



REBUILDING LIVES

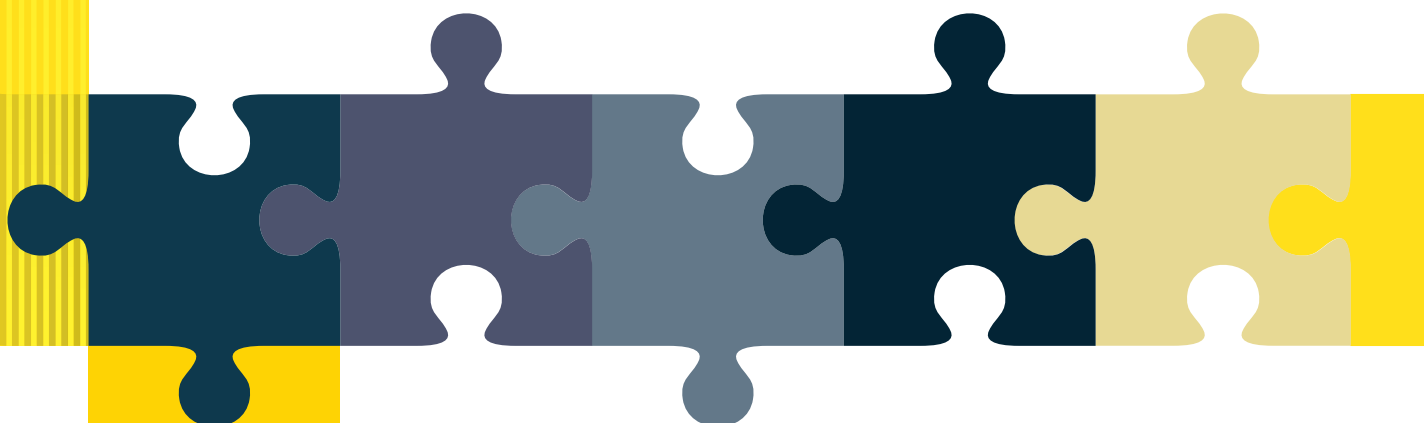


Annual Review 2017

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

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SAM'S WELCOME



One of the most crucial aspects of our services is that they work together, providing individualised care plans based on a clients' specific needs. When someone experiencing homelessness arrives at our services they are often at their lowest point, feeling frightened and alone, having lost touch with

family or friends. The homeless crisis has tragically escalated to almost 7,000 adults and children trapped in homelessness in the greater Dublin area alone. The dedication and commitment of our staff, volunteers, donors, funders and partners ensure we can continue to expand and adapt where we are needed.

Looking back on 2017, we saw a year of rapid change and development. In line with our organisational strategy, we focused on acquiring housing to turn into homes, to move people off the streets and out of unstable, temporary accommodation. Our homelessness prevention and resettlement teams worked tirelessly with 1,305 households to keep them in their homes. We have plans for further housing acquisition, construction, rental and leasing to provide more homes across Dublin, Kildare, Wicklow and Meath. We also expanded our homelessness prevention services into the counties of Cavan and Louth, working with their Local Authorities to stop more people from becoming homeless.

After months of intense work and preparation we opened our additional 30 bed emergency accommodation at Longfields in December, in time to give people comfort for Christmas. Storm Ophelia saw a co-ordinated effort from the homeless sector to protect those with limited access to accommodation, ensuring nobody was left to weather the storm alone. Our Outreach and Emergency teams worked across services to ensure no-one was left behind. We are grateful for the support we received from the public in helping our teams identify people needing help.

We continue to be innovative in our solutions to tackling the housing and homeless crisis. Our Medical Residential Treatment and Recovery Facility at Ushers Island is the only one in the country working with people who are homeless to address their addiction and health issues related to their mental and physical health. In 2018 we were relieved to secure planning approval for the expansion of Ushers Island, which will allow us to deliver the first 70 of 100 health specific beds with wraparound supports for those who are homeless or at risk of homelessness.

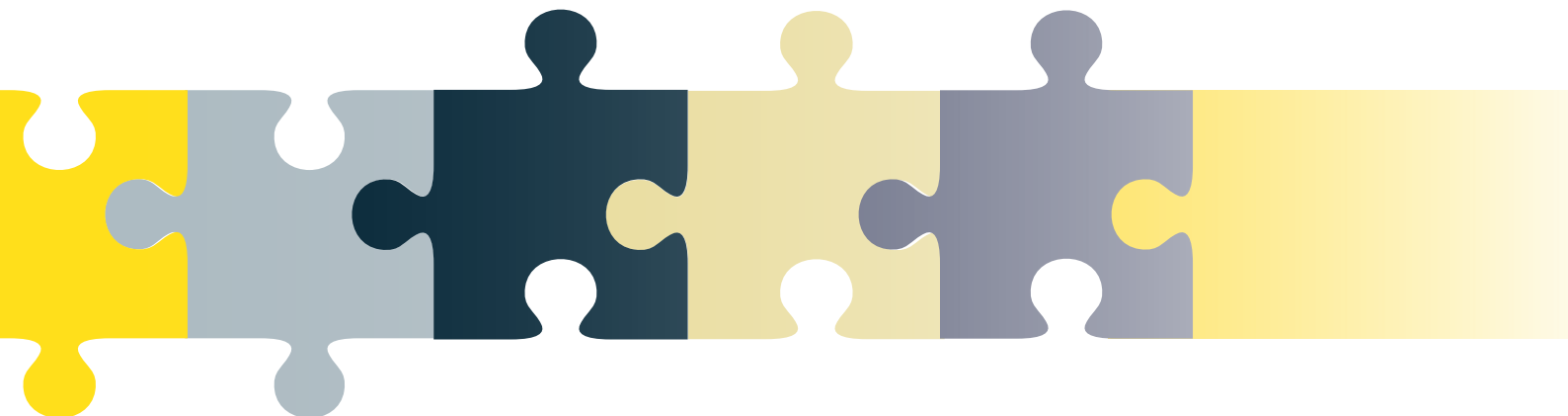
We also increased our Recovery and Aftercare services to reduce the number of people who graduate from treatment and could be left with no other option but to re-enter the revolving door of emergency accommodation. Our Sure Steps Counselling service provided 2,250 Hours of 1:1 counselling and mental health support. We expanded our employability courses, continuing to provide opportunities so people are able to get back to work or education, with 60 people participating in back to work schemes and Community Employment.

None of this would be possible without our Simon Community of supporters and funders, staff and volunteers, partners, clients and residents. Our journey cannot stop there! In the times to come we must ensure we are ready to respond and ultimately give people who have faced the strife and trauma of homelessness back a sense of hope, stability and warmth. Each and every Simon supporter is a vital part of this. Your kindness continues to save lives.

Thank You.

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

Sam McGuinness
Dublin Simon Community CEO



VISION, MISSION AND VALUES

Dublin Simon Community provides accommodation and supportive services to individuals and couples over 18 years of age and families who are either homeless or at risk of homelessness in Dublin, Kildare, Wicklow, 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 08 February 2018)
Padraig McKeon
Michael McDermott (resigned 08 June 2017)
Liam Halpin
Seamus Kearney
Niall Saul
Phillip Flynn
Roma Burke
Aiden McCormick (Appointed 9 March 2017)
Diarmuid McNamee

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

CHAIRPERSON'S REPORT 2017



It is easy to get angry, and many people are, at how homelessness has become nothing short of a plague in our society. The 2017 numbers beggars belief, up 12% on what we despaired at a year previously, despite an evident recovery in the general economy. It is now affecting every corner of the region. At the end

of 2017, in Dublin alone, 6,097 people were trapped in emergency accommodation with, tragically, increasing numbers of families and children. What's worse, as we move towards the end of 2018, all of those figures are still growing and show no sign of reversing.

The Dublin Simon Community is about action. Our overarching objective is to support as many people as is possible to access and retain a home of their own. Against the backdrop of a problem that continues to grow, the challenge is to continually stretch what we do to deliver more, while also ensuring that what we do is not compromised or weakened by stretching too far – beyond our resources and capabilities.

Coming into 2017 the board recognised the necessity to stretch that balance to the greatest degree possible given the extraordinary deficit in housing opportunities coming through previously deployed channels. We have encouraged our staff and volunteers to be innovative and responsive across a range of activities building on the near 50 years of experience of what works to enable people to exit homelessness. They have met the challenge under a range of headings.

- As the lack of accessible and affordable housing is now one of the defining issues, we have sanctioned ambitious plans to significantly increase housing provision through a mix of acquisitions, construction, development, partnerships and leasing. Dublin Simon Community today manages up to 450 tenancies and that number will grow.

- Housing is not the only deficit. There are a great many other obstacles preventing individuals from returning to a home. The Dublin Simon Community team provides a range of one of a kind services - such as counselling, residential treatment and employability - to meet the needs of clients, taking into account all the unique experiences they have faced.
- The team approaches fundraising and operations with the same innovation, continuously developing and expanding opportunities for cost-saving or skill share so that funds raised can be directed where they are needed most.

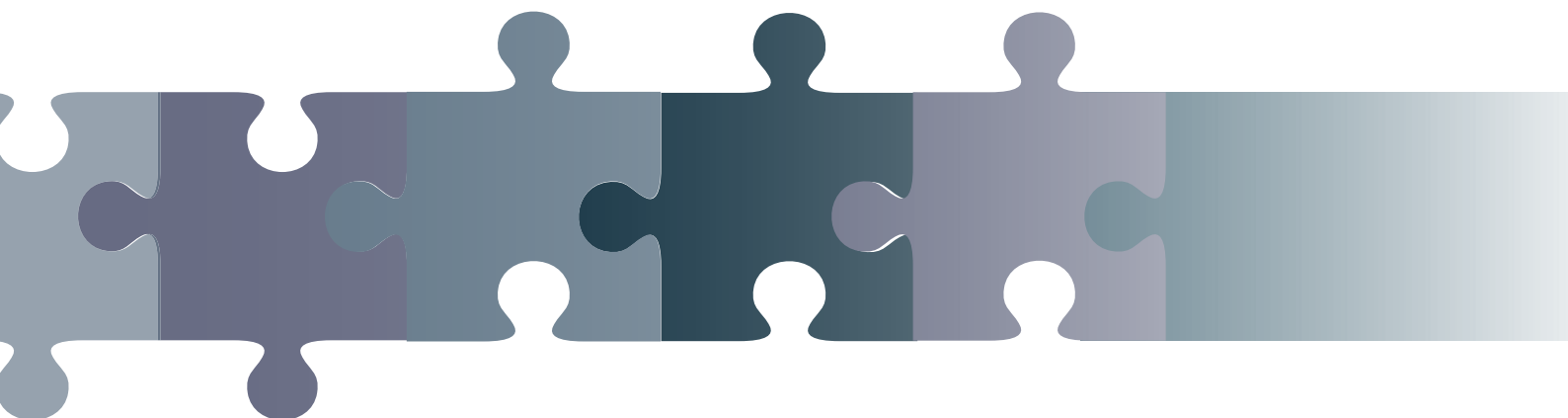
We commend them on these initiatives, and they have our ongoing support to push further again, while maintaining that balance to ensure we keep the impact for clients and residents top of mind and can sustain the effort for their benefit.

It is only possible to grow our response at the rapid rate we do with the collaborative input of others. We actively promote partnerships, both through our statutory partners and with other organisations. This includes participation in the Dublin Homeless Network and work with the Department of Housing, the relevant local authorities and health services in the regional homeless forums.

This, coupled with the continuing generosity from our community of individual donors, community and corporate supporters as well as the hundreds of volunteers who give their time, skills and expertise, means we can be as reactive as we need to be to support over 6,000 people and families each year at every stage of homelessness, helping them move towards a secure home and a brighter future.

Thank you to all those who support our work, both in 2017 and in the future. Thank you also to our clients and residents. Your resilience and determination continues to inspire us all.

Padraig McKeon
Chairperson



GEOFF'S STORY

“

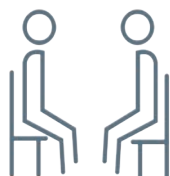
The person I see when I'm looking in the mirror now, is the person I always wanted to be.”

Geoff experienced homelessness for seven years after he could no longer afford his rent. Today, Geoff has received vital support from our treatment services and is looking forward to getting back to work.

“I was literally just rock bottom. I was seven years out on the streets. The landlord put the rent up and I couldn't pay it.

“I always see good out of bad because the goodness that came out of it was maybe those seven years of pain - it showed me how bad things were. I know I was homeless but I also had another problem which was drinking. Coming into the Simon Community made me realise that.

“When I went into Simon's treatment services I was nervous but I knew in my own heart and soul that I wanted to do this. I'm still in Recovery now. It is a lovely house.”



“I had a great key worker Eleanor going through treatment. I could trust her and I think that was very important for me. I was able to tell her everything so we were able to go all the way back and it was good to go back. In order to get the problem sorted you need to go back to the root, you need to pull it from the root and then work back up. Eleanor got me in touch with a counsellor, Blathnaid from Sure Steps. She was brilliant. We just got on. Myself, Blathnaid and Eleanor, the three of us worked together.

“I could feel myself changing. I was really starting to like myself again.”

“I don't know how many times I tried to give up drink and I don't know how many times I went for counselling, none of them worked out. When I came into the Simon Community everything they put in place for me worked. I wanted it and I knew that from day one.

“You've got to be 100% here. If you're not true to yourself, it ain't going to work.”

“I linked in with the Community Employment (CE) Scheme through my key worker and I've been doing it just over a year now. When I started out first I was based in the treatment services at Ushers Island, general upkeep like a caretaker role. I also did art groups out in supported housing. I always loved art as a child and Karen one of the staff was doing art classes up where I'm staying so it reintroduced me to it and it brought out all the creativity back out of me.”



“I recently switched over to maintenance and that's just going fantastic. You just keep saying to yourself it can't get better. My goal in life is to work for myself doing general maintenance or a gardener.

“Because of the CE scheme, which is really good for courses, I was able to get my certs and my safe pass so I more or less have everything in place that I need if I do take that big step going out on my own.

“This morning I woke up, the minute I got up out of the bed I was singing, just totally full of joy. It's great to be alive I was saying to myself. There's no way I'm going back. That's how I just keep going forward and forward.”

“

A lot of people say to me, how are you so happy? I've found myself I try to tell them, I've got me back.”



2017 AT A GLANCE



6,285

People and families were supported across our services in 2017*, a **22%** increase since the previous year.

612



Adults and Children were housed through our independent housing by the end of 2017.

205



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

729



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

576



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



1,042

People accessed our Medical Residential Treatment and Recovery and our Sure Steps Counselling services.

2,250



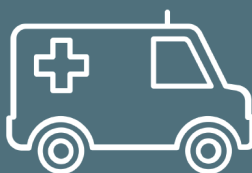
Hours of 1:1 counselling and mental health support were received by clients accessing Sure Steps Counselling.

1,533



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

665



GP Consultations took place at the Mobile Health Unit, in partnership with Safetynet Primary Care.

906



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

6,192



Food Parcels were distributed by Outreach, Resettlement and Food for Simon Teams.



354,490

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



482

People expanded and developed their skills and education.

60

People came through our employability initiatives.



*Figures based on caseload. Please note some clients may have accessed more than one service.

PREVENTION AND SUSTAINMENT SERVICES

Our prevention and tenancy sustainment services across Dublin, Kildare, Wicklow and Meath provided vital support to individuals and families. In the year we also expanded our homelessness prevention clinics in Dublin and expanded our tenancy sustainment services to Cavan and Louth.

Kildare, Wicklow and Meath

Our support services across Kildare, Wicklow and Meath worked with a total of 396 individuals or families during 2017. Of all closed cases, 77% of people accessing the service achieved a positive outcome and the primary outcomes achieved were securing new tenancies and sustaining tenancies that were at risk.

Through the Capital Assistance Scheme (CAS) and the Housing Agency, and in collaboration with Kildare County Council, we were able to move 37 families into properties under a tenancy. Our support team in Naas provided (and in many cases continue to provide) visiting support to these families at least on a weekly basis.

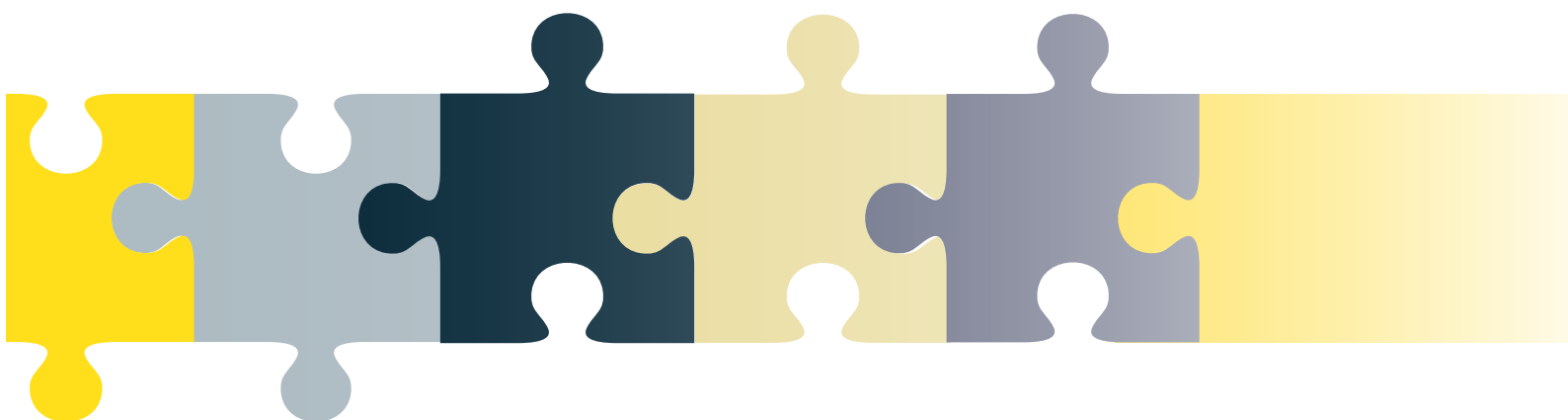
The highlight for the Wicklow team during 2017 was our work in Fairfield Park in Greystones. Forty-eight households were given a notice to quit at the same time so we dedicated a staff member entirely to working with these families to move them on and avoid homelessness. The result was that through hard work on both the staff and residents' part, and thankfully through accessing Local Authority housing, and housing through Approved Housing Bodies, private rented, purchases, returning to family and availing of the RAS scheme, everybody who had been given notice to quit had somewhere to move on to.

Support to Live Independently

During 2017 our Support to Live Independently team saw a trend in more accommodation being provided to families as opposed to individuals. With this trend, the team made stronger links with family support services such as Tusla, local schools and crèches. They also built stronger links with external organisations who supported our clients with educational costs. The team supported clients in Housing Assistance Payment (HAP) scheme tenancies and advocated for them with Residential Tenancies Board (RTB) to ensure that their accommodation was up to a good standard. The team also built strong links with the fundraising department and received furniture donations to support our clients in setting up their home. They were also able to give our clients donated tickets to concerts and sporting matches.

Tenant Information and Support Services

During 2017 we had an overwhelming increase in demand from families with children for our support services to maintain tenancies and prevent homelessness. Our Tenant Information and Support Service continued to operate drop-in advice clinics across Dublin City, increasing to seven each week by the end of the year. In addition to the visiting support offered, the team provided 241 drop-in clinic sessions during the year. At the end of the year we also extended our prevention services to provide tenancy sustainment in Cavan and Louth.



SUPPORTED AND INDEPENDENT HOUSING

Our Strategic Plan over the next five years is to increase our provision of housing in the Dublin, Kildare, Wicklow and Meath regions and this was a primary focus during 2017. The accommodation provided will be a mix of Supported Housing and Independent Living units to provide individuals and families with permanent homes. The housing will be provided through a mix of acquisitions, construction, development, partnerships and leasing.

Permanent Supported Housing

Our long term supported housing provides permanent accommodation to people who have experienced homelessness and who have high or medium support needs when it comes to physical health, mental health or addiction issues. Our accommodation is based on communal and congregate settings, with between 10 - 23 people in each service, where clients have access to care and support. This includes: four high support accommodation units which are specific to those who require 24/7 access to care; five medium support units that provide daily care and three low support apartments that provide drop-in support. We served 205 clients in long term supported housing in 2017.

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 their quality of life, promote inclusion, choice and independence and alleviate social isolation and marginalisation. Our service team provide our residents with a positive, supportive and innovative environment in which they can enhance their lives through individual and group work, activities, advocacy and programmes which are developed in line with each client's specific needs and desires. Clients have engaged in numerous activities both inside and outside the organisation including: Art, Literacy, Poetry, Computers, Photography, Bingo, Operation Transformation, Knitting, Computers, Baking, Gym, Participation and Development and Community Employment Schemes as well as many with external organisations to improve their skills and increase their social interactions. At the end of the year the service held a number of Christmas parties including one organised by Deloitte.

During the year our supported housing continued to provide wraparound services to meet residents needs and improve their environment. A number of Room to Improve projects were carried out by our corporate supporters in Oak House which included updating the 12 bedrooms, the garden and dining room to create a more positive and homely environment for the residents and to give the residents a sense of pride in their rooms and home. The projects involved all rooms getting painted and new furniture being bought. A primary nurse care co-ordinator was added to the long term supported housing team to enhance successful referrals, getting residents to engage in addressing their health issues and seeing an improvement in a number of residents health which has given them a better quality of life.

We opened a new Shared House service in Navan, County Meath, during 2017. This service allows people to live there for a set period of time, while getting support in the areas they choose; primarily addiction and mental health. The end goal for people living in this service is to secure their own independent tenancies and they receive support from our team in Navan to achieve this.

Housing Development

During 2017 we significantly developed our housing provision by providing additional housing units, through a mixture of acquisition or leasing/management. The additional units were funded through Capital Assistance Scheme grants and through our building reserves which had built up under the guidance of the board over a number of years. Within our Strategic Plan 2016 - 2020 we will continue to grow our housing stock using multiple capital financing options, including our building reserves, CAS and CALF funding and private and HFA financing. In 2017, we continued to expand our Capital Development Fund to support our plans. Our properties are managed by the Housing Management team and the Facilities Management team. The Housing Management team are responsible for allocations, estate management and rent management, while the Facilities Management team ensure the standard of buildings are achieved and maintained. All teams work in close partnership with Local Authorities, the Housing Agency, government departments and other key stakeholders.

Property Development

Our Property Development team were delighted to have two properties shortlisted in the Bi-Annual Allianz – Irish Council for Social Housing, Community Housing Awards. The first was our housing at Castle Street in Wicklow Town which had been completely renovated in conjunction with Wicklow County Council and was nominated under the category of rejuvenation. The redevelopment of Sean MacDermott Street was awarded first prize in the category of The Provision of Homeless Service, in recognition of the innovative accommodation model and the community spirit of the development. The judging panel felt “Dublin Simon were able to offer an exceptional upgrade to a well established existing facility. Residents were clearly flourishing with the staff supports on-site with two residents having become successful artists and beating a history of addiction.” Our Property Development team also gave a presentation at the conference of the value and benefits of Stock Condition Surveys and Asset Management.

We have major construction redevelopment plans for our current Ushers Island and Chester House facilities to significantly increase bed capacity over the next few years and we currently have new construction developments due to commence in Arbour Hill and Clondalkin. We are all determined to make a big impact, one that will change how we respond to homelessness and tackle the housing crisis, however we can only do it with your support. If you see an area where you or even someone else you know can offer advice, direction, assistance or support, please contact: kelly@dubsimon.ie.

OUTREACH AND EMERGENCY

The Rough Sleeper Team, funded through the generous support of our donors, are out on the streets 365 days a year engaging with people experiencing the harsh 'roofless' side of homelessness. In 2017, the Rough Sleeper Team provided a range of short and long term support to people rough sleeping. 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. In 2017, we opened a new 30 bed service at Longfields in the city centre. We also opened and operated a 12 bed emergency facility in Bray during the winter period on behalf of Wicklow County Council and with the support of the Five Loaves Day centre.

Rough Sleeper Team

The Rough Sleeper Team help people with their immediate physical health needs and also with registering as homeless, accessing state payments, medical cards and other basic benefits and entitlements. The team support people on the street in mental health crises and help them to access the long term care they need through counselling or mental health teams. The team also has a harm reduction focus, providing emergency needle exchanges out of hours to people as well as referrals to drug and alcohol services. The team conducted street searches during the weather alerts and supported rough sleepers in accessing shelter. As well as short term interventions the team has a case management focus, advocating and supporting clients to access appropriate services such as residential treatment, supported temporary accommodation, long term housing and health services.

In 2017, the team had 5,701 contacts with clients, including successes in referrals and advocacy, resulting in moving some clients who had been long term homeless into appropriate long term accommodation with the supports they needed. The team observed a sharp increase in newly homeless individuals and families contacting the service for support and advice. The team referred over 60 people onto Treatment Services and supported clients to address their addictions. They also strengthened links with external agencies and created new and lasting partnerships to ensure clients can access the supports and services they need. The Mobile Health Outreach Clinic, run in partnership with Safetynet Primary Care, underwent a review in 2017 and the new service was launched by the Minister for Health, Simon Harris, at the Irish Street Medicine Symposium in September. The Mobile Health Outreach Clinic has been focused on providing supports and primary medical services to people rough sleeping and targeting those not linked into other health services.

Soup Run, Breakfast Run and Social Club

The Soup Run is led by Part-Time Volunteers and continued to operate 365 nights of the year, offering basic food items and advice to people who are homeless they have met on the streets. In 2017, they continued to liaise with the Rough Sleeper Team on a daily basis and supported clients in accessing relevant services.

The Breakfast Run continued to provide pre-made breakfast packs to people who have been rough sleeping the night before.

The Social Club operated two evenings a week, by Part-Time Volunteers, to provide a safe space for people who are experiencing homelessness to come and create social links. The Social Club offered a variety of opportunities for our clients to engage in meaningful social activities such as drama, dance, board games and outings.

Emergency Accommodation

After lengthy preparation and hard work Longfields opened just before Christmas 2017. The new service was another positive step in changing the lives of people who have been affected by homelessness. Taoiseach, Leo Varadkar, and Minister for Housing, Eoghan Murphy, visited the service days before it opened. Longfields is a 30 bed Supported Temporary Accommodation Unit, provided by Dublin Simon Community in partnership with the Dublin Region Homeless Executive. The building, which had been previously operating as a hotel, was completely refurbished to provide a positive and inspiring space to support men, women and couples in overcoming the barriers to securing long term accommodation. We have noticed the difference that such a high quality space has made for our clients' wellbeing and their ability to start to recover from the trauma of homelessness and look to their future.

Across our other STA services, in Maple House, Harcourt Street and Carman's Hall, work continued in 2017 to strive for positive outcomes for clients. People moved onto a wide range of long term accommodation, including private tenancies, long term supported housing and residential treatment services. The clients involved ranged from people who were long term homeless to people who were recently made homeless and who were eager to make their period of homelessness as brief as possible. We observed an influx of clients who were newly homeless and eligible for the Housing Assistance Payment (HAP) but due to the lack of private rented accommodation available were unfortunately now remaining homeless for longer periods of time. A lot of clients that came through our STA services were experiencing dual diagnosis, with many self-medicating as they were not linked in with mental health services. The teams did extensive work on establishing or re-establishing connections with GPs, mental health services and addiction services with many of these clients. We implemented new harm reduction measures across services in 2017 and continued to deliver social programmes and personal wellbeing programmes. We expanded the accommodation offered to clients with dogs in 2017, and now have three rooms suitable for people with pets. People who are homeless with pets often find it very difficult to access accommodation so we were delighted to be able to accommodate these people and provide the support they needed. Our STAs took extra people in during adverse weather conditions in 2017, both during the winter period and during Storm Ophelia and the following long spell of weather warnings.

TREATMENT, RECOVERY AND COUNSELLING

For over 25 years Dublin Simon Community has been established in the heart of Ushers Island on Dublin's quays. Today, Residential Detox, Recovery, Blood Borne Virus (BBV) Stabilisation and Respite services are provided at our Medical Residential Treatment and Recovery Facility along with non residential Aftercare, Counselling and Mental Health supports, guided by our clinical governance structure. In 2017, we focused on increasing our capacity across treatment services establishing our Recovery satellite units around the city.

Clinical Lead

In 2017, the Clinical Lead in Treatment Services continued to work with service managers to establish good Clinical Governance practices in the department. These practices focus on areas of; Client Participation, Quality / Audit, Risk Management and Continuous Professional Development. Client forum structures were strengthened and meetings were held in Treatment Services around clients having a voice in their care. The main focus of the year was on working towards the National Standards for Safer Better Healthcare (HIQA) for treatment services. The Clinical Lead worked with clinical managers to instil practices of monitoring risk areas and service improvements.

Detox, BBV Stabilisation/Respite, Rapid Access Stabilisation/Detox

In 2017, our treatment services recruited 10 new nurses to work across both the Detox service and the Blood Borne Virus Stabilisation / Respite Unit, bringing our total to 17 nurses across treatment services. Ten nurses were recruited from overseas and went through the Royal College of Surgeons Ireland's (RCSI) aptitude test to become registered with the Nursing and Midwifery Board of Ireland (NMBI). RCSI also ran a number of training events that were attended by clinical staff.

During the year we also worked in partnership with Merchants Quay Ireland to develop a new Rapid Access Stabilisation / Detox service.

Our HIV Stabilisation / Respite service began looking at broadening their remit to provide care to people living with Blood Borne Viruses (BBVs) and started to provide care to people living with Hepatitis C (antigen+). The service engaged relevant stakeholders and worked on policies and procedures in line with broadening the remit to include care provision for people living with BBVs. This change occurred at a significant time as a new treatment to cure Hepatitis C had just become available in Ireland. Nurses and Nurse Managers attended monthly seminars on the management of Blood Borne Viruses.

Recovery and Aftercare

Our Recovery service in Ushers Island expanded its bed capacity in June by 63%. The total capacity for Recovery was 44 beds for clients spread across our Ushers Island complex and satellite units around Dublin. At the end of December we also opened a new 13 bed property in Dublin 14 for clients coming through Recovery.

Recovery staff completed research and training so as to develop a Cross Addiction Programme pilot. Pilot groups were in the areas of cannabis and gambling addiction. Staff completed training in both these areas these groups were implemented following the pilot. The Aftercare team continue to provide one to one and group support to clients. The Homeless Action Team continued to support clients to identify suitable move-on options

Counselling

In 2017, Sure Steps Counselling continued to expand to meet the needs of clients in new additional supported temporary accommodations across the greater Dublin area, providing one to one counselling sessions and a host of emotional wellbeing groups in treatment services coupled with informal counselling drop-in clinics.

The service piloted its suicide intervention framework, the Collaborative Assessment and Management of Suicidality (CAMS) approach, successfully treating 17 crisis presentations for suicidality. In addition to this approach, the service developed an innovative Suicide Specific Treatment Track (SSTT) approach for frontline staff that offered clients an alternative to presenting to an A&E department. This approach won an award from the Animate Social Innovation Fund Ireland having been shortlisted from over 150 entrants.

EDUCATION AND EMPLOYABILITY

As we work to help people rebuild their lives, our Participation and Development services provide classes and workshops across our services to develop skills and ongoing education. In 2017, the teams provided opportunities to access qualifications such as literacy, health and fitness and third level education via the support of education grants. We also expanded our employability pathways through Community Employment and Social Enterprise placements.

Literacy and Personal Development

The Literacy and Personal Development service worked in collaboration with NALA to offer a professional literacy service to clients and provide QQI Level 2 and 3 in Literacy to help expand their skills.

We launched the 7th edition of our Scrappy But Happy creative writing and artwork book in The Tara Building and featured an art exhibition of client work throughout the year. Clients also worked on artwork for Christmas cards throughout the year that were sold in our shops and through fundraising.

The Dublin Simon Dance Group premiered Baile Bua in December, a collaborative performance between Dublin Simon Community clients and professional dancers and funded by the Arts Council. The final show took place in The Lir Academy over three nights.

Client Involvement

The Mental Health Campaign Group continued to go from strength to strength in 2017. The group was set up as a partnership between Dublin Simon Community and Mental Health Reform and aimed to combine research and campaigning to address the evidence gap and engage in direct action to address identified service needs relating to homelessness and mental health. The beginning of the year was primarily focused on training and developing two key mental health priorities as a response to the study findings from 2016. On 15th June, the Mental Health Campaign group launched their Voices of Experience report at the Lighthouse Cinema summarising research conducted during 2015 and 2016 by Rebecca Murphy from Trinity College Dublin.

The Client Action Group held a Speak Out on Hepatitis C on 28th July to mark World Hepatitis Day. The event was hosted and facilitated by clients and three clients gave their personal journey with Hepatitis C and their treatment

In 2017, Dublin Simon Community had 19 client volunteers working in various areas of Dublin Simon Community services. This is an increase of 73% from 2016.

Health and Wellbeing

In February, we opened our Wellbeing Room, fully equipped with commercial grade gym and exercise equipment. The staff within the service registered with the Register of Exercise Professionals Ireland and the service became a member of the Healthy Ireland Framework. A QQI Level 3 Health and Fitness course took place with Health and Wellbeing members with four clients gaining a qualification.

In March, the service was nominated and successfully won The Sporting Innovation of the Year Award at the Federation of Irish Sport Annual Sport Industry Awards. Additionally, the service was shortlisted for the Nutramino Irish Fitness Industry Award, and won silver.

In April, the Homeless Street Leagues All Ireland Championships took place in Tallaght, with eight members of the Dublin Simon Community team competing against others from around the country, playing alongside Damien Duff. In August, a client of the gym flew to Oslo to represent Ireland in the Homeless World Cup. The service held 15 Health and Sport events, including Operation Transformation and Run a Muck.

Social Enterprise, Employability and Community Employment

The Shops team successfully completed the Continuing Professional Development (CPD) certificate in Customer Service with DIT. Working with the Corporate Fundraising Team the 'Apprentice Challenge' was introduced to shops where two companies competed to make the most sales.

We have had 60 clients go through the various employability pathways in 2017. Volunteering, Social Enterprise and Community Employment placements were available across our services in retail, warehouse, maintenance, grounds keeping, gardening, group facilitating and in our kitchens. Since the beginning of 2016 we have had 73 clients go through our employability pathways with six achieving full time employment in 2017.

FUNDRAISING, COMMUNICATIONS, VOLUNTEERING

Dublin Simon Community would like to say a huge thank you to all our donors and supporters in 2017. Each gift received really does make a difference and without you we simply would not be able to continue the work we do and respond where we are needed most. Because of you, we can continue to open our door to people and families, giving ongoing support to help them along the path out of homelessness. 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.

Community and Events Fundraising

From building on our great relationships with schools and churches, to supporting our fundraisers in organising their own events, 2017 was busy for the Community and Events Fundraising team. The team organised a number of exciting events, including two Cyclathons, a Summer Singalong and the first ever Simon Music Marathon. The Head2Head 500km cycle through central Europe in June also raised a huge amount of money for the Sure Steps Counselling service.

As we reached the 34th year of the Simon 5 Mile, the homeless situation was sadly the worst we have ever seen. There was a need and an urgency to not only raise essential funds but to show solidarity with the thousands of adults and children who were trapped in the despair of homelessness. To do this, we changed the event to the Simon Home Run, inviting our supporters to hit the pavement and come together, not just for fun but for homes. We were delighted to have over 2,000 people sign up helping us raise more awareness and life saving funds, giving us a great base to continue to grow the event into the future. If you would like to join us this year please visit www.homerun.ie.

Christmas Eve in Dublin wouldn't be the same without Glen Hansard's annual Christmas Eve busk. Last year saw some of the country's best known artists get together including BellX1, Hozier and The Coronas. The event helped raise vital funds and awareness and was a massive success. A special thank you goes to the Pearse Street Garda Station and all at the Gaiety Theatre for their incredible support in making this happen, the event would not have gone ahead without you all.

Corporate Partnerships

During the year our Corporate Partnerships team had great support from corporate companies and their employees, taking time to make a difference for people living in and availing of our services. We had over 600 volunteers join us for their team building days through our Stock Sorting and Share Your Skills projects with Room to Improve raising over €40,000 to fund vital refurbishments in our services. We also had over 350 companies whose employees organised fundraising events or took challenges upon themselves to help us rebuild lives of people experiencing homelessness. Our Food for Simon programme provided vital food and supplies for our services.

The 17th 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. Since the annual event began it has raised over €500,000 for Dublin Simon Community.

The Simon House of Cards campaign raised over €600,000 last year, with almost 250 companies taking part across the country. The appeal culminated in the spectacular Simon House of Light projection show with the Lucan Gospel Choir opening the event. A special thank you to all of you who have supported us in the Simon House of Cards Appeal. If you would like to get involved this year, visit www.simonhouseofcards.ie for more information.

Legacy Giving

Bequests left to Dublin Simon Community have been enormously beneficial to providing housing and make a lasting personal difference to people who are homeless. We would like to recognise all those who have remembered Dublin Simon Community in their will during 2017 and who have helped us to empower people to develop the skills and capabilities they need to rebuild their lives.

Communications

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 2017. Thank you also to the many clients, residents, volunteers and staff who have represented Simon throughout the year and shared their stories.

Volunteering

Our Full-Time Volunteers work all across the organisation, our front line services and our support services. We were delighted to see 31 Full-Time Volunteers graduate from the DIT Certificate in Volunteering (QQI level 6). The Volunteer Office also piloted an employability skills training for Full-Time Volunteers who wished to go on to employment in Dublin Simon Community. The Volunteer Office staff and staff from other services were trained in mentoring and all Full-Time Volunteers were offered mentoring during their placements. During 2017, 56%, of Full-Time Volunteers who were eligible for employment in the year gained employment in Dublin Simon Community following their placement.

Our Part-Time Volunteers continued to provide vital support to our Soup Run, Social Club and across our shops, Participation and Development and our Counselling service.

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 2017.

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. We have been awarded the EQUASS (the European Quality in Social Service) assurance for our Housing and Homeless services.

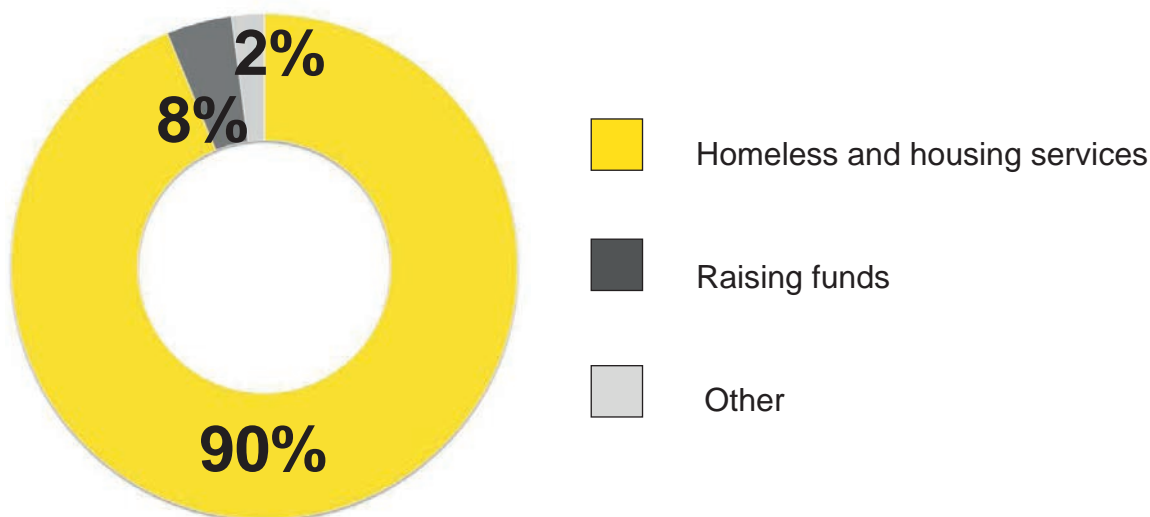
We are participating in the roll out of the Dublin Region Homeless Executive's National Quality Standards Framework (NQS) for homeless services in Ireland.

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.

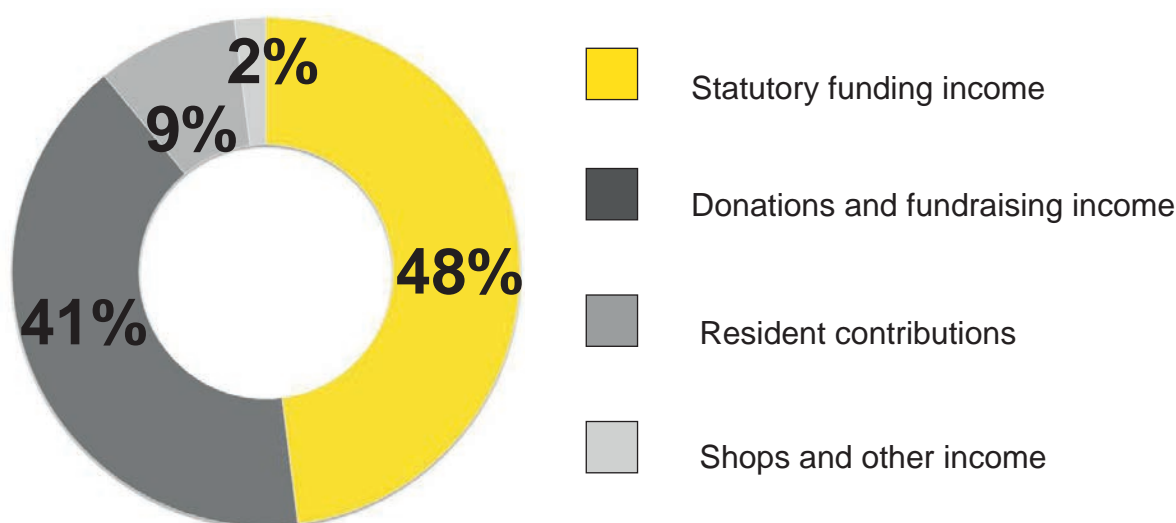
For further detail on our Governance Structure and all of our Quality Standards please visit our website:

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

Expenditure 2017



Income 2017



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

Thanks to the kindness and generosity of all our supporters, Dublin Simon Community is able to make a difference in the lives of the men, women and children who come to our door.

Across all of our services, we strive to ensure that people have a support programme in place to take the next step and wake up each morning with a smile on their face, looking forward to what their future has to bring.

Your support means that our counselling, residential treatment and employability programmes can be specifically developed to meet the needs of people who have gone through homelessness, taking into account all the unique experiences they have faced.

Working alongside our Housing and Outreach teams, these life changing services are only possible with you by our side.

From everyone at Dublin Simon Community, thank you for helping our clients and residents find the resilience and determination they need to rebuild their lives.





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CHY5963



Comhairle Cathrach
Bhaile Átha Cliath
Dublin City Council



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



An Roinn Sláinte
Department of Health



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



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

