

ANNUAL IMPACT REPORT **2023**



REBUILDING LIVES **TOGETHER**

CONTENTS

Serving Galway, Mayo and Roscommon 4

Our Vision, Mission and Values 5

Welcome from our Chairperson 7

A Message from our CEO 8

Supporting Our Clients

Supporting Our Clients 12

Key Impacts – 2023 14

Prevention Services 15

Housing With Supports 16

Health & Wellbeing Services 17

Client Stories 18

Our Community

Volunteering 24

Our Teams 26

Fundraising and Charity Shops 27

Our Funders 30

2023 Highlights 31

Structure and Governance

Structure and Governance 36

Governance Standards 39

Meet the Board 41

Strategic Plan and Sustainable Development Goals

Strategic Plan 46

Sustainable Development Goals 52

Our Finances

Our Finances 56

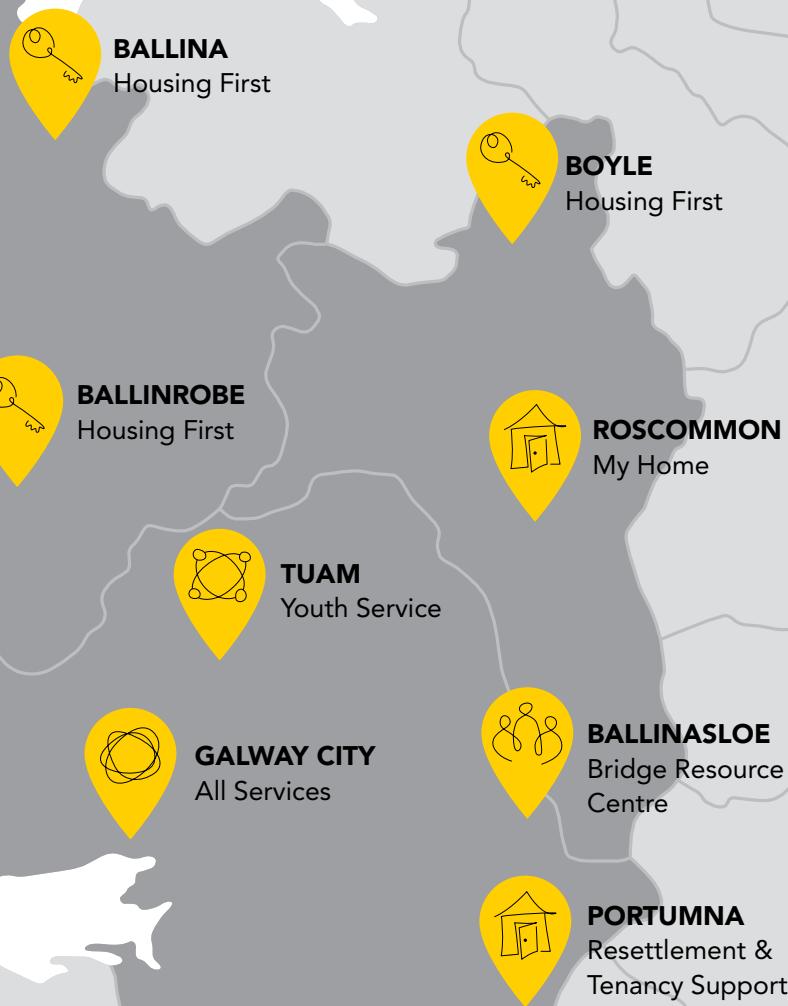
Directors’ Report and Financial Statements

Directors’ Report 60

Annual Financial Statements 80

Serving Galway, Mayo and Roscommon

Some of our Services across the region:



OUR VISION

A community where everyone lives in a place they call home.

OUR MISSION

1.

Provide compassionate individual holistic support for people who are homeless, or at risk of being homeless, in Galway, Mayo and Roscommon through:

 - Prevention Services
 - Housing with Supports
 - Health and Wellbeing Services
 - Social Integration Services
2.

Collaborate with clients, statutory and voluntary agencies, friends, supporters and the wider community to combat homelessness, foster inclusion and enable people to thrive where they live.
3.

Work towards eliminating homelessness through advocacy, education and campaigning.

OUR VALUES



CLIENT-CENTRED SUPPORT

Ensuring the client is at the centre of all we do. Listening to clients' needs and situations and offering individual holistic support accordingly, always with respect.



COMPASSION

Truly caring is at the forefront of who we are. We demonstrate solidarity with our clients, with a willingness to help carry the burden.



COMPETENCE

Our staff are passionate, skilled, professional and flexible, providing innovative and relentless approaches to resolving issues, resulting in positive outcomes for clients.



COMMITMENT

A deep commitment to our ethos and our clients within our work, adopting a 'whatever it takes' approach.



COMMUNITY

Creating an inclusive diverse community where people feel a sense of belonging in which they can thrive. Our stakeholders, clients, staff, volunteers, board of directors, funders, donors and the wider public who support us are central to our community.



COLLABORATION

We actively work to establish and maintain trust and cooperative working relationships between multiple stakeholders, with honesty, integrity and transparency.

Welcome from our Chairperson

Having joined Galway Simon Community as Chairperson of the Board of Directors in early 2024, I am constantly impressed by the commitment of everybody involved, in helping to mitigate the effects of an increasingly challenging environment for so many people impacted by homelessness.

In December 2023, there were a record 630 people living in Emergency Accommodation across Galway, Mayo, and Roscommon, including 107 families with 225 children. The need for Galway Simon Community has never been greater.

Our vision is a community where everyone lives in a place they call home. Our mission is to provide compassionate support for people who are homeless or are at risk of becoming homeless. In our new strategic plan, Building Better Futures, our focus is on Preventing Homelessness, Restoring Dignity and Rebuilding Lives. By collaborating with clients, statutory and voluntary agencies, friends, supporters, and the wider community we will work towards eliminating homelessness in Galway, Mayo, and Roscommon. Advocacy, education, and campaigning will be key.

The provision of our Services would not be possible without the energy of our committed teams at Galway Simon Community. I extend my deepest thanks to our staff and volunteers and all who contribute to our efforts. Your dedication and hard work are the heart of our community, and together, we will continue to strive for a better future for our clients.

I would like to put on record our thanks to Maureen Lynch for her years of service in the role of Chairperson of the Board of Directors from 2015-2023. I would also like to thank our board members, past and present, who volunteer generously of their time, to share their experience and expertise in establishing and maintaining a culture of strong governance and transparency.

Finally, I would like to recognise the unwavering support of our funders, donors, partners, and community members who have continued to help us throughout the years. With the deepening housing and homelessness crisis, you have enabled us to expand our services and reach more people facing homelessness. The empathy and generosity of our supporters is humbling and inspiring.

Thank you for your continued support and belief in Galway Simon Community.

Yours sincerely,
CIARÁN FORKEN



A Message from our CEO

Homelessness is first and foremost a personal human story – it is an experience of crisis, trauma, exclusion, instability, loneliness. For some, the experience is short lived, they find a pathway out of homelessness, and they can move on. For others, the experience can be longer lasting and more complex, cyclical or entrenched, and it can leave emotional scars that last years.

Homelessness is a personal human story that is touching more and more people right across our Community – young and old, singles and families, students, unemployed, employed. Reports are published month on month and trends are going in the wrong direction for several years now - housing delivery falling short of targets which are well below the level of need, landlords exiting the private rental market, more people receiving notices to quit, rents increasing, few to no homes available within HAP limits and the fallout for people in our Community.... more and more people living in Emergency Accommodation, more and more people with nowhere to call home.

The data is really important, and is necessary to inform national and local government policy. It is also hugely important that as a society we do not become numbed by the statistics, the media reports, the debates. Homelessness is a personal human story affecting more people around us than we may realise.

Some people who experience homelessness bravely share their story, in the hope that this will help others. For many others, there is still a stigma attached to homelessness. While a failure of government policy to deliver sufficient affordable housing over many years is not any one person's fault, some are ashamed of the situation they find themselves in. They are reluctant to talk about it, because they fear being judged and they have deep concerns about the potential shame that the truth will bring to themselves or their families. Some younger people who experience homelessness are justifiably nervous of sharing their story, because they want to move on, and they are aware that the digital footprint of a shared story may haunt them or their families for years to come.

**Thankfully, this is changing.
But we have a long way to go.**

In the meantime, homelessness is more prevalent and often much closer to us than we may be aware of because so many do not share their story. And increasing numbers of adults and children are experiencing trauma which will stay with them for years to come, and for which they may need supports in the future.

Since 1979, Galway Simon Community has been supporting people in the West of Ireland who are facing homelessness. We are here for people when they need us, for as long as they need us. Our deeply dedicated teams do all that we can to prevent people from becoming homeless. And where people do find themselves without a place to call home, we provide supports to ensure that the experience of homelessness is for as short a period as possible, and not repeated.

Our door is open. We are non-judgemental. We know that each person we support has their own unique and layered story. We understand that some people who are in housing crisis need help to find a new home because of the current housing crisis, and when they do they have no further need of our help. We understand that others who come to us may have experienced huge trauma in their lives that may have contributed to their experience of homelessness. Addiction and mental health may be part of their story. Intergenerational poverty or social isolation may also be part of their story.

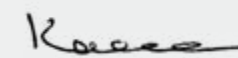
In 2023, with the help of our wider Community, we supported more people than ever before. Our teams worked with individuals and families to sustain and secure safe, affordable homes that would bring stability to their lives. We supported people with complex needs to enable them to find more ease, to address their addictions, to live independently with physical or mental health challenges they may face.

To everyone who is part of Galway Simon Community, to our clients, volunteers, directors, staff, funders, donors and supporters....

Thank you to each and every person who makes so much positive change a reality in our Community every day – for creating the reality of individuals and families living in their own home, for enabling people with more complex needs to receive targeted life changing supports, for contributing to the development of opportunities for people who have experienced significant social isolation to participate in training, in education, in their workplace, to sing in our choir – to be part of our Community.

We believe in the people behind the statistics. Collectively, we prevent homelessness, restore dignity and rebuild lives every day across Galway, Mayo and Roscommon.

Buíochas ó chroí,



KAREN GOLDEN



Our sincere thanks to outgoing Chairperson Maureen Lynch

On behalf of everyone in Galway Simon Community, I want to say a huge thank you to Maureen Lynch for the many years she spent with us on the Board of Directors and in particular her term as Chairperson.

Maureen resigned from the Board of Directors at the end of 2023.

Over the period of her leadership, the organisation has created, developed and reconfigured Services to better meet the needs of people impacted by homelessness across Galway, Mayo and Roscommon.

The number of households we support has increased significantly in response to the housing and homelessness crisis, and our multidisciplinary team and social integration services are providing more specialised and holistic support to people with complex needs.

We are enabling more people to leave the chaos and crisis of homelessness behind them; to address their mental and physical health, emotional and social needs; and to move from surviving to thriving in our Community.

We cannot thank Maureen enough for her leadership, guidance and stewardship in enabling so much positive change to become reality.

From me personally, I would like to say that it was a pleasure and a privilege to work with Maureen.

For your dedication and commitment to Galway Simon Community, the Board of Directors, all of the Subcommittees and all of us across the organisation, our heartfelt thanks Maureen.





SUPPORTING
OUR CLIENTS

Settling into new home

The housing crisis presents a complex challenge that requires many different responses. For some of our clients their key need is housing, for others there are a greater range of needs and challenges that must be met in order for them to live comfortably and safely.

Over 90% of households supported by our Prevention Teams in 2023 did not need to access Emergency Accommodation and the majority of those supported were successfully prevented from experiencing the trauma of homelessness.

Recognising that a stable home is the foundation for addressing homelessness, efforts have been made to provide targeted assistance to those in need. The pandemic's eviction moratorium offered temporary relief, but its expiration has led to increased vulnerability among many individuals and families. Specialist knowledge from dedicated staff is crucial in navigating the limited options available, whether it's finding accommodation or managing complex cases in partnership with local authorities and support services.

The goal is to secure social housing allocations and provide the necessary support to ensure the wellbeing of those affected by homelessness. For many, the journey doesn't end with receiving the keys to a new home; ongoing support is essential to maintain their tenancy and address any underlying issues that may jeopardise housing stability. This comprehensive support system aims to not only provide immediate relief but also to foster long-term resilience and security.

Our Emergency Services and Community Based Housing Services were busier than ever in 2023, and here we support single people who are in crisis, and who very often require steadfast support in order to get the focused help that they need. 21 people were supported to move from crisis and transitional accommodation to long term housing solutions.

In 2023 we expanded our Youth Service. As well as bringing additional beds into the Service in Galway City, we also developed a new Service in Galway County, with supported accommodation available to people aged between 18 and 25 who are homeless. We are now providing homes in four towns across the County. Many of those who require this Service are young care leavers. This cohort of people can be especially vulnerable to Emergency Homelessness, which can have significant implications for their adult development. Our Youth Service and our focus on Homelessness Prevention amongst Young People have become critical parts of our work, and it is important to recognise the support from Galway City and Galway County Councils in the development of this programme.

The challenges faced by individuals who have experienced prolonged homelessness and adverse life events are multifaceted, often requiring a holistic approach to support. Through programs, including Housing First, Housing Led and My Home, integrated care is provided, ensuring that health and wellbeing are prioritised alongside housing.

The delivery of Health and Wellbeing Services that are tailored to the needs of our clients is a really important part of what we do. All of our Services

ensure that our clients have access to the healthcare that they need. Nursing Services, Addiction Services, Occupational Therapy and Psychology Services are vital elements within our commitment to provide our clients with wrap around care and support. In all, 313 Clients accessed our Health and Wellbeing Services in 2023.

The journey from homelessness to a stable, self-sufficient life is a remarkable transformation. It's heartening to see the successful development of the Social Integration Service and its role in facilitating this transition. By focusing on skill development and creating opportunities for education and employment, such initiatives not only provide the necessary tools for individuals to rebuild their lives but also instil a renewed sense of purpose and community. In 2023 we managed to further consolidate this service. Throughout the year clients accessed a range of community activities and learning opportunities. The development of the Workability Project with funding from Pobal is a major milestone. The positive impact of these bespoke supports is immeasurable, as they empower people to leave homelessness behind and embrace a future filled with hope and possibilities.

We are very proud that our Teams play such an important role in providing the necessary support to people in their transition from homelessness. It's a testament to the power of targeted, compassionate support.

Karen Feeney
Head of Client Services



980
HOUSEHOLDS
SUPPORTED

COMPRISED OF

1,490
INDIVIDUALS

(1,075 ADULTS AND 415 CHILDREN)



PREVENTION SERVICES

613
HOUSEHOLDS
SUPPORTED
192 THIS INCLUDED: **393**
FAMILIES WITH CHILDREN

PREVENTION AND TENANCY SUSTAINMENT

Supported **306 households**, including 89 families with 165 children

WOMEN & FAMILIES SERVICES

66 households including **22 families** with **46 children** were supported by Prevention Services

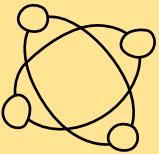


BRIDGE RESOURCE CENTRE AND COUNTY GALWAY OUTREACH SERVICE

Supported **182 households** including **73 families** with **188 children**

YOUTH SERVICE

59 young adult households were supported by Prevention and Tenancy Sustainment Services



MEALS

42,705 meals were provided in 2023 and **825 food packs** provided to clients of our Prevention Services



HOUSING WITH SUPPORTS

218
HOUSEHOLDS
ACCOMMODATED
9 FAMILIES THIS INCLUDED: 22 CHILDREN WITH

EMERGENCY SERVICES

Over 5,246 bed nights provided in our Emergency Service

HOUSING

11 properties acquired and leased during the year provided pathways out of homelessness for 21 people. Work began on our development of 10 x one bed apartments for older people and people with impaired mobility, on a formerly derelict site

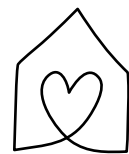


HOUSING FIRST TENANCIES

37 in Galway City 5 in Co. Mayo
15 in Co. Galway 5 in Co. Roscommon

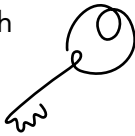
HOUSING LED

32 households, including 5 families with 16 children, with histories of homelessness and multiple support needs were living in Galway Simon’s Housing Led houses and apartments



MY HOME SERVICE

In collaboration with the HSE Mental Health Services in the CHO2 region, provided Social Care support for mental health service users transitioning from mental health settings to independent living. 61 households supported



SUPPORTED HOUSING

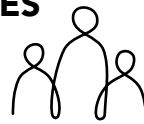
20 men with multiple needs and a history of homelessness were supported

COMMUNITY BASED HOUSING SERVICES

49 households with histories of long stays in emergency accommodation supported to maintain a lifestyle of greater independence

WOMEN & FAMILIES SERVICES

15 women were accommodated in transitional housing



YOUTH SERVICE

Provided homes to 26 young adults including 2 families with 2 children

HEALTH & WELLBEING SERVICES

313
INDIVIDUALS
SUPPORTED
WITH 6,656 INTERVENTIONS

ROUGH SLEEPING

GP & Nurse provided weekly street outreach consultation service to rough sleepers in Galway City. Pilot funding enabled intensive supports to be delivered to people sleeping rough in Counties Galway and Mayo



ADDICTION/SUBSTANCE MISUSE COUNSELLING

113 individuals provided with substance misuse and relapse prevention counselling with 2,334 interventions

COMMUNITY DETOX PROGRAMME

42 clients accessed the Benzodiazepine Community Detoxification Programme with 1,116 interventions



GP & NURSING SERVICES

186 individuals received a nursing service, with 1,864 interventions



PSYCHOLOGY SERVICES

74 individuals received support from Psychology Service with 1,003 interventions



SOCIAL INTEGRATION SERVICES

Overall 1,284 attendees participated in 17 activities. The team successfully supported 9 people to access employment and a further 13 to return to education

Aoife's Story

Aoife, now a university graduate, reflects on the challenges with accommodation she encountered as a student. After exiting the foster care system at 18 and completing her Leaving Certificate, Aoife was offered a place on a PLC course and secured rented accommodation in Galway. However, she encountered issues shortly after entering the rental sector.

"I didn't know the worries and the dangers of going into rented accommodation; I just picked the first place I saw. Then I found out last minute that the landlord was about to sell the house and I had nothing saved. I didn't have anywhere to go."



Aoife's situation was further complicated by additional healthcare needs. Without any family to turn to for support, Aoife reached out instead to Galway Simon Community. Fortunately, Galway Simon was able to give Aoife a place to stay in our Youth Service, and she also received other supports including counselling, and was encouraged to continue on her pathway in education. She was provided with financial advice, healthcare support, and life skills which enabled her to live independently. Since reaching out to Galway Simon, Aoife has successfully completed her undergraduate degree, has been offered a provisional place on a master's degree course, and plans to pursue a PhD.

She also advocates on behalf of young people who have come from care backgrounds, particularly in the area of ethics and promoting awareness of housing solutions. She says of her experience that

"I shouldn't have had to rely on services like Galway Simon, but if I didn't have Galway Simon, I don't know where I'd be right now."

Aoife also shared with us how her experience changed the way she viewed those experiencing homelessness - "when you hear the word 'homeless' you genuinely think drug-users and, you know, old people". A view she no longer holds after her experience and having met other clients of Galway Simon.

**Aoife's name has been changed to protect her identity. Photo posed by model.*

Josh & Caroline's Story

"I knew it would be back to square one again if we didn't get that place."

Josh and Caroline are a couple who found themselves trapped in a continual cycle of homelessness before they reached out to Galway Simon Community for support. The couple, who now have their own place to call home and are expecting a baby, reflect on their experiences with homelessness and how Galway Simon was able to support them on their pathway to a homeless free future for their family.

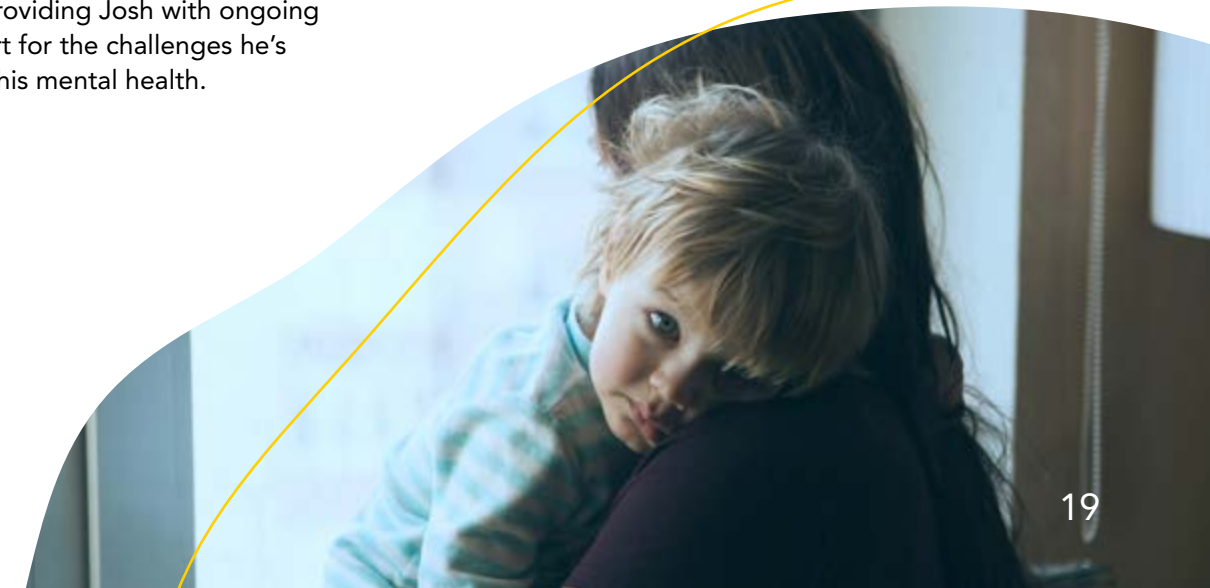
Josh was particularly vulnerable to homelessness, having come from a family who had experienced homelessness in the past. He first became homeless himself when his mother passed away and he lost access to her home that she had been renting. Caroline became homeless due to a breakdown in her relationship with her family. The couple, who have been together for 5 years, had been staying with family and friends, in hostels, and rough sleeping, before coming to Galway Simon. Since then, Caroline has been able to mend her relationship with her family, and Josh has integrated into her family after his sister also passed away. "They look at him like a son", says Caroline of her family's relationship with Josh. Galway Simon is providing Josh with ongoing counselling support for the challenges he's experiencing with his mental health.

After their period of insecure accommodation and homelessness, Caroline and Josh were supported by Galway Simon's outreach Community Support Team in securing private rented accommodation, "I knew it would be back to square one again if we didn't get that place", Caroline says. Josh echoed his partner's sentiment, saying "Once you're homeless on the streets it's hard to get out of it". Galway Simon assisted the couple with practical supports that enabled them to break the cycle of homelessness they found themselves in and ultimately prevented them from re-entering homelessness. The couple are thankful for the shelter and security their new home provides.

Without the help of the Galway Simon, the couple say that they would still be sleeping rough,

"we wouldn't have been able to get the apartment, we'd still be homeless."

**Josh and Caroline's names have been changed to protect their identity. Photo posed by models.*



Eoin's Story

"My name is Eoin. I'm a father to five-year-old twin girls, Maria and Maddie, and my four-year-old son, Leo.

I've struggled with addiction for a lot of my adult life, sometimes taking one step forward and two steps back in my recovery. But around ten years ago, I was doing okay, even studying at university. I started to believe in myself. Then life threw some devastating challenges my way.

After being involved in a serious car crash, I became hooked on very strong painkillers. Before long, I had slipped into a very dark place. I was in the full grip of addiction and petty crime when I first met my girlfriend. On the outside, I looked like I was having a great time; I wasn't. I was in hell. Twice, I attempted suicide.

Ten months in prison gave me the time off drugs that I needed. I'd been trying to run away from myself, but every time I ran away, there I was. I knew I needed to change. After I got out of prison, my girlfriend and I decided to start a family. But shortly after, we lost our unborn baby. The grief was unbearable. I went straight back to the dark place in my mind and it wasn't long before addiction had a hold of me again. I tried so hard to fight it, not realising I couldn't fight it alone.

In the years that followed, Maria and Maddie were born, then my little boy, Leo. But my addiction had broken my relationship with their mother. I lost my home, then I lost my kids. I was living in hostels and on the streets. Anyone can find themselves homeless. It broke my heart, not knowing when I'd see my girls and my little boy. Not knowing if we'd ever live under the same roof.

I spent two years trapped in homelessness, desperately missing my children every single day. The truth is, I wouldn't be here today if it hadn't been for Galway Simon. Of that, I'm sure. It was when I went to live in the Galway Simon Recovery Project that my life really turned a corner. I had weekly meetings with my addiction counsellor, Tom, and an aftercare group every Tuesday. I was so desperate to be back with my children. All that mattered was getting myself together and finding a place to call home. And I'd never have made it without Galway Simon.

During my time at Galway Simon, I never stopped believing that I'd one day be reunited with my children, safe in our own home. Orla, my key worker, helped me look for housing, fill out forms, and make appointments to view places. Tom stood by me every step of the way and Galway Simon even put me in touch with a psychologist. It's my honest belief that I wouldn't be alive without people like Tom and Orla.

"Thanks to Galway Simon, the kids and I did find a home. And while I'm grateful for so much, sometimes, what stands out the most are the little things. Being able to tuck my children into bed at night. Learning how to do my daughters' hair."

I'm so grateful for the precious little things.

Galway Simon has been so good to me. I wouldn't have anything without them."

**Eoin and his children's names have been changed to protect their identity. Photo posed by model.*





OUR COMMUNITY

Loughrea Community Sleep Out

In 1979 a group of volunteers came together to support men who were sleeping rough in Galway City. Some forty-five years later voluntarism still remains a strong tradition and an integral part of our community today. Our volunteers are at the core of our work.



We are deeply grateful to our community of long-term loyal volunteers and our new volunteers who gave of their time to assist in our charity shops, our services and with our fundraising events, throughout another challenging year when we dealt with increasing numbers of people facing homelessness in Galway, Mayo and Roscommon.

Each Autumn we welcome 6 full-time volunteer placements from Germany, Spain and Italy, who are funded by the European Solidarity Corps. Our full-time volunteers bring valuable skills to support our clients in our residential and integration services.

Our loyal shop volunteers, some of whom have been with us for over 20 years are central to the success of our shops through their hard work and commitment.

Our fundraising volunteers, who help out at our events and bucket collections regardless of the West of Ireland weather, are great ambassadors for the organisation. We couldn't undertake these essential fundraising events without them.

The work of our organisation is supported by a voluntary Board of Directors who meet approximately 10 times per annum to ensure the organisation is managed to the highest standards and meets its obligations as a limited company and registered charity.

We value all our volunteers and we are truly grateful for their commitment to those experiencing or at risk of homelessness in the West.



158 PEOPLE

volunteered with Galway Simon Community in 2023

13 FULL-TIME VOLUNTEERS

from Germany, Spain and Italy worked in our residential and integration services

91 PART-TIME VOLUNTEERS

helped to co-ordinate our Corporate and Community Fundraising events and projects

45 PART-TIME VOLUNTEERS

who supported us across our shops and services

9 DIRECTORS ON THE BOARD

volunteers who oversee the strategic direction of the organisation

Our staff teams are deeply committed to providing impactful support to our clients in line with Galway Simon Community’s ethos.

Our work is hugely challenging, especially in the current environment with such a severe shortage of housing and increasing numbers of people in crisis coming to us for help. Our teams meet our clients where they are at, with kindness and compassion, and help to bring about life changing – and often life-saving – interventions.



We’re deeply grateful to people from across the West who continued to support our work in 2023.

The ongoing commitment and dedication of our individual supporters and groups from schools, workplaces and the wider community ensured we had the resources needed to support those facing homelessness in Galway, Mayo and Roscommon. The commitment of our supporters to protecting those facing homelessness is inspiring – we couldn’t do our work without them.

We fundraise in a number of ways:

INDIVIDUAL GIVING

Individual Giving is the support we receive from individuals who give either once-off gifts or regular monthly gifts. We greatly appreciate the support of people who respond to our appeals and those who remember us in their wills. In 2023 donations from these supporters, including legacies, accounted for 42% of fundraising income.

CORPORATE GIVING

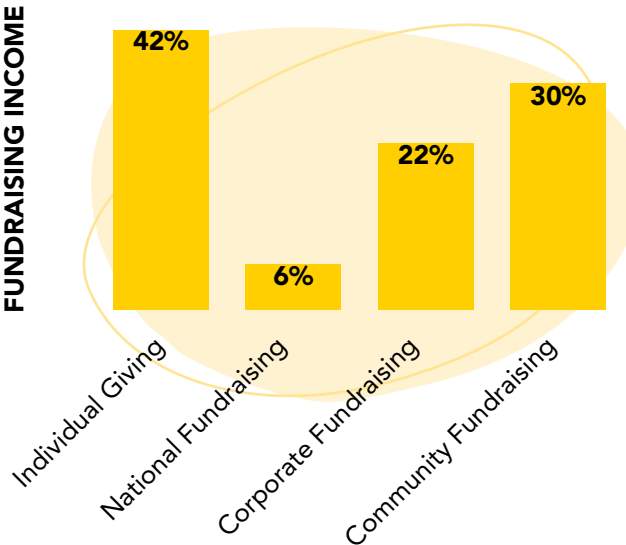
Support from companies has always been a very important part of Galway Simon’s fundraising. This invaluable support includes financial contributions, staff volunteering, and in-kind support, such as product donations. Galway Simon is fortunate to have a wide range of corporate partners from small local businesses through to global multi-nationals. In 2023 we were delighted to begin a two-year partnership with Boston Scientific (see details on next page). Corporate supporters accounted for 22% of fundraising income in 2023.

COMMUNITY FUNDRAISING

We are very grateful to all our community fundraisers who joined one of our events or organised their own events in support of our Services. Individuals and groups ran, walked, swam, organised cake sales and coffee mornings and came up with lots of other creative activities to raise funds for us. Their engagement demonstrates the power of communities coming together to support others in their area. In 2023 our community fundraisers, including those who participated in our Sleep Out, accounted for 30% of fundraising income.

NATIONAL FUNDRAISING

In 2023 we also benefited from support through a number of national fundraising events in conjunction with other Simon Communities across the country. Events such as the Royal Institute of Architects Ireland annual Open-Door Appeal and the House of Cards Appeal, raised funds in support of our work and accounted for 6% of fundraising income.



Focus on Boston Scientific – Corporate Partnership

In February 2023 we were delighted to launch our two-year Corporate Partnership with Boston Scientific Galway. Through this collaboration, staff based in the Ballybrit Business Park, committed to raising over €150,000 for our Services through a variety of employee-led fundraising activities over the two years.

The partnership objectives were to enable the:

- fast tracking of the development of our innovative Health and Wellbeing Services
- the further development of our Social Integration Programme
- the acquisition and fit-out of a Mobile Health Unit to support our Street Outreach Service

As well as organising fundraising initiatives, Boston Scientific employees are also offering support and expertise in the areas of project management, job training, skills development and professional volunteering.



James Lyons, Vice President of Operations of the Boston Scientific Galway campus, said:

“Caring is one of our core values here at Boston Scientific, and we’re proud of our employees’ long track record of fund-raising for a variety of important community causes. We’re delighted to partner with Galway Simon Community to improve the wellbeing of some of the most vulnerable members of our community.”

In the first 10 months the partnership exceeded all our expectations. Through a large range of creative fundraising activities including The Boston Rose, a Family Fun Day and Sleep Out for Simon, over €130,000 was raised. The team also donated Gifts in Kind such as office desks, supermarket vouchers for clients and Toy Show goodie bags, all to the value of over €15,000. Thanks to the commitment of the team at Boston Scientific the Mobile Health Unit is already on the road providing a range of health supports to our clients.

We would like to express our sincere thanks to all the team at Boston Scientific who have supported the partnership, particularly Damien Tummon and members of the Charity Committee.



Our Charity Shops

In 2023 our shops celebrated their most successful year ever with income of over €890,000, an increase of 16% on 2022.

We are deeply grateful to our loyal team of volunteers, some of whom are with us for over twenty years, who make such a huge contribution to the success of our charity shops and in turn our ability to be here for people facing homelessness in the West.

We rolled out our new Pop-Up Shops in 2023 and held 10 Pop Ups at University of Galway, Atlantic Technological University and at the Boston Scientific Family Fun Day. The Pop-Ups proved very popular at each of the locations and gave customers, who hadn’t yet visited our charity shops on Sea Road and Seán Mulvoy Road, a great flavour of the value to be had at the Galway Simon Shops! Thank you to our local Universities and to Boston Scientific for hosting us.

We also took our shops online in 2023, on the charity website, Thriftify. Unfortunately, Thriftify has ceased trading for now and we no longer have an online shop.

Our shops would not exist without the generosity of people across our Community who donate clothes, furniture, bric-a-brac and so much more for us to resell. Our sincere thanks to everyone who donated in 2023 – thank you for helping us to combat homelessness in the West.

Donations to our shops are not only an important source of income to support our work, they also provide important Services for clients who can access clothing and furniture they may need. Our charity shops are also a valuable part of the circular economy in the West, with donations from people in our community being diverted from going into landfill.

The shops serve the wider Galway community and provide opportunities for volunteering, work experience and community employment.

thank you

On behalf of all the clients, volunteers and staff in Galway Simon, we would like to extend our sincere thanks to all our supporters across Galway, Mayo, Roscommon who continue to support our work by getting involved and supporting our shops and fundraising activities. Funds raised enable us to respond to the needs of our clients and to work towards our vision of a community where everyone has a place they call home.



OUR FUNDERS

Statutory Funders

The work we do is only possible thanks to all of our supporters including our main funders. Together we continue to make a difference in the lives of those affected by homelessness in Galway, Mayo and Roscommon. Below are the Government bodies which partially fund the running of our Services.



Other Funders and Supporting Organisations

We are grateful for the grants we receive from different organisations which fund specific projects. We are also members of initiatives including the FEAD Programme and Food Cloud. Our grant funders and supporting organisations include the following:



2023 HIGHLIGHTS – IN THE PRESS



2023 HIGHLIGHTS – EVENTS



Turning of Sod on
New Development



Galway Simon Finance Team of the
Year Nominees at Charities Institute
Ireland, Charities Excellence Award



Dip at Dawn Winter



Sleep Out



International
Women's Day (IWD)



Enterprise Volunteer



Furniture made by
Boston Scientific
volunteers at Youth
Service



Launch of Immersive VR film
"Lost & Found" at University
of Galway



Dip at Dawn Summer



STRUCTURE AND GOVERNANCE

Galway Firefighters Sleep Out Donations

At Galway Simon Community, we strive to be transparent and accountable at all times. We believe that our supporters should be informed not only about the work we do and its impact, but also about how we raise and spend our funds. We continually monitor the impact of our work on the people we support.



Board of Directors

Galway Simon Community is governed by its Board of Directors. The roles and responsibilities of Directors and Subcommittees, Board Induction and Board Assessment procedures are outlined in the Board Handbook. Procedures for recruitment to and resignation from the Board are outlined in the Constitution and the Board Handbook.

It is expected that Directors who are appointed will serve a minimum of a three-year term. Current good governance guidance indicates that a Director should serve no longer than three, three-year terms ie nine years, and the Board is compliant with this guidance.

In line with the constitution, the size of the Board may range from three to fifteen members. A quorum of three is required for a Board Meeting.

All Directors act in a voluntary capacity. No member of the Board receives any remuneration or expenses.

The composition of the Board is kept under review to ensure that an appropriate mix of skills is represented to enable Galway Simon Community to deliver its strategic goals and to adhere to our principles of strong governance and transparency.

The Board of Directors meets approximately 10 times per year and is responsible for the strategic direction of the charity. There is clear division of responsibility with the Board retaining control of major decisions under a formal Schedule of Matters Reserved to the Board for Decision. The Board delegates functional responsibility to the CEO, who is not a member of the Board, and the Senior Management Team in line with a formal Scheme of Delegation. Responsibility for key decisions and authorisation limits for expenditure are approved by the Board.

DIRECTORS' INTERESTS

The Directors and their families had no interest in Simon Community (Galway) CLG as of December 31st 2023.

CONFLICTS OF INTEREST AND LOYALTY

Conflicts of Interest or Conflicts of Loyalty, should they arise, are handled in accordance with the Conflict of Interest Policy. Directors, the Chief Executive and members of the Senior Management Team sign a Declaration of Interests annually, and these are retained in a Conflict of Interest Register.

SUBCOMMITTEES OF THE BOARD

There are six Subcommittees of the Board. The terms of reference and membership of the Subcommittees are reviewed annually. Each Subcommittee is chaired by a Director. All Subcommittees held meetings in line with their terms of reference during the year.

CLINICAL GOVERNANCE SUBCOMMITTEE

The primary focus of the Clinical Governance Subcommittee is the Quality and Safety of the Care and Support provided to clients by Galway Simon Community. The Subcommittee provides a valuable interface between the Board of Directors and key Galway Simon Community staff involved in the implementation, monitoring and review of the GSC Clinical Governance Framework.

FINANCE AND GOVERNANCE SUBCOMMITTEE

The Finance & Governance Subcommittee advises the Board with regard to all financial matters, including approval and monitoring of the budget. The Subcommittee reviews and makes recommendations with regard to items of significant expenditure. The Finance & Governance Subcommittee oversees the external audit process from planning to completion and recommends the financial statements to the Board for approval. The Subcommittee is also responsible for overseeing Corporate Governance.

AUDIT SUBCOMMITTEE

The Audit Subcommittee advises the Board with regard to all financial internal control and audit matters.

PROPERTY SUBCOMMITTEE

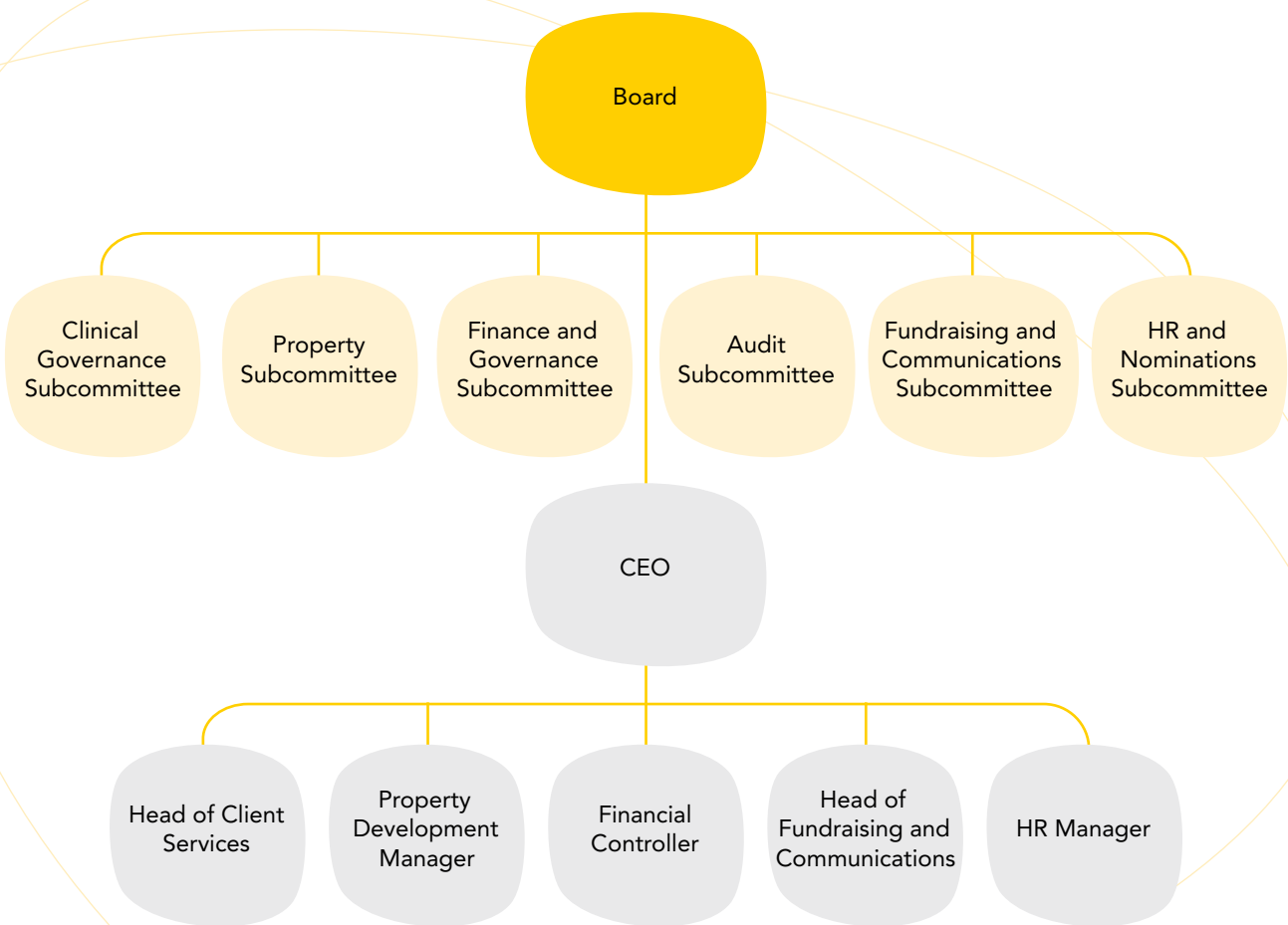
The Property Subcommittee advises on the acquisition, development, financing and management of the organisation's property portfolio. This Subcommittee provides a forum where relevant issues can be discussed and solutions appropriate to Housing Development and Property Management explored.

FUNDRAISING AND COMMUNICATIONS SUBCOMMITTEE

The Fundraising and Communications Subcommittee oversees all activities in relation to Fundraising and Communications within the organisation.

HR AND NOMINATIONS SUBCOMMITTEE

The HR and Nominations Subcommittee oversees the implementation of the Supporting Our Teams Pillar of the Strategic Plan and co-ordinates regular reports to the Board on progress. The Subcommittee also leads on succession planning for the Board of Directors and nominations for new Directorships.



Governance Standards

We are compliant with the Charity Regulator's Governance Code, the Charities SORP (FRS 102) and the Statement of Guiding Principles for Fundraising. As such, we meet the standards of the Charity Institute's Triple Lock. We are compliant with the Approved Housing Body Regulatory Authority (AHBRA) Governance and Tenancy Management Standards. We are working towards full compliance with AHBRA's Financial and Asset Management Standards. We are compliant with the key requirements of the National Quality Standards Framework (NQSF) for homeless services, and we have a programme of continuous improvement in place.

Lobbying: Galway Simon Community complies with The Regulation of Lobbying (Amendment) Act 2022 and is registered on the Lobbying Register.

Galway Simon Community was shortlisted for a Carmichael Good Governance Award in 2022, and our Finance Team was shortlisted for the Charities Institute Finance Team of the Year in 2023.



Managing Risk

The organisation manages risk in line with the Risk Management Policy and the Risk Register. The Board of Directors has the ultimate responsibility for managing risk. The Chief Executive and Senior Management Team members are responsible for the implementation of the Risk Management Policy within their area of responsibility.

The Risk Register is a standing item on the agenda of all Board and Subcommittee Meetings. Risks are categorised, based on the Charity Regulator's guidance, into six categories. The Board retains overall responsibility for assessing overarching strategic risks. Other risks are categorised according to the Subcommittee of the Board to which they relate e.g. Financial Risks sit with the Finance and Governance Subcommittee. The Subcommittee structure facilitates the consideration of key risks by Directors and members of the Senior Management Team. Each Subcommittee is responsible for assessing and monitoring risks pertaining to their area and recommending updates to the Risk Register to the Board.

Given the nature of Galway Simon Community's work, and the organisation's dependence on statutory funding and fundraising to deliver Services, it is impossible to eliminate risk entirely. The organisations risk management approach is aligned to ISO 31000 and includes:

IDENTIFYING AND EVALUATING RISKS

Risks are rated based on likelihood of happening, and impact if they do occur. A 'traffic lights system' is used to rank risks from critical/major (red) to moderate (orange) to minor/insignificant (green)

RISK TREATMENT

Selecting and implementing appropriate control measures to reduce and mitigate risks.

RISK MONITORING

Risks are monitored on an ongoing basis through different processes, including Incident Reporting and Analysis. Where appropriate, incidents are fully investigated.

COMMUNICATION AND NOTIFICATION OF RISK

There are clear routes of communication and notification of risk from one level of the organisation to another.

Health and Safety

Galway Simon Community is committed to developing and maintaining the highest standards of health and safety for our clients, staff, volunteers, the public, contractors and all third parties who work with us.

In compliance with Section 20 of The Safety, Health and Welfare at Work Act 2005, Galway Simon Community has prepared a Safety Statement that identifies hazards, assesses risks, specifies safety measures, outlines emergency procedures, and describes the consultation process with associates on safety matters.

The Safety Committee includes representatives from across the organisation. It oversees and promotes improved performance in policies and work practices in relation to health and safety.

Cyber Attack Risks

In the context of the number of high-profile cyber security events and ransomware attacks in the last couple of years, Galway Simon Community has worked with local IT advisors to enhance the security of our systems. Cyber security awareness training has been provided for all staff members.

For more information about how we are governed, visit our website galwaysimon.ie

Risks to Funding Income and the Sustainability of Services

In line with other charitable organisations, Galway Simon Community has a reserves policy in place to mitigate risks to funding income. The organisation is working towards a target of holding four months of operating costs in reserve and at the 31st December 2023, accumulated unrestricted reserves represented 2.9 months operational costs. Galway Simon Community has put in place an investment strategy that sets out clearly how the organisation plans to make the best use of available reserve funds in a low risk environment in line with the organisation's charitable purposes.

Galway Simon Community has a responsibility to ensure that it uses the funds and resources it receives for its charitable purpose of ending homelessness. The organisation has a duty to plan its use of funds and resources to ensure the continuity and sustainability of the Services we provide. Galway Simon Community will continue to collaborate with our funding partners to ensure the continuity of funding and to advocate with our colleagues in The Wheel for multi-annual statutory funding to enable better planning.

Our Board

On behalf of the clients we support, we want to recognise and thank our dedicated Board of Directors for their continued service to Galway Simon Community in 2023. Our Board members have a highly responsible role in ensuring good governance and that our activities support the company's vision, mission and objectives.

The Board met ten times throughout 2023. One Board member, Edelle Lawson, retired on the 19th of September 2023. We welcomed two new Directors to the Board in 2023, Prof Caroline McGregor and Jean Kelly.

BOARD MEMBER	SUBCOMMITTEES	BOARD MEETING ATTENDANCE*
Maureen Lynch Chairperson	— Audit Subcommittee — Clinical Governance Subcommittee — Finance and Governance Subcommittee — Fundraising & Communications Subcommittee — Human Resources and Nominations Subcommittee — Property Subcommittee	5/10
Stephen Mackey Vice-Chairperson	— Audit Subcommittee — Finance and Governance Subcommittee — Property Subcommittee	9/10
Gerry Cleary Director	— Audit Subcommittee — Finance and Governance Subcommittee	10/10
Seán Mahon Company Secretary	— Audit Subcommittee — Finance and Governance Subcommittee	8/10
Edelle Lawson Director		0/7 Resigned 19th Sept. 2023
Billy Owens Director	— Clinical Governance Subcommittee — Fundraising & Communications Subcommittee	8/10
Seán O'Connor Director	— Property Subcommittee	3/10
Claire Gannon Director	— Human Resources Subcommittee	7/10
Pádraic Ó Máille Director	— Fundraising and Communications Subcommittee	6/10
Caroline McGregor Director	— Clinical Governance Sub Subcommittee	3/3 Co-opted 25th Sept. 2023
Jean Kelly Director		1/1 Co-opted 20th Nov. 2023

*Not including 3 x single item agenda meetings.



Meet the Board



MAUREEN LYNCH
Outgoing Chairperson
Resigned January 2024

Maureen's expertise lies in the field of HR Management. She has a Masters in Counselling, BA in Psychology, H Dip in Personal & Executive Coaching and is also a Fellow of the Chartered Institute of Personnel & Development (CIPD).



CIARÁN FORKEN
Chairperson
Joined May 2024

Ciarán has worked in Supply Chain Management over the last 30 years, across sectors, in Ireland, the UK and Europe. Currently, he is the Global Fulfilment Strategy Director for a leading healthcare company, executing multi-discipline projects, delivering operational excellence, and establishing global standards. Ciarán is a graduate of UCG and has considerable experience in team-building, budget setting and performance delivery.



STEPHEN MACKEY
Vice Chairperson
Joined November 2018

Stephen's career included many years in management in banking. He was later director and shareholder in a property investment company. Currently self-employed as a business, finance, and property consultant.



BILLY OWENS
Director
Joined March 2021

Billy has experience in training development and quality control in various companies. As a client representative, Billy endorses the value of our clients in all aspects of our community.



SEÁN O'CONNOR
Joined October 2021

A native of Roscommon, Seán, a graduate of UL and University of Coventry, has worked in property management in the midlands and west of Ireland for over 15 years. He has also worked extensively in the telecommunications sector in London, Cork and Limerick.



CLAIRE GANNON
Chair, HR Subcommittee
Joined October 2021

Claire has experience working across companies of varying sectors and sizes from Irish indigenous start-ups to multi billion-dollar multinationals. Claire has led global HR teams and for the past 15 years and has worked with executive teams driving organisational change and transformation. Claire is currently an independent business advisor.



GERRY CLEARY
Chair, Property Subcommittee
Joined April 2022

Gerry is a Chartered Accountant and is Financial Controller with Galway International Arts Festival (GIAF). Gerry received a B Comm. From NUI Galway and Dip. In Professional Accounting from UCD. He trained with accountancy firm Arthur Andersen in Dublin. He worked in the US for a number of years with Arthur Andersen and law firm Mayer Brown, and in Ireland with Ryanair and technology company Nortel.



SEÁN MAHON
Company Secretary
Joined August 2022

Seán is a Solicitor with Mahon Sweeney Solicitors LLP in Roscommon. He has a B.A. LLB from UCG/ NUIG. He has been practicing as a Solicitor for over twenty-five years in Roscommon and is actively involved in the community in Roscommon.



PÁDRAIC Ó MÁILLE
Director
Joined November 2022

Pádraic is one of Ireland's freshest speakers and writers on business and motivational issues. A B.Comm graduate from UCG, he is a qualified and skilled group facilitator who can harness the power within groups and activate extraordinary performance within members.



CAROLINE MCGREGOR
Joined September 2023

Caroline McGregor is a CORU registered social worker who has predominantly worked in the field of academia at Trinity College, Queen's University and the University of Galway. Her social work experience and research interests are mostly within the field of child protection and welfare. Caroline is the current Director of Social Work at the University of Galway and is a Senior Researcher at the UNESCO Child and Family Research Centre.



JEAN KELLY
Joined November 2023

Jean held a number of Senior Nurse Management roles in the Saolta Healthcare Group before being appointed as Chief Director of Nursing & Midwifery in 2014. She retired in 2020 but she returned to work to assist with the Covid Vaccination programme for Galway. Jean has always valued the contribution that patients/clients can make to healthcare and her focus has been to ensure that their voice is heard at all levels of an organisation.



EDELLE LAWSON
Director
Resigned 19th September 2023



STRATEGIC PLAN AND SUSTAINABLE DEVELOPMENT GOALS

Our allotment in full bloom

Journey Home 2020–2023 Review

In 2019, when we were preparing our 2020–2023 Journey Home Strategic Plan, the number of people in Emergency Accommodation in the West was growing faster than in any other region in the country.



We realised that if this trend continued, we would be unable to keep up with the demand for Emergency Accommodation, and in any case, increasing our emergency response would not resolve homelessness.

With this in mind, we set two clear overarching goals for Journey Home – Prevention and Solutions, while ensuring that we continued to provide a crisis response for people with emergency housing needs.

PREVENTION

Where we can prevent homelessness from happening in the first instance, the crisis and trauma of the experience of homelessness is avoided for individuals and families. We focused on preventing homelessness whenever possible by supporting people to either sustain the tenancy they had or to find alternative accommodation before they found themselves with no option but to access Emergency Accommodation.

In recent years, over 90% of those supported by our Prevention Teams did not access Emergency Accommodation.

We believe that our work contributed significantly to the reduction in the number of people in Emergency Accommodation in the West between 2020 and Q3 2023. Unfortunately, since October 2023, with social housing delivery still behind target, the lifting of the moratorium on evictions and more landlords leaving the market, it is increasingly difficult to find affordable accommodation and we are seeing the number of people in Emergency Accommodation in the West increase above the previous November 2019 peak of 576.

Our Prevention and Tenancy Sustainment Teams continue to work with people who face housing precarity, and provide supports to prevent homelessness whenever possible.

CRISIS RESPONSE

Our GP and Nursing Team provide street outreach consultations to rough sleepers in Galway City. Galway Simon’s Emergency Service ensures that homeless men have a warm bed and a hot meal available to them each night, and supports them in their search to secure longer-term accommodation.

HOUSING WITH SUPPORTS

Over the course of ‘Journey Home’, as the Housing and Homelessness crises deepened across the West, Galway Simon Community expanded our targeted supports to different cohorts of people facing homelessness. We developed our competencies and capacity to respond to people who have complex needs.



HOUSING SOLUTIONS

We found and developed **housing solutions** for people who have complex care and support needs and who may have experienced multiple traumas and difficulties in their lives. Many of the new properties that we have acquired and leased are providing stable, affordable housing for people who have experienced long term entrenched and/or cyclical homelessness.

We provide **High Support Housing** for men and women who have multiple needs, have a history of regular contact with Homeless Services or require long term support.

We reconfigured our dedicated **Women's and Families Service**, to provide additional housing with supports.

We expanded our **Youth Service** in response to the increased demand for Services among Young Adults (18-25).

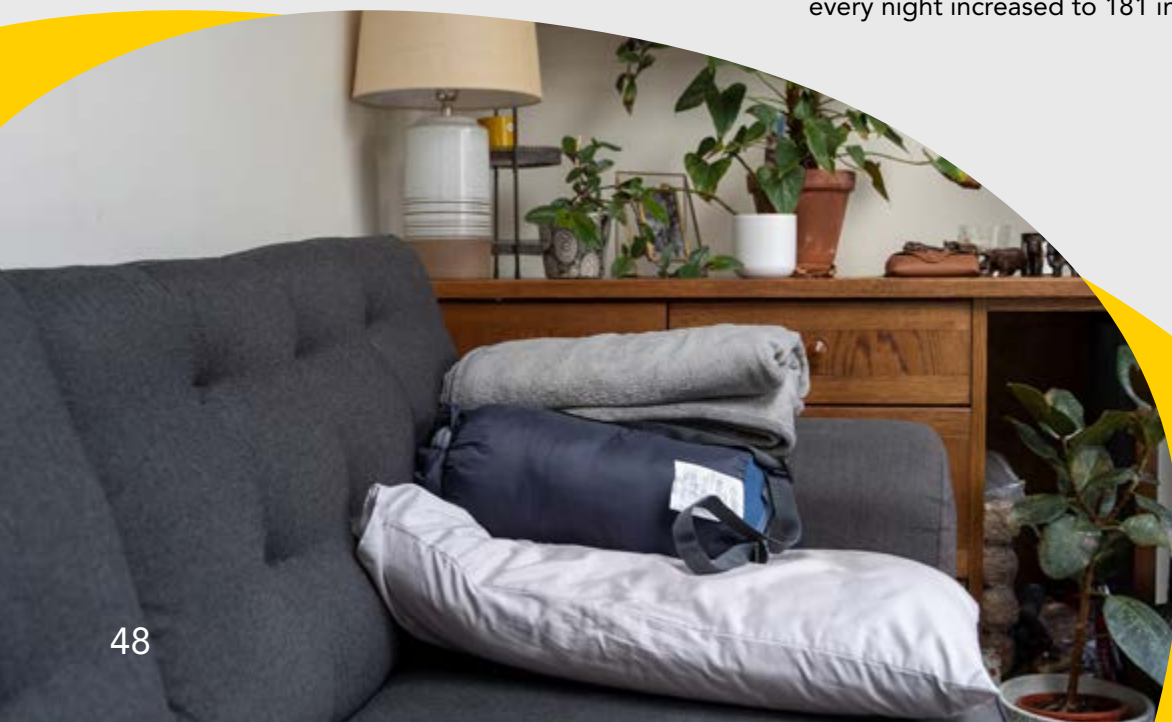
We expanded our **Community Based Housing** as an alternative to Emergency Accommodation.

We developed and expanded **Housing First Services** across Galway, Mayo and Roscommon, in collaboration with our service partners and in line with the National Housing First Implementation Plan.

We increased the number of people we are supporting to live independently through our **Housing Led** program.

We developed the **My Home Project** in collaboration with HSE Mental Health Services in the CHO2 Region across Galway, Mayo and Roscommon to provide social care support for mental health service users transitioning from mental health settings to independent living.

Over the four years of Journey Home, we acquired and leased **45 additional properties**. The average number of people who slept in Galway Simon accommodation every night increased to 181 in 2023.



HEALTH AND WELLBEING SERVICES

In collaboration with the HSE, we:

- Expanded our Nursing Services;
- Established a Community Detox programme, the first of its kind in the West of Ireland;
- Began providing specialist supports through new Psychology and Occupational Therapy Services.

SOCIAL INTEGRATION SERVICE

A key commitment in our Journey Home Strategic Plan 2020-2023 was to support clients to enhance their involvement in community activities. We know from our experience that feeling more socially included supports people in sustaining their tenancies.

We established our Social Integration Service to support people who have been very socially excluded to become more involved in their community through participation in events, training and education, and employment. The team built up activities that create opportunities for people to get involved, gain skills and confidence and have a clear opportunity to progress from the informal (e.g. participation in Recovery College and in Galway Simon Community's Music Project, Allotment and Soccer Team) to more formal learning (e.g. online courses, training, part time and full-time education) and employment. The team also created a purposeful learning and development space to support the Social Integration Service and 79G, a social enterprise coffee van to provide barista training. In 2023, 1,284 attendees participated in 17 activities. The project successfully supported 9 people to access employment and a further 13 to return to education.

STAYING TRUE TO OUR VALUES

Throughout the period of the plan, with the demand for our Services increasing year on year and the teams under significant pressure to respond to people coming to us in crisis seeking help, we kept our values and our ethos, which are deeply important to people across Galway Simon Community, at the heart of what we do.

When the country was under 'stay at home' restrictions, we protected people who had no home throughout the Covid pandemic, with the help of our wider community.

JOURNEY HOME IN NUMBERS:

52%
INCREASE IN HOUSEHOLDS WE SUPPORTED
from **646** in 2019 to **980** in 2023

57%
INCREASE IN AVERAGE NUMBER OF PEOPLE ACCOMMODATED NIGHTLY
from **116** in 2019 to **181** in 2023

113%
INCREASE IN RESIDENTIAL PROPERTIES
from **40** in 2019 to **85** in 2023

70%
GROWTH IN INCOME
from **€5.3m** in 2019 to **€9m** in 2023

64%
INCREASE IN CURRENT EXPENDITURE
from **€5.3m** in 2019 to **€8.7m** in 2023

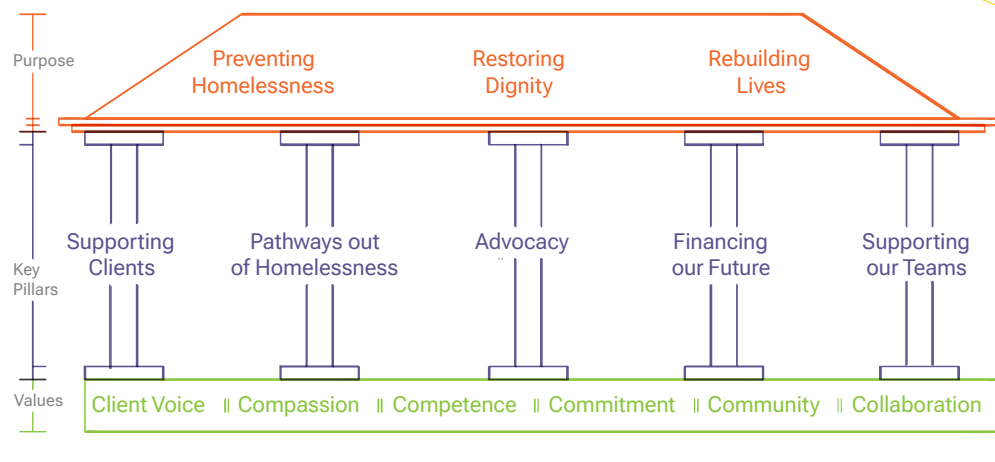


Building Better Futures Strategic Plan 2024-2027

Throughout 2023 consultations were facilitated with the charity's key stakeholders including clients, volunteers, staff, leadership teams, directors, funders, donors and supporters. The collated extensive inputs underpin our new Strategic Plan – Building Better Futures 2024-2027.

The Plan has been developed in line with National Policies including Housing for All (A New Housing Plan for Ireland 2022-2026), the second Housing First National Implementation Plan (2022-2026) the first Irish Youth Homelessness Strategy (2023-2025), and Reducing Harm, Supporting Recovery, the National Drug Strategy (2017-2025).

We have provided inputs into the new Regional Homeless Action Plan for Galway, Mayo and Roscommon, which is due to be published in 2024, and the Services provided by Galway Simon will contribute significantly to the Regional Plan.



Through our work in preventing and addressing homelessness, Galway Simon Community is delivering progress across several SDG areas, including:



In 2023 we continued improving how we work sustainably:

ADDRESSING HOMELESSNESS, REDUCING POVERTY AND INEQUALITY

- Addressing & preventing homelessness, reducing poverty.
- Providing housing, reducing poverty and improving health and well-being.
- Improving clients' physical and mental health through the extension of our Health and Wellbeing Services.
- Reducing inequalities and enhancing social inclusion through our Social Integration Service.
- Providing clients with education, training and employment opportunities, reducing inequalities.
- Working with Food Cloud and FEAD to reduce food poverty and hunger.
- Promoting social cohesion, sustainable living and biodiversity through our allotment garden and raised vegetable beds in our residential services.

THE CIRCULAR ECONOMY

- Supporting the circular economy and sustainable communities through recycling and upcycling in our shops.
- Reducing landfill waste – any donated clothes or books that cannot be sold in our shops are recycled.
- 76 tonnes of clothes, household items and shoes were recycled and diverted from waste in 2023.
- 12 tonnes of books were also recycled.

EFFICIENT PROPERTIES

Retrofit of Properties

- 5 properties have been deep retrofitted to bring to A3 BER with the help of grant aid from the SEAI.
- Through our maintenance program, we continue to make improvements to our properties in order to enhance energy efficiency and address fuel poverty. These include replacing fossil fuel radiators with cleaner heating, improving insulation, installing more efficient windows and doors, and collaborating with management companies to insulate cavity walls on multi-owner properties.

Office Space

- Energy-efficient workspaces using sustainable design processes such as LED lighting and non-fossil fuel heating.
- Installation of an on-site water filtration system to promote the use of reusable water bottles, thereby reducing single-use plastic.
- Working towards creating a paperless office environment. Investment in IT software to streamline the transition process to a fully digital office.

CLEANER TRANSPORT

- We have an ambition to switch to cleaner transport and electric vehicles. With support from Pobal, we were able to acquire our first electric vehicle in 2023 and reduce our carbon emissions.



OUR FINANCES

OUR FINANCES

Total expenditure for 2023 was €8,699,388 which represented a 15% increase compared to the previous year. This increase was primarily due to increased wages costs arising from new and expanding service developments and also increased operational costs due to inflation and cost of living.

Galway Simon Community generated an operational surplus of €316,961. This compares to an operational surplus of €34,358 in 2022.

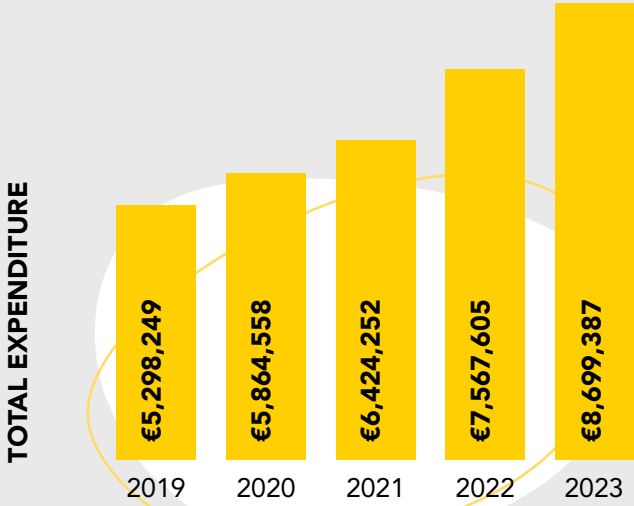
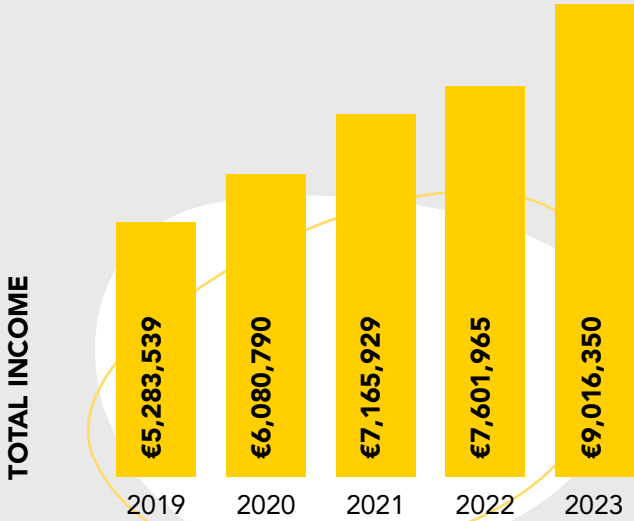
Statutory and grant income, which includes funds from the Health Services Executive (HSE), Galway City and County Councils, Túsla and other funding bodies, represented 69% of total income in 2023 (66% of total income in 2022).

Total fundraising and charity shop income excluding legacies and bequests increased by 6% to €1,772,391 in 2023. This reflects an increase in fundraising and charity shop income from 2022 levels. The Directors would like to acknowledge the huge efforts made by staff and volunteer teams in a very challenging environment during 2023.

In addition to the vital funds raised through fundraising events throughout the year, the organisation continued to receive invaluable financial support from committed donors. Income from donor legacies by its very nature varies from year to year and increased to €43,089 from €8,835 in 2022. The Directors would also like to thank supporters, donors and customers for their loyal commitment and much appreciated support during the year.

thank you

We would like to express our sincere gratitude to our funders and supporters who enabled us to extend our Services to help more people facing homelessness locally, which we could not have done without the support we received in 2023. Your continued support is vital in 2024 and beyond as we are stretched to respond to the rising number of people coming to us for help.





DIRECTORS' REPORT AND FINANCIAL STATEMENTS

Simon Community (Galway)

(A company not having a share capital and limited by guarantee)

Directors' Report and Annual Financial Statements

Year ended 31st December 2023

Prepared by:
Candor Chartered Accountants Limited
Chartered Accountants and Statutory Audit Firm
Harris House
IDA Business Park
Tuam Road
Galway

Directors and Other Information

Directors – Non-executive

- Maureen Lynch
(Chairperson, Resigned 15/01/2024)
- Stephen Mackey
(Appointed as Interim Chairperson 01/2024)
- Gerry Cleary
- Claire Gannon
- Jean Kelly
(Appointed 20/11/2023)
- Edelle Lawson
(Resigned 19/09/2023)
- Sean Mahon
- Caroline McGregor
(Appointed 25/09/2023)
- Sean O'Connor
- Padraic O'Maille
- Billy Owens

Company Secretary

Sean Mahon

Financial Controller

Theresa Hendley

Chief Executive

Karen Golden

Registered office

11 Mulvoy Commercial Centre
Sean Mulvoy Road, Galway

Charity number

20018962

Company number

144699

Revenue charity number

CHY 8007

Auditors

Candor Chartered Accountants Limited
Chartered Accountants and Statutory Audit Firm
Harris House,
IDA Business Park
Tuam Road, Galway

Bankers

Allied Irish Bank,
Lynch's Castle, Galway
Permanent TSB,
Eyre Square, Galway
Bank of Ireland,
Mainguard Street, Galway
Bank of Ireland,
Eyre Square, Galway
St. Antony's and Claddagh Credit Union Ltd, Westside, Galway

Solicitors

O'Carroll & Co.
19a Merchants Road, Galway

Directors' Report

The directors present their report and the audited financial statements of Simon Community (Galway) for the year ended 31st December 2023. We have clearly defined aims, objectives and values which are core to how we operate.

Galway Simon's vision is a community where everyone lives in a place they call home.

MISSION

Provide compassionate individual holistic support for people who are homeless, or at risk of being homeless, in Galway, Mayo and Roscommon through:

- Prevention Services
- Access to Housing
- Health and Wellbeing Services
- Social Inclusion Services

Collaborate with clients, statutory and voluntary agencies, friends, supporters and the wider community to combat homelessness, foster inclusion and enable people to thrive where they live.

Work towards eliminating homelessness through advocacy, education and campaigning.

VALUES

Client-centred Support: ensuring the client is at the centre of all we do. Listening to client's needs and situations and offering individual holistic support accordingly, always with respect.

Compassion: truly caring is at the forefront of who we are. We demonstrate solidarity with our clients, with a willingness to help carry the burden.

Competence: our staff are passionate, skilled, professional and flexible, providing innovative and relentless approaches to resolving issues, resulting in positive outcomes for clients.

Commitment: a deep commitment to our ethos and our clients within our work, adopting a ‘whatever it takes’ approach.

Community: creating an inclusive diverse community where people feel a sense of belonging in which they can thrive. Our stakeholders, clients, staff, volunteers, board of directors, funders, donors and the wider public who support us are central to our community.

Collaboration: we actively work to establish and maintain trust and cooperative working relationships between multiple stakeholders, with honesty, integrity and transparency.

ETHOS

Simon Community (Galway) is first and foremost a community. The client is at the heart of what we do and will remain at the heart of what we do, despite increasing demands and ever-changing challenges. We recognise that where people have been displaced, excluded and have had significant traumas in their lives, they face more obstacles and may have difficulties navigating their own paths. We create purposeful relationships with clients, working together to find the solutions that most appropriately meet their needs. Every client and situation is different and we endeavour to be accepting, compassionate and extremely resourceful in our work. We build relationships and trust with our clients, demonstrate belief in them, commit to being there for them for as long as it takes, and sometimes just as importantly, ensure they know that. Within Simon Community (Galway) there is a commitment to providing people with the help they need when they need it; we make every effort to overcome the obstacles that our clients are faced with, always with humanity and proficiency.

LEGAL STATUS AND ORGANISATIONAL STRUCTURE

Simon Community (Galway) began providing services in Galway city in 1979 and in the intervening years has provided a wide range of care, accommodation and advocacy services to people who are homeless or at risk of becoming homeless.

The organisation is a registered charity, company no. 144699, a company limited by guarantee without a share capital, incorporated in 1989. The charity trades under the name Galway Simon Community. The objectives of the company are charitable in nature with established charitable status. The charity has been granted charitable tax status under Sections 207 and 208 of the Taxes

Consolidation Act 1997, Charity No. CHY 8007 and is registered with the Charities Regulatory Authority, CRA No. 20018962.

The charity was established under a constitution which established the objects and powers of the charitable company and is governed under its constitution and managed by a board of directors. All income is applied solely towards the promotion of the charitable objectives of the company.

The financial statements have been prepared in accordance with the Companies Act 2014 and FRS 102 ‘The Financial Reporting Standard applicable in the UK and Republic of Ireland’ issued by the Financial Reporting Council as modified by the Statement of Recommended Practice ‘Accounting and Reporting by Charities’ (2nd edition, effective 1st January 2019), which has replaced previous general accounting practice (‘GAAP’) used in Ireland and the UK. Charities SORP (FRS 102) is not currently obligatory under the Irish Charities Act, 2009. The Charity Commission for England and Wales is recognised by the UK Accounting Standards Board (ASB) as the appropriate body to issue SORPs for the charity sector in the UK, and the Charities SORP (FRS 102) has therefore been recognised as best practice for financial reporting by charities in Ireland.

The day to day management of the charity for the year ended 31 December 2023 was directed by the following key management personnel:

- Karen Golden, Chief Executive
- Karen Feeney, Head of Client Services
- Theresa Hendley, Financial Controller
- Geraldine Grady, Human Resources Manager
- Fintan Maher, Head of Fundraising & Communications
- Oliver McGrath, Property Manager

Details of the external advisors engaged by the charity are listed on page 61.

The charity has a total of 9 non-executive directors drawn from diverse backgrounds who bring to board deliberations their significant life experience, business and decision-making skills achieved in their respective fields.

The board of directors meets on a monthly basis and is responsible for the strategic direction of the charity. There is clear division of responsibility

with the board retaining control of major decisions under a formal schedule of matters reserved to the board for decision. The Clinical Governance Subcommittee; Finance, Audit and Governance Subcommittee; Property Subcommittee; Fundraising and Marketing Communications Subcommittee and HR Subcommittee all held meetings in line with their Terms of Reference during the year. The Chief Executive is responsible for the efficient running of services and for devising strategy and policy within the authorities delegated to the role by the board.

HOUSING AND HOMELESSNESS

The housing and homelessness crises in the West deepened in 2023 in the context of the continued slow delivery of social housing, the lifting of the moratorium on evictions and landlords exiting the private rental market.

The Private Rental Market

With demand for housing continuing to outstrip supply, rents continue to increase. Between 2019 and 2023, the period of our Journey Home Strategic Plan, the average rent increased by 61% and by 68%¹ in Galway City and County to €1,999 and €1,487 respectively. Rents in Galway City grew at the second fastest rate on record during 2023 with a 12.8% increase year on year following a record increase of 13.3% in 2022. Average rent increased

between 2019 and 2023 by 79% in Mayo and 83% in Roscommon to €1,285 and €1,260 respectively. In addition to putting tenancies at risk, this high cost of housing is contributing to food and fuel poverty as people spend increasing percentages of their net income on housing.

Compounding increasing rents, the rental market became even more precarious during 2023 with landlords leaving the market in increasing numbers. Nationally the Residential Tenancies Board (RTB) reported 19,011 Notices of Termination (NoTs) over the course of the year, with approximately 61% of NoTs were due to the landlord selling the property. In 2023, the RTB were notified of 1,087 NoTs in Galway, 359 in Mayo and 159 in Roscommon².

People under Notices to Quit (NTQs) are finding it increasingly difficult to access alternative accommodation. The Simon Communities of Ireland latest “Locked Out of the Market” report published in January 2024 showed that there was just one property available to rent in Galway City or suburbs under the Discretionary Housing Assistance Payment (HAP) rates³. With the moratorium on evictions expiring at the end of March 2023 and alternative accommodation extremely difficult to access, Simon Community (Galway) has seen more people at risk of homelessness access the charity’s Prevention Services in 2023. It is increasingly challenging to support people to remain in their current tenancy or to find alternative accommodation, as the delivery of social housing continues to lag behind targets and the availability of accommodation to let continues to contract. In spite of the challenges, over 90% of households accessing Galway Simon’s Prevention Services in 2023 did not enter Emergency Accommodation.

Social Housing Delivery

The rate of new social housing builds continues to be inadequate to address the needs of people in Emergency and Homeless Services or on the social housing waiting list. Unfortunately, the hoped for delivery of social housing units in 2023 was not achieved with only 59 new social housing units delivered in Galway City and County during the first 9 months of the year. During the last full year for which statistics are available, 2022 (see Figure 1), there was a total of 466 new social houses delivered

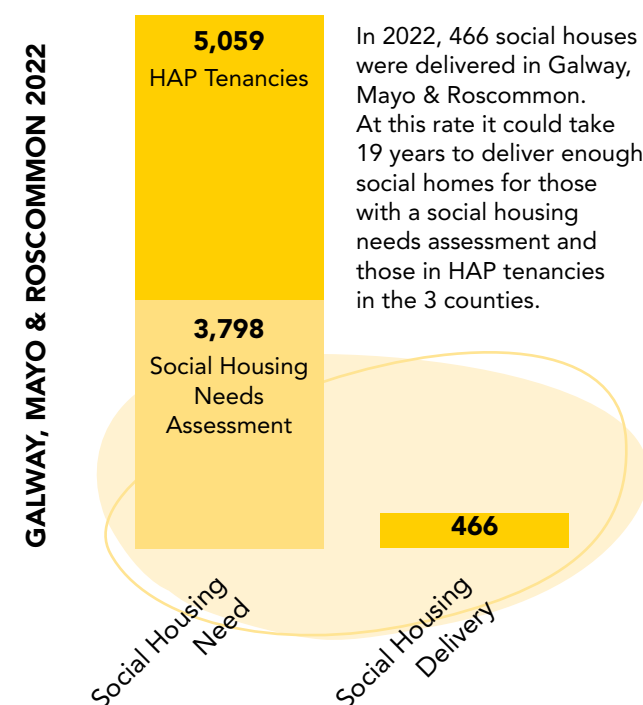


Figure 1: Social Housing Need and Social Housing Delivery – Galway, Mayo & Roscommon 2022

1 Daft.ie Rental Reports based on Q1 2019 – Q4 2023

2 Notices of Termination received by the RTB from Q3 2022 | Residential Tenancies Board

3 <https://www.simon.ie/e-publication/locked-out-of-the-market-december-2023/>

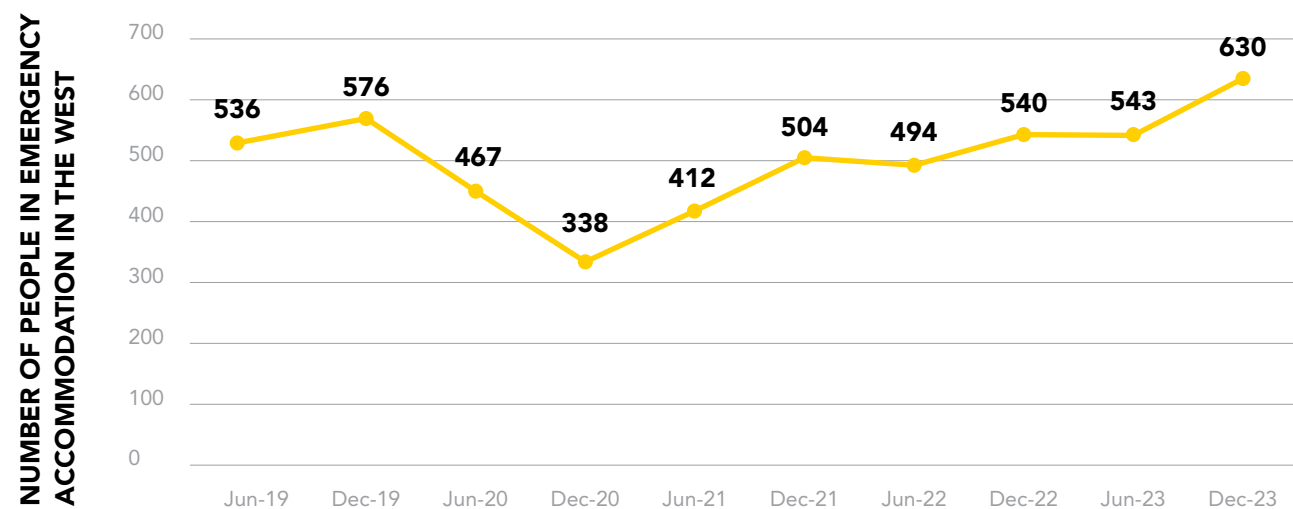


Figure 2: Number of people in Emergency Accommodation – West of Ireland 2019 - 2023

in Galway, Mayo & Roscommon⁴. At the end of 2022, there were 3,798 households on the social housing needs assessment report⁵ and an additional 5,059 HAP⁶ tenancies in the 3 counties. Based on the 2022 rate of social housing delivery, it will take 19 years to deliver enough social homes for those currently on the social housing needs assessment list and in HAP tenancies in Galway, Mayo & Roscommon.

Emergency Accommodation (EA)

According to the figures released by the Department of Housing, Planning and Local Government, 13,318 people were recorded as living in EA in Ireland at the end of December 2023, while in the West there were a total of 630 people⁷ (see Figure 2 above).

OUR IMPACT

In 2023, Simon Community (Galway) supported a total of 980 unique households across our Housing, Homelessness Prevention and Health & Wellbeing Services, including 201 families with 415 children.

In total, the charity supported 1,490 people in 2023, 1,075 adults and 415 children.

218 households were accommodated in Simon Community (Galway) Housing Services.

613 households were actively supported in the community to prevent them from becoming homeless.

Additionally 313 individuals supported by the Health & Wellbeing Services were provided with 6,656 interventions.

Simon Community (Galway) is deeply committed to preventing homelessness wherever possible. If we can prevent people from having to access EA in hostels, B&Bs and hotels, the outcomes are so much better – adults and children do not have to experience the stress and trauma of homelessness. When people do find themselves without a home, we are committed to supporting them to find a pathway out of homelessness with the aim of ensuring that any experience of homelessness is for the shortest possible period and not repeated.

With the housing crisis continuing to deepen in the West, there is a greater need for Homelessness Prevention Services than ever before. We know that prevention measures work and that they greatly reduce the trauma experienced by those affected by homelessness. We believe that the impact of Simon Community (Galway)'s prevention and solutions approach is significant in addressing Emergency Homelessness in the West. Over the last three years, more than 90% of households supported by our Prevention Services avoided having to access EA.



The impact of our Services includes:

- **Emergency Service**
In 2023, Simon Community (Galway) provided 13 full-time beds as part of an Emergency Service to homeless men in Galway City. This Emergency Service operated as part of the city's Cold Weather Response Service over the winter months and added respite beds when required (for example, during severe weather events). This service ensures that homeless men have a warm bed and a hot meal available to them each night. In addition to this, the men are also supported in their search to secure longer-term accommodation. Throughout 2023, 77 men were supported by this service.
- **Men's High Support Housing**
Our Supported Housing is for men who have multiple needs, have a history of regular contact with Homeless Services or require long term support. This service is made up of 3 houses which cater for single men and each house is staffed on a 24-hour basis. Addiction, mental and physical health supports are provided by our staff and specialist services. In 2023, this service supported 20 men.
- **Women & Family Service**
Our Women & Family Service provides three different levels of support, depending on the level of need. In addition to supported residential housing, the Service provides shared housing in the community and a Community Support Service working with women and families who are homeless or at risk of homelessness.

The women who are accommodated within the high support residential service have a history of long-term homelessness and multiple needs. Some have experienced significant domestic, physical and/or sexual abuse. In the residential service, our staff team focuses on supporting and empowering our clients to manage the issues that caused them to become homeless and to work towards moving on to living independently. The residential service is staffed on a 24-hour basis and supported 6 women in 2023.

A further 6 women are supported at any one time within two units of community-based housing and receive intensive visiting support. 9 women were supported in 2023.

In addition, there are comprehensive support services provided on an outreach basis to single women and families at risk of homelessness. Clients may receive brief interventions to resolve difficulties or more intensive case management where a number of services will be needed to resolve a housing difficulty or ensure a tenancy can be sustained. In 2023, the Women and Family Community Support Service supported 66 unique households, including 22 families with 46 children.

- **Housing First**
In 2019 Simon Community (Galway) established a Housing First Service in Galway City, in collaboration with Cope Galway, Galway City Council and the Health Service Executive (HSE). In 2021, the Housing First collaboration between Simon Community (Galway) (as lead non-government organisation (NGO) agency) and Cope Galway extended to the region. In addition to ongoing collaboration with the HSE and Galway City Council (as regional lead Local Authority), the regional service also saw the collaboration to create Housing First tenancies across the West of Ireland extend to Galway County Council, Mayo County Council and Roscommon County Council.

As outlined in the National Housing First Implementation Plan, the priority target group for a Housing First response are people with a history of sleeping rough and long-term users of emergency homeless accommodation with high and complex mental health and addiction needs. Housing First does not require individuals to resolve the issues that contributed to them becoming homeless before being provided with housing, but rather stable housing is seen as a basis for recovery and reintegration. The lack of suitable one bed properties is a challenge

⁴ 2022 Social Housing Delivery By LA Report

⁵ Summary of Social Housing Assessments 2022 – Key Findings

⁶ CSO; Social Housing in Ireland – Analysis of Housing Assistance Payment (HAP) Scheme

⁷ <https://www.gov.ie/en/publication/b0683-homeless-report-february-2023/>

for Housing First Services across the country. However, this issue is particularly acute in Galway City as a result of legacy planning issues.

The first tenancy was created in December 2019 and in total 64 tenancies were created across Galway, Mayo and Roscommon by the end of 2023. Clients are achieving very high levels of stability with a tenancy sustainment rate above 95%. Independent research carried out by the University of Limerick has found that the Housing First West Service is demonstrating very high levels of fidelity to the principles of Housing First. A further Fidelity Assessment carried out in 2023 by Canadian providers of Housing First Services also found that the Housing First West Service demonstrates very high levels of fidelity to Housing First principles.

Simon Community (Galway) is committed to working in partnership with other agencies to deliver Housing First tenancies and wraparound supports in Galway, Mayo and Roscommon. In 2021, we identified a working space that would enable the City and Regional Tenancy Sustainment Teams, Multi-Disciplinary Health and Wellbeing Team, and the Slí Nua Specialist Community Mental Health Team to benefit from the synergies of co-location. Collectively, we have created a Centre of Excellence with a focused commitment to harm-reduction.

- **Housing Led and Independent Living**
Simon Community (Galway) has several apartments and houses which give people the opportunity to live independently within the community. The clients who live in these properties have long histories of homelessness and a spectrum of support needs. Providing security of tenure has been an important element of ensuring that there is no further recurrence of homelessness. Many clients of our Housing Led Service have had periods of stability within our High Support or Community Based Housing Services, and despite having complex needs will not qualify for Housing First. We have also worked to secure housing for families at risk of emergency homelessness. These properties are located throughout Galway City and County and provided a home to 32 unique households throughout 2023, including 5 families and 16 children.
- **Youth Service**
Simon Community (Galway)'s Youth Service was established in 2016 in partnership with Galway City Council and Túsla to support young adults experiencing and at risk of homelessness in

Galway, many of whom are care leavers. The service works with young adults, aged 18-25, to prevent them from falling into a cycle of homelessness. We work with each young adult to develop their skills so that they can live independently. The Service has evolved since 2016 to provide transitional accommodation; longer term tenancies ringfenced for care leavers; and prevention and tenancy sustainment supports in the community.

At the beginning of 2023 we had transitional accommodation for 12 young adults within Galway City. During the year in partnership with Galway City Council a further house was made available to the service increasing our capacity, and enabling us to provide a home for 16 young adults. In Galway County, three properties allow us to now provide transitional accommodation to 6 young adults.

In addition, Simon Community (Galway) partners with Galway City Council and Túsla to acquire properties under the Túsla CAS Scheme to provide tenancies which are ringfenced for young adults leaving care. In 2023, Simon Community (Galway) supported four young people with two children to live independently in four properties.

We support young adults to move from our transitional service to live independently and continue to provide tenancy supports as needed. In 2023, we secured additional funding to ensure that we can continue to provide ongoing Tenancy Sustainment Supports to the Young People whom we resettle. All young adults in our Youth Service have access to regular key working staff support and specialist supports through our Health & Wellbeing Services. In 2023, our Community Youth Prevention and Tenancy Sustainment Service supported 59 households.

Across all our services, we supported 85 young adult households, including 9 families with 9 children.

- **Community Housing and Resettlement**
This service has several houses located throughout Galway City and County which give people the opportunity to work towards living independently in the future. Placements are offered to people who have had long stays in Emergency Accommodation and who need focused and targeted support to address the issues that have made them vulnerable to homelessness. The service provides shared housing as well as individual apartments with access to staff support, based on the needs

of those accessing the service. In Partnership with Galway County Council we increased our capacity to deliver placements to men and women in the County, with 3 additional properties enabling us to provide 7 further units of accommodation. In 2023, this service supported 49 households to maintain a lifestyle of greater independence.

- **My Home**
The My Home Project is delivered in collaboration with HSE Mental Health Services in the CHO2 Region across Galway, Mayo and Roscommon. The Service provides social care support for mental health service users transitioning from mental health settings to independent living. In 2023, the Service supported 61 households.
- **Community Support Service**
Simon Community (Galway) is deeply committed to preventing homelessness. The Community Support Service works with men, women and families to prevent them from becoming homeless. The Community Support Team helps people to remain in their own home or to find a new home, and to continue to live as part of their local community. Simon Community (Galway) works closely with people to provide advice, support and practical assistance. This Service also provides ongoing support to those who have successfully moved into their own accommodation order prevent them from re-entering homelessness. In 2023, the Community Support Team provided a service to 49 unique households.
- **Rapid Prevention Support Service**
Simon Community (Galway)'s Prevention Services were reconfigured in 2021, and the Rapid Prevention Support Service was established with the specific purpose of preventing people from becoming homeless. Where a clear risk of homelessness is identified for individuals or families, focused support is delivered that helps people to either save a tenancy or find alternative accommodation. As far as practicable, clients are given necessary assistance to minimise the need to access emergency homeless accommodation or crisis homeless services. With the number of Notices of Termination increasing, and with increasing demand for housing far exceeding available supply, this service supports clients with rapid intensive interventions around sourcing and securing new accommodation. This style of support focuses on practical bridging (e.g. assistance with budgeting, securing deposits, securing all entitlements), offering information

and signposting, meeting all administrative requirements to secure a tenancy, practical assistance to navigate viewings, communication with letting agents and landlords, and practical assistance with resettlement. In general, clients of this service do not require longer-term intensive tenancy sustainment supports. In 2023, the Rapid Prevention Service supported 185 unique households, including 89 families and 165 children.

- **Resource Centre and County Outreach Service**
Our Resource Centre in Ballinasloe plays a vital role in preventing homelessness in the local community. The centre operates as a hub for our services in East and South Galway, and Roscommon. Day services are available to clients at the centre for hygiene and laundry facilities. Staff teams work from the Centre to provide intensive supports to people sleeping rough in counties Galway and Mayo. In addition, Simon Community (Galway) provides a Homeless Prevention Service that provides advice and practical support to those experiencing or at risk of homelessness in the East Galway area. In 2023, the service supported 182 unique households, including 73 families with 188 children.
- **Health and Wellbeing Services**
The development of our Health and Wellbeing Services has meant that we can provide specialist support to people in areas including physical and mental health, addiction and occupational therapy. The team includes:
 - Three Registered General Nurses (2.2 Whole Time Equivalent/WTEs)
 - GP Services
 - Specialist Senior Clinical Psychologist and Clinical Psychologist
 - 2 Substance Misuse Counsellors
 - 3 Benzodiazepine Community Detox Workers (1.2 WTEs)
 - Specialist Senior Occupational TherapistThe team provides specialist clinical services to people accessing all homeless services in Galway, and to people in the Housing First Programme across the Region. In total, the team supported 313 unique clients in 2023 and provided 6,656 interventions.
- **GP & Nursing Service**
The GP and Nurse team provide support to clients across homeless services in Galway as well as a street outreach consultation service.

In 2023, they supported 186 individuals with 1,864 interventions.

— Psychology Service

The Specialist Senior Psychologist and Clinical Psychologist provided psychology supports to 74 individuals with 1,003 interventions.

— Addiction Services

The Substance Misuse Counsellor and the Relapse Prevention Counsellor supported 113 individuals with 2,334 interventions.

— Benzodiazepine Community Detoxification Programme

Simon Community (Galway)'s Community Detox Service supports people who wish to detoxify from benzodiazepines and who are homeless or at risk of homelessness. Using a psychosocial model of service delivery, the service supports clients to reduce or stop their use of benzodiazepines. This service worked with 42 individuals in 2023 and provided 1,116 interventions.

— Occupational Therapy

In 2023 the range of Services on offer to our clients was further broadened to include Occupational Therapy. 24 Clients accessed the service.

— Dental and Chiropody Services

In addition to specialist Health and Wellbeing Services provided by our multi- disciplinary team, Simon Community (Galway)'s team coordinates other support services for clients of homeless services, including:

— Dental Services

Simon Community (Galway) coordinates Dental Services to people in all homeless services in Galway city. 318 individual treatments were provided to clients in homeless services during 2023.

— Chiropody Services

Simon Community (Galway) provides Chiropody Services to people in all homeless services in Galway City and in our Resource Centre in Ballinasloe. 122 individual treatments were provided for clients during 2023.

— Social Integration Service

A key commitment in Simon Community (Galway)'s Journey Home Strategic Plan 2020-2023 was to support clients to enhance their involvement in community activities. The Pilot Social Integration Service rolled out from January 2022 gathered momentum in 2023. The key focus is on developing pathways for

clients to engage in socially valued roles. We understand from our experience that clients who struggle with isolation and loneliness, or who have lost confidence because of their experience of homelessness, need effective support to fully integrate into wider society. The ongoing social isolation experienced by some people we support was very much exacerbated by Covid 19 lockdowns in recent years. Our collective experience at Simon Community (Galway) is that people's health, well-being and ability to maintain security in their own homes are significantly improved when they have positive opportunities for participation.

The service provides individual coaching and mentoring, identifying clear pathways to meaningful training, education and employment. The service team built up activities that create opportunities for people to get involved, gain skills and confidence and have a clear opportunity to progress from the informal (e.g. participation in Recovery College and in Simon Community (Galway)'s Music Project, Allotment and Soccer Team) to more formal learning (e.g. online courses, training, part time and full-time education) and employment. Overall 1,284 attendees participated in 17 activities. The project successfully supported 9 people to access employment and a further 13 to return to education.

We were also delighted to get our Mobile Coffee Shop 79G operating, and we anticipate that this will develop as a Training and Development Opportunity for our clients as a pre-cursor to further employment in catering and hospitality.

— Advocacy

Simon Community (Galway) continued to advocate for clients at a local level with Local Authorities and nationally through the Simon Communities of Ireland. Simon Community (Galway) advances the rights of people who are homeless and assists them in an advocacy role. Staff members also contributed to various consultative fora and public speaking events. We continued regular advocacy communications including press releases, engagement with local and national public representatives and delivering advocacy presentations to our stakeholders. Along with other Simon Communities, we participated in Simon Week 2023 which included an advocacy campaign with the public and lobbying of TDs at an event in Leinster House. We believe that campaigning for changes in social attitudes and social policy is a necessary and complementary part of our work.

DIRECTORS AND COMPANY SECRETARY

The directors who served throughout the year and to the date of signing, except as noted, were as follows:

- Maureen Lynch (Chairperson, resigned 15 January 2024)
- Sean Mahon
- Stephen Mackey (Appointed Interim Chairperson January 2024)
- Caroline McGregor (Appointed 25th September 2023)
- Gerry Cleary
- Sean O'Connor
- Claire Gannon
- Padraic O'Maille
- Jean Kelly (Appointed 20th November 2023)
- Billy Owens
- Edelle Lawson (resigned 19th September 2023)

Sean Mahon served as company secretary throughout the year.

There were no contracts in relation to the business of Simon Community (Galway) in which the directors had any interest, as defined in the Companies Act, 2014.

ACHIEVEMENTS AND PERFORMANCE

Simon Community (Galway) has ensured that our funding was used for the benefit of our clients. With the aid of sound financial management and the hard work of both our staff and volunteers, we worked with a total of 980 households in 2023.

Highlights for the year included:

- Continuing to develop and enhance our services in line with our Strategic Plan;
- Continuing to develop our capacity to respond to those with the most complex social care and housing needs;
- Responding to people turning to us for help and support as the combination of the shortage of secure affordable accommodation and the cost of living crisis presented particular challenges for people who were homeless or at risk of homelessness; over 90% of households supported by our Prevention Services did not access Emergency Accommodation;
- Continued provision of outreach supports to Rough Sleepers in Galway City, Counties Galway and Mayo;

- Provision of a Cold Weather Response Shelter & Emergency Service to facilitate an increase in required capacity for Emergency Services in Galway City;
- The continued development (in cooperation with our partners in Cope Galway, Galway City Council, Galway County Council, Mayo County Council, Roscommon County Council and the HSE) of Housing First Services across the Region;
- The expansion of our dedicated Youth Service in Galway City, and the expansion of the Service into County Galway;
- The further extension of our Community Based Housing Service into County Galway;
- The further extension of the 'My Home' Service across the Region;
- The appointment of a dedicated Harm Reduction Manager role within the Health and Wellbeing Team;
- The further roll out of the Social Integration Service to support clients with life skills and access to training, education and employment;
- The acquisition of additional housing units in order to provide pathways out of homelessness for clients, including additional Túsla CAS acquisitions to provide tenancies ringfenced for careleavers;
- The commencement of the development of 10 accessible one bed homes for older people and people with impaired mobility;
- Renovation of the kitchen in our Emergency Service;
- 277 people across Galway, Mayo and Roscommon participated in our Sleep Out for Simon in October 2023, raising a phenomenal €116,772 in support of Simon Community (Galway)'s Services;
- In February 2023 we became Boston Scientific Galway's Charity Partner for 2023 & 2024. Over the two years of the collaboration Boston Scientific committed to raising €150,000 in support of our Health & Wellbeing and Social Integration Services. In the first 11 months of the collaboration they raised over €125,000 and sourced and fitted out a Mobile Health Unit that will support the outreach work of our Health and Wellbeing Team.

JOURNEY HOME STRATEGIC PLAN 2020-2023

2023 was the final year of our Journey Home Strategic Plan period. Over the four year period of the plan, Simon Community (Galway)

- Provided supports to significantly more households, increasing from 646 households in 2019 to 980 households in 2023 (a 52% increase)

- with the deepening housing and homelessness crises in the West, we are working with a greater number of people than at any point in our history.
- Kept our values and our ethos, which are deeply important to people across Galway Simon Community, at the heart of what we do.
- Reconfigured and expanded existing Homeless Services, and developed new Services, in response to the evolving face of homelessness across Galway, Mayo and Roscommon, including:
 - Expanded Prevention and Tenancy Sustainment Services - our focused crisis prevention services help to save or secure tenancies for individuals and families who would otherwise have no option but to access Emergency Services. On average over the period of the plan, over 90% of households supported by our Prevention and Tenancy Sustainment Services did not enter Emergency Accommodation;
 - Expanded our Community Based Housing as an alternative to Emergency Accommodation;
 - Expanded our Youth Service in response to the increased demand for services among Young Adults (18-25) - we have doubled the number of beds available to young people in Galway City and have a dedicated Tenancy Support Service for the young people whom we have successfully resettled. We have also developed a dedicated Youth Service in County Galway;
 - Developed and expanded Housing First Services across Galway, Mayo and Roscommon, in collaboration with our program partners and in line with the National Housing First Implementation Plan.
- Developed our competencies and capacity to respond to people who have complex needs, histories of entrenched or cyclical homelessness and often experience greater challenges because of the trauma in their lives.
- Developed our Health and Wellbeing Services in collaboration with the HSE to provide dedicated care supports for people with complex needs, including:
 - Expanded our Nursing Services;
 - Established a Community Detox programme, the first of its kind in the West of Ireland;
 - Providing specialist supports through a new Psychology and Occupational Therapy Services;
- Developing our Social Integration Service to support people who have been very socially excluded to become more involved in their community through participation in events, training and education, and employment. Feeling more socially included supports people in sustaining their tenancies;
- Creating a purposeful learning and development space to support the Social Integration Service;
- By expanding our Multi Disciplinary Health and Well Being Services we are much better able to provide our clients with the integrated supports that they require.
- We are finding and developing housing solutions for people who have complex care and support needs and who may have experienced multiple traumas and difficulties in their lives. Over the last four years, we have increased the number of properties that we own and manage from 40 to 85 (113% increase), in turn increasing the number of people who sleep in our accommodation every night from approximately 116 to approximately 181 (57% increase). Many of the new properties that we have acquired and leased are providing stable, affordable housing for people who have experienced long term entrenched and/or cyclical homelessness.
- Grew our income from €5.3m in 2019 to €9m in 2023, an increase of 70%;
- Grew our current expenditure from €5.3m in 2019 to €8.7m in 2023, an increase of 67%.

BUILDING BETTER FUTURES STRATEGIC PLAN 2024-2027

Throughout 2023 consultations were facilitated with the charity's key stakeholders including clients, volunteers, staff, leadership teams, directors, funders, donors and supporters. The collated extensive inputs underpin our new Strategic Plan – Building Better Futures 2024-2027.

The Plan has been developed in line with National Policies including Housing for All (A New Housing Plan for Ireland 2022-2026), the second Housing First National Implementation Plan (2022-2026) and the first Irish Youth Homelessness Strategy (2023-2025).

We have provided inputs into the new Regional Homeless Action Plan for Galway, Mayo and Roscommon, which is due to be published in early 2024, and the services provided by Galway Simon will contribute significantly to the Regional Plan.

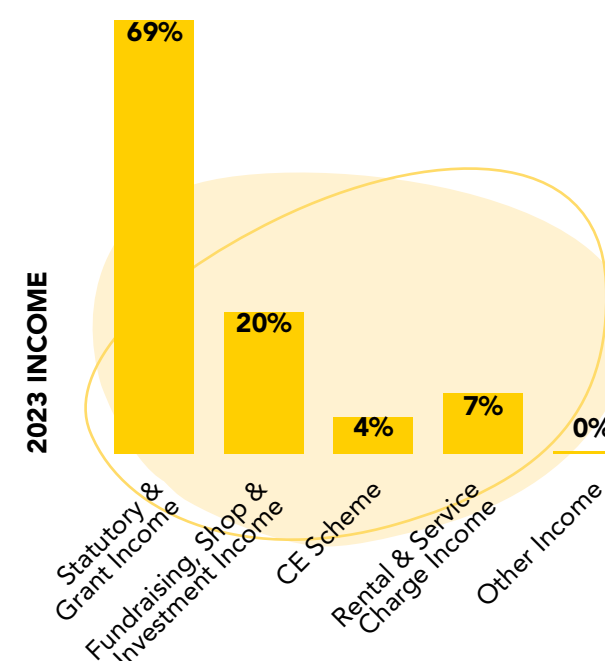
FINANCIAL REVIEW

The directors report the following significant financial events during the year:

OVERVIEW OF STATEMENT OF FINANCIAL ACTIVITIES

	2023 €	2022 €
Income	9,016,349	7,601,963
Expenditure	(8,699,388)	(7,567,605)
Operating surplus before Capital Assistance Scheme loan repayments relieved	316,961	34,358

The operating surplus of €316,961 includes €43,089 (2022: €8,835) of one-off bequests received from donors. Legacies fluctuate significantly from year to year and can impact the overall outcome for the financial year. The financial results for the year ended 31st December 2023 are shown in the Statement of Financial Activities on page 80.



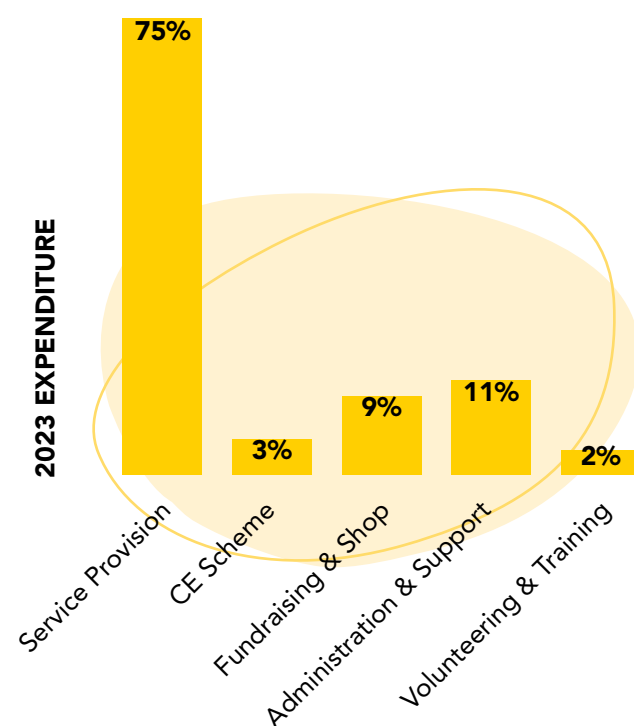
Sources of Income

	2023 %	2022 %
Statutory and Grant Income	69	66
Fundraising, Shop and Investment Income	20	22
Rental & Service Charge Income	7	8
Community Employment Scheme	4	4
Other Income	0	0
Total	100	100

Statutory and grant income which includes funds from the Health Services Executive (HSE), Galway City and County Councils, Túsla and other funding bodies represents 69% of total income in 2023 (66% of total income in 2022).

Total fundraising and charity shop income excluding legacies and bequests increased by 6% to €1,772,391 in 2023 reflecting an increase in fundraising and charity shop income from 2022 levels. The directors would like to thank supporters, donors and customers for their loyal

commitment and much appreciated support during the year. In addition to the vital funds raised through fundraising events throughout the year, the organisation continued to receive invaluable financial support from committed donors. Income from donor legacies by its very nature varies from year to year and increased to €43,089 in 2023 from €8,835 in 2022. The directors would also like to thank and acknowledge the huge efforts made by staff and volunteer teams in a very challenging environment during 2023.



Total expenditure for 2023 was €8,699,388 (2022: €7,567,605) which represents a 15% increase compared to the previous year. This increase is primarily due to increased wages costs arising from new and expanding service developments and also increased operational costs due to inflation and increased cost of living. The increase in administration and support costs related partially to a planned investment in replacing older and now IT obsolete systems, to increase efficiencies and to improve IT security.

RESERVES AND INVESTMENT STRATEGY

Simon Community (Galway) has total reserves of €8,995,267 as at 31st December 2023. These reserves comprise:

- Unrestricted reserves
The directors believe that the company should hold financial reserves as:
 - i) the company has no endowment funding and is entirely dependent on annual statutory funding, grants and donor funding which are inevitably subject to fluctuations;
 - ii) the company requires protection against, and the ability to continue operating despite, catastrophic or lesser but damaging events.
 Unrestricted reserves totalling €2,100,485 are available for working capital and continuity of services as at 31st December 2023. This represents 2.9 months of operational costs.

Expenditure Breakdown

	2023 %	2022 %
Service Provision	75	77
Administration and Support	11	9
Fundraising and Shop	9	9
Community Employment Scheme	3	4
Volunteering and Training	2	1
Total	100	100

- Accumulated CAS loan payments waived €4,684,089 represents the total of CAS annual mortgage payments waived up to 31st December 2023 (see Note 16).
- Designated property maintenance reserve €1,066,539 is designated towards future property maintenance and development costs.
- Designated capital development reserve €100,000 is designated towards future capital development costs.
- Designated strategic development reserve €251,819 is in funds designated by the board to enable changes in service delivery models as set out in the Simon Community (Galway) Strategic Plan.

Simon Community (Galway) has a responsibility to ensure that it uses the funds and resources it receives for its charitable purpose of ending homelessness. There are uncertainties around most sources of funding and Simon Community (Galway) must plan its use of these funds and resources to ensure the continuity and sustainability of the services it provides. To this end, Simon Community (Galway) has a reserves policy in place and will work towards the target of holding four months of operating costs in reserve.

As is usual for Approved Housing Bodies (AHBs), and in line with guidance from the Approved Housing Body Regulatory Authority (AHBRA), Simon Community (Galway) holds a designated property maintenance reserve, often referred to as

the 'Sinking Fund'. The directors have designated unrestricted funds for the future maintenance and development of the charity's properties. The annual transfer from the unrestricted revenue reserve is calculated at a rate of 20% of the annual rental income received. At the year end, this designated fund amounts to €1,066,539.

As part of the Simon Community (Galway) Strategic Plan, the directors have designated funds for future capital developments including property and other capital initiatives. At the year end, this designated fund amounts to €100,000.

Simon Community (Galway) has put in place an investment strategy that sets out clearly how it plans to make the best use of any available reserve funds in a low risk environment in line with its charitable purposes.

FUTURE DEVELOPMENTS

Simon Community (Galway) will continue to advocate and provide services for people who are homeless or at risk of becoming homeless in Galway, Mayo and Roscommon. The directors plan to build on the solid foundations laid to date by continuing to develop services to meet identified needs, utilising our unique location and expertise. During 2023, the organisation went through a very thorough Strategic Planning Process and implementation of the new Strategic Plan for the period 2024-27 in January 2024. The Board reviews progress against the key pillars of the Strategic Plan annually.

The continuing aims of Simon Community (Galway) are to:

- Ensure that the client remains at the heart of all that we do;
- Provide a holistic response to those who are homeless or at risk of homelessness across Galway, Mayo and Roscommon;
- Continue to focus on prevention work with families and individuals, thus minimising their need for Emergency Accommodation;
- Develop our response to the needs of those who look to us for support across our Emergency Services, High Support Housing, Housing First & Housing Led Services, Youth Service, My Home and Community Support Services;
- Increase our housing stock to provide pathways out of homelessness;
- Focus on health and wellbeing by ensuring access to medical services, addiction and mental

health supports, occupational therapy and community integration supports;

- Improve the quality of services in line with recognised standards;
- Improve governance, transparency and thereby accountability to our clients, supporters and funders in line with recognised standards.

OUR VOLUNTEERS

Simon Community (Galway) has a continuing commitment to voluntarism because of the added value which volunteers bring through their dedication and work. As has been the practice over many years, full time volunteers work for periods of between 6 and 12 months alongside professional staff in our housing services.

In addition, we have part-time volunteers who assist with social integration, capacity building and tenancy sustainment. Part-time volunteers contribute greatly to the success of the Simon shops and charity events, which are an integral part of our fundraising activity.

In 2023, 158 individuals volunteered their time to the benefit of our clients compared to a total of 130 in 2022. 9 Directors on our Board volunteer their time to set the strategic direction and oversee the work of the charity, monitoring all areas of performance including spending. All members of the Board of Directors volunteer their experience, expertise and time to the benefit of Simon Community (Galway) and its continued development. 13 full-time volunteers from three different countries worked in our services. 45 part-time volunteers worked across our two shops on Sean Mulvoy Road and Sea Road and 91 part-time volunteers helped to co-ordinate our Community and Corporate Fundraising events and projects.

It is impossible to quantify the thousands of hours generously given by the public in response to appeals and other fundraising efforts. Without the help from our volunteers, we would not be able to offer our current levels of support during a period of ever increasing demand.

We express our heartfelt thanks to all who support us with their time at our annual Volunteer Appreciation Event.

RELATIONSHIPS WITH CHARITIES AND OTHER BODIES

Simon Community (Galway) is one of eight Simon Communities operating in the Republic of Ireland,

the others being Cork, Dundalk, Dublin, Mid-West, Midlands, North West and South East. All the communities, together with the Simon National Office, comprise the national body, The Simon Communities of Ireland (SCI). Through SCI, we are actively involved in advocacy work at a national level, including the Simon Week Campaign, the Locked Out of the Market series of studies and the Right to Housing/Home for Good Campaign.

Simon Community (Galway) actively promotes partnership by working with statutory bodies and other charitable organisations in the provision of services and the pursuit of its advocacy goals. Examples of this work include participation in the West Region Homelessness Consultative Forum; the Galway City Homeless Steering Committee; Galway City Community Network (GCCN); and the Galway City and County AHB Forum. In 2019, the CEO of Simon Community (Galway) was elected to the Housing and Social Inclusion Strategic Policy Committee (SPC) of Galway City Council and the Head of Client Services of Simon Community (Galway) is a member of the Housing Disability Steering Group of both Galway City and Galway County Councils. Nationally, we are members of the European Anti-Poverty Network (Ireland), Feantsa, the Irish Council for Social Housing and the Wheel. In 2022, we engaged in partnerships with Cluid Housing, St. Vincent De Paul and COPE Galway in relation to different aspects of service development. We are active members of the Housing First Community of Practice.

HEALTH AND SAFETY

The organisation has a policy to ensure the health and welfare of its clients and employees by maintaining a safe place and systems in which to work. This policy is based on the requirements of the Safety, Health and Welfare at Work Act 2005 and the Safety, Health and Welfare at Work (General Application) Regulations 2007. The Health & Safety Statement is reviewed and updated annually. A Health and Safety Committee is in place and regular safety in the workplace audits and meetings are carried out. The Health and Safety Committee meetings are chaired by the organisation's Health and Safety Officer.

PAY POLICY FOR SENIOR STAFF

The pay of senior staff within the organisation is either linked with a relevant grade within the HSE/ Local Authority salary scales or benchmarked against pay levels in similar organisations working within this sector. We review the overall financial position of the company annually and when in

a position to do so, award increments to staff members who are on a salary scale and fulfil the appropriate criteria for eligibility. Where recruitment for a particular role has proved difficult, we reserve the right to offer a market adjusted rate of salary, as appropriate, to attract experienced candidates.

PRINCIPAL RISKS AND UNCERTAINTIES

The directors have ultimate responsibility for managing risk and are aware of the risks associated with the operating activities of the organisation. The directors review the risks on an ongoing basis and are satisfied that adequate systems of governance, supervision, procedures and internal controls are in place to mitigate exposure to major risks and that these controls provide reasonable assurance against such risks. The major risks include financial risks, operational and safety risks, compliance risks, reputational and external risks.

The charity mitigates these risks by:

- Continually monitoring the level of activity against its budgeted targets and projections. The charity has a policy of maintaining adequate cash reserves and it has also developed a strategic plan which will allow for the diversification of funding and activities;
- Closely monitoring emerging changes to regulations and legislation on an on-going basis;
- Compliance with the following:
 - The Charities Regulator Governance Code, a code of practice for good governance of charities in Ireland
 - Financial Reporting Standard (FRS102) and the Charities Statement of Recommended Practice (Charities SORP FRS102)
 - The Statement of Guiding Principles for Fundraising
 - The Charities Institute Triple Lock Standard 2021 and 2022
 - The Approved Housing Body Regulatory Authority Governance Standard, Financial Standard, Property Asset Management Standard and Tenancy Management Standard.
 - The National Quality Standards Framework (NQSF) for homeless services.

Financial risk

Reduced or insufficient income will impact directly on services and the people who avail of them. Changes to government policy and economic climate can impact on grants from statutory

agencies and on fundraised income. Measures to reduce this risk include investment in a fundraising strategy which includes a mix of income streams, positive negotiation with key stakeholders, funders and donors and the management and control of budgets. Financial information is subject to detailed review at board level allowing for continuous monitoring of the charity's operations and financial status.

Operational risk

Simon Community (Galway) provides services for people who are vulnerable and socially isolated. Simon Community (Galway) is committed to providing high quality services. We adhere to recognised quality standards, operate a training programme for staff and volunteers and work to a range of operational and staff performance policies and procedures aimed at providing consistently safe living, working and volunteering environments.

Compliance risk

Simon Community (Galway) complies with a range of legislation and regulation. Non-compliance could incur penalties and result in reputational damage. Simon Community (Galway) has signed up to the various governance codes relating to the voluntary sector, approved housing bodies and homeless services. The policies, procedures and internal control systems that are in place aim to ensure compliance with laws, regulations and best practice guidelines and to ensure efficient and effective use of the charity's resources.

Reputational and external risks

Simon Community (Galway) delivers services on behalf of the wider community and relies on the support of that wider community. Damage to Simon Community (Galway)'s reputation would impact on that support.

External risks include the impact of the current housing crisis. An increase to the number of people needing homeless services, or an inability of Simon Community (Galway) to access more move-on accommodation / housing options for people, or a change in government policy or de-prioritisation of homelessness can all impact on the services Simon Community (Galway) can offer. Simon Community (Galway) campaigns and consults with key stakeholders to influence and mitigate the impact of these risks.

COMMITMENT TO INNOVATION AND QUALITY

We continuously invest in training and upskilling of staff.

EVENTS AFTER THE BALANCE SHEET DATE

There have been no significant events affecting the company since the year end.

STATEMENT ON RELEVANT AUDIT INFORMATION

In accordance with Section 330 of the Companies Act 2014, so far as each person who was a director at the date of approval of this report is aware, there is no relevant audit information, being information needed by the auditor in connection with preparing its report, of which the auditor is unaware. Having made enquiries of fellow directors and the company's auditors, each director has taken all steps they are able to take as director in order to make themselves aware of any relevant audit information and to establish that the auditor is aware of the information.

POLITICAL DONATIONS

The Electoral (Amendment) (Political Funding) Act 2012 requires companies to disclose all political donations to any individual party over €200 in value. The directors confirm no such donations have been made.

AUDITORS

The auditors, Candor Chartered Accountants Limited have indicated their willingness to continue in office in accordance with the provisions of section 383(2) of the Companies Act 2014.

ACCOUNTING RECORDS

The measures taken by the directors to secure compliance with the requirements of sections 281 to 285 of the Companies Act 2014 with regard to the keeping of accounting records are the implementation of necessary systems, policies and procedures for recording transactions, the employment of competent accounting personnel with the appropriate expertise and the provision of adequate resources to the financial function. The accounting records are maintained at the company's office at 11 Mulvoy Commercial Centre, Sean Mulvoy Road, Galway.

APPROVAL OF ACCOUNTS

The accounts were approved by the board of directors on the 29th of April 2024.

On behalf of the board

Stephen Mackey **Gerry Cleary**

Date: 29th April 2024

Statement of Directors' Responsibilities

The directors are responsible for preparing the Directors' Report and the financial statements in accordance with applicable Irish law and regulations.

Irish company law requires the directors to prepare financial statements for each financial year. Under the law the directors have elected to prepare the financial statements in accordance with the Companies Act 2014 and FRS 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' issued by the Financial Reporting Council as modified by the Statement of Recommended Practice 'Accounting and Reporting by Charities' (2nd edition, effective 1st January 2019). Under company law, the directors must not approve the financial statements unless they are satisfied that they give a true and fair view of the assets, liabilities and financial position of the company as at the financial year end date and of the surplus or deficit of the company for the financial year and in accordance with the Companies Act 2014.

In preparing these financial statements, the directors are required to:

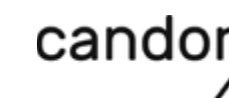
- select suitable accounting policies for the company financial statements and then apply them consistently;
- make judgements and estimates that are reasonable and prudent;
- state whether the financial statements have been prepared in accordance with applicable accounting standards, identify those standards, and note the effect and the reasons for any material departure from those standards; and
- prepare the financial statements on the going concern basis unless it is inappropriate to presume that the company will continue as a going concern.

The directors are responsible for ensuring that the company keeps adequate accounting records which correctly explain and record the transactions of the company, enable at any time the assets, liabilities, financial position and surplus or deficit of the company to be determined with reasonable accuracy and enable them to ensure that the financial statements and Directors' Report comply with the Companies Act 2014 and enable the financial statements to be audited. They are also responsible for safeguarding the assets of the company and for taking reasonable steps for the prevention and detection of fraud and other irregularities.

On behalf of the board
Stephen Mackey **Gerry Cleary**

Date: 29th April 2024

Independent Auditors' Report



OPINION

We have audited the financial statements of Simon Community (Galway) for the year ended 31st December 2023 which comprise the Statement of Financial Activities, the Balance Sheet, the Statement of Cashflows and notes to the financial statements, including a summary of significant accounting policies set out in Note 2. The financial reporting framework that has been applied in their preparation is applicable Irish law and Accounting Standards, including Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' issued by the Financial Reporting Council as modified by the Statement of Recommended Practice 'Accounting and Reporting by Charities' (2nd edition, effective 1st January 2019).

In our opinion the financial statements:

- give a true and fair view of the assets, liabilities and financial position of the company as at 31st December 2023 and of its surplus for the year then ended; and
- have been properly prepared in accordance with Financial Reporting Standard 102 'The Financial Reporting Standard applicable in the UK and Republic of Ireland' as modified by the Statement of Recommended Practice 'Accounting and Reporting by Charities' (2nd edition, effective 1st January 2019) effective; and
- have been prepared in accordance with the requirements of the Companies Act 2014.

BASIS FOR OPINION

We conducted our audit in accordance with International Standards on Auditing (Ireland) (ISAs (Ireland)) and applicable law. Our responsibilities under those standards are further described in the "Auditors' responsibilities for the audit of the financial statements" section of our report. We are independent of the company in accordance with the ethical requirements that are relevant to our audit of the financial statements in Ireland, including the Ethical Standard as issued by the Irish Auditing and Accounting Service Authority ("IAASA") Ethical Standard, and the provisions available for small entities, in the circumstances set out in Note 25 to the financial statements, and we have fulfilled

our other ethical responsibilities in accordance with these requirements. We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

CONCLUSIONS RELATING TO GOING CONCERN

We have nothing to report in respect of the following matters in relation to which the ISAs require us to report to you where:

- the directors' use of the going concern basis of accounting in the preparation of the financial statements is not appropriate; or
- the directors have not disclosed in the financial statements any identified material uncertainties that may cast significant doubt about the charity's ability to continue to adopt the going concern basis for a period of at least twelve months from the date when the financial statements are authorised for issue.

OTHER INFORMATION

The directors are responsible for the other information. The other information comprises the information included in the annual report other than the financial statements and our Auditors' Report thereon. Our opinion on the financial statements does not cover the other information and, except to the extent otherwise explicitly stated in our report, we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial statements, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial statements or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If we identify such material inconsistencies or apparent material misstatements, we are required to determine whether there is a material misstatement in the financial statements or a material misstatement of the other information. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact.

We have nothing to report in this regard.

OPINIONS ON OTHER MATTERS PRESCRIBED BY THE COMPANIES ACT 2014

Based solely on the work undertaken in the course of the audit, we report that:

- we have obtained all the information and explanations which we consider necessary for the purposes of our audit;
- the accounting records are of the charity were sufficient to permit the financial statements to be readily and properly audited;
- the financial statements are in agreement with the accounting records;
- the information given in the Directors’ Report for the financial year for which the financial statements are prepared is consistent with the financial statements; and
- in our opinion, the Directors’ Report has been prepared in accordance with the Companies Act 2014.

MATTERS ON WHICH WE ARE REQUIRED TO REPORT BY EXCEPTION

Based on the knowledge and understanding of the company and its environment obtained in the course of the audit, we have not identified any material misstatements in the Directors’ Report. The Companies Act 2014 requires us to report to you if, in our opinion, the disclosures of directors’ remuneration and transactions required by sections 305 to 312 of the Act are not made. We have nothing to report in this regard.

RESPECTIVE RESPONSIBILITIES
Responsibilities of directors for the financial statements

As explained more fully in the Statement of Directors’ Responsibilities, the directors are responsible for the preparation of the financial statements and for being satisfied that they give a true and fair view, and for such internal control as they determine is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the directors are responsible for assessing the company’s ability to continue as a going concern, disclosing, as applicable, matters related to the going concern and using the going concern basis of accounting unless management either intends to liquidate the company or to cease operation, or has no realistic alternative but to do so.

Auditors’ responsibilities for the audit of the financial statements

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an Auditors’ Report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with ISAs (Ireland) will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

A further description of our responsibilities for the audit of the financial statements is contained in the appendix to this report, located on page 79, which is to be read as an integral part of our report.

THE PURPOSE OF OUR AUDIT WORK AND TO WHOM WE OWE OUR RESPONSIBILITIES

Our report is made solely to the company’s members, as a body, in accordance with section 391 of the Companies Act 2014. Our audit work has been undertaken so that we might state to the company’s members those matters we are required to state to them in an Auditors’ Report and for no other purpose. To the fullest extent permitted by law, we do not accept or assume any responsibility to anyone other than the company and the company’s members, as a body, for our audit work, for this report, or for the opinions we have formed.

George Taylor
for and on behalf of
CANDOR CHARTERED ACCOUNTANTS LIMITED
Statutory Audit Firm
Harris House
IDA Business Park
Tuam Road
Galway

Date: 29th April 2024

Appendix to the Independent Auditors’ Report

FURTHER INFORMATION REGARDING THE SCOPE OF OUR RESPONSIBILITIES AS AUDITOR

As part of an audit in accordance with ISAs (Ireland), we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the company’s internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the directors.

- Conclude on the appropriateness of the directors’ use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the company’s ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our Auditors’ Report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our Auditors’ Report. However, future events or conditions may cause the company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Statement of Financial Activities

For the year ended 31st December 2023

	Notes	Unrestricted Funds €	Restricted Funds €	Designated Funds €	Total 2023 €	Total 2022 €
INCOME FROM						
Donations		672,681	-	-	672,681	624,562
Legacies		43,089	-	-	43,089	8,835
Other fundraising activities	6	1,098,982	-	-	1,098,982	1,051,102
Charitable activities	4 - 5	638,016	6,555,108	-	7,193,124	5,910,524
Interest		728	-	-	728	424
Other income	7	7,745	-	-	7,745	6,516
TOTAL INCOME		2,461,241	6,555,108	-	9,016,349	7,601,963
EXPENDITURE ON						
Raising funds		896,721	-	-	896,721	776,382
Provision of homeless services		-	7,436,210	-	7,436,210	6,469,243
Community employment scheme		-	366,457	-	366,457	321,980
TOTAL EXPENDITURE	8	896,721	7,802,667	-	8,699,388	7,567,605
OPERATING SURPLUS BEFORE CAPITAL ASSISTANCE SCHEME LOAN REPAYMENTS RELIEVED		1,564,520	(1,247,559)	-	316,961	34,358
Capital Assistance Scheme loan repayments relieved		432,290	-	-	432,290	398,893
NET INCOME/(EXPENDITURE) BEFORE TRANSFERS		1,996,810	(1,247,559)	-	749,251	433,251
TRANSFERS BETWEEN FUNDS						
Transfer to/(from) restricted fund deficit		(1,192,019)	1,192,019	-	-	-
Transfer to/(from) designated funds		(127,603)	(100,000)	227,603	-	-
NET MOVEMENT IN FUNDS		677,188	(155,540)	227,603	749,251	433,251
RECONCILIATION OF FUNDS						
Total funds brought forward on 1st January		6,107,386	947,875	1,190,755	8,246,016	7,812,765
TOTAL FUNDS CARRIED FORWARD AT 31ST DECEMBER	19	6,784,574	792,335	1,418,358	8,995,267	8,246,016

The Statement of Financial Activities includes all gains and losses recognised in the year. There are no other items to be included in the Statement of Comprehensive Income. Income and net income/(expenditure) arose solely from continuing activities. Movements in funds are set out in Note 19 on page 96.

On behalf of the board
Stephen Mackey **Gerry Cleary**

Date: 29th April 2024

Balance Sheet

For the year ended 31st December 2023

	NOTES	2023 €	2022 €
FIXED ASSETS			
Tangible assets	13	16,828,229	15,433,138
CURRENT ASSETS			
Debtors	14	382,750	739,049
Cash at bank and in hand	22	3,497,548	3,158,261
TOTAL CURRENT ASSETS		3,880,298	3,897,310
CREDITORS – Amounts falling due within one year	15	(1,511,933)	(1,233,271)
NET CURRENT ASSETS		2,368,365	2,664,039
TOTAL ASSETS LESS CURRENT LIABILITIES		19,196,594	18,097,177
CREDITORS – Amounts falling due after more than one year	16	(10,201,327)	(9,851,161)
NET ASSETS		8,995,267	8,246,016
TOTAL FUNDS OF THE CHARITY			
Unrestricted funds		2,100,485	1,855,587
Restricted funds		792,335	947,875
Designated property maintenance reserve funds		1,066,539	938,936
Designated capital development reserve funds		100,000	-
Designated strategic development reserve funds		251,819	251,819
CAS loan payments relieved fund		4,684,089	4,251,799
TOTAL CHARITY FUNDS	19	8,995,267	8,246,016

The notes on pages 83 to 98 form an integral part of these financial statements.

The financial statements on pages 80 to 98 were authorised for issue by the board of directors on the 29th of April 2024 and signed on its behalf:

On behalf of the board
Stephen Mackey **Gerry Cleary**

Date: 29th April 2024

Statement of Cashflows

For the year ended 31st December 2023

	NOTES	2023 €	2022 €
NET CASH PROVIDED BY CHARITABLE ACTIVITIES	21	1,336,992	304,832
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments to acquire tangible fixed assets		(1,744,961)	(2,372,766)
Interest received		728	424
NET CASH USED IN INVESTING ACTIVITIES		(1,744,233)	(2,372,342)
CASH FLOWS FROM FINANCING ACTIVITIES			
New loans advanced			
CAS loan		1,001,940	1,997,309
Capital element of loan repayments		(193,548)	(199,297)
Interest paid on loan		(61,864)	(59,080)
NET CASH PROVIDED BY FINANCING ACTIVITIES		746,528	1,738,932
Change in cash and cash equivalents in the year		339,287	(328,578)
Cash and cash equivalents at beginning of year		3,158,261	3,486,839
CASH AND CASH EQUIVALENTS AT END OF YEAR	22	3,497,548	3,158,261

On behalf of the board
Stephen Mackey Gerry Cleary

Date: 29th April 2024

Notes to the Financial Statements

1 GENERAL INFORMATION

Simon Community (Galway) is a charitable organisation established to provide a wide range of care, accommodation and advocacy services to people who are homeless or at risk of becoming homeless. The organisation is a registered charity (CHY number: 20018962 (CRO number: 144699).

Simon Community (Galway) is a company limited by guarantee in the Republic of Ireland and is a public benefit entity (as defined by Section 3.40 of Charities SORP). The company is precluded by its constitution from paying a dividend either as part of normal operations or on distribution of the company's assets in the event of it being wound up. All income must be applied solely towards the charitable objectives of the company. The address of its registered office and principal place of business is 11 Mulvoy Commercial Centre, Sean Mulvoy Road, Galway.

These financial statements are the company's financial statements for the financial year beginning the 1st January 2023 and ending the 31st December 2023.

The company's functional and presentation currency is the euro, denominated by the symbol "€".

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

The significant accounting policies used and consistently applied in the preparation of the entity's financial statements are set out below.

(a) Basis of preparation

The financial statements have been prepared with reference to the Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and the Republic of Ireland ((FRS 102) Charities SORP (FRS 102) (2nd edition, effective 1st January 2019), the Financial Reporting Standard applicable in the UK and the Republic of Ireland (FRS 102) and the Companies Act, 2014.

Simon Community (Galway) meets the definition of a public benefit entity under FRS 102.

Assets and liabilities are initially recognised at historical cost or transaction value unless otherwise stated in the relevant accounting policy note.

The preparation of financial statements in conformity with FRS 102 requires the use of certain key assumptions concerning the future, and other key sources of estimation relating to uncertainty at the end of the financial year. It also requires the directors to exercise their judgement in the process of applying the company's accounting policies. The areas involving a higher degree of judgement or areas where assumptions and estimates have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are disclosed in Note 3.

(b) Income

All income sources are included in the Statement of Financial Activities when the charity is entitled to the income, when the amount can be quantified with reasonable accuracy and when it is probable the income will be received. The following specific policies are applied to particular categories of income:

- (i) *Donations and other fundraising activities*
In common with many similar charitable organisations, the company derives a proportion of its income from voluntary donations and fundraising activities organised by individuals or parties outside the control of the company. Accordingly, donations are recognised when the company has entitlement to the income and certainty of receipt and when the amount can be measured with sufficient reliability. In the case of voluntary income receivable by way of donations and gifts, income is recognised when the donation is received into the company's bank accounts. Fundraising income is shown gross before deduction of any overhead costs involved in raising such funds.
- (ii) *Legacies*
Income is recognised from legacies once the legacy is actually received, or title deeds of the related properties have transferred to the company. On occasion, legacies will be notified to the company in advance of receipt, however it is generally not possible to measure the amount expected to be distributed and, in these circumstances, it is not recognised until received.
- (iii) *Revenue grants*
Revenue grants relating to charitable activities are recognised when receivable and are reflected in the Statement of Financial Activities on this basis.

(iv) Capital grants

The directors have approved a change in accounting policy from 2015 onwards to record capital grants in restricted funds on receipt of the grant in order to comply with Charities SORP (FRS 102). On an annual basis, a transfer is made from the restricted reserve fund into the unrestricted reserve fund on the same basis as the related tangible fixed assets are depreciated.

(v) Income from charitable trading activities

Income from charitable trading activities is accounted for when earned, which is usually when the risk and rewards of ownership transfers and the sale can be reliably measured.

(vi) Income from Government grants

The company is in receipt of government grants to support the services that they provide. Income from government grants are recognised at fair value when the company has entitlement after any performance conditions have been met, it is probable that the income will be received and the amount can be measured reliably. Where the entitlement is not met then these amounts are deferred at the end of the financial year.

(c) Deferred income

Grants relating to expenditure which is to be incurred in a future accounting period are deferred and recognised in the period to which they relate.

(d) Capital Assistance Scheme Loans

Loans under Capital Assistance Schemes, receivable from local authorities for the purpose of acquiring and developing specified housing properties and advanced to the company under the terms of a mortgage agreement, are recognised in the financial statements as creditors repayable over fixed terms ranging from 20 to 30 years. Under the terms of the mortgage agreement, the company is relieved of monthly capital and interest repayments by the relevant local authority, provided the company is in compliance with certain specified conditions. The repayments so relieved are recognised in the Statement of Financial Activities as they are waived or relieved.

The amounts repayable to the local authorities under the terms of the Capital Assistance Scheme, representing advances received as reduced by repayments relieved, are disclosed as creditors and classified as amounts repayable within one year and amounts repayable after more than one year.

(e) Restricted and unrestricted funds

Simon Community (Galway) operates the following funds:

(i) Restricted funds

Restricted funds are donations and other income sources received for charitable purposes which are to be spent within a reasonable period from their receipt for specific purposes.

(ii) Unrestricted funds

Unrestricted income funds are donations and other income sources received or generated for charitable purposes which can be used at the discretion of Simon Community (Galway) in furtherance of the objects of the charity.

(iii) Designated funds

Simon Community (Galway) aims to maintain its housing properties in good condition and repair. The designated property maintenance fund represents unrestricted funds allocated for the future maintenance and development of the company's housing properties. The designated capital development reserve represents funds approved by the board specifically allocated towards future property acquisition/development and/or other capital costs. The designated strategic development reserve represents funds approved by the board to be used to fund developments and operational costs that could not be funded from annual revenue funding.

(f) Expenditure

Expenditure is accounted for when it is incurred and includes amounts due but not paid at the end of the year. Expenditure includes Value Added Tax which cannot be fully recovered. Expenditures are allocated to the particular activity or service where the cost relates directly to that activity or service. The costs of supporting activities, training, volunteers and overall direction are reallocated to each activity or project based on staff and volunteer numbers and utilisation.

Expenditure on raising funds includes the staff time spent directly on raising funds, the cost of producing and disseminating literature and the delivery of fundraising events. The cost of generating funds also include the costs incurred in fundraising and encouraging third parties to make voluntary contributions. The costs are expensed when they are incurred although the benefit in terms of funds raised may occur in a future period.

(g) Tangible fixed assets

Tangible fixed assets are stated at cost less accumulated depreciation and accumulated impairment losses. Cost includes the original purchase price, costs directly attributable to bringing the asset to the location and condition necessary for its intended use, applicable

dismantling, removal and restoration costs.

The company's property, plant and equipment are deemed to be held for its utilisation in services. Where there are indicators that the assets are not delivering on their anticipated service potential, consideration is given as to whether the asset is impaired or not. Accordingly, an impairment of fixed assets will only arise where the asset suffers impairment in a physical sense resulting in physical damage, or the assets are not delivering on their anticipated service utilisation.

Tangible fixed assets purchased for less than €3,000 are expensed in the Statement of Financial Activities in the year of purchase.

(i) Depreciation and residual values

Depreciation is calculated using the straight-line method, so as to write off their cost less residual amounts over their estimated useful economic lives; some older assets may be depreciated using the reducing balance method over their estimated useful lives, as follows:

Furniture, fixtures and equipment - 10%

straight line or 10% reducing balance

Premises - 2% straight line (excluding site element estimated at 40%)

Motor vehicles - 25% straight line or 25% reducing balance

Shop fittings and fixtures - 10% straight line

Computer/IT equipment - 33% straight line

The assets' residual values and estimated useful economic lives are reviewed at the end of each financial year and the depreciation charge adjusted, where appropriate, in order to reflect any revisions required.

Fully depreciated property, plant and equipment are retained in the asset register until they are removed from service.

(ii) Repairs and maintenance

Repairs, maintenance and minor inspection costs are expensed as incurred.

(iii) De-recognition

Tangible assets are de-recognised on disposal or when no future economic benefit is expected.

On disposal, the difference between the net disposal proceeds and the carrying amount is recognised in the Statement of Financial Activities.

(h) Financial instruments

The company has chosen to apply the provisions of Sections 11 and 12 of FRS 102 to account for all of its financial instruments.

(i) Financial assets

Basic financial assets, including sundry debtors, cash and cash equivalents, short-term deposits and investments in corporate bonds, are initially recognised at the transaction price (including transaction costs), unless the arrangement constitutes a financing transaction. There are currently no financial asset arrangements that constitute a financing arrangement.

Other financial assets are initially measured at fair value, which is normally the transaction price.

Realised gains and losses on disposal of investments are the difference between sales proceeds receivable and carrying value. Unrealised gains and losses are the difference between market value at year end and carrying value.

Financial assets are de-recognised when (a) the contractual rights to the cash flows from the asset expire or are settled, or (b) substantially all the risks and rewards of ownership of the financial asset are transferred to another party, or (c) control of the financial asset has been transferred to another party who has the practical liability to unilaterally sell the financial asset to an unrelated third party without imposing additional restrictions.

(ii) Financial liabilities

Basic financial liabilities, including trade and other creditors, are initially recognised at transaction price, unless the arrangement constitutes a financing transaction. Where the arrangement constitutes a financing transaction, the resulting financial liability is initially measured at present value of the future payments, discounted at a market rate of interest for a similar debt instrument.

(i) Cash and cash equivalents

Cash and cash equivalents include cash on hand, demand deposits and other short-term highly liquid investments with original maturities of three months or less.

(j) Contingencies

Contingent liabilities arising as a result of past events, are not recognised when;

- It is not probable that there will be an outflow of resources or that the amount cannot be reliably measured at the reporting date or
- When the existence will be confirmed by the occurrence or non-occurrence of uncertain future events not wholly within the company's control.

Contingent liabilities are disclosed in the financial statements unless the probability of an outflow of resources is remote.

Contingent assets are not recognised. Contingent assets are disclosed in the financial statements when an inflow of economic benefits is probable.

(k) Provisions

Provisions are recognised when the company has a present legal or constructive obligation arising as a result of a past event; it is probable that an outflow of economic benefits will be required to settle the obligation and a reliable estimate can be made.

Provisions are measured at present value of the expenditures expected to be required to settle the obligation, using a pre-tax rate that reflects current market assessments of the same value of money and the risks specific to the obligation. The increase in the provision due to passage of time is recognised as a finance cost within the expenditure on charitable activities.

(l) Allocation of support costs

Support costs are derived from those functions that assist the work of the company but do not directly relate to charitable activities. Support costs include back office costs, finance, personnel, payroll and governance costs which support the charitable programmes and activities. These costs have been allocated on the basis of staff and volunteer numbers and utilisation as appropriate.

(m) Donated goods, facilities and services, including volunteers

Goods and services donated for which the value can be measured reliably are included in income and related expenditure.

In accordance with the Charities SORP (FRS 102), general volunteer time is not recognised in the financial statements. Please refer to the review of activities section in the Directors' Report, for more information about the volunteers' contribution to the charity.

(n) Employee benefits

(i) Defined contribution plan

The company operates a defined contribution pension scheme. The company's contributions to this scheme are dealt with in the Statement of Financial Activities on an accruals basis. The assets are held separately from those of the company in an independently administered fund.

(ii) Short-term benefits

Short-term employees' benefits, including paid holiday arrangements and other similar benefits, are recognised as an expense in the financial year in which employees render the related service.

3 CRITICAL ACCOUNTING JUDGEMENTS AND ESTIMATION UNCERTAINTY

Estimates and judgements made in the process of preparing the company's financial statements are continually evaluated and are based on historical experience and other factors, including expectations of future events that are believed to be reasonable under the circumstances.

Critical accounting estimates and assumptions

The directors make estimates and assumptions concerning the future in the process of preparing the company's financial statements. The resulting accounting estimates will, by definition, seldom equal the related actual results. The estimates and assumptions that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are addressed below.

(i) Useful economic lives of tangible fixed assets

The annual depreciation on tangible fixed assets is sensitive to changes in the estimated useful economic lives and residual values of the assets. The useful economic lives and residual values are reviewed annually. They are amended when necessary to reflect current estimates, based on technological advancement, future investments, economic utilisation and the physical condition of the assets. See Note 13 for the carrying amounts of the tangible fixed assets and Note 2(g) for the useful economic lives for each class of tangible fixed assets.

(ii) Going concern

A change in government policy regarding the grant funding provided to the company could have a negative impact on the services the company is able to provide and the ability of Simon Community (Galway) to continue as a going concern. The directors, after making enquiries and having considered the company's financial position and expected future cash flows, conclude there are no material uncertainties about the company's ability to continue operating for the foreseeable future. For this reason, the going concern basis continues to be adopted in preparing the financial statements.

4 INCOME FROM CHARITABLE ACTIVITIES

	2023 €	2022 €
Government and other grants	6,555,108	5,302,459
Rental income	638,016	608,065
	7,193,124	5,910,524

5 INCOME FROM CHARITABLE ACTIVITIES - GOVERNMENT GRANTS

All grants detailed below are service type grants not of a capital nature, are for restricted use and the term of the grant is for the calendar year 2023 unless otherwise indicated.

Name and performance conditions/restrictions of grant	Total grant awarded over term	Grants due / (deferred) at 1 Jan 2023	Grant amount received in the year	Grant taken to income in the year	Grants due/ (deferred) at 31 Dec 2023	Grant brought forward in restricted funds at 1 Jan 2023	Grant carried forward in restricted funds at 31 Dec 2023	Grant expended in period
	€	€	€	€	€	€	€	€
HSE								
Health Services Executive (Department of Health) Its purpose is to fund the provision of homeless services.	3,005,326	119,408	2,932,601	3,005,326	192,133	596,047	528,476	2,476,850
Health Services Executive (Department of Health) Its purpose is to fund substance misuse counselling services	56,320	-	56,320	56,320	-	-	-	56,320
Health Services Executive (Department of Health) Its purpose is to fund 2022 inflationary cost increases	-	95,026	95,026	-	-	-	-	-
Health Services Executive (Department of Health) Its purpose is to fund the provision of homeless services under My Home Project	287,327	281,509	287,327	5,818	-	-	-	287,327
GALWAY CITY COUNCIL								
(Department of Housing, Planning and Local Government) Provision of homeless services and tenancy sustainment support	1,781,142	139,782	1,920,924	1,781,142	-	-	-	1,781,142
(Department of Housing, Planning and Local Government) Provision of homeless services and tenancy sustainment support Housing First Regional	126,469	2,000	128,469	126,469	-	-	-	126,469
(Department of Housing, Planning and Local Government) Provision of homeless services and tenancy sustainment support Housing First	208,802	2,000	210,802	208,802	-	-	-	208,802

Name and performance conditions/restrictions of grant	Total grant awarded over term	Grants due / (deferred) at 1 Jan 2023	Grant amount received in the year	Grant taken to income in the year	Grants due/ (deferred) at 31 Dec 2023	Grant brought forward in restricted funds at 1 Jan 2023	Grant carried forward in restricted funds at 31 Dec 2023	Grant expended in period
	€	€	€	€	€	€	€	€
(Department of Housing, Planning and Local Government) Provision of supports for specific house repairs	-	8,485	8,485	-	-	-	-	-
(Department of Housing, Planning and Local Government) To fund the development fee for CALF properties	-	24,727	2,374	-	22,353	-	-	-
GALWAY COUNTY COUNCIL								
(Department of Housing, Planning and Local Government) To fund the development fee for CALF properties	-	6,198	6,198	-	-	-	-	-
(Department of Housing, Planning and Local Government) Its purpose is to fund the provision of a resource centre and county tenancy sustainment supports.	529,121	74,977	604,100	529,121	-	-	-	529,121
Túsla Its purpose is to fund homeless services specifically for young persons	62,400	-	62,400	62,400	-	-	-	62,400
Túsla Its purpose is to fund young person's participation	1,211	-	1,211	1,211	-	2,400	1,527	2,084
Túsla Its purpose is to support specific client moving on	500		500	500	-	-	-	500
Léargas Its purpose is to fund the training and supervision of full-time volunteers	102,365	-	102,365	102,365	-	-	-	102,365
Department of Social Protection Its purpose is to fund a Community Employment Scheme for up to 25 participants	319,157	(32,574)	321,523	319,157	(34,941)	-	-	319,157
An Pobal (Department of Rural and Community Development) Its purpose is to part-fund electrical vehicle for services (capital grant)	36,675	-	36,675	36,675	-	-	-	36,675
An Pobal (Department of Rural and Community Development) Its purpose is to part-fund capital works in the Bridge Resource Centre, Ballinasloe	21,318	-	21,318	21,318	-	-	-	21,318

Name and performance conditions/restrictions of grant	Total grant awarded over term	Grants due / (deferred) at 1 Jan 2023	Grant amount received in the year	Grant taken to income in the year	Grants due/ (deferred) at 31 Dec 2023	Grant brought forward in restricted funds at 1 Jan 2023	Grant carried forward in restricted funds at 31 Dec 2023	Grant expended in period
	€	€	€	€	€	€	€	€
Creative Ireland (Department of Tourism, Culture, Arts, Gaeltacht, Sport & Media) To fund social integration project	3,476	-	3,476	3,476	-	-	-	3,476
Erasmus+ Its purpose is to fund co-operation for innovation and the exchange of good practices in the provision of homeless services to women across member states of the European Union.	-	-	-	-	-	9,260	7,716	1,544
Amazon To fund energy cloud initiatives in services	13,500	-	13,500	13,500	-	-	13,500	-
Community Foundations of Ireland RTE Does Comic relief (Demand for Digital) Its purpose is to facilitate digital collection of donations	-	-	-	-	-	12,299	9,983	2,316
Religious Order Its purpose is to support a Trauma programme for individuals in our services	-	-	-	-	-	13,365	12,810	555
Galway City Council (Department of Housing, Planning and Local Government) To provide financial assistance to social enterprise project Sports Partnership Fund	-	-	-	-	-	714	-	714
Galway County Council (Department of Housing, Planning and Local Government) To support individuals and families in Ballinasloe	-	-			-	2,419	1,975	444
ESB Funds To support our social enterprise project (79G)	-	-	-	-	-	16,000	4,867	11,133
TOTAL RESTRICTED INCOME FROM GRANTS	6,555,108	440,029	6,809,775	6,555,108	185,363	652,504	580,854	6,030,711

6 OTHER FUNDRAISING ACTIVITIES

	2023 €	2022 €
Retail income from charity shops	892,616	769,580
Other fundraising activities	206,366	281,522
	1,098,982	1,051,102

7 OTHER INCOME

	2023 €	2022 €
VAT refund	5,712	5,021
Miscellaneous items	2,033	1,495
	7,745	6,516

8 RESOURCES EXPENDED

Expenditure on charitable activities has been classified to comply with Charities SORP (FRS 102). Such costs include the direct costs of providing homeless services together with those support costs (training, volunteering, finance and administration costs) incurred that enable these activities to be undertaken. These have been allocated across the activities based on staff and volunteer numbers and utilisation.

Total support costs for 2023 of €957,465 were 11% of the total expenditure (2022: €717,158: 9.5%) and include headcount costs of €653,084 and administration costs of €285,876. These costs are reflected in the Statement of Financial Activities and a breakdown is included in the table below:

For the year ended 31st December 2023	Staff costs €	Direct costs €	Depreciation costs €	Training and volunteering costs €	Support costs €	Total €
Homeless services	4,901,639	1,227,817	313,605	118,374	813,508	7,374,944
Advocacy & Campaigning	50,277	450	-	2,195	8,344	61,266
TOTAL CHARITABLE ACTIVITIES	4,951,916	1,228,267	313,605	120,569	821,852	7,436,210
Community Employment Scheme	309,004	6,169	-	-	51,284	366,457
Raising funds	482,190	288,737	30,078	11,387	84,329	896,721
Training and volunteering	25,969	118,306	-	(144,275)	-	-
Support costs	653,084	285,876	6,186	12,319	(957,465)	-
TOTAL 2023	6,422,163	1,927,355	349,869	-	-	8,699,388

For the year ended 31st December 2022	Staff costs €	Direct costs €	Depreciation costs €	Training and volunteering costs €	Support costs €	Total €
Homeless services	4,321,763	1,159,078	277,313	55,882	613,399	6,427,436
Advocacy & Campaigning	33,585	2,708	-	747	4,767	41,807
TOTAL CHARITABLE ACTIVITIES	4,355,348	1,161,786	277,313	56,629	618,166	6,469,243
Community Employment Scheme	271,255	12,225	-	-	38,500	321,980
Raising funds	426,202	257,395	27,326	4,967	60,492	776,382
Training and volunteering	-	66,527	-	(66,527)	-	-
Support costs	525,482	167,614	19,131	4,931	(717,158)	-
TOTAL 2022	5,578,287	1,665,547	323,770	-	-	7,567,605

Support costs include accounting and finance, maintenance, I.T., human resources, administration and general management functions. Training costs relate to the cost of running extensive training for staff and volunteers essential to their work environment. Volunteering costs are incurred in accommodating and providing for full time volunteers and coordinating full-time and part-time volunteer activity. These costs are allocated across other services on the basis of staff and volunteer numbers and utilisation as appropriate.

9 OPERATING SURPLUS IS STATED AFTER CHARGING/(CREDITING)

	2023 €	2022 €
OPERATING SURPLUS IS STATED AFTER CHARGING/(CREDITING)		
Staff costs (Note 10 (b))	6,422,163	5,578,286
Depreciation	349,869	323,770
Profit on disposal of fixed assets	-	(11,500)
Interest payable	68,329	65,737
AUDITOR'S REMUNERATION		
Audit of charity's financial statements	8,260	6,150
Audit of Community Employment Scheme	984	984

10 EMPLOYEE INFORMATION AND BENEFITS

(a) The average number of employees (as calculated using the methodology required by Companies Act 2014) during the year is analysed below:

	2023 No.	2022 No.
Chief Executive Officer	1.0	1.0
Head of Client Services	1.0	1.0
HR Manager	1.0	1.0
Financial Controller	1.0	1.0
Team leaders	5.0	5.0
Social Care and Housing Support staff	67.7	72.1
Relief Care Staff	41.4	49.5
Multi-Disciplinary Team	7.8	6.3
CE Scheme Participants	18.2	16.3
Property Manager and Housing Officer	1.7	2.6
Quality and Best Practice Co-Ordinator	1.0	1.0
Health & Safety Officer	0.7	0.0
Social Enterprise Manager	0.5	0.0
Communications (including student placement)	2.3	1.8
Office Manager/Administrator	1.2	1.0
Accounts Department	3.0	4.0
IT Program Manager	1.0	1.0
CE Supervisor and HR Department	3.8	1.5
Fundraising team	4.9	5.2
Shop Staff	5.2	5.0
Van Drivers	2.0	2.0
	171.4	179.3

(b) The company's employment costs for all employees comprise:

	2023 €	2022 €
Wages and salaries	5,707,328	4,948,950
Social insurance costs	572,318	514,286
Pension costs	142,517	115,050
	6,422,163	5,578,286

Simon Community (Galway) employs staff as participants in government sponsored Community Employment Schemes. The company additionally engages full-time volunteers directly involved in providing services for homeless persons.

(c) The number of employees receiving remuneration over €60,000 in the year were as follows:

	2023 No.	2022 No.
SALARY		
€60,001 to €70,000	5	2
€70,001 to €80,000	2	2
€80,001 to €90,000	2	2
€90,001 to €100,000	1	0
	10	6

Pension costs for these higher paid employees amount to €34,062 in 2023 (2022: €15,714). The company's Chief Executive Officer, Karen Golden, received a gross salary of €92,111 and an employer's pension contribution of €4,606.

11 DIRECTORS' REMUNERATION

No members of the board of directors received any remuneration during the year or during the prior year.

12 TAXATION

No provision for taxation has been made because the company, being a registered charitable organisation, is exempt from tax under Section 207 and 208 of the Taxes Consolidation Acts, 1997.

13 TANGIBLE FIXED ASSETS

	Land and buildings €	Computer equipment €	Furniture and fittings €	Office equipment €	Motor Vehicles €	Total €
COST						
At 1st January 2023	17,001,300	146,936	271,248	73,313	311,953	17,804,750
Additions	1,675,540	17,294	-	-	52,128	1,744,961
Disposals	-	-	-	-	-	-
AT 31ST DECEMBER 2023	18,676,840	164,230	271,248	73,313	364,081	19,549,711
ACCUMULATED DEPRECIATION						
At 1st January 2023	1,756,811	125,500	261,051	62,860	165,391	2,371,613
Charge for the year	262,323	20,553	1,103	2,981	62,908	349,869
Charge on disposals	-	-	-	-	-	-
AT 31ST DECEMBER 2023	2,019,134	146,053	262,154	65,841	228,299	2,721,482
NET BOOK VALUE						
AT 31ST DECEMBER 2023	16,657,706	18,176	9,094	7,472	135,782	16,828,229
At 1st January 2023	15,244,489	21,436	10,197	10,454	146,562	15,433,138

14 DEBTORS

	2023 €	2022 €
AMOUNTS FALLING DUE WITHIN ONE YEAR:		
Galway City Council	22,352	200,611
Galway County Council	2,501	74,977
Health Service Executive core grant retention	127,259	119,408
Health Service Executive Mental Health Services	-	56,302
Health Service Executive One Off Supports (Inflation/ Arrears)	70,693	95,026
Other debtors	124,149	162,500
Sundry debtors	35,796	30,225
	382,750	739,049

15 CREDITORS – Amounts falling due within one year

	2023 €	2022 €
Trade creditors	316,081	64,423
Accruals	345,884	294,096
PAYE and Pay Related Social Insurance	137,253	165,499
Value Added Tax and Relevant Contracts Tax	6,122	2,176
Deferred income (Note 17)	64,072	97,164
Other creditors	54,899	54,688
Capital Assistance Scheme loans (Note 16)	432,290	398,893
Clann Credo loan (Note 16)	85,580	86,580
Housing Finance Agency loan (Note 16)	69,752	69,752
	1,511,933	1,233,271

16 CREDITORS – Amounts falling due after more than one year

	2023 €	2022 €
Capital Assistance Scheme loans	8,170,051	7,633,798
Clann Credo loan	338,421	369,380
Clann Credo loan	183,590	300,900
CALF Scheme loans	345,347	338,880
Housing Finance Agency loans	1,163,918	1,208,203
	10,201,327	9,851,161

Loans under Capital Assistance Schemes are received by Simon Community (Galway) from Galway City Council, by way of mortgage, with repayable periods for each funding agreement ranging from 20 to 30 years. Galway City Council has a charge over Simon Community (Galway) properties as security for the finance provided. Under the terms of the mortgage, Simon Community (Galway) is relieved of monthly capital and interest payments so long as in compliance with specific conditions set out in the relevant mortgage agreement, primarily with respect to the use and upkeep of the related properties. Under the terms of the Capital Assistance Schemes, the amounts repayable to the local authority as at the balance sheet date of €8,602,341 (2022: €8,032,691) represent the aggregate finance received to date as reduced by the cumulative repayments relieved to date of €4,684,089 (2022: €4,251,799).

The loans are repayable in the following periods:

	2023 €	2022 €
Within one year	587,621	555,225
Between one and two years	587,621	555,225
Between two and five years	1,762,863	1,665,675
After five years	7,850,843	7,630,261
	10,201,327	9,851,161
	10,788,948	10,406,386

17 DEFERRED INCOME

	2023 €	2022 €
At 1st January 2023	97,164	50,028
Community Employment grant advance utilised in current year	(26,560)	(40,863)
Community Employment grant advance for following year	49,770	40,862
St. Vincent De Paul Funding advanced	-	(9,165)
Mental Health Service grant advanced	(56,302)	56,302
AT 31ST DECEMBER 2023	64,072	97,164
SPLIT OF DEFERRED INCOME		
Amounts falling due within one year	64,072	97,164
Amounts falling due after more than one year	-	-
	64,072	97,164

18 CAPITAL RESERVES

Capital reserves are represented by an amount of €9,368 being the excess of assets over liabilities transferred to the company by the directors of Simon Community (Galway) on incorporation in 1989. In 2016, it was decided that capital reserves could be transferred to the accumulated restricted reserve.

19 RECONCILIATION OF MOVEMENTS IN ACCUMULATED FUNDS

Funds description	Balance at start of year €	Incoming resources €	Resources expended €	CAS Loan repayments relieved €	Transfers €	Balance at end of year €
RESTRICTED INCOME						
Health Services Executive	596,047	3,292,653	(3,360,223)	-	-	528,476
Galway City Council	-	2,116,413	(2,116,413)	-	-	-
Galway County Council	-	529,121	(529,121)	-	-	-
Health Services Executive – Drugs Task Force	-	56,320	(56,320)	-	-	-
Túsla	-	62,400	(62,400)	-	-	-
Léargas	-	102,365	(102,365)	-	-	-
Department of Social Protection – Community Employment	-	319,157	(319,157)	-	-	-
Galway City Council Grant for Sports Partnership	714	-	(714)	-	-	-
Galway County Council Grant for Support during pandemic	2,419	-	(444)	-	-	1,975
Tusla – To fund Youth Participation/Specific Support	2,400	1,711	(2,584)	-	-	1,527
An Pobal	-	57,993	(57,993)	-	-	-
Creative Ireland	-	3,476	(3,476)	-	-	-
Erasmus	9,260	-	(1,544)	-	-	7,716
Community Foundations of Ireland - Demand for Digital	12,299	-	(2,316)	-	-	9,983
Religious Order – Trauma Program	13,365	-	(555)	-	-	12,810
ESB Funds	16,000	-	(11,133)	-	-	4,867
Amazon	-	13,500	-	-	-	13,500
OTHER RESTRICTED DONATIONS (INCLUDING FUNDRAISING)						
Boston Scientific	-	76,028	(70,495)	-	-	5,533
University of Galway	-	9,500	(1,450)	-	-	8,050
Essential Funds	103,995	114,010	(107,279)	-	22,217	132,943
Client Involvement Strategy	1,092	-	(1,092)	-	-	-
Reddington Grant	2,953	1,500	(2,315)	-	-	2,138
Miscellaneous Restricted Donations	2,745	600	(338)	-	-	3,007
Restricted Bequests	122,217	-	-	-	(122,217)	-
Capital grants received in prior years	53,001	-	(2,559)	-	-	50,442
Capital reserves	9,368	-	-	-	-	9,368
TOTAL RESTRICTED FUNDS	947,875	6,756,747	(6,812,287)	-	(100,000)	792,335
Unrestricted reserves	1,855,586	2,259,602	(1,887,101)	-	(127,603)	2,100,485
Designated property maintenance	938,937	-	-	-	127,603	1,066,540
Designated capital development reserve	-	-	-	-	100,000	100,000
Designated strategic development	251,819	-	-	-	-	251,819
Capital Assistance Scheme loan payments waived	4,251,799	-	-	432,290	-	4,684,089
ACCUMULATED FUNDS	8,246,016	9,016,349	(8,699,388)	432,290	-	8,995,267

20 ANALYSIS OF NET ASSETS BETWEEN FUNDS

	Unrestricted funds €	Restricted funds €	Designated funds €	CAS Loan payments relieved €	Total funds 2023 €
Tangible assets	3,541,799	-	-	13,286,430	16,828,229
Current assets	2,736,144	792,335	351,819	-	3,880,298
Creditors falling due within one year	(1,079,643)	-	-	(432,290)	(1,511,933)
Creditors due after more than one year	(2,031,276)	-	-	(8,170,051)	(10,201,327)
NET ASSETS AT 31ST DECEMBER 2023	3,167,024	792,335	351,819	4,684,089	8,995,267

21 RECONCILIATION OF NET INCOME TO NET CASH FLOW FROM CHARITABLE ACTIVITIES

	2023 €	2022 €
INCOME FOR THE PERIOD (AS PER THE STATEMENT OF FINANCIAL ACTIVITIES)		
Net income	749,251	433,251
Adjust for:	-	-
Capital Assistance Scheme loan repayments relieved	(432,290)	(398,893)
Depreciation charges	349,869	323,770
Decrease/(increase) in debtors	356,295	(247,276)
Increase/(decrease) in deferred income	(33,092)	47,136
Increase/(decrease) in creditors	279,358	81,531
Bank interest received	(728)	(424)
Interest payable	68,329	65,737
NET CASH PROVIDED BY CHARITABLE ACTIVITIES	1,336,992	304,832

22 ANALYSIS OF CASH AND CASH EQUIVALENTS

	At 1st January 2023 €	Cash flow €	At 31st December 2023 €
Cash at bank and in hand	1,480,448	236,333	1,716,781
Notice Deposits	1,677,813	102,954	1,780,767
NET FUNDS/(DEBT)	3,158,261	339,287	3,497,548

23 CAPITAL COMMITMENTS

The company has capital commitments totalling €2,129,527 relating to residential properties, which includes a new development. These properties will be financed by loans under the Capital Assistance Scheme.

24 CONTINGENT LIABILITIES

The company did not have any contingent liabilities at the year end.

25 PROVISIONS AVAILABLE FOR SMALL ENTITIES

In common with many other businesses of our size and nature, we use our auditors to assist with preparation of the financial statements.

26 LIMITED LIABILITY

The company is limited by guarantee and does not have a share capital. Each member's liability in the event of winding up will not exceed €2.

27 POST BALANCE SHEET EVENTS

A commercial loan with Clann Credo was approved of €200,000 on a property purchased in 2023 and this was subsequently drawn down in January 2024.

28 RELATED PARTY TRANSACTIONS

There were no related party transactions during the year.

29 TAX CLEARANCE COMPLIANCE WITH CIRCULARS

The company has complied with relevant Government Circulars, including Circular 44/2006 'Tax Clearance Procedures Grants, Subsidies and Similar Type Payments' by providing the tax clearance access number to grant providers when requested throughout the year. The company has an up-to-date tax clearance certificate at the date of approval of the financial statements.

30 APPROVAL OF FINANCIAL STATEMENTS

The accounts were approved by the board of directors on the 29th of April 2024.



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