moving out of homelessness. Our prevention services in Dublin, Kildare, Wicklow and Meath worked with people at risk or moving on from homelessness, liaising with local county councils to keep people in their homes, with teams establishing drop-in clinics in Kildare and in each of the five Dublin City Council areas.*

## **Support to Live Independently**

The Support to Live Independently (SLI) team witnessed an increase in the demand for our service in 2016. This is largely a positive as it points to an increase in the numbers of people exiting homelessness. However, the type of client we worked with in the year also changed. We found an increase in the number of economic homeless; those forced into homelessness simply because they could not afford rising rents or because they defaulted on their mortgage. The government expanded the Homeless Housing Assistance Payment scheme and it proved very successful in assisting homeless families to find accommodation in the private rented sector. 40% of the cases we took on in 2016 were from the Housing Assistant Payment. In response to the rising number we increased the size of the SLI team by 20%. We now have a capacity at any one time to work with up to 200 single people and families. SLI's main achievement in 2016 was our ability to work effectively with single people and families over a short but focused period of time. By the end of the year 91% of SLI cases had secured or sustained their tenancies.

## **Tenant Information and Support Service**

Our Visiting Tenancy Support Service had been working with tenants in their homes to stabilise tenancies and prevent homelessness. The team had seen a marked increase in the risk of homelessness for tenants over the past few years, especially affecting tenants in private rented accommodation. In response and in consultation with our funders, we developed advice and information services to complement the case management services which we already provided. The service was renamed as the Tenant Information and Support Service to reflect this change. The service provided weekly community-based drop-in clinics in each Dublin City Council Area, holding 236 drop-in clinics in the year, with 437 individuals availing of the advice, information and support. The service also continued to provide visiting support service to clients in their homes. Five community talks programmes were delivered in local communities in 2016.

## **Kildare, Wicklow and Meath**

In collaboration with the Councils we opened three Shared Houses that accommodate individuals who have experienced homelessness. We provide intensive visiting support to these individuals so that they can work on their own personal goals including moving on to independent tenancies. We continued to work closely with the Councils by having two staff members based in Kildare and Wicklow Local Authorities who support the local homeless teams. We listened to the barriers our clients were facing when trying to secure private rented accommodation, and in 2016 it was regularly reported to us by our clients that they could not access private rented accommodation as they did not have a rent deposit up front. We responded to this by making funding available to provide upfront rent deposits to clients. We launched an Early Warning System in Kildare to encourage people to recognise any early indicators that tenancies might be at risk so they have the best chance of saving their tenancies and not to enter homelessness. As demand for our services continues to grow we doubled our staff teams in 2016 as compared to 2015. The teams across Meath, Kildare and Wicklow worked with 338 individuals and families who were experiencing or at risk of homelessness in 2016.



“Homelessness really can happen to anyone. It could happen to anybody tomorrow. It’s very bad at the minute and it’s getting worse but every little bit helps.

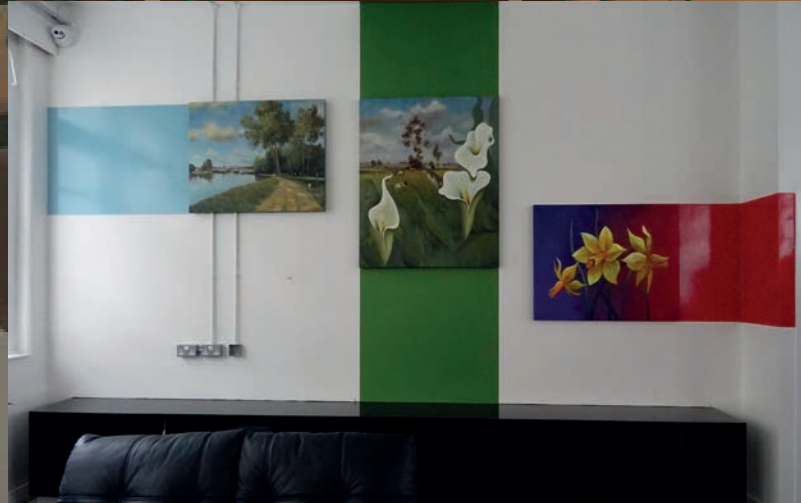
“When you are going through something like, when you’re homeless and have nowhere to go, it’s great to feel that you have got support and there are people out there to help you.

“It makes you feel a little bit better, you don’t feel as if you’re on your own in the world.”

Rachel,  
Simon Client



Carman's Hall - Emergency Accommodation





# Outreach Services

*Dublin Simon Community's Outreach Services consist of our Rough Sleeper Team, providing case management supports to people rough sleeping as well as Harm Reduction and Emergency Backpack Needle Exchange services. The team also operate the Mobile Health Unit three evenings a week in partnership with Safetynet. The volunteer-led Soup Run and Social Club also form part of our Outreach services. Contact with these teams is the first step for people who are rough sleeping to move from the danger and uncertainty of the streets to supported accommodation or independent living. In 2016, the teams worked on expanding their case management support services to help people rough sleeping access further services and accommodation*

## **Rough Sleeper Team**

In 2016, the Rough Sleeper Team continued to provide In-Reach supports to clients accessing Temporary Accommodation on a one night only basis in the Bru Aimsir service (managed by Crosscare), three mornings a week. The team has strengthened its links with external stakeholders and continued to successfully refer clients into Emergency Accommodation through Assertive Engagement programmes and into permanent accommodation. The Rough Sleeper Team worked with an average of 350 people a month advocating on their behalf and supporting them to access appropriate services such as residential treatment, accommodation or drug services. As part of the needle exchange services, 4,835 harm reduction emergency needle exchange packs were issued during the year. The team also participated in the Irish Street Medicine Symposium held in Cork and presented at the Emergency Needle Exchange Programme as well as the Mobile Health Unit.

## **Mobile Health Unit**

The Mobile Health Unit run in partnership with Safetynet continued to provide medical services to people that are experiencing homelessness three evenings a week. A counsellor from Dublin Simon Community Sure Steps Counselling service also provided mental health supports in the unit once a week.

## **Social Club**

The Social Club continued to operate two evenings a week to provide a safe and secure environment for people who are experiencing homelessness to come and enjoy social interaction and support. The Social Club offered a variety of opportunities for our clients to engage in meaningful social activity such as drama and music, photography workshops, board games and outings.

## **Soup Run**

The Soup run is led by Part-Time Volunteers and continued to operate 365 nights of the year, offering tea, coffee, sandwiches and snacks to people experiencing homelessness that they have met on the streets. The team recorded 11,664 contacts during 2016. The Friday Breakfast Run continued to provide pre-made breakfast packs to people who have been rough sleeping the night before.

# Emergency Accommodation

*Dublin Simon Community's Supported Temporary Accommodation Services (STAs) provide short term accommodation and needs based support for men, women and couples who are homeless. All services are 24/7 and provide meals and keyworking support. In 2016, we expanded our provision of Emergency Accommodation opening a 51-bed Supported Temporary Accommodation unit in Dublin 8. Teams in our existing services worked to improve the environment for residents and facilitate engagement in local support services. STAs worked closely with housing providers such as Long Term Supported Accommodation services, the Housing Assistance Payment Scheme, local authorities and voluntary housing bodies to support our clients to move onto long term accommodation. We also worked closely with a broad range of other local service providers to facilitate client engagement with physical/ mental health services, education and employment. Sure Steps Counselling provided a friendly and accessible on site counselling service to STA clients. We held a number of mental health, harm reduction, social and horticultural workshops across our services.*

## **Harcourt Street**

In 2016, 19 residents moved directly from Harcourt Street into permanent accommodation. Nine residents accessed residential treatment with many more preferring to access day treatment services. Harcourt Street received a significant renovation of the dining room which provided domestic cooking facilities to residents for the first time. Harcourt Street, being a low threshold service, accepts all people who are homeless into our project and there was an increase in the numbers of residents who presented with acutely high support needs in the middle of the year. The staff team, including the on-site nurse, provided wraparound supports and care and case management to all clients accessing the service.

## **Maple House**

Twenty three residents moved to permanent accommodation directly from Maple House in 2016. Four residents accessed residential treatment services. In the beginning of the year the service started taking on its first female residents having previously been a male-only facility. As a result, the service opened three female-only rooms and one couple room. *Room To Improve* projects included paving the back garden area, introducing flowerbeds, erecting a foundation for a green house, the opening of a new office for key working and the opening of computer group room for clients. One particularly successful project won the 2016 Dublin City Council City Neighbourhood Competition for improvements made to the front area including the painting of the front of the house, installation of flower pots and the tidying up of the rubbish area.

## **Carman's Hall**

December 22nd marked the opening of a new Dublin Simon Community 51-bed Supported Temporary Accommodation at Carman's Hall for men, women and couples, in partnership with The Salvation Army. It is a 24-hour service, with breakfast, lunch and dinner provided for residents. The service's aim is to support clients to move on from homelessness and to be able to sustain long term accommodation. We ensure a quality wraparound support service is provided. The staff implemented support plans tailored to clients' needs, helping them address issues that may be barriers to moving out of homelessness. We provide Participation and Development services on site and have strong links to other agencies and local community services. Safetynet also provide in-reach medical clinics assisting clients with their health needs.

## **The Flexi Team**

The Flexi Team is an integral part of the organisation. The team provide cover for annual leave, sick leave and vacancies in all services in the organisation. The Flexi Team also continued in 2016 to provide cover at a night shelter in North Dublin in partnership with the Salvation Army through evening passenger and driving roles ensuring co-ordination and safe transport for clients referred to the shelter.



“My whole recovery is around the Health and Wellbeing service. I train here every day and I do the fun runs, football training and swimming too.

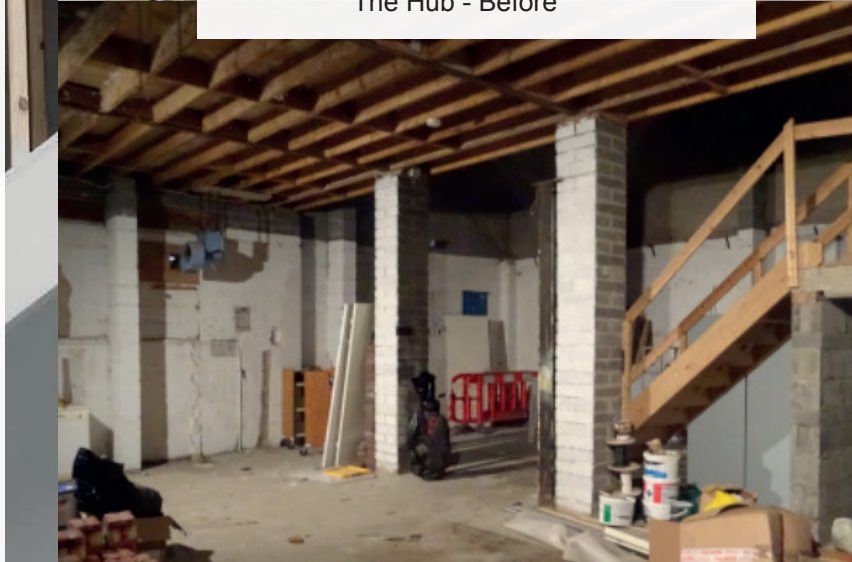
“I started boxing in the exercise room. It took a while to get used to but it worked for me mentally and physically. I’d be lost without it all.”

“It all happened through this gym. Sometimes, you think there is no hope but there is hope but it takes just one person to believe in you for things to go right.”

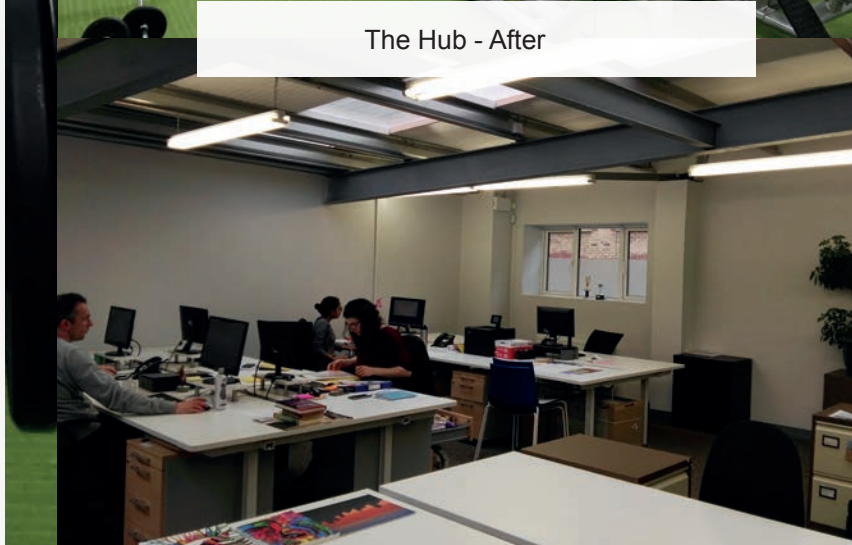
Tara,  
Health and Wellbeing Client



The Hub - Before



The Hub - After





# Treatment, Recovery and Counselling

*Our wraparound Addiction Treatment and Recovery Services include Detox, Recovery, an Addiction Specific In-reach Homeless Action Team, Aftercare, Blood Borne Virus Stabilisation/Respite, Counselling, Client Action group, Health and Wellbeing, Literacy and Personal Development services. These skills are vital to building the confidence people need to move on from homelessness. In 2016, the teams continued to provide more inclusive and integrated services and also increased the capacity for the Recovery service by opening a new satellite unit. Treatment services capacity increased from 40 beds at beginning of 2016 to 64 by the end of December in response to increasing numbers of clients opting to address addiction and health issues so as to move out of homelessness. We worked closely with Merchants Quay Ireland and signed a partnership agreement to develop a Rapid Access Detox Stabilisation Unit in 2017.*

## **Clinical Governance**

2016 saw the further implementation of the pillars for Quality and Safety Governance as we worked towards self assessment against the National Standards for Safer Better Health (NSSBH). A local treatment services Client Action Group was set up and the clinical governance steering group with external stakeholders continued to meet to provide oversight to clinical activities in the organisation, Clinical audits continued and the clinical risk register was maintained. Along with this four student placements from mental health nursing at St Vincent's Fairview were facilitated at the Detox Unit.

## **Respite/Stabilisation**

Work began in 2016 to expand the remit of the Stabilisation/Respite Unit to meet the needs of clients living with a Blood Borne Virus. It is understood that there is a cohort of people who are homeless and who may inject drugs or have a history of injecting drugs and who are not living with HIV but do require respite and/or drug stabilisation. We wanted to be able to address the needs of more people trying to stabilise on their prescribed medication and reduce their illicit drug use and engage with services, from medical treatment to social services. Clients commencing on the new wonder drug for the treatment of Hepatitis C were facilitated to do so at the unit during the year.

## **Counselling**

The Sure Steps Counselling Service saw a dramatic increase in demand for services delivering over 2,135 one to one counselling hours. This was in addition to providing over 70 emotional wellbeing groups, crisis intervention, hosting informal counselling drop-in clinics, and introducing evidence based clinical suicide prevention interventions. 2016 also saw Sure Steps open its second standalone counselling centre in Inchicore, further the enhancing quality emotional and psychological service provision to an increasing number of people vulnerable to homelessness. The service is mostly provided by dedicated professionally Full and Part-Time Volunteer counsellor and psychotherapists.

## **Detox**

2016 saw 175 clients access the low threshold residential Detox programme, with 118 clients who are homeless successfully completing Detox. Fifty people moved into the recovery unit and four moved onto external residential treatment programmes. Benzodiazepine detoxes continued to be made available for clients, however benzo reductions were the most favoured. The Detox Unit is run by nurses and in 2016 we continued to facilitate student nurse placements and provide nurse internships in an effort to introduce nurses to this cutting edge sector. A new role "Project worker Liaison" was introduced to Detox so as to decrease the "did not attend" rate. This proved very successful and by the 3rd quarter the occupancy rate increased significantly.

## **Recovery and Aftercare**

The latest residential recovery service opened in October 2016. The service is situated on Blessington Street and has a capacity of 15 beds. The recovery programme is a low threshold programme targeted specifically at people that are homeless or at risk of becoming homeless. The programme is from 3-6 months in duration. Clients would normally spend up to one month in the Ushers Island service before being offered to move to Blessington Street.

The service runs a weekly timetable of group work which includes life skills, mindfulness and relaxation groups and a weekly cookery course as the clients prepare and cook all the meals in the service. The clients regularly meet with other Recovery clients to attend a social evening once a week and can attend Usher Island after working hours if support is needed. Following Recovery clients have the option to go to the Aftercare service. This service supports clients for up to 18 months to maintain their recovery and move out of homelessness.

## **Addiction Specific In-reach Homeless Action Team**

During 2016, the Homeless Action Team continued to provide a safe and supportive low-threshold, post treatment, move-on service that supports clients to identify suitable move-on options, working with 145 clients in the year. The team has been operating at full capacity since the pilot began in January 2015, highlighting the demand for the service. Referrals have been received throughout the various phases of treatment from services such as Dublin Simon Community Treatment service as well as external services Teach Mhuire, Coolmine, Cuan Dara, Keltoi, Siolse and RIS. The service provides vital information and advice for clients regarding their accommodation needs and options, working together towards securing stable drug and alcohol-free accommodation where clients can sustain their recovery. The remit of this team of two is to prevent clients exiting treatment services into homelessness.

# Education and Employability

*Our Client Involvement, Literacy and Personal Development and Health and Wellbeing services continued to provide opportunities for clients to expand and develop their skills, education and employability throughout 2016. As part of our Social Enterprise we also offered volunteering, education and employment opportunities for people who have accessed our services.*

## **Participation and Development**

Our Literacy and Personal Development service collaborated on a dance project and formed a Dublin Simon Community Dance Group. This collaboration was with Dublin Youth Dance Company and culminated in a documentary called Rising which was premiered at the Lighthouse Cinema. We also had our first Open Mic Night in the Third Space Café with over 30 clients in attendance. 253 computer and literacy activities and programmes also took place during the year.

Our Health and Wellbeing service in 2016 introduced a water club for clients and also made links with Herbeton Fitness where clients train weekly. Dublin Simon Community played in a weekly football league to improve physical fitness and promote a social outlet for all involved. This went from strength to strength in 2016 with the Dublin Simon Community Client Football Team playing in the All-Ireland Final of the Street Leagues of Ireland. The Team won the award for 'fair play of the tournament.' Health and Wellbeing delivered 488 physical fitness, training sessions and health promotion events.

Our Client Involvement service expanded Peer Volunteering in 2016 with clients completing placements across Dublin Simon Community services. The Client Action Group also organised two Speak Outs in spring and winter on the Housing Emergency and the Comments, Suggestions and Complaints Procedure in Simon. The group worked with Mental Health Reform on research on homelessness and mental health. In 2016, Client Action Group members also represented Dublin Simon Community at Feantsa Homeless Conference in Brussels, sat on the Oireachtas Housing Committee to influence change and attended an information meeting with the Mental Health Reform to work on campaign for better mental health services for people who are homeless.

## **Social Enterprise**

As part of our Social Enterprise we currently provide work placements and training opportunities for people who have experienced homelessness in our two retail shops and at our warehouse in Chapelizod. These placements provide a wide variety of skill development opportunities including sales, customer service, cash handling, inventory management, scheduling, merchandising, marketing and teamwork, which are excellent base skill requirements for clients. Additionally, the practical work in the warehouse such as sorting, steaming and tagging clothes to get them ready for sale in our shops serve as important opportunities for clients to increase their skills set for the job market. Forty people were involved in employability initiatives, with five people going onto full-time volunteering and one onto staff. Our employability target is to ensure 10% of our workforce is made up of previous clients of homeless services, this was achieved during 2016. Our shops also provided clients with over €5,500 worth of clothing, facilitated eight Community Employment (CE) engagement places and welcomed 30 companies in to do stock sorting for our shops. Thirty-eight transition year students went through the shops during the year. In conjunction with DIT Aungier Street all shops staff, clients and Full-Time volunteers and CE placements commenced a Certificate in Customer Service.



# Community Employment and Volunteering

*Our Community Employment (CE) Engagement Project, an innovative Community Employment Scheme and a partnership between Dublin Simon Community and the Department of Social Protection, was further developed in 2016. Thank you to all our volunteers. Our Full-Time and Part-Time Volunteer programmes operated alongside professional staff across our range of services. During the year we also expanded our Transition Year Programme providing further opportunities for students to volunteer across our services.*

## **Community Employment Engagement Project Pilot**

2016 was the first full year of the pilot. The Community Employment Engagement Scheme provides a unique opportunity for individuals accessing homeless services to improve their employability skills. Funded through the Department of Social Protection participants can access training programmes to develop their skills. Participants also complete placements to enhance the skills they learn and placements are ongoing across our kitchens, shops, warehouse, treatment services, maintenance, deliveries and gardens.

## **Volunteering**

Volunteers in Dublin Simon Community play a key part in the organisation. During 2016 the Volunteer Office recruited Part-Time Volunteers in February, July and October, maintaining an average headcount of 150. Part-Time Volunteers lead the Soup Run and meet our clients, bringing food, a hot drink, a friendly face, some social interaction and a link to our other services - 365 evenings a year. Part-Time Volunteers also lead the Social Club. On a Monday and Wednesday evening they give clients the opportunity to pop in for a cup of tea, play cards, bingo or whatever is on the evening's agenda. We also have Part-Time Volunteers in the shops, Participation and Development and our Counselling service.

Our Full-Time Volunteers continue to be a crucial support in services and support roles. With an average headcount of 55 in 2016, volunteers and students joined us from Ireland and abroad, including 10 Ulster University students and four European Voluntary Service volunteers from Germany. In April, 55 Full-Time Volunteers graduated from our Certificate in Volunteering course at Dublin Institute of Technology.

Our Transition Year Graduation Ceremony also took place in April, at Wood Quay. It was attended by students from schools all over Dublin and beyond, who had completed their placements in our shops or support services.

# Fundraising and Communications

*Dublin Simon Community would like to say a huge thank you to all our donors and supporters in 2016. Each gift received really does make a difference and without you we simply would not be able to continue the work we do and respond where we are needed most. Because of you, we can continue to open our door to people and families, giving ongoing support to help them along the path out of homelessness.*

## Corporate Fundraising

2016 saw great support from corporate companies and their employees, taking time to make a difference for people living in and availing of our services. We had over 450 volunteers helping with our *Room to Improve* and *Stock Sorting* projects bringing savings of over €45,000. We also had over 50 companies whose employees organised fundraising events or took challenges upon themselves to help us rebuild lives of people experiencing homelessness. Our *Food for Simon* programme provided vital food and supplies for our services.

It was another successful year of the annual Corporate Challenge Quiz organised by The Business Journalists Association of Ireland (BJAI). This was the 16th year that the Corporate Challenge Quiz took place. Each year the quiz night attracts some of the top names from the world of law, business and public relations. Since the annual event began it has raised close to €500,000 for Dublin Simon Community. Edelman were the overall winners of the quiz, walking away with the Waterford Crystal Trophy.

The *Simon House of Cards* campaign raised over €543,000, with almost 300 companies taking part across the country. The appeal culminated in the spectacular *Simon House of Light* projection show with the Lucan Gospel Choir opening the event, followed by stunning performances from The Blizzards, The Coronas, The Strypes, Wyvern Lingo and many more. Join us this year at Powerscourt Townhouse Centre, on 7th - 9th December. A special thank you goes to The Irish Times, Irish International, the Powerscourt Townhouse Centre, Hamleys Toy Store and all of the local businesses on South William Street whose critical help, generous support and leadership makes this appeal possible. Visit [www.simonhouseofcards.ie](http://www.simonhouseofcards.ie) for details on how to get involved.

## Events and Community Fundraising

The annual *Simon Fun Run* celebrated its 33rd year on October 1st in the Phoenix Park. Over 3,000 people attended or took part in the five mile run and family festival. Our *Simon Fun Run* is made possible each year by the hundreds of committed volunteers who helped organise traffic junctions, start and finish lines, kids' races and activities and the many companies that donate goods and supplies for the day supported by 2016's sponsors Deutsche Bank, Hamleys Toy Store, 98FM and the Irish Daily Star. We also had some great music from the spectacular group The U-Band. Keep a look out for our new and improved *Simon Home Run*, sign up to show your support at [www.homerun.ie](http://www.homerun.ie).

2016 saw the return of Head2Head with our brave cyclists taking on huge distances, and harsh conditions through the South of France and the North of Spain. Head2Head in total raised nearly €60,000 for the refurbishment and running costs of one of our Supported Housing Projects.

*Sing for Simon* was a great success with over 100 groups performing to raise funds for the Simon Community in numerous shopping centres, Christmas markets and streets around Dublin, Kildare, Wicklow and Meath, including over 100 Malvern College students taking to O'Connell Street in support of Simon. Contact us on [fundraising@dubsimon.ie](mailto:fundraising@dubsimon.ie) to get involved in the magic of Christmas and book your slot early for 2017. The annual *24-Hour Simon Carolathon* took place on Grafton Street on 16th – 17th December with special guests such as the Dublin Gospel Choir and the Lucan Gospel Choir with the Gaiety Theatre and Brooks Hotel providing invaluable support on the night. This year The Ryan Family were out again on Christmas Eve, followed by Glen Hansard and friends for the annual Busk.

## Communications

Our Communications and Media continued to develop in 2016. We would like to sincerely thank those media outlets who chose to highlight our work and the many clients, residents, volunteers and staff who have represented Simon throughout the year. These stories help us to demonstrate our success as we continue our work to move people out of homelessness into a safe home of their own.



# Governance and Quality

*Dublin Simon Community continue to uphold the highest standards of Governance. We believe that maintaining these high standards is integral to demonstrating transparency and accountability to those who fund and support our work. It also ensures that the organisation is proactive and responsive in order to achieve the goals of Dublin Simon Community. This commitment is demonstrated by adhering to the highest standards of governance and quality.*

In 2016, we continued our focus on quality standards in the organisation:

## **EQUASS**

We were awarded the EQUASS Assurance in our housing and emergency services in recognition of Dublin Simon Community's proven Quality Assurance in the provision of Social Services. It was noted Dublin Simon Community demonstrates an EQUASS criteria profile accomplishment, based on values, holistic intervention, promoting quality, a people served orientation, innovation, management and leadership. This was a key milestone for Dublin Simon Community, as we are only the second organisation in the country to be awarded EQUASS Certification.

## **Housing Finance Agency**

Dublin Simon Community was awarded Housing Finance Agency (HFA) certified status, giving the organisation access to loan finance. It puts us in a much stronger position to finance future housing developments and is an important step in achieving our strategic development plans, providing housing for people experiencing homelessness, as outlined our five year Strategic Plan, 2016 – 2020.



## **Excellence Through People**

Human Resources achieved Excellence through People. Since 2012, we have worked with the National Standards Authority of Ireland to continuously strive to improve our employee services by taking part.

## **Investing in Volunteers**

The Volunteer Office achieved the Investing in Volunteer Quality Standard, awarded by Volunteer Ireland. This is the national quality standard for good practice in volunteer management.

## **National Quality Standards Framework**

Our Supported Temporary Accommodation services started self assessment on the pilot National Quality Standards Framework standard from the Dublin Region Homeless Executive.

## **National Standards for Safer Better Healthcare**

Treatment and Enterprise services worked towards the Health Information and Quality Authority (HIQA) National Standards for Safer Better Healthcare. These are aimed at protecting patients and providing a strategic approach to improving safety, quality and reliability in health services.

## **Guiding Principles for Fundraising**

Fundraising worked to the Irish Charities Tax Reform Group Statement of Guiding Principles for fundraisers. The statement exists to improve fundraising practice, promote high levels of accountability and transparency by organisations fundraising from the public and provide clarity and assurances to donors and prospective donors about the organisations they support.

For further detail on our Governance Structure and Quality Standards please visit our website:

[www.dubsimon.ie/AboutUs/GovernanceQuality](http://www.dubsimon.ie/AboutUs/GovernanceQuality)



ETP 1000:2012  
NSAI Certified



# Finances 2016

## Analysis of Financial Position 2016

Our Income has increased to €15,471,715 mainly due to increased statutory grants relating to increased Homeless services during 2016.

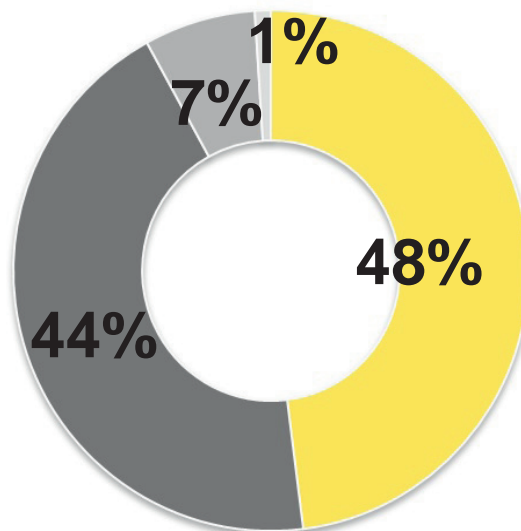
During 2016 we established our Capital Development Fund which raised €962,170 to enhance our property acquisitions and development. Balance remaining in fund at December 31st was €590,923. Funds were primarily spent on the refurbishment of Sean MacDermott Street in 2016 from this fund.

Related Expenditure has also increased to €12,978,235 primarily due to the increased services.

Our Balance sheet net asset value has increased to €30,787,579 due to the additional property acquisitions in 2016. We have increased to 420 units as at December 31st 2016, an additional 121 units in 2016 from 299 at the end of 2015.

**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).**

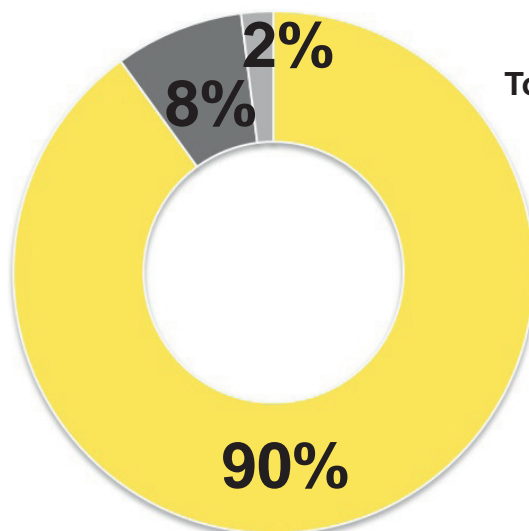
## Where the money came from in 2016



**Total Income: €15,471,715**

- Statutory funding income
- Fundraising and shops' income
- Resident contributions
- Other income

## Where the money went in 2016



**Total Expenditure: €12,978,235**

- Homeless and housing services
- Raising funds
- Support services



# Thank You

For those who may have nowhere to go, the true meaning of home can often be having your own safe space to rest your head at the end of each day and knowing that there are people out there who care.

**At Dublin Simon Community, because of our supporters like you, home is something we strive to create and are making possible for people, every single day, whether it is ensuring our services are bright and welcoming, or that our staff and volunteers are on hand for whatever our clients need.**

This community of kindness makes Simon what it is, and we are so thankful that you are a part of it. You are the bricks and mortar, the warm bed and the open door of what home really means for the people we help.

**Together we will help the people who rely on our services find their way back to a home that is truly theirs, whatever that means for them.**

For every single person who has come to our door, for those still to come, and most sincerely from our team of volunteers and staff, thank you for continuing to be a part of our community. If you didn't do what you do, we couldn't do what we do.



“It’s just a change of going from a crazy world to coming into Simon and you have a warm bed, you have food and a shower and most importantly you have staff around you that actually care.

“You’re coming from where people are walking by you on the street, into this family. You’re part of this community and there’s not one person there that doesn’t care.

“It’s really important to feel part of a community and feel wanted like that because you don’t feel like that when you’re on the streets.”

Sinead,  
Treatment Client





Dublin Simon Community  
1-2 Cope Street, Dublin 2  
Tel: 01 671 5551  
Fax: 01 671 5524  
[www.dubsimon.ie](http://www.dubsimon.ie)  
[inforequest@dubsimon.ie](mailto:inforequest@dubsimon.ie)  
CHY5963



Comhairle Cathrach  
Bhaile Átha Cliath  
Dublin City Council



Feidhmeannacht um Dhaoiné ar Easpa  
Díidíne Réigiún Bhaile Átha Cliath  
Dublin Region Homeless Executive

For Housing Support and Services to the Dublin 2004 Homelessness Consultative Forum and Strategic Management Group



An Roinn Tithíochta, Pleanála agus Rialtais Áitiúil  
Department of Housing, Planning and Local Government



Feidhmeannacht na Seirbhíse Sláinte  
Health Service Executive



An Roinn  
Gnóthaí Fostaíochta agus Coimirce Sóisialaí  
Department of  
Employment Affairs and Social Protection



Wicklow County Council  
Comhairle Contae Chill Mhantáin



Kildare County Council  
Comhairle Contae Chill Dara



comhairle chontae na mí  
meath county council