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## YEARS OF DEPAUL IN NORTHERN IRELAND

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*Supporting people who are homeless or at risk of homelessness*

# DEPAUL

Homelessness has no place



Depaul offers support under four main service areas:



Homelessness  
and Families



Homelessness  
and Addiction



Homelessness  
and Prevention



Homelessness  
and Criminal  
Justice

# FOREWORD

The story of Depaul in Northern Ireland began in 2005 when the need for a service to support people with complex needs was identified. Since then, the journey we have been on is one that has come from 10 years of adapting to those ever-changing needs. As part of an international group of charities we have had the benefit of receiving support from within the group and supporting other parts of the group as they seek to address homelessness elsewhere in the world.

Homelessness continues to be a challenge in Northern Ireland; a problem that afflicts the lives of many. At Depaul, we believe homelessness has no place and we are committed to seeing an end to long-term homelessness. We seek to work collaboratively with others in the sector. We are committed to play our part in achieving the Northern Ireland Housing Executives Strategy to address homelessness and we are grateful for the funding we receive.

I would like to thank all of the staff that have been with us throughout our 10 year journey. It is through their commitment and dedication in our services that those accessing our support have been able to reach their full potential in a supportive and positive environment. I would also like to thank all of the wonderful volunteers; without their support we wouldn't be able to achieve all that we do.

Over the 10 years that we have been in Northern Ireland, we have been able to change the lives of many. We have supported and accepted those with difficult challenges. We have believed in and empowered many to move on from homelessness and live healthy and positive lives independent in our communities. It has been our privilege to work with and support them on this part of their journey.

**Kerry Anthony**  
CEO, Depaul



# INTRODUCTION

In 2015, Depaul celebrates 10 years in Northern Ireland supporting people who are homeless or at risk of homelessness. We are committed to helping people most in need who are often multiply excluded from society.

Depaul came to Northern Ireland in 2005 to open Stella Maris, working hard to address the needs of people identified as sleeping rough in Belfast with long term alcohol misuse. 10 years on, we now have over 10 services working across Northern Ireland. We offer not only residential services but a Day Centre, Floating Support services, Housing First services and services for vulnerable families.

What is and has been most important, is that Depaul serves people who may otherwise be excluded and not receive the help and support they need to fulfil their potential and change their circumstances for the better. Having started as a small organisation in 2002 with one service in Dublin, Depaul has grown to be a large cross border organisation, and in 2015 we have supported over 14,000 people both in North Ireland and the Republic of Ireland.

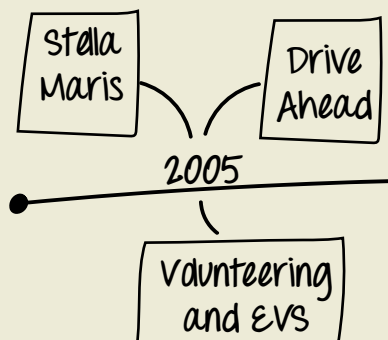
Depaul responds to need, and remains completely committed to helping homeless people who need our support the most. We have learnt a lot in 10 years in Northern Ireland and will continue to do so from the people we are here to serve, as well as our partners.

It's in celebration that we look back on the last 10 years in Northern Ireland and celebrate the service users, staff, volunteers, supporters and partners who are the story of Depaul.

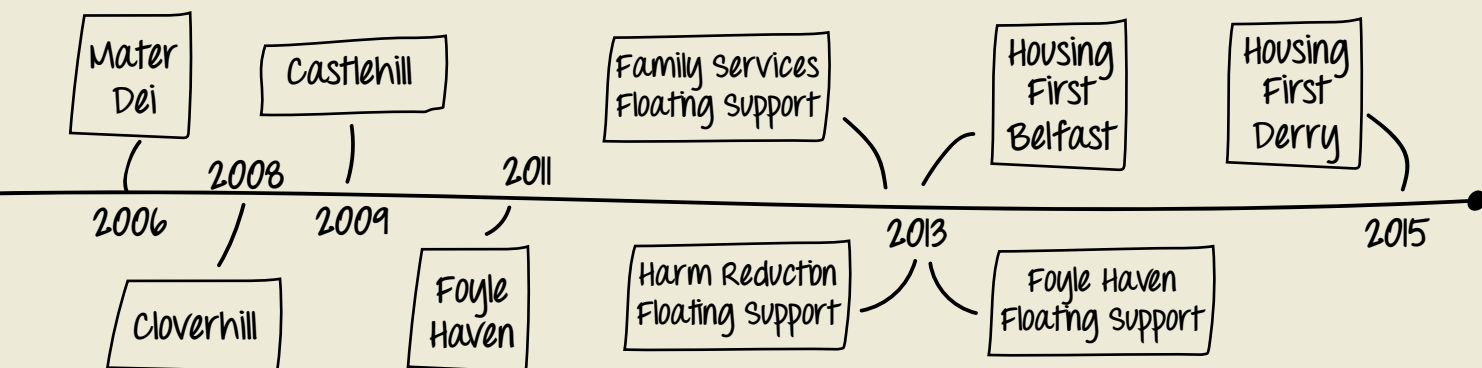
"In the last ten years  
Depaul has worked with  
thousands of people  
experiencing homelessness  
to build pathways and  
empower them to find a  
warm and safe place to  
call home"

- Deirdre Canavan  
Senior Services Manager, Depaul

10 years of Depaul  
in Northern Ireland...









"I like everything about stella maris. The food is very good. It is a fine place to live and I have been here a long time and have seen people come and go. I feel safe and well looked after"

- stella maris service user

# STELLA MARIS

Stella Maris was set up by Depaul in September 2005 as part of the Northern Ireland Housing Executive (NIHE) homelessness strategy. Stella Maris is a partnership with HELM Housing established to help people who were street drinking and sleeping rough, who, because of a lack of appropriate hostel accommodation, had nowhere to go.

Stella Maris offers safe accommodation for people who have issues with alcohol addiction. There is 24-hour support and the team helps service users within the principles of harm reduction and low threshold, meaning we support people at a level they can manage. Stella Maris was the first service of its kind in Northern Ireland.

There are 19 en-suite bedrooms in Stella Maris, 4 of which are shared. We offer service users nutritional meals each day and complimentary health services such as a podiatrist, dentist and optician via the community nurses who work with homeless services in Belfast. There is also interesting interactive in-house activities like arts & crafts, music, games, outings & workshops that help service users with substance misuse, bereavement, money management, fire safety and helps to prevent social isolation for this vulnerable group.

Stella Maris is a place to call home for up to 23 men and women at any one time. We provide a high standard of accommodation, help to address mental and physical health needs, promote self-esteem, independence and work with service users in a way that respects their decisions as individuals.

"Stella is a true reflection of the values of Depaul. Accepting all, empowering all to the best of their abilities, never giving up, never judging"

- Ricky Rowledge  
Director, CHNI

Stella Maris has supported more than 179 individual people since its opening in 2005. Service users remain the very core of the work of Stella Maris and are at the forefront of Depaul's work.

Stella Maris is run by a staff team of over 18 people and is supported by approximately 10 volunteers who all dedicate their time and commitment to the service users of Stella Maris.

The service has become part of the fabric of the community in Belfast and has developed and fostered partnerships making sure that those who live there have as much external support as necessary.

In the 10 years since its opening, Stella Maris has not strayed from its original purpose and continues to develop new initiatives in harm minimisation around alcohol consumption and health improvement. Stella Maris continues to accept, work with and care for those with multiple and complex support needs.







"I love it here, its  
clean and  
comfortable for me  
and my wee boy"  
- Mater Dei Service User



# MATER DEI FAMILY SERVICE

In November 2006 Depaul opened the doors of its first Family Hostel, Mater Dei, North Belfast.

Mater Dei replaced Atlantic House, a family service hostel run by a voluntary management committee of St Vincent de Paul in North Belfast. Atlantic House had been in operation for over 20 years providing accommodation and support to 11 families, at any one time, in shared accommodation but it was identified that the service was in need of modernisation. Depaul took over management of Atlantic House and the staff team in 2006 in partnership with Newington Housing Association and Mater Dei began.

Mater Dei offers 13 self-contained apartments to families. All of the Families have a key worker to help them access the services they need so that they get the very best support for a positive move-on out of homelessness.

During each family's stay, the staff help in finding suitable long-term accommodation. Mater Dei provides the time and space so that families can address the issues that led to their homelessness. Taking time to mend broken relationships; address debts; develop and maintain a household budget; plan and cook nutritious meals for their families and learn to run a family home.

Depaul was successfully awarded funding from Children in Need in 2009 for a dedicated Child Support Worker. This is an integral part of the work of our family services.

For those parents facing difficulty with their parenting knowledge or skills, practical support is on hand in Mater Dei to make family life a more positive experience for all family members.

When families move on from Mater Dei, they can now receive ongoing support in their new homes from Depaul Family Services Floating Support workers. This service supports the positive improvements that families have made in Mater Dei by offering advice and guidance in the family's new home. This work is vital to ensure sustainable tenancies and secure homes for the future for vulnerable families who have come through homelessness.

Since 2006 199 families and 274 children have been accommodated in Mater Dei and have moved on positively to permanent accommodation. Depaul Mater Dei continues to play an active part in the local community, encouraging all service users to engage in local events and activities.

# CLOVERHILL FAMILY SERVICE

Depaul's Cloverhill service was opened in West Belfast in 2008 following on from the success of our Mater Dei service in North Belfast. Depaul felt well equipped to take on a new service in an area of great need for vulnerable families.

Cloverhill offers 18 self-contained apartments with their own bathroom, living/dining room and separate kitchen. There are also communal spaces: two lounges; large indoor and outdoor play areas; a laundry room and art and crafts room all available to the families to help in their development and move-on.

Families are referred to Cloverhill by the Northern Ireland Housing Executive and by Social Services' emergency duty team. Once living in Cloverhill, each family has a dedicated key worker who, together with the family, identify the areas of need for them. A support plan can cover many areas but the focus is always to get the family moved to permanent accommodation of their choice as quickly as is possible.

There are many reasons why families become homeless; mortgage default; end of a private rental tenancy; breakdown in sharing in the family home; overcrowding; intimidation; anti-social behaviour; domestic violence; abuse and debt are just some of the examples.

Cloverhill offers families the time and space to address the issues that lead to their homelessness. Depaul's dedicated child support worker also works with children in Cloverhill, setting aside one-to-one time for those children who are struggling to come to terms with great upheaval in their lives.

Since opening, Cloverhill has accommodated 190 families with 264 children having a place to call home. Providing a warm and welcoming culture is at the centre of Depaul's service provision and at no time is it more important than when welcoming small children into strange surroundings at a difficult and scary time in their lives.

"Cloverhill has really helped me in getting ready for living in my own house, there is loads of activities and trips for the kids, it doesn't feel like a hostel because we have our own space, but I know that if I needed anything the staff are there to help"

- Cloverhill service user



"Cloverhill is an integral part of the local community and it provides an invaluable, high standard service"

- Valerie Fox  
Senior Social Worker  
South Eastern Trust



# ORGANISATIONAL IMPACT

Depaul was set up in the Republic of Ireland and Northern Ireland because there was a need for services that would help people who were multiply excluded and had nowhere else to turn.

The only reason Depaul exists is to help individuals and families, at risk, who find themselves caught in the spiral of homelessness.

Our dedicated staff and volunteers approach the work with compassion and a willingness to do whatever it takes, no matter what.

Depaul also innovates when services are needed. Many of our services have been the first of their kind. Depaul advocates for hard-to-reach groups and we are willing to take risks to make sure the services exist for people who are experiencing or are at risk of homelessness.

At the forefront of Depaul's work is a strong ethos and values base. The Vision, Mission and Values guide our everyday work from how we work, why we do the work we do, how we see the potential in people and in our decision-making.

At the heart of what we do, Depaul aims to be inclusive and never exclusive and our Vision, Mission and Values clearly define our ethos.

## WHAT DOES THIS MEAN? OUR VALUES

### **We celebrate the potential of people**

Depaul believes in the potential of people. Whether this is the organisation, staff, service users, volunteers or supporters. No matter what, Depaul believes in developing the individual and the organisation. It is very important to Depaul that each service user is given the opportunity to achieve their potential whatever that may look like for them. Equally we think it is hugely important to invest in our staff and volunteers so they can do the best they can, to work with people who are homeless or at risk of homelessness and deliver high-quality services. It is also important to us to invest in our relationships with our supporters and partners to develop the potential in those relationships too.

### **We put our words into action**

What matters to us is what we do. We take action to improve the lives of people who are homeless or at risk of homelessness. We respond to urgent or crisis needs, working with those in greatest need whilst always expressing our values. We are committed to innovation and finding new ways to tackle the challenges we encounter. We do what we say we will do to make long-lasting change to address homelessness. We take risks in working with marginalised groups and people with challenging behaviour.

### **We aim to take a wider role in civil society**

Depaul believes in partnership. We want to be open and accountable to our staff, volunteers, service users, supporters, partners and wider society. We believe everyone should have a stake in society and through partnerships we believe together we can advocate for policy change and a more positive response to homelessness in society. We are custodians of valuable resources and we recognise our responsibility to use our resources wisely and as effectively as possible. We strive to be a best practice organisation. We have a global presence, perspective and potential and we want to use this to do good.

### **We believe in rights and responsibilities**

Depaul fully recognises that people have fundamental rights as human beings and within the law that must be safeguarded and upheld.

**Rights** – Depaul recognises the right of fair and impartial treatment, to have one's ideas and opinions listened to and to work in a positive and supportive environment.

**Responsibilities** – Depaul sees these as treating others fairly and with impartiality, to listen to and respect the ideas and opinions of others, to work with others collaboratively and in a positive, respectful and supportive way, to recognise the contribution of others, to facilitate and take responsibility for effective communication.

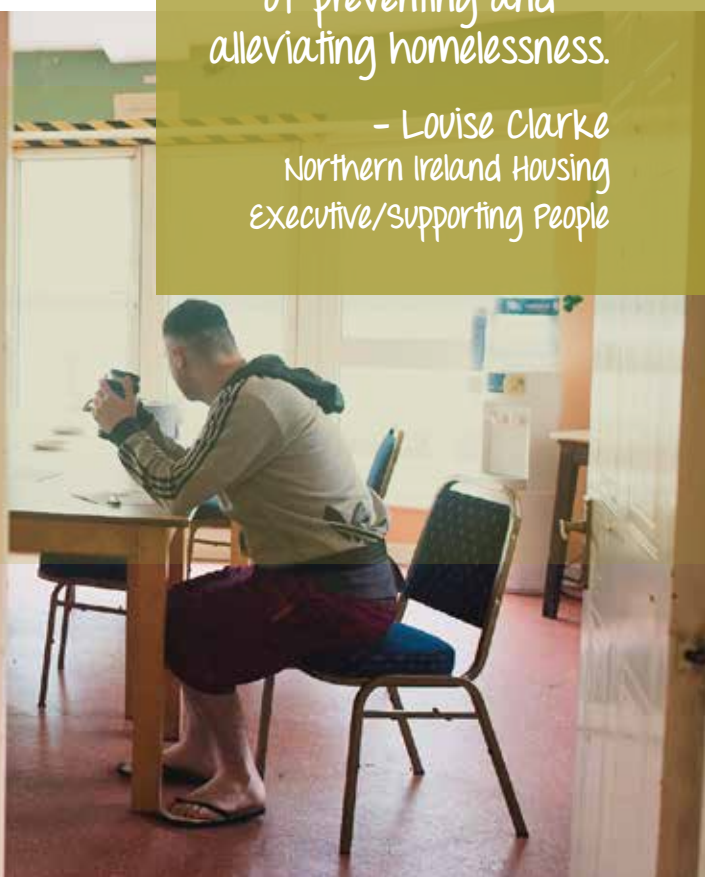
Depaul believes with rights come responsibilities. We must take responsibility for our actions and we have a duty to consider others.

**We believe that homelessness has no place and we want to work to end homelessness and change lives.**

*"over the past decade Depaul has made a significant contribution to the Homeless strategy through the delivery of high quality accommodation and community-based housing support services.*

*We are delighted to celebrate Depaul's 10 year anniversary working in Northern Ireland and look forward to achieving our common goal of preventing and alleviating homelessness.*

*- Louise Clarke  
Northern Ireland Housing  
Executive/Supporting People*



# OUR APPROACH

Society in Northern Ireland faces many challenges. How we work with our most vulnerable is one of the key issues that we face as a community.

Depaul is at the forefront of dealing head-on with these issues by assisting and offering services to those who sometimes have nowhere to turn. From our child support work with young families who are homeless in North and West Belfast to our work with street drinkers in Derry, we provide innovative and pioneering solutions to helping people move on with their lives.

We are committed to all aspects of our society as demonstrated by our outreach work to rural communities to those who have drug and alcohol difficulties in the Newry, Mourne and Dungannon areas. There is still much work to be done but we are dedicated to reaching out with our partners to truly reaching those most in need

## **LOW THRESHOLD AND HARM REDUCTION APPROACHES AND ETHOS**

Depaul works from low threshold principles - this means we support people who are often excluded from other services because they have very complex support needs. This can range from behavioural issues to addiction issues. Depaul's services work in a way that as few people as possible are denied access, because often the people who are the most difficult to work with are the ones that need our help the most.


We try to keep our services open to those who need them most and create an environment of mutual respect, and work with people at risk or experiencing homelessness despite difficult behaviour. We can then help people to stabilise their lives and make positive change.

We operate harm reduction principles in all services – this means we support people to reduce the harm caused by their lifestyle choice whether this is drug addiction, alcohol use, or other risky behaviours.

For people with addiction issues, abstinence is considered preferable as it is a healthier lifestyle. However, at Depaul we recognise that some people are either unable or unwilling to achieve or maintain complete abstinence.

It is possible to minimise the harm caused to an individual as a result of risky behaviour and at Depaul we promote harm reduction practices that maintain or improve a person's health and wellbeing and give accurate information on available treatment.





"Sometimes it is easy to feel there is no hope, but Depaul had a vision that looked beyond the addictions and saw real people among life's chaos. They have provided not just a home, but a family that seeks to restore respect, preserved dignity and have used advocacy as a means to empower residents"

- Susan Semple  
Belfast Health and Social Care Trust

In 2005,  
Depaul supported

27

people in Northern  
Ireland

In 2014,  
Depaul supported

941

people in Northern  
Ireland

# IMPORTANCE OF VOLUNTEERING

*"It's important to remember our roots from volunteering. Volunteers add value - they do things that are simple but extremely important in our services"*

*- Kerry Anthony,  
CEO, Depaul*

Depaul's volunteer programme has been part of Depaul's Vision, Mission and Values since its inception in Northern Ireland, and this ethos permeates throughout the organisation today.

The need for volunteer involvement is integral to our work, as we are accountable to the people we serve to offer a wide range of holistic support and opportunities. To do this, we must involve the wider community in our work at many levels. Volunteers add so much value to our existing work and enable us to share a wider range of skills, experience and diversity of outlook with our service users, other volunteers, staff and the wider community.

Those in our services feel that a volunteer coming to chat to them and encourage them to participate in activities means that the local community cares about them. It is in the small things, like playing a game of pool, that can boost the mood of someone who may feel isolated or burdened with their problems. The children in our family services love nothing more than the games and art activities provided by volunteers.

Depaul's European Voluntary Service (EVS) has been established since 2005 when the first volunteers arrived from Poland to be hosted in Stella Maris. To date, Depaul has hosted 34 EVS volunteers in Northern Ireland who provide full-time volunteer work in our services for a 6-9 month period.

Depaul is dedicated to maintaining a quality volunteer programme where volunteers and people using our services working in collaboration with staff, can unlock their potential and learn from each other in a supportive environment.

In 2015 Depaul was awarded Investors in Volunteers for good practice in volunteering - the first cross-border organisation to receive the prestigious award.









# CASTLEHILL

Castlehill opened its doors in June 2009 becoming Depaul's first service outside a major city.

Castlehill's opening was in response to the Northern Ireland Housing Executive identifying the Dungannon area as needing an accommodation-based service to address the highest homelessness figures outside of Belfast.

In partnership with Helm Housing Association, Depaul developed Castlehill as a purpose-built service providing high-quality accommodation and support to people who are homelessness within the area. We established the service as a mixed gender, low threshold residential service, providing accommodation for homeless individuals and couples for up to 2 years so they could get the help they needed to move through and out of homelessness.

The service sets out to provide the people living there with the opportunity to develop their independent living skills with the

support of staff, volunteers and relevant external support services, before moving on into permanent accommodation.

Unlike other Depaul services, Castlehill do not specialise in one particular support area. In meeting the needs in the area, Castlehill have adapted and learned to provide support to people who have alcohol and/or substance addiction, mental ill-health, physical ill-health, criminal history, risk-taking behaviours, experience of the care system, relationship breakdown, discrimination and harassment, parental responsibilities, limited independent living skills and more.

Castlehill has grown over the past 6 years, adding to the number of project workers on site and establishing a dedicated resettlement support worker. The resettlement worker role has proved invaluable in ensuring a consistent approach to re-housing and improving service users' transition into independent accommodation.



Since opening, Castlehill has successfully secured funding to improve on-site facilities that now include an art & craft room, gardening activities and an on-site gym with staff qualified to induct service users in the use of the equipment.

The knowledge and experience gained in developing Castlehill has enabled Depaul to establish our Harm Reduction Floating Support Service. This service operates within the Southern Trust area in partnership with Southern Health & Social Care Trust and is funded by Big Lottery.

Initially there were some reservations about the need for Castlehill as a substantial service in a relatively small town. The intervening years have demonstrated the need for the service with an occupancy rate of 99.5%.

Since opening in June 2009, Castlehill have worked with over 30 agencies to accommodate, assess, support and successfully resettle 166 individuals.



"This is the first time I feel I've been treated with respect. No one looks down their nose at me and I am treated like a human being. Other places were quick to judge me. This is the first time I feel like I am getting help and I am not on my own. I want to stay sober because I know they are helping me and if I fall they will help me get up again. I would have been put out of other places if I had fallen off the wagon, but not here. I know when I leave here I will be able to have my own wee house again"

- Castlehill Service User



# FOYLE HAVEN

Foyle Haven was originally opened in December 2001 in direct response to the large number of street drinkers congregating in the Londonderry/Derry City Centre. There were a number of reasons that this was an issue: people were out in all weathers, sleeping rough and exposed to various personal well-being and health risks, but there was also the impact on local emergency and law enforcement agencies as well as the negative image that was presented to tourists and shoppers.

In 2011, the original management committee decided the requirements of running the centre was growing beyond their capacity and a decision was made to merge Foyle Haven with Depaul.

The day centre provides practical assistance including hot meals, access to shower and laundry facilities, and a programme of regular social activities for adults with a dependence on alcohol.

In 2011, Foyle Haven was awarded the GlaxoSmithKline award for Community Health Development and an award for achievements in Community Arts; day centre service users and staff attended an award ceremony in Glasgow in 2013.

Since its merge in 2011, the service has expanded further to include 2 new floating support workers and a new project called Housing First with 3 staff that provide support to people who are homeless in securing and maintaining a private tenancy in the community.



"It has made me more outgoing and helped me to mix with people. I used to live in the day and now I look forward to the future. The staff of Foyle Haven have a down to earth friendly approach and there's no prejudgement"

- Foyle Haven Service User

The team has steadily grown to over 20 full time staff and 12 volunteers.

Foyle Haven continues to grow with developments in funding in recent years. However, despite service growth, the focus remains on providing a person-centered approach appropriate to the needs of those who use the day centre.

From these humble beginnings, Foyle Haven has become an integral and vital part of the front-line community addiction services in the North West.



# PREVENTING HOMELESSNESS

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## DRIVE AHEAD

Drive Ahead, established in 2005, was a ten-week training programme that specifically targets unemployed young people who have left school early and lack the skills needed to find employment. Participants typically come from disadvantaged backgrounds where generational unemployment and low levels of educational attainment are the norm.

Drive Ahead opened up new opportunities for young people at a time when there was huge competition in the job market and the new generation coming through needed to ensure they were doing all they could to gain new skills to increase their potential.

The programme had a philosophy of instilling confidence and improving self-esteem, which it believed was central to creating positive change.

During the lifetime of the Drive Ahead programme, Depaul supported hundreds of young people to develop their skills, to increase their self-confidence and to move positively in a direction of change. The programme was the first stepping stone for many onto the path of employment with many of the participants going on to open their own businesses and be short-listed for awards.

The programme ended in 2010 due to funding cuts, but many of the principles of empowerment are still used in our services to ensure young people are engaging with the appropriate external services to help them in their employment journey.



"Depaul recognises that there can often be a variety of reasons why people experience homelessness. We provide additional support services to make sure that we help our service users in all aspects of their lives. We want to encourage, empower and help service users to create an environment where they are equipped with the tools they need to live healthy and independent lives"

- David Carroll,  
Director of Services, Depaul

# FLOATING SUPPORT SERVICES

## FAMILY SERVICES FLOATING SUPPORT

Depaul's Family Floating Support service started because families moving on from Depaul's services, into independent accommodation, needed help to maintain their new homes.

The service is integral in supporting families around tenancy sustainment issues, working to prevent them from becoming homeless or returning to homelessness.

The team link in with families on a regular basis to advocate on their behalf, provide ongoing support and identify other needs the families may have.

The work of the Family Services Floating Support team cements the work in Depaul's family accommodation services and provides a continuum of care, long after families have left our services.

## HARM REDUCTION FLOATING SUPPORT

In 2013, Depaul's southern area Harm Reduction Floating Support (HRFS) service was established as a result of an increase in the number of people losing their homes because of alcohol addiction issues.

Funded through the Big Lottery, the team provides direct support to people at risk of becoming homeless in the local community.

Depaul offers one-to-one help in people's homes, at the office, or in a convenient public location. The team work on building strong professional relationships with each person and identify support needs, with a particular emphasis on alcohol consumption and its impact upon health and wellbeing.

As of June 2015, the team has provided 112 individuals with 2667 one-to-one support sessions.

## FOYLE HAVEN FLOATING SUPPORT

The Foyle Haven Day Centre offers a range of services to those with addiction issues in the Londonderry/ Derry City area. In 2013 it was identified that there was a need for a similar service which could provide support to people living in the community and unable to attend the day centre but who were at risk of homelessness.

Foyle Haven Floating Support service was established and offers one-to-one professional support, practical and holistic assistance, harm reduction addiction support, referral, advocacy, case management, independent living skills, development and tenancy sustainment to those living in the community.

The floating support staff work with 40 people at any one time and demand for the service is high, meaning we continue to run at full capacity.

The team provides vital support to those in the community who otherwise may not have the opportunity to access mainstream supports.

*"I think floating support are brilliant. When they visit you at home they are wonderful company, they have a chat with you and give their help when needed. I just think they are amazing people"*

*- Floating support service user*







# HOUSING FIRST

Housing First was established in April 2013 as a support service, when it was identified that there were huge difficulties in finding move-on accommodation for the people ready to leave Stella Maris and move into the community to their own home, often needing additional supports in order to live independently.

Housing First promotes the idea of moving people directly into homes and providing a stable environment with 'wrap around' supports to ensure that the individual gets all the help they need, no matter what it is, to sustain their new home in the community. Adopting the Housing First principles in Northern Ireland has resulted in Depaul's Housing First Initiative making strides in securing and maintaining housing first, not housing secondary to treatment.

The Housing First team work hard to identify, assess, place and help individuals into permanent housing from a range of accommodation sources, and co-ordinate support around each individual's needs. The service promotes independence to the most marginalised people experiencing homelessness in Northern Ireland.

After a successful 18-month pilot period in Belfast, Housing First was adopted into Depaul's mainstream work in November 2014. The service is now led by a team of 6 people in Belfast and has worked with a total of 68 cases to date.

In early 2015, the need for a further Housing First service was identified and Depaul opened its second Housing First initiative in Londonderry/Derry to support people who are homeless with independent living.

"Our collaboration on the Housing First initiative reinforces the importance of innovation and creativity as we work to break the cycle of homelessness and dependency"

- Michael McDonnell  
Chief Executive, Helm Housing

"Without Housing First, I don't think I would have maintained this home that I have been in for almost 2 years now"

- Depaul Housing First Service User



# ACKNOWLEDGEMENTS

The names Stella Maris, Foyle Haven, Cloverhill, Floating Support and the many other Depaul projects in Northern Ireland are like place names for the homes of relatives in an extended family. Just one or two words bring to mind a rich narrative of celebration and occasional sadness, all bound together in a commitment by Depaul to support our neighbours who are at risk of homelessness.

The tenth anniversary is a good time to reflect on the vision of the people who recognised that Depaul's approach to helping homeless people, rooted in the Vincentian tradition, was needed in Northern Ireland. Today's trustees and leadership team appreciate the extraordinary dedication of staff and volunteers who embraced that vision and made it real for people who used our services.

The work that we do would not be possible without the support of our funders including: The Northern Ireland Housing Executive, The Public Health Agency, Big Lottery, Western Drugs and Alcohol Co-ordination Team and Belfast Regeneration Office.

Above all, we think of the many hundreds of service users who came to Depaul at a vulnerable stage in their lives and we hope that our response restored some hope to them.

**Frank Allen**  
Chairman, Depaul





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