

50

YEARS

OF CLOSING DOORS ON
HOMELESSNESS



Dublin
Simon
Community

ANNUAL REVIEW 2018

Serving Dublin, Kildare, Wicklow, Meath,
Louth, Cavan, Monaghan

“

I was on the streets for
about two years,
two winters.

Being hungry, cold,
being absolutely
miserable all the time.

There was nothing
good about living on the
streets, it takes years
off your life.

My life has changed since
getting my own home. My
health's improved, I look
better. It's dramatically
changed for the better.

When I return home and
close the door,
it's just great knowing
that I'm safe.

Niamh

”



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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, Meath, Louth, Cavan and Monaghan, 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 & 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 & 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 & Integrity - We operate with transparency so that we are accountable for actions, individually and collectively. We are equitable and fair in all our dealings.

COMPANY INFORMATION

Directors

Kevin Loughran
Dympna Dolan (resigned 8th February 2018)
Padraig McKeon
Liam Halpin (resigned 27th September 2018)
Seamus Kearney
Niall Saul
Philip Flynn
Roma Burke
Aidan McCormick
Diarmuid McNamee (appointed 18th April 2018)
Florence Stanley (appointed 27th September 2018)

Secretary

Martin Hannigan

CEO

Sam McGuinness

Company Number

32955

Charity Number

CHY5963

Registered Office

1-2 Cope Street,
Dublin 2.

Auditors

Grant Thornton
Chartered Accountants & Statutory Audit Firm
Molyneux House
Bride Street
Dublin 8

SAM'S WELCOME



In February 1969, a small number of volunteers, made up of students from University College Dublin and Trinity College, packed up their flasks of soup and sandwiches and set out on the streets of Dublin to provide food and support to people experiencing homelessness.

This marked the beginning of the Simon Community and in

2019 we are commemorating 50 years of helping people to close the door on homelessness.

Looking back on 2018, we saw the homeless and housing crisis tragically escalate. Storm Emma marked the coldest week we have experienced, possibly since 1982. Staff and volunteers across the sector showed dedication to the welfare of our clients and ensured that services were delivered. We were extremely grateful to the public for their support in helping our teams identify those needing help.

We continued to progress our construction and redevelopment plans, providing more housing options for people to move on from homelessness and into a home of their own. These included new developments in Dublin 12 and Dublin 7, and increasing our existing supported housing services in Dublin 7 and Dublin 1.

We established new services, such as our Suicide Prevention Service, following receipt of funding from the National Office for Suicide Prevention. Our Step Up Step Down facility, delivered in partnership with Safetynet Primary Care and in collaboration with other hospitals and key stakeholders in the homeless sector, was also opened. This 12-bed unit at our Ushers Island Complex provides medical interventions and nursing care for people experiencing homelessness who require an inpatient stay but do not require admission to hospital. Our overall vision is to increase the capacity of Ushers Island to 100 beds, adding in rapid access in partnership with Merchant's Quay Ireland.

Our employability opportunities, counselling and wraparound prevention and resettlement services, ensure that the door on homelessness remains closed for good. These supports are essential to helping people to address any physical and mental health needs as well as developing their skills, education and experience.

In the months, years and decades that have passed since we began, thousands of shattered lives have been rebuilt and saved. This is due to the commitment of supporters, funders, staff and volunteers, partners, clients and residents.

Thank you to everyone who continues to support our work, and to our clients and residents for their inspirational resilience. People are depending on us, and together we will give them hope.

Thank You.

A handwritten signature in blue ink that reads "Sam".

Sam McGuinness
Dublin Simon Community CEO

2018 AT A GLANCE



7,684

People and families were supported across our services in 2018, a 22% increase since the previous year.



362,155

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

12,336



Food parcels were distributed by Outreach, Resettlement and Food for Simon Teams, a 99% increase since the previous year.



1,273

Adults and children were supported to prevent them from homelessness through advice clinics and visiting support.



213

Residents lived in our permanent supported housing, receiving assistance with health and welfare, education and training.



2,183

Clients were provided with housing assistance, harm reduction and medical services by our Outreach Team.



2,131

Adults and children were supported in moving out of homelessness and into their own homes by our resettlement services.



649

Adults and children were housed through our independent housing by the end of 2018.



1,205

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

1,087



People accessed our Medical Residential Treatment and Recovery as well as our Aftercare, our Homeless Action Team and our Sure Steps Counselling services.

410



Participants came through our skills, education and employability initiatives through classes in literacy, personal development, arts and drama as well as volunteering and Community Employment opportunities.

2,438



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

188



Referrals were received through our Health and Wellbeing service, providing access to exercise facilities and expertise including personal training, nutritional advice and mindfulness.

CHAIRPERSON'S REPORT 2018



Numbers sometimes tell a story. Sometimes too numbers numb the story. We now hear monthly that there are thousands homeless – 6,861 in Dublin alone to be exact, at the end of 2018 - a 12.5% increase in the year. At a time when our economy has regenerated itself with vigour, how is it that a full small town of mothers and fathers and sons and daughters and sisters and

brothers again, are left with nowhere to go...more than three times what there was when the recession supposedly ended five years ago.

Yes, the figures show signs that things are stabilising in 2019 as a result of great efforts by Local Authorities, Approved Housing Bodies and other Agencies, but they are not being reversed. The real danger here is when the figures are not going up, that a sense of complacency sets in, that this scourge has somehow been beaten. Take heed, and push on again... It has not and the flow into homelessness continues. There remains a real challenge to keep up with the need for accommodation and now is the time to fight harder.

Homelessness has a tragic impact every day on the lives those experiencing it. For the last 50 years the staff, volunteers and supporters of Dublin Simon Community have been working tirelessly to get people into homes and start rebuilding their lives.

Our approach is housing-led and through 2018 we continued to grow our stock of accommodation to offer homes of different types appropriate to the demographics of our client group, across all the counties where we operate.

Everything we do is designed to help people close the door on homelessness for good. We are working to a Rolling Strategic Plan, which will add further to the provision of housing over the next five years. In specific terms this means sourcing one-bedroom and affordable family accommodation for singles and families (including couples) through an approach of acquisition, construction, development, management contracts and leasing of both supported housing and independent living units. We continue to work also on support in resettlement and are increasingly active in order to prevent homelessness in the first place.

To fund that growth in housing stock we have broadened the range of sources from which we draw capital including the Capital Acquisition Scheme, the Capital Advance Leasing Facility, private financing and our capital development reserves.

Governance in that context is critical. We are registered with, and subject to annual review by the Housing Agency, the State's regulatory body for Approved Housing Bodies. We are now also an approved Tier 3 certified body by the Housing Finance Agency for loan finance.

The needs of people experiencing homelessness are not just houses. Our experience tells us that there is a critical need for specialist health management practices to support people in homelessness living with health issues. Dublin Simon Community continues to pioneer in this field.

Dublin Simon Community cannot deliver alone, and we continue to develop and maintain extensive corporate, artistic and public networks to secure funding, advice, expertise, knowledge, time and materials in the delivery of all our services. We actively promote partnership with statutory bodies and other charitable organisations in the provision of services. This work includes participation in the Dublin Homeless Network and partnership work with local authorities and health services in the Regional Homeless forums.

These partnerships, coupled with the generosity of our donors, corporate and community supporters, means we are able to be as responsive as we need to be to help over 7,000 people and families each year.

Thank you to all of those who support our work and a huge gratitude to our residents and clients for continuing to guide us and ensure we provide the best possible services, helping people to close the door on homelessness for good.

Pdraig McKeon
Chairperson

INDEPENDENT HOUSING AND PROPERTY DEVELOPMENT

We provide independent living units to individuals and families. Our Property Development team delivers the capacity to create new purpose-built accommodation units and provides long-term housing options. In 2018, the team progressed a number of key ongoing development and acquisition projects. These properties are managed by our Housing Management service once tenants move in. The Facilities Management team has expertise in the stock condition management of property and ensures preventative, cyclical and responsive building work is completed to attain the highest standards of quality for our tenants. It also provides capacity and expertise to support local authorities with upgrade works within their property portfolio to facilitate reuse.

In 2018, the Property Development team progressed a number of key ongoing development and acquisition projects including securing planning for 14 independent one-bedroom apartments in Dublin 7, 10 independent one-bedroom apartments in Dublin 12, eight additional independent units at our existing Sean McDermott Street service and 20 additional units at our existing Chester House high support housing service.

The Property Acquisition team delivers capacity and expertise for lease and purchase opportunities in turnkey condition or in need of refurbishment condition. We secured additional accommodation units in 2018, bringing our portfolio at year end to 672 units. These units were funded through Capital Assistance Scheme (CAS) grants of €6.5M, Capital Development reserves, which had built up under the guidance of the board over a number of years and agreements with Local Authorities to manage their stock.

In 2018, the Facilities Management team co-ordinated refurbishments of two of our supported temporary accommodation services and one of our high support housing services. In addition, they refurbished 22 independent living units (mixture of houses and apartments) and co-ordinated 20 Room to Improve projects across residential services. These include donor-supported initiatives such as room painting, and garden improvements.

The Housing Management Service manages the allocations process of accommodation acquired by Dublin Simon Community in partnership with relevant Local Authority and other stakeholders. The team is experienced in all aspects of tenant/landlord/ neighbourhood relations and provides the supports necessary to address any concerns/items that arise and to sustain clients in these tenancies. In our total of 213 independent accommodation units, 46 are one-bedrooms, 68 are two-bedrooms and 99 are three or more bedrooms.

We have major construction and redevelopment plans so that we can provide more housing options to help people exit homelessness. 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: rachelmoffat@dubsimon.ie.

SUPPORTED HOUSING, PREVENTION AND SUSTAINMENT SERVICES

During 2018, we continued to provide high and medium support housing for people unable to live independently. We provide prevention, resettlement and tenancy sustainment services across Dublin, Cavan, Kildare, Louth, Meath and Wicklow. These include prevention, resettlement and some outreach and emergency housing cases.

Our long term supported housing provides permanent accommodation to people who have experienced homelessness who have high or medium support when it comes to physical health, mental health or addiction issues. During 2018, 213 people lived across our supported housing services. Forty eight of these were newly housed in our Supported Housing during the year.

Clients are supported in independent living skills, self-care and in realising their personal goals and aspirations. We aim to support clients to sustain and improve our clients' quality of life, promote inclusion, choice and independence and alleviate social isolation and marginalisation. Our accommodation is based around a congregate setting where clients have access to care and support.

We supported 26 clients to move from supported housing into appropriate alternative locations suitable to their care needs during the year such as other housing, or nursing homes. The majority of Supported Housing clients are single males (76%) or single females (18%).

We provide prevention, resettlement and tenancy sustainment services in Dublin, Cavan, Kildare, Louth, Meath and Wicklow. In 2018, a total of 928 Households were supported in moving out of homelessness into their own homes by our resettlement services and 632 Households were supported to prevent them from homelessness through advice clinics and visiting support.

In 2018, EQUASS (European Quality in Social Services) renewed its certification of the EQUASS Assurance for our Supported Housing, Emergency and Tenancy Sustainment Services. We are also participating in the roll out of the Dublin Region Homeless Executive's National Quality Standards Framework (NQSF) for homeless services in Ireland.

During 2018, we agreed a Memorandum of Understanding with Dundalk Simon Community and assumed management responsibility for Service Level Agreements and support functions of Dundalk Simon Community.

OUTREACH AND EMERGENCY

Our Supported Temporary Accommodation (STA) services in Dublin provide short-term accommodation and needs based support for men, women and couples who are homeless. All services are operated 24/7, providing meals and wraparound key working support. During 2018, we provided four emergency accommodation services in Dublin City. We also opened a cold weather facility in December in Bray, County Wicklow, in partnership with Wicklow County Council. Our Rough Sleeper Team and Soup Run were out on the streets 365 days a year engaging with people who were rough sleeping, with our twice weekly Breakfast Run and Social Club providing additional support.

During 2018, our Supported Temporary Accommodation services had 1,205 cases in the year (some clients accessed both six-month and short term beds). Our Rough Sleeper Team worked with 2,183 people during the year with 9,058 engagements while our Soup Run volunteers made 7,751 engagements with clients.

Dublin Simon Community put in place a number of emergency measures to protect people who were experiencing homelessness ahead of the extreme cold weather with Storm Emma in March. The Dublin Simon Community Rough Sleeper Team worked with the Housing First team, the Dublin Region Homeless Executive and other charities to co-ordinate outreach to people on the streets across Dublin.

In addition to the extra Extreme Cold Weather Accommodation that we already had in place, during the length of the bad weather spell we further increased capacity in our Emergency Shelters to get people out of the bitter cold. Our Rough Sleeper Team continued to operate day and night, seven days a week, helping people to access accommodation and medical services and our nightly Soup Run distributed warm clothing and food, and linked people in with our Rough Sleeper Team.

In 2018, staff were trained in using Naloxone and in educating clients on it. Naloxone is the medication used to reverse the effect of opioids on the body and is a vital life saving tool. Clients of the emergency services learned how to perform life saving skills through CPR, information sessions around opioid overdose and Naloxone training.

In August, our Emergency Accommodation services also organised several events and activities to mark International Overdose Awareness Week.

In October, our Harcourt Street Supported Temporary Accommodation service was renovated in partnership with Dublin City Council to provide more privacy for clients in shared rooms, to separate the area for women and increase the amount of single rooms available. The service was brightened up and clients were very happy with the improvements.

Our Longfields service, which opened at the end of 2017, established itself during 2018. Feedback from clients indicated they were appreciative of the fact that it is mostly single rooms and as a result we saw above average engagement in keyworking and sustainment of placements in Longfields.

TREATMENT, RECOVERY AND COUNSELLING

Since 2003, Dublin Simon Community has been providing vital services from our Ushers Island facility on Dublin's quays. In 2018, we continued to provide Residential Alcohol and Benzodiazepines Detox, Addiction Recovery, Blood Borne Virus Unit, along with Addiction-Specific In-Reach Homeless Action Team, Aftercare and Sure Steps Day Counselling services for people who are homeless or at risk of becoming homeless. All of these services are underpinned by a robust Clinical Governance structure. In 2018, we increased capacity of our Recovery move on units. We also opened our Step Up Step Down Intermediate Care facility in partnership with Safetynet Primary Care. Our Sure Steps Counselling Service also began piloting an out of hours Suicide Prevention service, in partnership with the National Office for Suicide Prevention.

Overall, 1,087 individuals accessed our Medical Residential Treatment and Recovery, Aftercare and Homeless Action Team and Sure Steps Counselling services. Sure Steps Counselling provided 2,438 counselling hours. The male to female ratio is around 4:1 across Treatment services; 77% of clients are single and 46% fell between the ages of 36-46.

In June, our Sure Steps Counselling Service launched an interim report into interventions for suicidality. The report, "Opening the Door to Hope", identified ways to support people who expressed suicidal ideation, found that targeted measures reduced the frequency of suicidal thoughts and behaviours. The report evaluated the implementation and effectiveness of the CAMS Approach (Collaborative Assessment and Management of Suicidality) across a number of Dublin Simon Community's homeless services. On completion of the pilot, the service found there was a reduction in these contributing factors as well as a reduction in the frequency of suicidal thoughts and behaviours.

John Meehan, the Head of the National Office for Suicide Prevention and the Assistant National Director, HSE Mental Health, who launched the report also announced funding for a 'Homeless Specific Out of Hours Counselling Service'. The Suicide Prevention Service began operating in August as part of Sure Steps Counselling, providing support during the day and in the evening for people experiencing homelessness who may be at risk of suicide.

In September, the Minister for Health, Simon Harris TD, launched our Step Up Step Down (Intermediate Care) facility together with Minister Catherine Byrne TD. Delivered in partnership with Safetynet Primary Care, and in collaboration with other hospitals and key stakeholders in the homeless sector, the 12-bed unit provides short term semi-acute healthcare interventions, treatment, investigations and observations for people who are homeless and/or recently homeless. The Step Up beds will stabilise patients for hospital admission or assessment for further treatment while the Step Down beds will enable them to recuperate, rehabilitate and move to accommodation following a stay in hospital. This service is the first of its kind and will ensure that we improve health outcomes for people who are homeless.

In November, a team from our Blood Borne Virus Unit presented on their service at the National Drugs Forum. The presentation highlighted the main objectives of the service, to enable patients to stabilise drug use, to promote engagement in care, compliance with treatment including Antiretroviral Therapy (ART), primary care, housing and improving their health generally.

In 2018, the Property Development team progressed a number of key ongoing development and acquisition projects including securing planning for a 100-bed Medical Residential Treatment and Recovery Facility at Ushers Island. The new development will deliver additional Medical Residential, Treatment and Recovery beds, with supports, to people who are homeless or at risk of becoming homeless. First opened in 2003, this life saving service is the only one of its kind in Ireland. The expansion will allow us to provide much needed medical care, so we can help more people through their recovery and out of homelessness.

EDUCATION AND EMPLOYABILITY

Our Participation and Development services provide classes and workshops across our services to develop skills and ongoing education so that people can close the door on homelessness for good. In 2018, the teams provided opportunities to access third level education via the support of education grants and employment opportunities. Our Health and Wellbeing service received recognition through awards received during the year. Our Client Involvement service increased their collaboration opportunities, working with UCD and Mental Health Reform.

The Health and Wellbeing service saw the number of people engaged increased to 188 in 2018 composed of internal referrals and external referrals. Similarly our Participation and Development service worked with clients across Dublin Simon Community on Literacy and Personal Development and Client Involvement, engaging with 376 participants during the year. Thirty four new individuals accessed employability pathways during 2018.

The Health and Wellbeing service is open to clients from across Dublin Simon Community and in 2018 expanded to taking referrals from homeless and addiction centres across the city. The service aims to address some of the risk factors associated with poor health for people experiencing homelessness. The service also ran a QQI accredited Level 3 Health and Fitness course through the City of Dublin Education and Training Board (CDETB). The Health and Wellbeing service won the Federation of Irish Sport's Sporting Innovation of the Year award and got the Silver Award for the category of 'Innovation of the Year' at the 2018 NUTRAMINO Health and Fitness Awards. A member of the service was selected to captain the Irish Team during the Homeless World Cup in Mexico in November where they lifted the Telmex Telcel Trophy, for teams that finish the tournament between 17th-24th place. The Homeless World Cup is an annual football tournament organised by the Homeless World Cup Foundation. Through its development pathways one member graduated from an Image Fitness Personal Training Scholarship as student of the year in October 2018.

Our Participation and Development service worked with clients across Dublin Simon Community on Literacy and Personal Development in an effort to develop their self-esteem, confidence and skills during their journey out of homelessness. The Literacy and Personal Development Team co-ordinates and facilitates a range of different classes and therapeutic programmes to those who access the service. The team facilitates arts and crafts, creative writing, dance, computers and gardening groups as well as literacy tuition and open mic nights to inspire creative thinking and encourage self-expression.

The work of these services culminated in the launch of Scrapy but Happy 8, an annual publication of artworks and creative writing pieces showcases the amazing talent of those who access Dublin Simon Community's homeless and housing services. This year's book launch held at Temple Bar Gallery also featured our client recognition ceremony and an exhibition.

In 2018, the Client Action Group and Client Involvement initiatives were active across our services, also working in partnership with Mental Health Reform and the UCD Public and Patient Involvement Ignite programme. They continued to participate in client forums organised in services, client Speak Out events and contributed to the Client's Eye internal newsletter and other publications and materials throughout our services.

Employability Pathways open to clients during 2018 included both internal and external opportunities. Notably our shops and warehouse provide a vehicle for clients to develop their professional skills and experience. Our shops also completed audits for the Re-Mark Quality Standard of Excellence and Q Mark Quality Assurance.

We also initiated our partnership with Secret Street Tours who provide a unique and informative look at Dublin through the eyes of a tour guide who has been affected by homelessness. Secret Street Tours guides have been supported by and continue to work with the Dublin Simon Community. This innovative non-profit social enterprise provides the opportunity for the tour guides to continue to grow their skills and confidence and to take the next step toward independent living.

Our Community Employment Engagement Scheme aims to assist people who are accessing homeless services to become ready for employment. Our mainstream Community Employment scheme is designed to help people who are long-term unemployed, or with other barriers to employment, to get back to work by offering part-time and temporary placements in jobs based in Dublin Simon Community. These schemes offered a range of opportunities during 2018 including Full-Time or Peer Volunteering, education grants to access 3rd level education and traineeships.

FUNDRAISING, COMMUNICATIONS AND VOLUNTEERING

Dublin Simon Community would like to say a huge thank you to all our donors and supporters in 2018.

Because of you, we can continue to help people close the door on homelessness, giving them the ongoing support they need to rebuild their lives. We continued to receive great support from our community of donors, regular givers, corporate and community partners during 2018. 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. Thank you to all our volunteers who so generously donated their time throughout the year. Our Full-Time and Part-Time Volunteers worked alongside professional staff to provide vital support across our range of services.

During the year our Corporate Partnerships team had great support from companies and their employees, joining us for team building days such as Room to Improve, Stock Sorting, Share Your Skills or organised fundraising events and challenges to help us rebuild lives of people experiencing homelessness. Our Food for Simon programme provided vital food and supplies for our services. Dublin Simon Community has continued to expand Food for Simon products and services in line with the expansion of the scheme and the expansion of services we offer. We would like to thank the companies who continue to support this scheme.

The 18th year of the Corporate Challenge Quiz organised by The Business Journalists Association of Ireland (BJAI) attracted some of the top names from the world of law, business and public relations. This annual event has raised over €600,000 for Dublin Simon Community since 2012. The national Simon House of Cards campaign, supported by The Irish Times and BBDO, raised over €600,000 last year, helping to deliver vital housing and life saving supports around the country. The appeal culminated in the annual Simon House of Light projection show at the Powerscourt Townhouse Centre, which transformed South William Street into a festive wonderland.

We continued building relationships with schools and churches and supporting people organising fundraisers and events during 2018. We were delighted to have over 2,000 runners, walkers and joggers of all ages gather in the Phoenix Park for the annual Simon Home Run on Saturday 6th October. There was also plenty of fun on the day for participants and families with live music, food, face painting from the 98FM Thunders and the Deutsche Bank Kids Zone. Thank you again to everyone who took part.

Our Christmas fundraising activities kicked off on 1st December when over 100 dedicated swimmers braved the wind and rain on Dollymount Strand for the very first Dip at Dawn. We had groups, companies, choirs, schools and colleges Singing for Simon throughout the month including the debut of our very own Simon Choir at our Carolathon on Grafton Street.

The year culminated in Glen Hansard's annual Christmas Eve busk joined by some of Ireland's best known artists. The event was a massive success. A special thank you goes to Pearse Street Garda Station and all at the Gaiety Theatre for their incredible support.

Our Communications and Media team would like to thank all the journalists who highlighted our work and the issues faced by people going through homelessness during 2018. Thank you also to the many clients, residents, volunteers and staff who have represented Simon throughout the year and shared their stories. Our Agent for Change, Longest Day and Journey Home campaigns throughout the year gave our supporters further opportunity to learn about the experiences of our clients, and what they can do to help.

We strive for quality and best practices in all aspects of our services. The Human Resources Department is accredited with the Excellence through People standard by the National Standards Authority of Ireland. It was given in recognition of the organisation's adherence to a model which enhances performance and realises strategies through the management and development of people.

We have also been awarded Investing in Volunteers, the national quality standard for good practice in volunteer management by Volunteer Ireland. Volunteers are the core of the Dublin Simon Community's work. They work alongside professional staff to deliver vital services to people who are homeless. We continued our partnership with TU Dublin during the year with teams from Dublin Simon Community graduating from the CPD Certificate in Volunteering and Certificates in Digital Marketing Strategy and Retail Operations in May. We greatly appreciate the invaluable contribution our volunteers make to the organisation. We invest heavily in and rely on volunteers as part of the resources for the delivery of our services. In 2018, there were 121 Full-Time Volunteers and 323 Part-Time Volunteers working across our services.

Our Transition Year programme gives students the opportunity to complete a work experience placement with Dublin Simon Community. It educates students about our services and gives them an understanding of some of the issues surrounding homelessness. In April we held a graduation ceremony at the Wood Quay Venue in recognition of the students who participated. During the 2017-2018 school year we had more than 60 students complete their placement with us.

For more information on how you can make a vital impact to the lives of people facing homelessness, please visit our website:

www.dubsimon.ie/get-involved

GOVERNANCE AND FINANCES

Dublin Simon Community is fully committed to providing the highest quality service possible to all stakeholders, particularly those who access our services and those who donate. This commitment is demonstrated by adhering to the highest standards of governance and quality which we continued to pursue during 2018.

We strive for quality and best practice in all aspects of our services. The Human Resources Department is accredited with the Excellence Through People standard by the National Standards Authority of Ireland and our Volunteer Office has been awarded the Investing in Volunteers Quality Standard. We have been awarded the EQUASS (the European Quality in Social Service) assurance for our Housing and Homeless services.

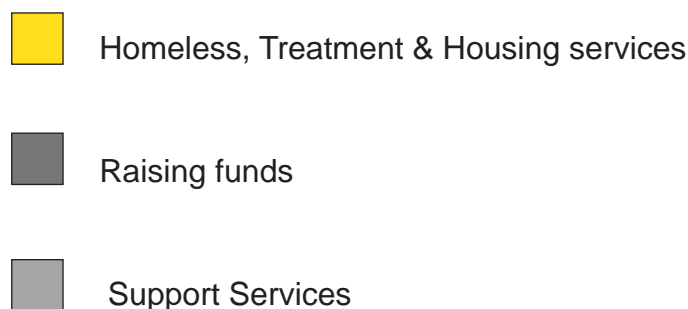
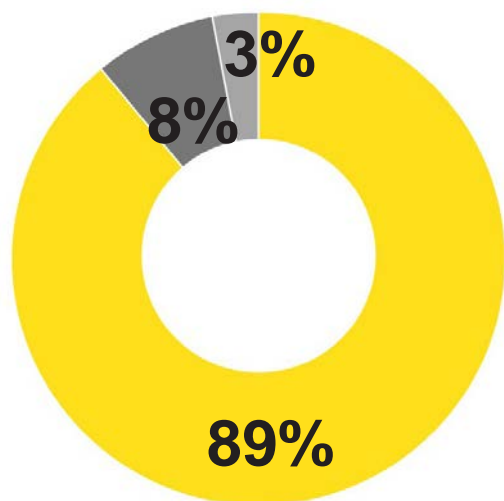
We are participating in the roll out of the Dublin Region Homeless Executive's National Quality Standards Framework (NQS) for homeless services in Ireland.

Our organisation and strategy is underpinned by organisational policies, governance, and quality standards within the context of the evolving national/regional strategies, standards, policies and action plans.

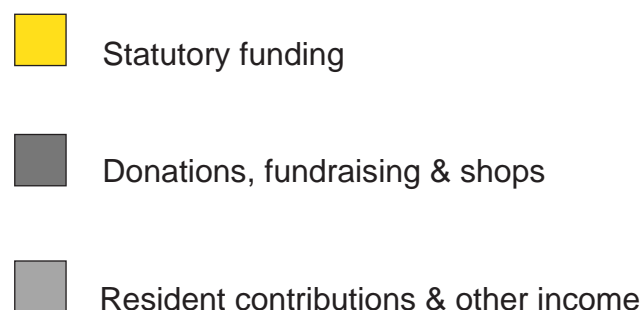
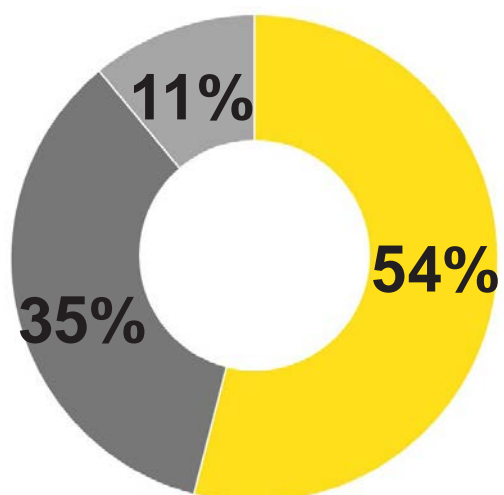
For further detail on our Governance Structure and all of our Quality Standards please visit our website:

www.dubsimon.ie/who-we-are/governance/

Expenditure 2018



Income 2018



For more information and to view our full independently audited annual accounts, by Grant Thornton, please visit our website:

www.dubsimon.ie/who-we-are/finances

THANK YOU

Since 1969, with our supporters by our side, Simon has been helping people to close the door on homelessness. In the fifty years since our Soup Run first set out on our city streets, thousands of shattered lives have been rebuilt and saved.

People like you make this life changing work possible. By providing a door to a home that they can truly call their own, you are helping people to close the door on trauma, on fear, on insecurity, on hopelessness.

Our story together doesn't end there. Because of your kindness, our wraparound support services will help people ensure that the door on homelessness remains closed for good. We provide people with what they need next, including health, outreach, education and employability supports.

From all of us at Simon, thank you for being a part of our community. Your compassion ensures that the people who rely on us can look forward to the bright and hopeful future ahead.





“

Two years, just getting sick on the streets and nowhere to go.

I've slept in bank doorways, some of them weren't nice places. It was too risky sometimes at night.

I only realise now since I'm living here with Simon, like 11 years, I got a fright in my heart on the streets. This is where I live and it's a home. I'll stay here as long as I can.

You're just safe. People care about you. If you're nice to them they'll be nice back to you.

Matthew

”



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council



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



Kildare County Council
Comhairle Contae Chill Dara



comhairle chontae na mí
meath county council



Comhairle Contae Lú
Louth County Council



Comhairle Contae
an Chabháin
Cavan
County Council



Comhairle Contae Mhuineacháin
Monaghan County Council



**National Office for
Suicide Prevention**



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



An Roinn Sláinte
Department of Health



**An Roinn Gnóthaí Fostaíochta
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