

DEPAUL

Homelessness has no place

FRONTLINE PREVENTION

SHAPING THE PRESENT
LOOKING TO THE FUTURE

Impact Report 2025

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CHAIRPERSON WELCOME

I'm proud to once again present the Depaul Impact Report for 2025 - as the Chairperson of Depaul's Board of Trustees. At the heart of everything we do is a belief in dignity, compassion, and inclusion. We serve people who are often excluded elsewhere – those with complex needs, facing significant personal challenges, and struggling to find a place in society. Through emergency accommodation, outreach programmes, harm reduction initiatives, and family support services, in 2025 we continued to walk alongside those who needed us, offering practical help, emotional support, and a belief in better futures.

Throughout 2025, homelessness was persistent and continued to rise unabated. With 16,734 individuals reported as experiencing homelessness by the end of 2025 – including thousands of children in temporary accommodation across the region and thousands of children stuck in direct provision. The Government launched its 'Delivering homes, Building Communities' plan which we welcomed while also expressing our interest to see more details around key aspects of the plan including the review of Housing Assistance Payment system (HAP) and specifics on plans being developed to prevent homelessness for those with Permission to Remain in the IPAS system.

The beacon of hope as ever remains the general public who continued to donate substantial and vital funds to Depaul in 2025. Without them we would be unable to operate our services in the manner which we do, reaching those with the greatest complexities. And our staff and our volunteers - who in

2025 continued to play a critical national role in the delivery of our service to those most vulnerable, serving more than 8,000 individuals and families across the island of Ireland. I would like to thank you all for your professionalism and passion which continues to be the driving force for our organisation, enabling us to change and save lives every day.

Our shared vision and mission to end homelessness remains steadfast. Despite record levels of homelessness and a severe housing crisis, we believe that, through cross-sectoral partnership, there is a way for everyone to have a place to call home, a stake in their community, and support that will empower them to realise their potential. I would like to wholeheartedly thank our Chief Executive, David Carroll, and our executive and senior leadership group for their commitment and dedication to our work every day.

Continued public trust is critical for the delivery of our mission and I would like to thank our Board of Trustees for their skills and professionalism, allowing us to meet the highest governance and financial standards.

And finally, I would like to sincerely thank our statutory funders, grant making bodies, businesses and the general public for their continued support throughout the year, without whom we would not be able to do our valuable and critical work.

John Murphy
Chairperson of the Depaul Board of Trustees



A WORD FROM OUR CEO

As we reflect on 2025, we note a year when we marked two decades of work in frontline homelessness prevention in Northern Ireland, and 23 years of work in the Republic. Now more than ever we believe that homelessness is preventable and has no place in our communities. Our experience and frontline perspective has been instrumental in navigating a year with both challenges and wins and provides us with a clear understanding of the importance of early, coordinated intervention.

Undoubtedly, 2025 brought significant challenges, while supporting people in a more contentious and fractious society it has also been a year of real progress. Despite operating in this complex environment, Depaul continued to deliver critical, life-changing services to those most in need – supporting 8,204 people across our services, across the island of Ireland. We are proud of what we’ve achieved in 2025. Our work on the frontline continues to be underpinned by the highest standards of governance, management, and service delivery. In 2025 we moved more service users out of homelessness and into suitable long-term accommodation than ever before, with 914 households and 1,452 individual service users moved out of homelessness – this is our mission in action and something we are very proud of.

The year also saw Depaul establish a firmer foothold in the provision of Housing First services through the support of 169

individuals in the Dublin region and Meath. We also saw the launch of a pilot Community Transition Service in Northern Ireland in June. Throughout the year, we saw a significant increase in the number of families we supported, which was up by 28% to 1,456, as well as an unprecedented demand across our 44 services from individuals presenting in our services with complex mental health and addiction challenges.

In response, in 2025 we launched key mental health research to better understand the evolving needs of our service users, and we launched our Mindset Programme, which provides mental health support to service users through one-to-one recovery planning sessions, group work, and referral support. We also continued to try to meet our service users where they are at with timely support and this is evidenced in the 50% increase in key worker sessions completed in 2025 with 75,254 keyworking sessions carried out.

We also worked to increase our voice in Europe. As part of the international Depaul family, in November 2025 in conjunction with Aodhán Ó Ríordáin MEP, we hosted a key seminar, “Building an EU Strategy to Eliminate Homelessness”, in the European Parliament. The event aimed to influence policy stakeholders to prioritise and tackle homelessness and housing exclusion.

In 2025, the significance of our presence as an all island entity became more important through sharing experience, informing practice and learning. Looking ahead, I remain deeply grateful to our Board and Committee members, our dedicated staff and volunteers, our funders, statutory and corporate partners, and all of our donors. Your belief in our work and your support for those we serve makes everything we do possible.

We firmly believe, homelessness is not inevitable. Together, we will continue

to challenge the systems that allow homelessness to persist, and we will work relentlessly to ensure that every person has the opportunity to live with dignity, safety, and hope.

David Carroll
Chief Executive of Depaul

DEPAUL INTERNATIONAL

Depaul in Ireland and Northern Ireland are not alone in our efforts to protect the most marginalised. We are proud to be part of a global effort to combat homelessness and to protect and support those on the margins of society.

Since 1989, the Depaul family has worked with over 549,500 people experiencing homelessness. We are spread far and wide and our work is felt in communities and cities across Ireland, the UK, France, Ukraine, Slovakia, Croatia, the Philippines and USA. All subsidiaries are supported by Depaul International as the parent organisation. The Depaul Group works in strategic partnership with two key international organisations: Famvin Homeless Alliance (FHA) and the Ruff Institute of Global Homelessness (IGH).

Levels of homelessness continued to grow in nearly every country in 2025, and the movement of people is having an even greater impact on homelessness and our teams responded to these challenges while keeping dignity, compassion and care at the heart of our work. Taking inspiration from the spirit and values of Saint Vincent de Paul, a major social reformer in 17th century France, Depaul operates with a collective set of values. Treating people where they are at in life and free of any judgement. The services provided in each of these countries range from providing safe shelter and accommodation, helping people to access education and employment, ensuring people have the social services they require and access to food and vital health services.



OUR VISION

is of a society in which everyone, across the world, has a place to call home and a stake in their community.



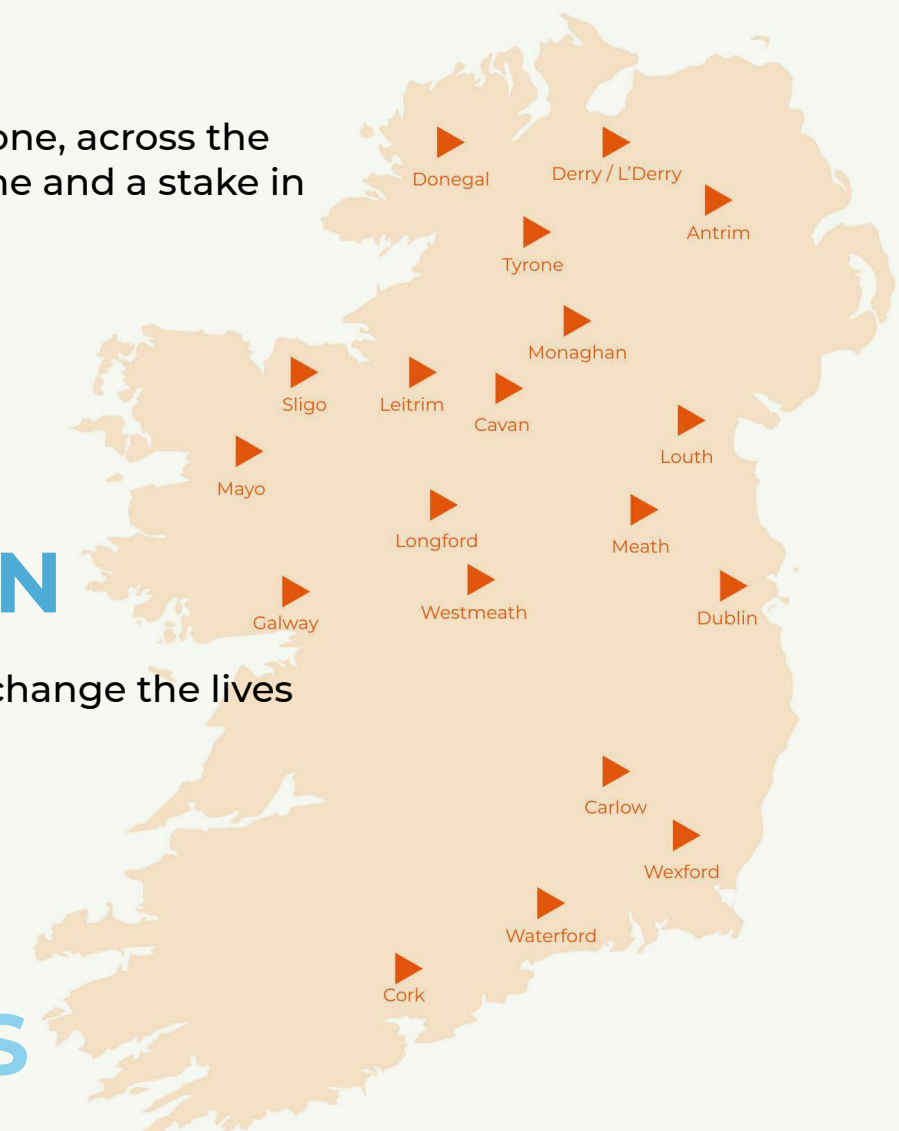
OUR MISSION

is to end homelessness and change the lives of those affected by it.



OUR VALUES

- We celebrate the potential of people.
- We put our words into action.
- We aim to take a wider role in civil society.
- We believe in rights and responsibilities.



2025 TIMELINE

JANUARY

Record breaking homeless numbers - report shows 16,734 people experiencing homelessness.

'Radical action' needed as homelessness numbers hit record high, Depaul says

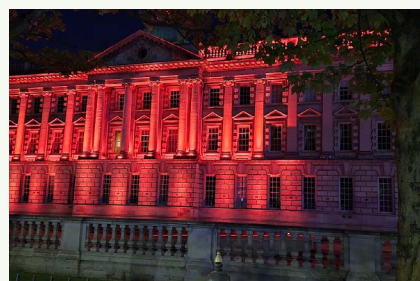


MARCH

Mental Health report launch.

MAY

Depaul celebrates 20 years in Northern Ireland by lighting up Belfast City Hall.



JULY

Depaul issues joint statement with Crosscare in support of those in IPAS.



SEPTEMBER

Depaul Ireland are proud charity partner of the ALG5K.

NOVEMBER

Depaul hold event at European Parliament to discuss new EU Affordable Housing Plan and Service of Life held in NI/ROI.



FEBRUARY

Launch of Graduate programme 2025 and Emerging Leaders programme.

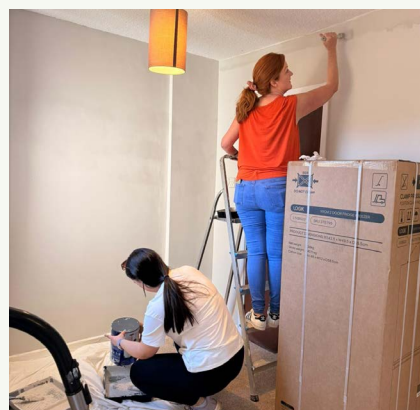


APRIL

Allstate undertake inaugural Weighted Walk challenge in Belfast.

JUNE

Pilot launch of Community Transition Service Northern Ireland with help from wonderful volunteers.



AUGUST

Depaul attends All Together Now festival to raise vital funds.

OCTOBER

Dublin Marathon runners take to the road to support Depaul's work.

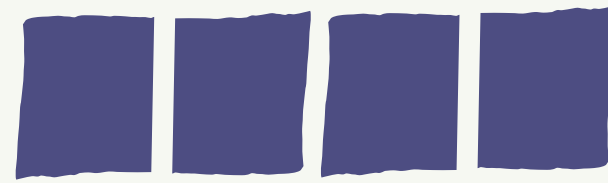


DECEMBER

Depaul launches 'Home for Christmas' campaign.



2025 IN NUMBERS



8,204
PEOPLE

5,630 adults and 2,574 children supported in 2025, a 12% increase from 2024

1,456
FAMILIES

helped through Depaul's services, a 28% increase from 2024 (1,138)

75,254
KEYWORKING SESSIONS

were carried out, a 50% increase from 2024

914
HOUSEHOLDS

moved out of homelessness and 1,452 individual service users moved out of homelessness and into suitable long-term accommodation, compared to 2024 (1,012 households, 1,235 individuals)

5
BABIES

were born in Depaul services (16 - 2024)

217
VOLUNTEERS

dedicated over 21,181.50 hours to making a difference to the lives of our service users (231 - 2024, 20,192 hours)

1,361
SERVICE USERS

reported concerns or support needs related to their mental health (706 in 2024).

273

incidents of suicidal ideation (135 - 2024)

129

incidents of self-harm (257 - 2024)

44

services (42 - 2024)

811

emergency beds (799 - 2024)

140

Overdoses

80

lives saved (Naloxone Administered)

FRONTLINE PREVENTION

SHAPING THE PRESENT - LOOKING TO THE FUTURE

As we reflect on 2025, we remain anchored in our commitment to support those most vulnerable in our communities through a trauma-informed, housing-led, and low-threshold approach. In 2025, homelessness level records were broken again and again - by the end of the year 16,734 people across the island of Ireland were experiencing homelessness. Despite these challenges, Depaul continued to provide solutions, services and care to people across the island of Ireland. Every single day our devoted team provided lifesaving and life-changing interventions to vulnerable individuals and families. We continued to advocate for a universal prevention approach which prioritises housing stability as a core social good, supported by effective policies.

It was a year of profound contradictions; while we achieved record-breaking successes in moving people out of emergency accommodation and into long-term homes - **with 914 households moved out of homelessness and 1,452 individuals** - the scale of the housing crisis continued to drive unprecedented demand across our 44 services with **8,204 people—including 5,630 adults and 2,574 children—supported marking a 12% increase from 2024**. These figures include individuals and families living in Direct Provision who we support through our Cosán Nua service and who are not included in the government’s homelessness figures.

The crisis facing families was particularly acute, with 1,456 families seeking our help, a 28% increase in just twelve months. Despite

these pressures, our focus on sustainable solutions and meeting our service users where they are at with the support they need, yielded transformative results. For another year, our frontline colleagues delivered outstanding care and intensive interventions to adults and children across our accommodation and community-based services and we can’t thank them enough. This is evidenced in the **75,254 keyworking sessions undertaken in 2025, which marked a 50% increase** on the previous year. These sessions are where trust is rebuilt and futures begin to take shape. We also celebrated moments of pure hope, albeit tinged with sadness - with five babies born into the safety of our services but into the uncertainty which comes with families finding themselves in the homeless system.

However, we cannot ignore the continuing growing complexity of needs. Our teams continued to pull out all the stops to deal with the continued sharp rise we are seeing across

In 2025, 1,361 service users reported mental health concerns—nearly double the previous year—and we responded to 273 incidents of suicidal ideation.

the island in terms of mental health concerns. This underscores the vital importance of Depaul’s Headstrong framework which provides dedicated, specialist support for those with complex needs.

Our lifesaving interventions continued with staff administering Naloxone to save 80 lives following 140 overdoses. Our volunteers also continued to astound us in their support. We are profoundly grateful to the 217 volunteers who dedicated over 21,181 hours of their time to our mission. Their passion ensures that those too often overlooked are treated with the dignity and compassion they deserve. Together, we continue to work toward a society where everyone has a place to call home and a stake in their community.

STAFF SPOTLIGHT

ANGELA - A LIGHT IN THE FOG

I spent twenty-seven years of my life in the familiar, structured world of the education sector. After my mother passed away, I felt a need to make a change and find a different kind of purpose. I started as a support worker at Cloverhill, working days and night shifts and discovering a deep sense of fulfillment in seeing service users succeed. When an opportunity arose at Family Services Floating Support (FSFS), I took the leap.

It was a big step and a significant challenge to move into the voluntary and community sector, but it has been worth every moment because I get to make a tangible difference in people's lives when they are at their most vulnerable. In my role as a case worker in Northern Ireland, I often feel like a light in the fog for the families I support. Depaul acts as the safety net when other parts of the system have failed them. Every household I work with has been accepted as statutorily homeless, yet each family's circumstances are entirely unique. Some are sofa surfing, others are in temporary accommodation, and some are in places that simply do not meet their physical health needs. My approach is always to meet them exactly

where they are and try to make their lives just a little bit easier.

When I meet a family for the first time, they are often in a very dark place. **My job is to be a guiding light—advocating, signposting, and empowering them so they can regain their footing.** Many of the people who come to us have experienced significant trauma and, understandably, have high trust barriers. I work to bring those barriers down with compassion and without judgement. Sometimes, this means meeting a service user at a local café; in that comfortable space, it feels like having coffee with a friend, which allows her to open up about her housing, her finances, and the support her children need.

We have to celebrate the small wins because housing waiting lists continue to grow. I remember one young mother who was struggling to get her child to eat. I suggested making a face out of the food on the plate, and it worked. It might seem minor, but for a mother who lost her support network and found motherhood a scary experience, it was a massive victory. We conduct two or three key working sessions a month, checking if accommodation

is fit for purpose, helping with housing points, and assessing health needs. Sometimes, even a small donation from our fundraising team, like an Easter Egg, can be the bridge that helps us reach someone who has been hard to engage. The challenges we face are significant. A lack of housing is the biggest hurdle, leading to longer stays in temporary accommodation. I've worked with families who have been in short term unsuitable accommodation for sometimes over four years. It is difficult to manage expectations when we cannot provide a clear timetable, so I have to remain realistic while staying positive for them.

The best part of this job is the moment we end homelessness for a family. I will never forget housing a family with two teenagers who were struggling in a single cramped room. On the day they signed for their new home, the sound of the children cackling with laughter as they ran up the stairs to their own bedrooms was a sound of pure joy that stays with me. Even after a family is housed, we stay with them for three months to help them register for GPs and schools, change bills into their names, and integrate into their new community.

This job is a privilege - I never lose sight of the fact that each family we house is one less family experiencing the trauma of homelessness, and that is why I do this work.

HEALTH INITIATIVES PRIORITISING HEALTH IN 2025

Throughout 2025, Depaul continued to activate our Health Initiatives across our services. Kicked off with the launch of Headstrong, our mental health framework in 2024. In 2025, Depaul’s Health Initiatives went from strength to strength serving as a vital bridge for individuals with complex needs, focusing heavily on integrating mental health support with physical healthcare and addiction services.

Operating within our low-threshold services, Depaul’s healthcare initiative prioritised collaborative efforts with GPs, inclusion health teams, and external mental health services to ensure continuity of care and improved wellbeing for service users.

Once again, we saw huge demand for mental health supports - with nearly a 50% rise in (1,361) service users reporting concerns or support needs related to their mental health, 273 incidents of suicidal ideation and 129 incidents of self-harm.

A significant achievement during the year was the increased engagement of service users with mental health supports and recovery-focused programmes and sessions. This was achieved through dedicated healthcare monitoring and advocacy, which helped individuals with increasingly complex requirements navigate external healthcare systems and hospitals. The initiative also incorporated mental health into broader health promotion, specifically through the development of women’s health supports aimed at enhancing safety and long-term

stability such as the Women’s Health Hub.

However, in 2025 our health initiatives faced ongoing challenges due to the growing complexity of the needs presented by service users. There was a marked increase in complex mental health presentations, including cases that required involuntary admissions and intensive multidisciplinary coordination. These situations demanded a high level of community-based support to manage safety effectively. Another critical hurdle was the difficulty in supporting individuals with neurodivergent presentations, including autism and intellectual disabilities. Furthermore, delays in accessing allied health services like occupational therapy often hampered comprehensive rehabilitation and support planning.

Despite these systemic pressures, the Health Initiative remained a cornerstone of support in 2025. Providing harm reduction, healthcare advocacy, and direct mental health coordination to ensure that the most vulnerable individuals were not left behind by mainstream services.

STAFF SPOTLIGHT KAREN - WOMEN’S HEALTH HUB INITIATIVE

Working at Depaul is more than a job to me; I consider it a vocation and a privilege. When people ask what it is like, I tell them that no two days are the same. We are invited into the lives of society’s most vulnerable people, and while the work can be tough and testing at times, it is ultimately humbling and important.

In my role at the Women’s Health Hub, which is part of the HSE Period Dignity Project, I support female service users with every aspect of their physical and mental health. I have found that women experience homelessness differently to men; they often have a deeper sense of pride in their appearance. Simple requests for soap, a shower, or a hairbrush are often the first steps in reclaiming an identity that has been stripped away by life on the streets. Beyond basic hygiene, my work involves at times tackling taboo subjects - I deal with everything from providing hygiene products to educating women and staff about things like menopause, perimenopause, and hormone health. I have begun to facilitate expert-led education sessions on menopause and hormone health for both staff and residents. These sessions really help the women to get the right advice and support they need through what can be a difficult life stage.

We also support members of the LGBTQI+ community and provide essential guidance on sexual health and family planning.

At Depaul we believe that by meeting people where they are, with the support they need, we help them regain confidence and control and in many ways help to restore their self-worth - which has been ebbed away by experiencing homelessness.

I regularly see that as health and hygiene improve, service users often find the confidence to take back control of their lives. I saw this clearly in 2025 when I assisted a woman who had been rough sleeping for over a year. She had suffered significant trauma and by taking a trauma-informed approach we started with the basics like washing her clothes and hair and we watched her transform. She eventually secured her own Housing First property and remains safe and healthy today. It is a testament to how a bit of simple care can be the starting point people need to begin their journey out of homelessness. We wear so many hats on any given day, we are first aiders, form fillers, listeners, and tea makers. Despite these pressures, helping those who need it most remains a blessing, and I am grateful for the impact we make every day.

MINDSET: SUPPORTING MENTAL HEALTH & RECOVERY

Following on from the 2024 launch of Headstrong, in 2025 Mindset was launched to provide mental health support to service users through one-to-one recovery planning sessions, group work, and referral support. Mindset came about broadly in response to the increasingly complex needs of our service users and backed up by research carried out in the Republic of Ireland and Northern Ireland.

Mindset is divided into two teams; Mindset Dublin and Mindset North & West. Both teams are united by a common goal: helping individuals improve their mental health through practical, trauma-informed, and therapeutic interventions. Mindset Dublin achieved substantial impact through its group sessions, which launched in July 2025. **By the end of the year, the team delivered 72 sessions with 257 attendees across Dublin.** These activities were highly diverse, including psycho-educational programmes like the “Introduction to Mental Health” workshop, creative outlets such as “ACT on Art,” and physical wellbeing initiatives like the Walking Club and Football. Crucially, these programmes were shaped by service user feedback; for instance, the team developed a bespoke Grief Workshop in response to residents experiencing the loss of a peer.

In the North & West region, the team successfully established 35 mental health clinics across Sligo, Donegal, Derry, Dungannon, Louth, and Monaghan.

Despite initial concerns from service managers about a lack of interest in mental health support, the N&W caseworkers facilitated 533 brief interventions in the second half of the year. This high level

of engagement proved that the team’s promotional work and “messaging” were effective in reaching vulnerable groups, including those in IPAS centres.

The year presented significant operational hurdles, most notably staff turnover. Both teams experienced periods of reduced capacity, which placed additional pressure on management to maintain service continuity. Furthermore, establishing consistent engagement remained difficult. In Dublin, the unpredictable nature of homelessness and addiction often led to missed appointments. In the North & West, caseworkers encountered stigma surrounding mental health within some migrant communities, where residents were often more focused on urgent stressors like immigration status than emotional wellbeing.

Accessing external specialist care also remained a systemic barrier due to long waiting lists and complex referral processes, particularly in rural areas. Despite these challenges, the Mindset teams demonstrated remarkable resilience. By adapting their delivery, prioritising one-to-one support over group work to better meet immediate needs, Mindset has solidified its role as a vital support system within Depaul’s services.

SERVICE USER SPOTLIGHT VOICES OF MINDSET

John’s* story

“I have been in Back lane for almost a year. The Mindset team has been very supportive of me and always made themselves available to me when needed. The Mindset team are very approachable and easy to link in with.

My mental health has been up and down for the last few years but the mental health case worker I link in with has helped me big time. I really appreciate the work of the service and it is a vital necessity. Very much appreciated.

The Mindset team has made a very positive contribution to the service users and to me.”

**Names have been changed to protect service users’ privacy.*

Other Voices

“I enjoy how the Mindset team brings in the unity amongst my peers. It has helped me open up, as before I wasn’t. My most enjoyable activities are ACT on Art as it has helped me identify my feelings better and open up too. I enjoy the inter-house competitions that they arrange between Sundial Vs Orchid.”
– Anon, Dublin

‘The Mindset team are very respected and highly appreciated by both the service users and staff at Backlane. I would be very sad and disappointed to lose the Mental Health Caseworker or any of the Mindset team members in Backlane.’
– Anon, Dublin

“She speaks to me very well, like a human being. She always calls me on video call - it really helps and she directs me to another service in Letterkenny.”
– Anon, Donegal

“Really lovely service and very friendly staff.”
– Anon, Sligo

MENTAL HEALTH RESEARCH LAUNCH

In 2025, Depaul launched its long-awaited and hugely relevant piece of research looking at Mental health in our services. The piece - ‘Breaking the cycle - Addressing Mental Health and Homelessness Through Integrated Care’ - was done in partnership with Mental Health Reform.

This urgently-needed and independent assessment of mental health needs and services available for people experiencing homelessness in Ireland highlighted the severe mental health crisis among Ireland’s homeless population. While 1 in 5 Irish individuals experience mental health challenges, this figure dramatically increases for those experiencing homelessness. The report revealed that

at least 1 in 2 residents in Depaul services are struggling with depression, anxiety, and suicidal thoughts – a crisis hidden in plain sight.

The report’s findings were based on Depaul’s administrative data of 4,504 individuals and self-reported experiences. Ireland ranks 3rd highest in Europe for mental health difficulties, with 19% of the population affected (European Commission, 2019). However, **within Depaul’s services, 36.9% of residents (2018-2023) reported enduring mental health difficulties, requiring intervention** – nearly twice the national rate. And more than likely massively underestimated, as government homelessness data excludes many people living in precarious situations, such as those couch-surfing or living in direct provision. In 2025, across the island of Ireland, we saw huge demand for mental health supports - with nearly a 50% rise in (1,361) service users reporting concerns or support needs related to their mental health, 273 incidents of

suicidal ideation and 129 incidents of self-harm.

Key Findings of Depaul’s Mental health Report included:

The research highlighted that without timely intervention, mental health conditions worsen, pushing individuals toward crisis situations that require hospitalisation or emergency interventions – resources that are already overstretched and insufficient to meet demand.

16%

of Depaul residents have been hospitalised for mental health issues, rising to

38%

among those who self-report mental health difficulties.

Only

4%

of Depaul residents have access to a psychiatric nurse, and just

9.4%

can see a counsellor.

88%

of service providers cite staff shortages and long waiting lists as major barriers to accessing care.

39%

of people experiencing homelessness struggle with both mental health and substance misuse issues.

PROVIDING FAMILIES A LIFELINE IN A DIFFICULT YEAR: MATER DEI

Depaul's commitment to support the needs of families was tested in 2025 - as housing stock in the private rental market continued to dry up - more and more families and children found their way to our services across the island of Ireland - in fact we saw a 28% increase of families in our services.

One Depaul service which became a refuge for many families in 2025 was Mater Dei in Northern Ireland. Since opening in 2006, Mater Dei has provided essential temporary accommodation for families facing the trauma of homelessness. With 13 self-contained apartments, the service has helped over 500 families, including approximately 642 children, find stability and a pathway out of homelessness and towards a permanent home.

In 2025, we saw an increase in families and children needing our services across the island of Ireland.

Our services saw an increase of 28% of families (1,456) being helped through Depaul's services compared to 2024 (1,138).

Throughout the year, **Mater Dei and the staff were called on to support 28 families, including 38 adults and 38 children.**

Mater Dei takes a housing-led, trauma-informed approach. The journey at Depaul for every family begins with being assigned a designated caseworker who works with them to collaboratively produce a bespoke support plan, as well as doing Safety and Wellbeing

assessments which address past traumas and current health needs. This support remains a priority even after families leave the building, as they can avail of Family Services Floating Support (FSFS) for a further 12 weeks to ensure a successful transition to their new environment.

Mater Dei thrives on cultural diversity, hosting multicultural events where residents share meals and traditions from their home countries. In 2025, activities including wellbeing sessions and holiday celebrations ranging from Eid to St. Patrick's Day were used to help foster a sense of belonging and community for our families. While there were many high points in 2025 it also brought some significant challenges, most notably driven by the critical lack of social housing to help with moving families out and on to their forever homes. This lack of housing resulted in longer stays, requiring staff to manage expectations and provide constant advocacy with the Housing Executive and other stakeholders. While also working with our families to build resilience and a sense of belonging. In 2025, Mater Dei underwent some much needed upgrades, including a new heating system and a fresh coat of paint, which really helped to improve the living environment for all families.

SERVICE USER SPOTLIGHT

MARY'S * STORY FROM CONFLICT TO PEACE

Mary came to Mater Dei in 2022, a heavily pregnant young single mum. Staff encouraged and supported her through her pregnancy and in April 2023 her daughter was born. She went to Egypt to visit her sick father in July 2025 and while she was there she was told a family member who had been looking after her son in Sudan, could no longer do so. Mary travelled into Sudan to locate her son and was able to secure a place on a humanitarian flight from Sudan to Cyprus and onward to London. After a long, gruelling journey Mary, her son and daughter were back at Mater Dei at the end of July 2025.

Mater Dei, using a trauma-informed approach got to work trying to help the family settle and integrate - advocating on behalf of the family

to the NIHE to secure accommodation for the family, linking in with the Department for Communities to ensure Mary's son was added to the family benefits and lobbying the Home Office to start the process of getting a visa for her son. Staff also secured a place for Mary's son in school in Belfast, close to Mater Dei. We also were very fortunate to have a young male volunteer at Mater Dei who met with Mary's son each week. Providing a positive role model for him which ultimately helped greatly with his integration into the community and his new cultural surroundings. Mary's son started playing Gaelic and soccer and making friends in the local communities.

Throughout 2025, the family consistently engaged with their caseworker, support workers and the entire Mater Dei community. We are delighted to say that the family were offered their forever home and the staff at Mater Dei supported their exit from homelessness via Depaul's Family Services Floating Support to assist them in ending their homelessness journey and to support them in their new environment.

STAFF SPOTLIGHT

SHARON - FAMILY SUPPORT

I joined Depaul in 2024 after witnessing the extraordinary care and compassion their staff showed service users during a difficult incident at my previous organisation. I was struck by their dedication; even in scary times, they showed up daily to ensure people were okay. It was clear that Depaul's values aligned well with my own. This isn't just a job for me; it is a passion for supporting the most vulnerable and helping them reach their potential.

2025 was a particularly tough year for the families in our care and we saw tangible increases in the number of children coming into our services - largely due to a lack of suitable housing more and more are ending up in emergency services such as ours.

I manage Rendu Apartments, a women-only service for families and individuals, and Rosa's Place, which is the only dedicated service in Ireland for victims of human trafficking. We focus on restoring dignity through autonomy. For example, providing private cooking facilities allowing mothers the freedom to choose what

their families eat, which is a vital part of feeling at home. At Rosa's, we often see women arrive scared and overwhelmed, but through our specialist support, they leave physically looking taller.

The impact of this work is life-changing. In 2025, we supported six families into their own forever homes. Seeing a child excitedly planning the colours for their new bedroom or a mother breakdown with relief makes every hour of the harder work we do, worth it. One of the proudest moments of my career occurred at Rosa's Place in 2025, when our team helped a resident reunite with her daughter after years of separation caused by trafficking.

While the housing crisis remains a significant challenge, in 2025, we navigated it by building strong relationships with external agencies. We also work hard to challenge the stigma surrounding homelessness and migration. By engaging with wider society, whether through resident meetings or walking in Pride alongside our service users, we aim to educate the public and celebrate the incredible resilience of the people and families we serve.

*Names have been changed to protect service users' privacy.

DEPAUL HOUSING

PROVIDING A HOME - PROVIDING A SOLUTION

With record numbers of people continuing to access emergency accommodation throughout 2025, Depaul’s Approved Housing Body - Depaul Housing continued to serve as a critical subsidiary of Depaul Ireland providing permanent move-on solutions for those ready to leave temporary homeless services.

Throughout 2025, a lack of move on housing for those in emergency services continued to be the biggest barrier for those experiencing homelessness. Irish residential property prices increased by an annual rate of 7% at the end of 2025. While property values continued to rise, making buying a home beyond the reach of most.

With this backdrop we are grateful to report that Depaul Housing demonstrated remarkable growth in its mission to secure housing and transition individuals and families into independent, stable living environments. We firmly believe we can transform lives through our housing-led work - working with those who have the greatest and most complex needs. In 2025 - a key achievement for Depaul Housing was the substantial increase in the total number of households supported.

The number of families and individuals housed by Depaul Housing grew from 51 at the end of 2024 to 87 by the close of 2025.

This rapid expansion highlights Depaul Housing’s effective use of funding received from the Department of Housing, Local Government & Heritage to address the urgent national need for social housing.

These new tenancies provided those which Depaul supports with the essential autonomy of having their own kitchens and private living areas, which represents a life-changing

transition for those who have spent years in emergency accommodation. In addition to active tenancies in 2025, Depaul Housing significantly bolstered its future capacity throughout the year. By year-end, **Depaul Housing had secured 27 additional units that were either undergoing or awaiting essential refurbishment to be available and ready for tenants in 2026.** This expansion included strategic first-time property acquisitions in counties Meath and Waterford, alongside the continued growth of housing stock in Dublin, Cork, Galway, and Louth. Such geographic diversity ensures that permanent housing options are available in thae same regions where Depaul Ireland operates its temporary hostel services.

Depaul Housing also successfully navigated significant hurdles, including mid-year local authority funding exhaustion and policy changes to the Capital Advance Leasing Facility (CALF). Despite these external challenges, Depaul Housing maintained a strong pipeline of properties for future acquisition. We also acquired eight tenant-in-situ properties and 24 units to house International Protection applicants across Cork, Wexford, Waterford, and Mayo. All of these achievements ultimately helped us to move people on from years in B&Bs and emergency accommodation to a permanent Depaul tenancy - helping in no small way to restore their dignity and provide hope for a brighter future out of the grips of homelessness.

SERVICE USER SPOTLIGHT BRENDAN’S* STORY

After years spent in short term emergency accommodation with no place of his own to call home - Brendan moved into a Depaul Housing tenancy.

He had been in emergency accommodation for many years before this - moving from place to place with little chance to put down roots and settle.

“The place where I live now is way better than anything I had before - my own front door, my own place, my own kitchen, and my own TV room. It’s a dream.

I was so long living in a Bed & Breakfast, and I hated it. I thought I would never get a phone call to get my own place - and then it came from Depaul Housing. I was over two years living in a bed and breakfast - it felt like forever, it was way too long but now I am delighted with my own place.”

**Names have been changed to protect service users’ privacy.*

HOUSING FIRST LIFE-CHANGING EXPANSION

Depaul first established its Housing First service in Northern Ireland in April 2013 as a support service which prioritises providing people experiencing homelessness with not just a home but wraparound support and life-changing stability. The service expanded to the Republic in 2024 and continued to grow throughout 2025 - where Depaul is on its way to becoming the biggest provider of this life-changing service on the island of Ireland.

In 2025, Depaul marked a significant milestone in its mission to end homelessness through the expansion of the Housing First initiative in the Republic of Ireland. Following its launch in Meath in July 2024, the service successfully expanded into Dublin in January 2025.

stock and at times limited support for those with mental health and addiction issues, in 2025 it continued to grow vital collaborative relationships with external agencies. While in Northern Ireland, Depaul's Housing First offering saw significant growth in 2025 through services in Belfast and Derry, reinforcing housing as a fundamental human right.

Throughout 2025, the Housing First team in ROI supported 169 individuals across Dublin and Meath.

The scale of this expansion is reflected in the **high level of engagement, with 1,280 interventions recorded in Meath and 4,529 interventions in Dublin.** Intensive case managers adhered to Depaul's core values by meeting people where they are at to provide trauma-informed care. While the program faced challenges regarding available housing

A primary achievement was transitioning 14 service users into permanent accommodation, while eight others moved from rough sleeping into temporary housing.

There was also success with a new-build tenancy designed specifically for disabled accessibility and in general the service maintaining high tenancy sustainment rates throughout the year despite the complex needs of participants.

LUKE'S * STORY

Luke's story highlights the precarious path many young people face after leaving the care system. Upon turning 18, he was pushed into independence without the safety net of a family support network. This transition led to a destructive cycle of substance misuse, minor offenses, and repeated prison sentences. Each release brought a fresh crisis: the immediate reality of post-release homelessness. While temporary hostels kept a roof over his head, they were often environments that exacerbated his trauma rather than facilitating long-term recovery.

At one point, Luke was granted a tenancy, but it quickly broke down. Without intensive, wrap-around support to manage the jump from the structure of a prison or hostel to total isolation, his mental health declined and his substance misuse increased. Luke had completely disengaged from services by the time he was referred to Depaul's Housing First team. Depaul's approach was fundamentally different. Recognising his history, the team utilised a trauma-informed approach, prioritising the building a trusting relationship, mindful of Luke's past traumas. With the team's support, Luke stabilised his medication, attended medical appointments, and joined support groups to address his complex physical and mental health needs. Most importantly, Depaul staff met Luke where he was at, even during the chaotic times - focusing on safety and progress rather than demanding perfection during his low points. Today, Luke is no longer just surviving; he is building a life in a home of his own, supported by a team that remains committed to him even when things are challenging.

GEMMA'S * STORY

I can honestly say without housing first I wouldn't be where I am today. My struggles started in my teens and from then it was abusive relationships, drugs and chaos. I had a beautiful son in the midst of all of that but my addiction progressed and my Mam and stepdad stepped up and took care of my son. I became homeless shortly after that. I had my first experience with Housing First after three years in doorways, I got nominated for a house through the support of Housing First staff. I maintained my house, learned how to pay bills and got stable in my drug use and that's what I love about Housing First they didn't give me a house and expect me to be drug free because I wasn't ready for that at that point and had that been expected of me I wouldn't have maintained my house.

They gave me back my dignity and helped me build confidence in myself, that I was worth more than homelessness and a life of drugs. After a few years I took the leap, I had enough belief in myself and went to treatment. I'm nine months completely drug free. When I was in treatment and in a recovery house my keyworker was there with me every step of the way, she visited me, checked my house and took in my post every single week and is still here for me. She is currently helping me look into a transfer so I can have a room for my son to live with me. While I will have to graduate from the housing first programme for that to happen I feel ready for that step, these are all the things that are possible when you have services like Housing First helping you.

**Names have been changed to protect service users' privacy.*

HHPA LEADING BY EXAMPLE

2025 was a transformative year for Depaul’s Homeless Health Peer Advocacy (HHPA) Programme. As the team continued to use lived experience to find solutions to the complex challenges faced by people experiencing or at risk of homelessness. We saw the transformative impact that peers with lived experience of homelessness have on our service users.

In 2025, Depaul’s HHPA Programme, which trains and supports people who have experienced homelessness, was up and running at full steam and making a huge difference across Depaul’s services. The HHPA’s work was deeply rooted in the ‘Better Together Roadmap’, a national HSE resource dedicated to driving meaningful service-user engagement. As part of this alignment, the service engaged in a Level 1 co-design process, gathering feedback from diverse vulnerable populations—including Travellers, Roma, migrant groups, LGBTI+ individuals, and survivors of domestic violence or human trafficking to shape research frameworks.

The **HHPAs also engaged in a number of collaborative partnerships involving peer advocates, service users, and researchers** from University College Cork. The service also reached a strategic milestone by launching the “Building an Education Framework for Inclusion Health in Postgraduate Medical

Training” in partnership with the Royal College of Physicians of Ireland and the Institute of Medicine. This initiative seeks to equip doctors with the necessary capabilities to tackle systemic health inequities facing socially excluded groups.

Other key achievements included the successful completion of an Emerging Leaders Project by a Peer Advocate and the design of specialised training for both existing staff and new starters. Furthermore, the service demonstrated its effectiveness as a progression pathway, with advocates moving into permanent roles such as Housing First Peer Support Workers or full-time Project Workers. The team navigated challenges such as managing highly complex clinical and behavioural needs and enduring resource strain while supporting clients through long-term illnesses like cancer. The impact of the HHPA is profound and continues to grow.

SERVICE USER STORIES:

“The HHPA staff know what they’re doing better than anyone else coming from college. They know what it’s like to live on the streets and in hostels, they just get it and I have something in common with them.”

“Staff know the system because they have been in hostels too and lived on the street, we have something in common with each other.”

“The staff know what they’re doing better than anyone else coming from college. They know what it’s like to live on the streets and in hostels, they just get it and I have something in common with them. Staff know the system because they have been in hostels too and lived on the streets.”

STAFF SPOTLIGHT: TINA HAWKINS, PEER INVOLVEMENT COORDINATOR

My journey at Depaul began in 2011 as a volunteer, looking for a way to translate my studies in Social Policy into real-world change. I spent over a decade dedicated to the Befriending Programme, first as a volunteer and then as the Coordinator.

That time was all about building bridges, one-to-one connections that helped people regain their confidence and stake in the community. Whether it was launching the Tuesday Social Club at Back Lane, group outings with the young people in Peters Place or sitting with isolated participants in St. Patrick’s Park during the pandemic, the goal was always the same: helping people realise their own potential and ensuring they didn’t have to face their journey alone.

Transitioning from Befriending to Peer Involvement felt like a natural progression of that mission. While Befriending focuses on social integration and individual growth, Peer Involvement helps service users find their vital place in shaping Depaul’s future.

The most rewarding part of this work is witnessing the incredible

growth in confidence of those involved. Watching members of our Glór Mór Executive Committee, individuals who have lived through the realities of homelessness, hold their own in a room with senior management is an amazing experience. Seeing them represent their peers with such pride and determination proves that when people are given a platform, they rise to the occasion. They aren’t just receiving support anymore; they are part of the team, leaving a legacy for everyone who comes after them.

Developing the potential in people is what has kept me at Depaul for over fourteen years.

It takes a genuine belief that every individual has something vital to contribute. Whether it’s a young person at Peters Place finding their voice for the first time or a long-term resident in Deer Park in Cork taking on a leadership role, real change happens when we let those real experiences lead the way. I am incredibly grateful to be part of a process that ensures the “Big Voice” Glór Mór, of our service users is at the very heart of everything we do.

AN GLÓR MÓR THE POWERFUL VOICE OF LIVED EXPERIENCE

At Depaul, our service users are at the forefront of everything we do and everything we stand for. We understand the power of using their voice. In 2025, Glór Mór, which was founded by Depaul's CEO, further established itself as a cornerstone of Depaul's commitment to inclusive health and service-user empowerment.

This national discussion forum ensures that the lived experiences of those affected by homelessness are central to Depaul's decision-making. Rather than being a mere 'talking shop', Glór Mór in 2025 evolved into an action-oriented council that drove tangible improvements and systemic changes by bringing direct feedback to senior leadership.

A significant evolution occurred in 2025 as the **group transitioned to a two-tier structure to manage its growth, with meeting attendance peaking at 42 participants.**

This new model features a broad discussion forum that identifies strategic trends and **an elected Executive Committee, which held its inaugural formal meeting in April 2025.**

This committee acts as the primary bridge to the CEO and Board, ensuring the strategic agenda is translated into operational action.

To support this leadership model, Depaul launched 'Co-production and Participation' training, which empowers service users with practical skills in chairing meetings, minute-taking, and assertive communication. This training facilitated a vital shift in power dynamics, providing them with the confidence that their expertise is a central component of Depaul's strategic planning.

Glór Mór's impact extended into research and service co-design throughout 2025.

Members were instrumental in co-designing the 'Rise' training—a program focused on trauma and stress—and successfully completed a seven-week pilot. Additionally, the group provided critical feedback for the ACT (Acceptance and Commitment Therapy) project and contributed to the AHEAD Study, a collaborative research project with the University of Galway focused on ageing and homelessness.

Despite challenges in reaching the most marginalised voices, Glór Mór continues to build trust and lower participation barriers.

"I'm immensely proud to see the continued evolution of Glór Mór. By transforming service users into active leadership partners, Depaul is living the promise made in our strategic programme - to ensure that lived expertise remains the guiding force for future initiatives and our strategic direction."

David Carroll, CEO of Depaul.

COMMITTEE MEMBER SPOTLIGHT

KORY BREEN - FINDING A "BIG VOICE"

"It's been a good experience so far. I started off very nervous and unsure about participating in Glór Mór, but as I've attended more and more meetings my confidence has grown and I am proud to also be a committee member. I enjoy participating and speaking in all of the meetings I attend and I feel like my voice is being heard. I also appreciate that Depaul, through Glór Mór, takes a genuine interest in the lives of Service Users. I am excited to continue to participate in Glór Mór and to see how our concerns and voices turn into action."

Kory's journey with Depaul is a testament to the power of personal growth and the impact of having a seat at the table. A resident of the Deer Park hostel in Cork, Kory initially took a leadership role within his own community by facilitating residents' meetings. These meetings serve as a vital platform for local feedback, providing a safe space to discuss day-to-day challenges and house rules while empowering residents to lead the

conversation. This made him the perfect choice to represent his service at the Glór Mór discussion group.

Kory didn't just stop at attending meetings; he sought the tools to make his voice even more effective. He completed the 'Coproduction and Participation training' - designed to build the confidence needed to engage directly with the decision-making process. Armed with these skills, Kory put himself forward for the Glór Mór executive committee, an elected group that meets directly with the CEO.

Kory is very clear that he is there for more than just his own perspective or his hostel. He works hard to champion the diverse views of the entire Glór Mór group, ensuring that many different stories are reflected in the outcomes. Kory isn't just watching from the sidelines anymore; he is helping to build a better future for everyone who follows.

20 YEARS OF DEPAUL NORTHERN IRELAND

TWO DECADES OF COMPASSION, COMMITMENT AND CHANGE

In 2025, Depaul was proud to mark 20 years of service in Northern Ireland, supporting those who are experiencing homelessness or at risk of losing their homes. From the opening of Stella Maris in 2005—a first-of-its-kind service offering refuge and hope to people sleeping rough and street drinking — to a network of eleven services in 2025, our journey has been driven by an unshakable commitment to those most in need. We were then, and remain so now, committed to helping people most in need who are excluded from society.

The story of Depaul in Northern Ireland began in 2005 with the opening of Stella Maris which was a first of its kind service created to be a place to call home for the men and women living there. Over the 20 years we have been able to change the lives of thousands of men, women and children. We have supported and accepted those with difficult challenges. We have believed in and empowered many to move on from homelessness and live healthy and positive independent lives in their communities. It has been our privilege to work with and serve them on this part of their journey.

Depaul's evolution has continued apace in the intervening years. By 2025, Depaul has grown to seven community/ outreach services across Northern Ireland. Offering not only residential services but a day centre, floating support services, Housing First services and services for vulnerable families.

Also in 2025, Depaul opened its first transition service for women leaving the criminal justice system in Northern Ireland. Encouraged by the success of a similar service in ROI, Depaul opened this first of its kind service based on the belief that a stable home is the foundation upon which individuals can rebuild their lives. Looking to break the cycle of recidivism and encourage them to reconnect with their friends, family and local community. 2025 provided the opportunity to look back on the last 20 years in Northern Ireland and celebrate those who make up the story of Depaul but also to recommit to our mission to end homelessness and change the lives of those affected by it in Northern Ireland. Throughout 2025, homelessness remained a pressing issue in Northern Ireland, and we remain steadfast in our vision: of a society where everyone has a place to call home, and a stake in their community. With the support of our partners, funders, and communities, we will continue to work collaboratively to end long-term homelessness and ensure everyone has a place to call home.

STELLA MARIS 20 YEARS OF BEING A PLACE TO CALL HOME

Depaul set up Stella Maris in September 2005 as part of the Northern Ireland Housing Executive (NIHE) homelessness strategy. The service, a first of its kind in Northern Ireland, is a partnership with Radius Housing, (formerly HELM Housing) and was established to help people who were street drinking and sleeping rough in Belfast. Due to a lack of appropriate hostel accommodation, these people at the time had nowhere to go until Depaul opened its doors to them.

Twenty years on and Stella is still offering a safe place to live in a low-threshold setting for people who have complex needs, including alcohol addiction, giving them space and time to manage the issues which led to them being in a homelessness situation. The service is guided by the principles of harm reduction, meaning we support people to manage their addictions without the requirement of total abstinence, allowing our service to admit those who need our help the most.

In 2025, Stella Maris provided 24-hour support and a place to call home to 47 men and women. Providing daily nutritional meals and support with health services such as a podiatrist, psychotherapist and optician

via a network of community nurses. There are also in-service activities such as arts & crafts, games, karaoke, outings & workshops that help to prevent social isolation for this vulnerable group.

Over the last 20 years, the service has supported over 300 men and over 100 women. Our staff make this all possible - particularly their nonjudgmental approach to supporting individuals through their complex needs, and working to break the stigma surrounding homelessness. Two decades on from opening Stella Maris, Depaul hasn't strayed from its original purpose - to accept, work with and care for those who need our help the most.

"I love Stella for how the staff treat me, they ask my opinion and show that I matter, I feel like Stella has saved me and helped me grow in confidence and attitude towards life."

Stella Maris service user.

"I think of the staff here like my family and friends, they always support me with things, especially my caseworker."

Mater Dei service user.

"Without Housing First, I don't think I would have maintained this home that I have been in for almost two years now."

Depaul Housing First service user.

MIGRANT SERVICES BUILDING COMMUNITIES

Depaul strongly believes that integrated communities are the future. In 2025 our Cosán Nua service worked to make acceptance and integration a reality for thousands of people living in Direct Provision. Since 2019, this service has evolved into a critical support system for individuals living in Direct Provision Centres across Ireland spanning 15 counties in both the East and West, covering a total of 220 centres.

As of 2025, our Cosán Nua service comprised a dedicated team of 17 caseworkers, **providing assistance to over 600 people at any given time, ensuring those in the international protection system have a clear roadmap to stable housing. In 2025, Cosán Nua's impact was substantial, engaging with 3,727 individuals, including 831 families.** While the core focus is housing guidance, the service adopts a holistic approach by signposting clients toward essential wrap-around services such as mental health support, addiction services, education, and employment. This ensures that clients' diverse needs are met as they navigate the difficult transition to independent living.

The highlight for 2025 is of course the exceptional move-on figures, with 552 individuals transitioning into sustainable housing—comprising 402 in the East and 150 in the West. Furthermore, Cosán Nua strengthened its strategic influence by collaborating with Local Authority integration teams to provide learning sessions and contributing to the wider Migrant Action Plan. However, the service also faced notable hurdles throughout the year. The high volume of transfer letters had a significant emotional and logistical impact on the stability of individuals and families. As a charity, we continued to be deeply concerned about the reliance on Private Emergency

Accommodation (PEA). We have seen first hand that these can be substandard, unsuitable accommodation. Thankfully at the end of 2024 we expanded our PEA team from two staff to six, meaning in 2025 we were able to work with a much higher number of people. Our support programme was twofold - supporting people in PEA to find a pathway out and offering a tenancy support programme to ensure service users who have limited history of managing a tenancy have the support needed to prevent the breakdown of their new tenancy. While initially working with individuals, by the end of 2025 we had responded to demand and expanded to support the growing numbers of families with children now in emergency accommodation.

We successfully supported 47 households to move out of emergency accommodation, exiting them from homelessness and into long term accommodation.

Through these efforts, Cosán Nua continued to bridge the gap between temporary accommodation and long-term integration, providing expert guidance to thousands of people. All done with a trauma-informed approach to ensure that the safety and healing of these vulnerable families is prioritised throughout their time in our service.

SERVICE USER SPOTLIGHT EILEEN'S * STORY

Eileen, is an older woman who was living alone in St Patrick's Accommodation in Monaghan. Prior to engaging with Cosán Nua in 2023, Eileen was experiencing ongoing poor health and financial difficulties. From the outset, the primary focus of support was to help Eileen access long-term, stable housing. CN staff members worked closely with her to apply for the social housing waiting list, support her with budgeting and income management, and explore all possible housing options. However, as an older unemployed woman on a low income, Eileen faced considerable barriers in accessing private rented accommodation and was unable to secure suitable housing independently.

At the end of 2024, Eileen was diagnosed with breast cancer, which further increased her vulnerability and highlighted the urgent need for secure and appropriate accommodation. During this period, Eileen was frequently in and out of hospital receiving treatment and became increasingly unwell. Her caseworker provided intensive housing-focused support and advocacy throughout, ensuring Eileen remained engaged with housing services while also assisting her in accessing the correct social welfare supports, including a Disability Pension application. Although initially refused, the application was eventually approved following sustained advocacy.

Recognising the impact of Eileen's medical condition and unsuitable living circumstances, the caseworker then supported Eileen in applying for medical priority with the local authority. Through consistent engagement, advocacy, and interagency work, Eileen was successfully allocated a local authority apartment in September 2025.

This case demonstrates the importance of sustained housing support for individuals experiencing homelessness and complex health needs. It highlights how person-centred case management, advocacy, and support can help our service users to overcome barriers to housing and achieve long-term housing stability.

STAFF SPOTLIGHT REBECCA - COMMUNITY SERVICES PEA

Being placed in PEA such as a B&B or a hotel can be a stressful time. It is often an unexpected transition from an existing life they have worked hard for to the beginning of a 'waiting period' that they have little to no control over. **We see first-hand the impact and fear that people have, in not knowing where they are going to live, regardless of their capacity to work, earn, study or maintain a tenancy. At this time offering a safe and trusting hand can be a lifeline for people. This is often when we also see an impact on their mental health, potential addiction or relapse, and sadly the loss of relationships.**

As the group manager overseeing the delivery of support to people in PEA, I am acutely aware that this requires the same trauma-informed, low threshold and strengths-based approach you would apply to working with a service user in any of our services. However, given the nature of the environment and the vulnerability of the individuals, there are a number of other skills that quickly need to be developed. Skills such as diplomacy, which can be required when dealing with private service providers, which may implement processes and standards which might differ from ours. However, these experiences are not always difficult and can be positive, particularly working collaboratively with a private provider who is truly invested in the people in their accommodation and are there when our service users are in need of additional support.

Without a doubt, the highlight of this job is seeing people who feel initially hopeless, move into their own long term accommodation, and start to rebuild the foundation and security they had before experiencing homelessness. These outcomes can be even more rewarding when we support families with children to move from a hotel room for example to their own secure long term accommodation. Knowing that they can now get back to their childhood and reduce the impact of homelessness on their future is huge. We even have one previous service user who is now settled, and has secured full time work in our services. We're delighted to have them in our project.

*Names have been changed to protect service users' privacy.

GOING THE EXTRA MILE OUR PEOPLE

The People & Organisation team continued to foster a culture rooted in Depaul’s core values, ensuring that throughout 2025 our workforce, whether paid or voluntary, was empowered to deliver high-quality support to marginalised individuals and families across the island of Ireland.

In 2025, the P&O team added a Mental Health & Wellbeing role as part of group collaboration with Depaul International, Depaul UK and Depaul USA to develop and deliver an exciting project to empower staff to better support service users on their journey out of homelessness.

We also developed and delivered bespoke modules focused on skills development for frontline staff. In 2025, these included writing resources and our Support Model, which look specifically at developing essential key working skills. We also continued to celebrate high performance and commitment to values through our annual awards, recognising Teams of the Year and Employee and Manager of the Year across both ROI and NI. **With the growth in our services across 2025 our staffing numbers grew by 14% across the island in 2025.**

2025 also saw some challenges including building volunteering capacity across regional services with part-time volunteers has been challenging due to low levels of engagement through volunteer centres. Continued efforts were made to strengthen outreach, increase awareness of opportunities, and improve volunteer recruitment across services.

The geographical spread of our services emerged as a major challenge in 2025. We continued to adapt to meet the needs of the organisation, and in 2025 that meant revising training delivery in our regional services to meet those local needs. Navigating the ongoing challenge of building a sustainable pipeline of future leaders for the charity sector to ensure long-term service stability.

SR NUALA MANAGERS
AWARD WINNER
VICKY MCANESPY

SR NUALA MANAGERS
AWARD RUNNER UP
STEPHEN DOYLE

ROI NOEL CLEAR TEAM
AWARD WINNER
PEA IN REACH SERVICES

ROI NOEL CLEAR TEAM
AWARD RUNNER UP CORK
B&B OUTREACH SERVICE

NI PADDY MURRAY
TEAM AWARD
MATER DEI

ROI NOEL CLEAR STAFF
AWARD WINNER
JANINE DONOHOE

ROI NOEL CLEAR STAFF
AWARD RUNNER UP
IZABELA CZEKOLA

NI PADDY MURRAY
STAFF AWARD WINNER
BRIAN O’KANE

NI PADDY MURRAY
STAFF AWARD RUNNER
UP PAUL REILLY

GRADUATE PROGRAMME SECURING THE FUTURE

The Depaul Graduate Programme went from strength to strength in 2025 - solidifying the aim of bringing socially conscious talent into the charity sector. This 12-month programme, in its second year, provides a real opportunity for participants to make a difference, while gaining invaluable frontline experience in our services and fast-tracking their social care career.

In 2025, the Depaul Graduate Programme continued to offer a supported pathway into frontline work for recent graduates. Recruited at a support worker level, the role is built into a multi-disciplinary front-line services team, demonstrating to participants early on, the progression opportunities available to them. **In 2025, we are delighted to say we saw a 89% retention rate among the participants, which helped Depaul hugely with the**

ongoing recruitment challenge we face. Out of the nine graduates on the 2024–2025 programme, eight secured positions with the organisation post-programme, six of which involved immediate progression into key working roles. The success of the programme is a huge indicator of the recruitment process but also the incredible work which these graduates witnessed and have become keen to become a part of. From a services perspective the programme also saw ongoing support and increased demand. The success of the year one pilot meant that in year two, demand from services for graduates grew and we increased graduate participation to 14. Our Graduate Programme was also a finalist for ‘Graduate Training Programme of the Year’ at the HR Leadership and Management Awards 2025 – something that makes us particularly proud.

VOICES OF THE GRADUATE PROGRAMME

MAITE

“Taking part in the Graduate Programme was an incredibly valuable experience both professionally and personally. It gave me the opportunity to put the theory I had learned into real-life practice while developing a deeper understanding of the homeless sector through the relationships and sense of community I built.

What I got most from the programme was the freedom to learn, grow, and build confidence in my abilities without feeling under pressure. The support and encouragement I received throughout the programme helped me progress into my current role as a Mental health support specialist, and I chose to stay with Depaul because I feel genuinely connected to the organisation’s values, people, and the meaningful impact of the work.”

HANNAH

“Taking part in the Graduate Programme was a unique and rewarding experience that gave me the opportunity to work directly in a homeless accommodation service and gain meaningful, practical insight into the sector.

Prior to this, I had minimal knowledge and experience with the homeless sector, but throughout the programme, I developed so many different skills in supporting people facing homelessness, strengthened my understanding of the challenges they encounter, and built valuable relationships with both Service Users and professionals across the organisation. The experience played a significant role in preparing me for my current position as a Case Worker, and reinforced my enjoyment and commitment to this line of work. I hope to continue to work and grow with Depaul for years to come.”

DEPAUL'S INVALUABLE VOLUNTEERS

At Depaul, volunteers are an important aspect of achieving our mission and living our Vincentian values. We recognise that volunteers have a unique role in engaging with the lived experience of homelessness, and involve part-time volunteers, students on placement, full-time volunteers from Ireland and European Solidarity Corps (ESC) participants.

In 2025, Depaul's volunteering initiative significantly strengthened services for individuals experiencing or at risk of homelessness.

With 217 volunteers dedicating over 21,181.50 hours to making a difference to the lives of our service users.

By increasing community involvement and expanding service capacity, volunteers and student placements played a vital role in creating safe, welcoming, and respectful environments for our service users across the island of Ireland. Their presence provided essential practical assistance and emotional support, which helped reduce social isolation for service users and allowed professional staff to focus on more complex support needs.

A major achievement in 2025 was the streamlining of the Garda vetting process. This collaborative effort fostered a stronger culture of volunteering, ensuring that participants felt supported and valued from the outset. Additionally, ESC collaborations with partners such as Citywise, Dublin

Simon, and the YMCA enriched the volunteer experience through peer support networks and learning opportunities. Notably, 2025 marked the first increase in the weekly allowance for these volunteers in 20 years. Furthermore, the Befriending Programme saw a growth in participation due to increased staff capacity, which enhanced social connection opportunities for residents.

Despite these successes, 2025 presented specific operational challenges. Volunteer retention during service transitions remained a priority, prompting ongoing work to improve communication, handovers, and support structures. Building capacity in regional services also proved difficult, as engagement through regional volunteer centres remained low despite consistent advertising. By continuing to cultivate a positive culture of volunteering, Depaul remains committed to enhancing the lives of service users through meaningful community connection and social inclusion.

VOLUNTEER SPOTLIGHT

PIPPA'S STORY

My volunteering opportunity was in Peter's Place, supporting the roles of the international volunteers in the Tuesday Club. This is a drop in club for all residents, where we make food, play games and chat. Sometimes there are outings.

I wanted to volunteer because I am appalled by homelessness in this country. I have some time on my hands after giving up full time work, and my children leaving home. Peter's Place is a great fit for me, as the residents are the ages of my children, so I understand a lot of the issues facing that age group.

I'm not sure anything really surprised me about volunteering. I wonder if the volunteers could be used more effectively? We often have more volunteers than residents at Tuesday Club. My biggest learning is that things take time. It is a slow process getting

to know the residents, so that they feel comfortable with me, and are happy to chat about their lives and problems. The best part of the experience is getting to know such wonderful young people. The residents are such fun and the international volunteers are incredible people. It has been a very enjoyable experience.

I think the biggest challenge for me, which is one I have yet to resolve, is how to use my skillset to help more of the residents. I thoroughly enjoy the Tuesday Club, the chat, the games etc, and I feel I am getting to know several of the residents quite well. However, the majority of residents I still do not know. I know this takes time, and I hope to be able to support more young people, through listening and chatting, as they navigate their lives. (My other serious challenge was 5 a side football, which I think I am possibly too old for!)

DEPAUL'S STAFF TEAM

The 2025 team at Depaul is made up of 777 staff members – an increase of 6% compared to 2024. Our service staff work across a variety of homeless services to provide intervention, support, and care to people experiencing homelessness. Our support staff work to ensure that all of our services can operate effectively and with the resources required. Alongside this, our extensive team of 217 volunteers work across our services to support the work of our staff, ensuring that everyone has a place to call home and a stake in their community. Their commitment to empowering our service users is commendable.

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Executive Leadership Team

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- Siobhán McKenna,
**Director of Fundraising
and Communications**
- Sarah Reeves,
Director of People and Organisation
- Ross O'Connor Kenny,
Director of Operations and Compliance

Auditors

Crowe Ireland 40 Mespil Road
Dublin 4, D04 C2N4

Solicitors

A&L Goodbody, IFSC, 3 Dublin Landings,
North Wall Quay, Dublin 1, D01 C4E0

Registered Offices

Dublin
Ground Floor, 5 Lamps, Amiens Street,
Dublin D01 A7V2
Charity Registration No. 20048938
Charitable Tax Exemption No. CHY 14753
Company Registration Number: 357828

Belfast
449 Antrim Road, Belfast, BT15 3BJ
Charity Commission Registration No. 102995
HMRC Charitable Tax Ref. No. XR87991
Company Registration Number: NI05410

Depaul Housing Association
Ground Floor, 5 Lamps, Amiens Street,
Dublin D01 A7V2
Charity Registration No. 20157746
Charitable Tax Exemption No. CHY 21987
Company Registration No. 590529

FUNDRAISING 2025 - POWERED BY PURPOSE

Another positive year of fundraising for Depaul - and a year of growth and change for a team with a new strategic direction. Depaul once again saw huge generosity from our incredible supporters who believe as strongly as we do in a future free from homelessness. We're grateful to each and every one of our supporters, from individuals and families, to schools and community groups, philanthropic foundations and trusts, to corporate partners and legacy donors.

In 2025, Depaul's fundraising team was uniquely positioned to operate on an all-island basis, spanning both Northern Ireland and the Republic of Ireland. With fundraising helping to bridge the gap in powering the vital, life-saving services needed to support our service users.

We're proud to say that in 2025, Depaul achieved Cii Triple lock status - a gold standard quality mark for Irish charities that demonstrates high levels of transparency, good governance, and ethical fundraising.

We continued to manage a diverse funding portfolio in 2025, securing sustainable income by pairing individual giving campaigns—which cultivate long-term donor loyalty—with community fundraising initiatives that unite local schools, clubs, and volunteers. Strategic partnerships with corporate allies continue to drive large-scale, systemic change and impact. A prime example of this is our long-standing partnership with A&L Goodbody, which truly showcases what a great charity partnership can achieve. They

continue to provide invaluable pro-bono legal support, tailored staff training, and vital fundraising through events like their annual Dublin City 5K and beautiful Christmas carol services. 2025 also marked the start of a wonderful new partnership with Allstate Northern Ireland, whose staff teams have been busy raising funds and volunteering in services across the North.

As a team, we also continued to successfully secure major multi-year funding from a variety of prestigious grants and trusts. Support such as this ensured the launch of the Women's Community Transition service in Northern Ireland, which has been supported by Commonweal Housing, the National Lottery Community Fund and Citi Foundation.

In 2025, we also saw an incredible legacy €500k donation from the Tom Cunningham Trust, via the Ireland Funds, towards the running costs of Depaul Housing and towards the pilot and development of new temporary living pod facilities in Waterford services.

Underpinning all of these efforts is a sophisticated communications and digital team, which uses data-driven campaigns and compelling digital storytelling to elevate the voices of those we support, amplify our regional campaigns, and translate public empathy into direct, measurable action.

While 2025 was not without its fundraising challenges, we are bolstered by the incredible support of all of the corporate, community and individual fundraisers, such as those who chose to run in the Dublin City Marathon, Belfast City Marathon and various other major competitive sporting events across the country. The enduring support of our fundraising network not only sustains our operations but also serves as a powerful reminder of solidarity for our staff teams across the island.

OUR STATUTORY FUNDING PARTNERS

Depaul is grateful to all of our statutory partners; the Dublin Regional Homeless Executive, local authorities across the country including in Cork, Waterford, Wexford, Carlow, Longford, and Meath, the Health Service Executive, the Irish Probation Service through the Department of Justice, Equality, Disability, Integration and Youth, the European Social Fund, the Department of Communities in Northern Ireland, The Fund for European Aid to the Most Deprived, the Northern Ireland Housing Executive, Supporting People and the Public Health Agency for the coordinated and concerted effort to tackle this housing and homelessness crisis and its consequences.

OUR STRONG GOVERNANCE

Depaul demonstrates transparency and accountability in all activities at all levels of the organisation. Depaul is governed by a

non-executive Board, which is supported by non-executive committees with formal terms of reference. Depaul has robust controls and procedures in place to ensure good financial management and decision making. Our Statutory Financial Statements are prepared in compliance with SORP, which is the recommended standard for charities, and are subject to external audit. We are also subject to periodic and random audits by external organisations, such as local authorities and other state agencies from which we receive funding. We also have a number of service level agreements with several government departments and are required to make quarterly and annual returns for this funding stream. Our Board of Trustees play a vital role in ensuring that we, as a charity, are adhering to best practice at all times. Since October 2021, when obligatory reporting commenced, Depaul Trustees have reviewed our adherence to the ROI Charities Regulator Governance Code annually and submit a report confirming our compliance each year. We are also compliant with the Code of Good Governance NI.

Depaul adheres to the Guidelines for Charitable Organisations on Fundraising from the Public and the UK Code of Fundraising Practice. We are registered with the Charities Regulator in Ireland as well as the Charity Commission for Northern Ireland.

In 2025, we added a new Executive function – Operations and Compliance – to our organisation to ensure that, as we grow, we continue to pursue the highest standards of oversight and governance.

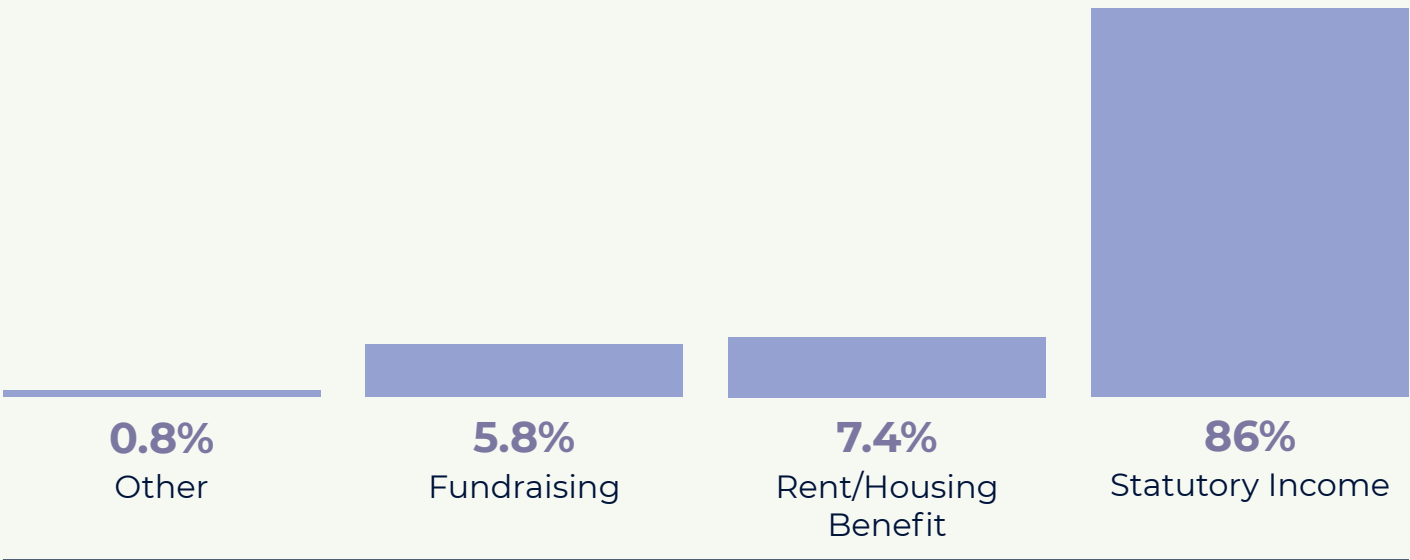
THE DEPAUL IRELAND GROUP

INCOME AND EXPENDITURE

(includes Republic of Ireland, Northern Ireland and Depaul Housing)

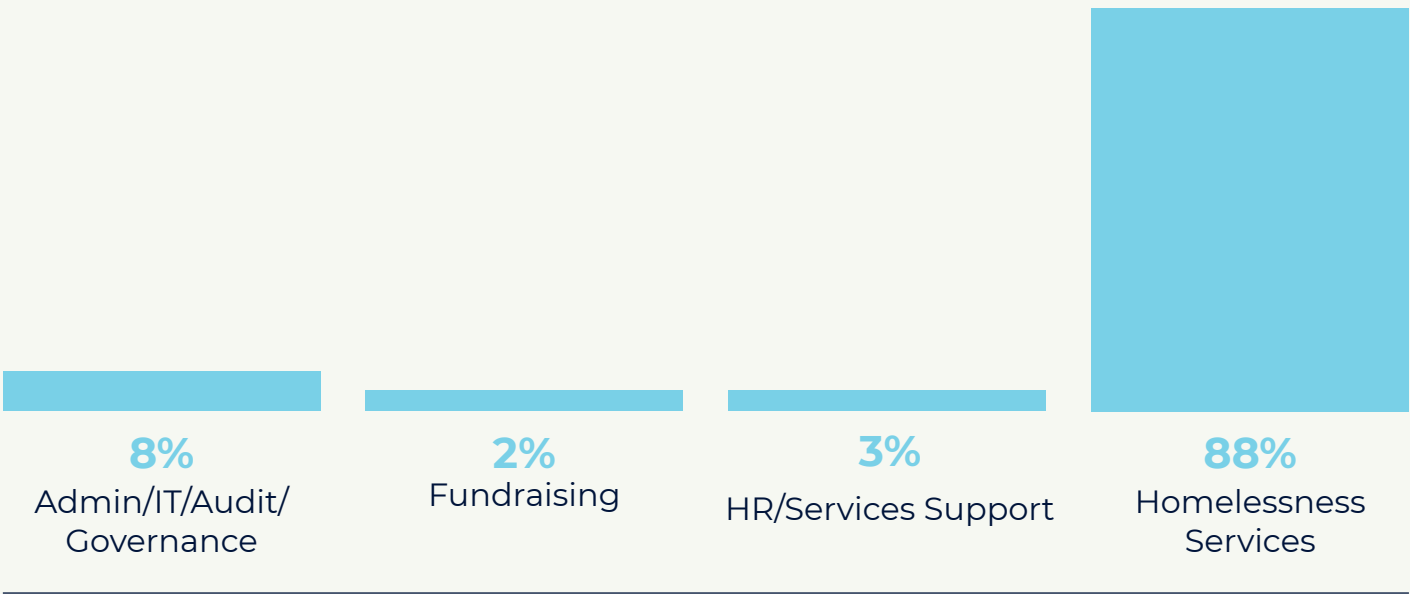
INCOME

€38,149,540



EXPENDITURE

€37,029,581



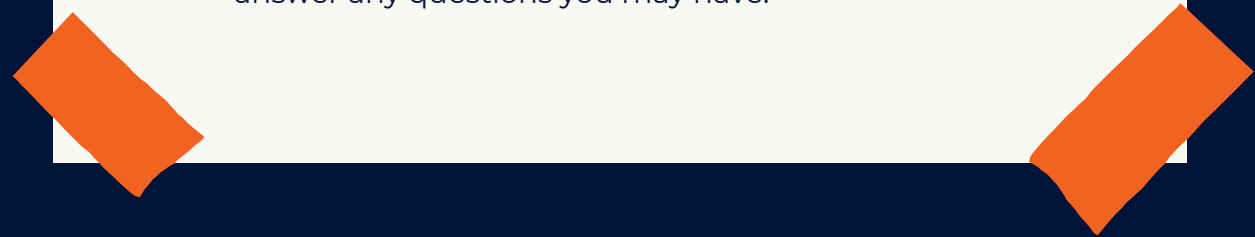


OUR SUPPORTER PROMISE

We are deeply committed to transparency and accountability in all of our fundraising activities. We are so grateful for the generosity of all our supporters and we treat all donations with the highest ethical standards.

We recognise that, as a recipient of large amounts of public funds and private donations from organisations and individuals, we have a duty to use our financial resources properly and effectively. We do, and we always will.

We take the issue of transparency and accountability very seriously and are delighted to answer any questions you may have.



DEPAUL

Homelessness has no place



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