



2020 ANNUAL REPORT

DEPAUL

Homelessness has no place

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## CHAIRPERSON WELCOME

Covid-19 has posed some of the most difficult challenges for people experiencing homelessness and, as one of the key agencies working across both the Republic of Ireland and Northern Ireland, I am proud to say that Depaul responded in a way that has proved itself as one of the most agile and flexible charities. In rising to the challenges Covid-19 posed we have been part of the national and regional effort to protect some of the most vulnerable of our people. In a matter of days and weeks at the beginning of March 2020 Depaul opened several services specifically designed to deal with the Covid-19 crisis. We have maintained this effort during the pandemic.

On the north side of Dublin, a former nursing home was temporarily utilised to enable people with symptoms of Covid-19 to cocoon safely. A city centre apartment complex was also subsequently utilised for this purpose. 100 rooms were opened in a city centre hotel offering shielding places for people with underlying complex health issues.

Later in the summer two other hotels were also supported by Depaul to offer beds to this cohort. In the Autumn, funded by the HSE, Depaul, in partnership with Coolmine and Ana Liffey, established an In-reach Health Support service into hotel accommodation and private emergency accommodation.

In Belfast and Derry/Londonderry, funded by the Northern Ireland Housing Executive, Depaul introduced additional Housing First services as part of the "Off The Streets" initiative, making sure that no person had to sleep rough during the pandemic.

In addition, Depaul had to transform its existing services to protect both staff and service users from the risk of infection. This has resulted in a reduction of beds in some services to minimise the sharing of common facilities. Staff also have had to transform their approach to working, including working in pods, minimising access to communal areas, working flexible shift patterns and working from home. Information technology has taken on a seismic importance in how services operate.

Our Volunteer programme has been affected considerably as volunteers have had to adapt their approach by offering remote support to service users rather than directly in projects. As our society begins to open up again we look forward to fully implementing 'Our Road Map Back to Volunteering'.



In the midst of the pandemic we never lost sight of our mission to play our part in ending homelessness. Depaul Housing was officially launched in 2020 and by now has 18 units of accommodation, primarily focusing on single people.

We also opened the Birch Haven Family Hub in Firhouse which will concentrate on supporting women coming out of substance use treatment and their children. We also maintained and expanded our Cosán Nua service now funded by the Department of Children, Equality, Disability, Integration and Youth, supporting households in Direct Provision who have been granted their permission to remain to find their own home.

**We managed to move on 554 men, women and children into their own accommodation, a significant achievement in the midst of a pandemic.**

I cannot thank our management, staff, volunteers and service users enough for their efforts to keep everyone as safe as possible, protecting health and lives.

I would like to thank our Board of Trustees for their time and their professional skills. Under their leadership, Depaul continues to extend the reach of our services to people who are homeless whilst meeting the highest governance and financial standards.

I would like to thank our range of funders from the State, grant making bodies, businesses and the public for their continued support of the organisation in negotiating one of its most challenging periods.

**John Murphy**  
Chairperson, Depaul Board of Trustees

## A WORD FROM OUR CEO

It's hard to believe that 2020 has been and gone. It was an extraordinary year. At the beginning of 2020 the Northern Ireland assembly reconvened after almost three years of absence and in the Republic of Ireland we witnessed the formation of a new government. Depaul worked to get key priorities out to government during this time to support our service users and we set our position for the year to support people who are homeless or at risk of homelessness.

However by March we were all faced with the exceptional challenges of Covid-19. Throughout this report you will see how Depaul continued to work on all the key priorities whilst also leading on the overall response to Covid-19 within the homeless sector.

In every aspect I am both delighted and proud to say that our service user's and staff's resilience, determination and fortitude shone. Through their monumental efforts we were able to navigate through 2020 whilst protecting lives and eliminating the spread of Covid-19 amongst our service users and staff.

From early March our approach to support people experiencing homelessness had to rapidly adapt. Depaul worked cross sectorally, with partner agencies, with government and across both jurisdictions on the island to ensure the safety and protection of the most vulnerable people in our society.

Working closely with the Health Service Executive (HSE) in the Republic of Ireland we established 'shielding units' for the most medically vulnerable in the homeless population. This meant we were able to provide own-door accommodation units to ensure those most at risk from the virus were fully protected.

**In all, Depaul managed and provided support to 67.6% (240) of the 355 'shielding' beds established in Dublin during the pandemic.**

In Northern Ireland we worked closely with the Public Health Agency (PHA) to ensure vulnerable service users were protected. As trends around the use of drugs changed during the pandemic our staff provided vital, lifesaving Naloxone training to service users and vulnerable families. This training helped mitigate the risk of overdose in the community.

Unfortunately, due to public health guidelines our Foyle Haven Day Centre in Derry/L'Derry had to temporarily close its doors. However, Foyle Haven



Day Centre was a prime example of how Depaul responded to the crisis. A food delivery service to people's homes was organised from the Day Centre to replace the food service that could no longer be provided safely. With 7,500 meals provided, Depaul made sure that some of our most vulnerable service users were supported during the lock down periods.

Our Values as an organisation were present throughout the year, in particular 'putting our words into action'. As CEO I am proud to say that in the face of much adversity we were able to keep all of our 30 services operational as well as open 6 new Covid-19 specific services in response to the pandemic. We helped a total of 3,542 men, women and children in 2020.

I would like to recognise the work of the Depaul staff and volunteers, none of these accomplishments would have been possible without our devoted team who continuously showed commitment, resilience and agility during this challenging time.

There have been many positives throughout the year despite the challenges we have faced including increased access to health intervention and we have seen more service users move on from homelessness than ever before. What the pandemic has shown is just how vulnerable life can be without the protection and security of a home to call your own. That is why Depaul will continue to be there for those on the margins of society and seek to end homelessness.

**David Carroll**  
Chief Executive Officer

## OUR VALUES

WE CELEBRATE THE POTENTIAL OF PEOPLE.

WE PUT OUR WORDS INTO ACTION.

WE AIM TO TAKE A WIDER ROLE IN CIVIL SOCIETY.

WE BELIEVE IN RIGHTS AND RESPONSIBILITIES.

### OUR VISION

IS ONE OF A SOCIETY IN WHICH EVERYONE, ACROSS THE WORLD, HAS A PLACE TO CALL HOME AND A STAKE IN THEIR COMMUNITY.

### OUR MISSION

IS TO END HOMELESSNESS AND CHANGE THE LIVES OF THOSE AFFECTED BY IT.

## DEPAUL INTERNATIONAL

Depaul in Ireland and Northern Ireland is not alone in our efforts to protect the most marginalised. We are part of a much wider, global effort to combat homelessness and to protect and support those on the fringes of society. The Depaul family is spread far and wide and its work is felt in communities and cities across the UK, France, Ukraine, Slovakia, Croatia and USA.

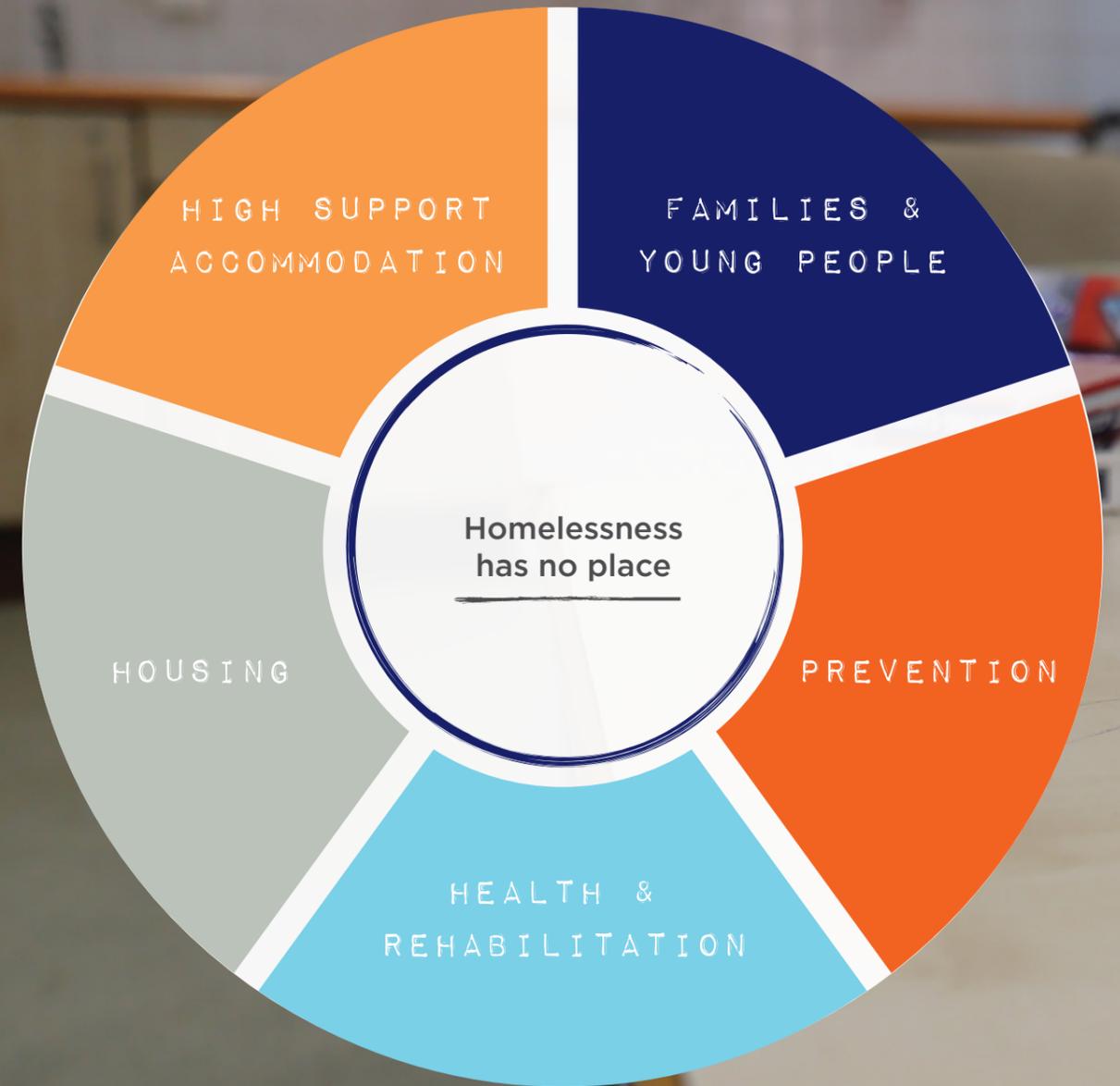
All subsidiaries are supported by Depaul International as the parent organisation and together, Depaul

serves over 23,500 people each year. Taking inspiration from the spirit and values of Saint Vincent de Paul, a major social reformer in 17th century France, Depaul operates with a collective set of values. Treating people where they are at in life and free of any judgement.

The services provided in each of these countries range from providing safe shelter and accommodation, helping people to access education and employment, ensuring people have the social

services they require and access to food and vital health services. We carry with us the important words and wisdom of Saint Vincent de Paul, *"I will always welcome joyfully any opportunity that comes my way to be of service to you."*

## PILLARS OF OUR WORK



# OUR IMPACT IN 2020

## NORTHERN IRELAND EXECUTIVE REFORMED

DEPAUL ADVOCATE FOR EXPANSION OF HOUSING FIRST, SOCIAL HOUSING DELIVERY, OUR WORKFORCE AND A FULL REVIEW OF THE DRUGS & ALCOHOL POLICY.

## COVID-19 IMPACT

DEPAUL RECONFIGURE ALL SERVICES AND PROVIDE AN ADDITIONAL 240 SHIELDING BEDS IN DUBLIN. IN NI OUR FOYLE HAVEN DAY CENTRE CLOSES AND SHIFTS TO OUTREACH SUPPORTING VULNERABLE PEOPLE IN DERRY/L'DERRY.

## RESPONDING TO NEED

DEPAUL TRAINS 10 SERVICE USERS AND FAMILIES AND RETRAINED 34 STAFF IN THE USE OF NALOXONE AS DRUG USE IN LOCKDOWN INCREASES. DEPAUL HOUSING HELPED ITS FIRST TENANTS MOVE INTO THEIR NEW HOMES AS HOMELESS FIGURES IN ROI DROP UNDER 10,000.

## CONTINUED SUCCESS FOR DEPAUL HOUSING

OUR SUCCESS CONTINUES WITH DEPAUL HOUSING AS WE WELCOME SARAH AND HER PARTNER INTO THEIR NEW HOME. THE COUPLE HAD PREVIOUSLY LIVED IN OUR MOUNT BROWN SERVICE.

## BUILDING A COMMUNITY OF LEADERS

OUR STAFF CONFERENCE WITH KEYNOTE SPEAKER FORMER PRESIDENT OF IRELAND MARY MCALEESE SPOKE ABOUT 'BUILDING A COMMUNITY OF LEADERS'.

## THE IMPACT OF COVID-19 ON CHILDREN

TOGETHER WITH EMU INK, WE PRODUCED A BOOK BASED ON CHILDREN'S EXPERIENCES OF HOMELESSNESS DURING THE COVID-19 PANDEMIC.

JANUARY

MARCH

MAY

JULY

SEPTEMBER

NOVEMBER

FEBRUARY

APRIL

JUNE

AUGUST

OCTOBER

DECEMBER

## NEW IRISH GOVERNMENT FORMED

DEPAUL ADVOCATE FOR SOCIAL HOUSING FOR SINGLE PEOPLE AND INCREASED HEALTH INTERVENTIONS.

## DEPAUL HOUSING ACQUIRES FIRST PROPERTIES

WE ALSO WORKED ON THE CRISIS COVER INITIATIVE SEEKING STAND-IN STAFF AS RESOURCES DEplete ACROSS THE SECTOR.

## DEALING WITH COVID-19 AND BEYOND

A REPORT IS RELEASED BY DEPAUL, MERCHANTS QUAY IRELAND AND COOLMINE. 'DEALING WITH COVID-19 AND BEYOND', FOCUSING ON ADEQUATE HEALTH AND HOUSING SOLUTIONS.

## PUTTING HOUSING FIRST

DEPAUL WAS COMMISSIONED BY THE NORTHERN IRELAND HOMELESS EXECUTIVE TO EXPAND ITS BELFAST HOUSING FIRST SERVICE.

## MOVING ON TO POSITIVE FUTURES

DEPAUL SUCCESSFULLY MOVED ON 256 PEOPLE INCLUDING 140 ADULTS, 116 CHILDREN FROM DIRECT PROVISION LIVING THROUGH COSAN NUA THROUGHOUT THE COVID PERIOD (MARCH TO SEPTEMBER).

## NEW BEGINNINGS

THE TOTAL NUMBER OF PEOPLE MOVED ON FROM OUR HOMELESS ACCOMMODATION ACROSS THE ORGANISATION IS 554, AN INCREASE OF 40% ON THE PREVIOUS YEAR.

# 2020 IN NUMBERS



3542

MEN, WOMEN AND CHILDREN WERE SUPPORTED BY DEPAUL



410

FAMILIES CAME THROUGH OUR SERVICES



772

CHILDREN FACING HOMELESSNESS WERE HELPED



8

NEW BABIES WERE BORN TO OUR SERVICES



554

PEOPLE MOVED ON FROM OUR SERVICES, FINDING A SUITABLE HOME



164

VOLUNTEERS GAVE THEIR TIME TO HELP THOSE MOST IN NEED



30

SERVICES WERE PROVIDED ACROSS THE ISLAND OF IRELAND



536

WARM BEDS PROVIDED EACH NIGHT TO THOSE WHO NEEDED THEM MOST



1799

DIRECT NURSING & GP CONSULTATIONS WERE PROVIDED





## PROTECTING LIVES

At Depaul the health and well-being of our service users has always, and will always be paramount. We pride ourselves on creating innovative, safe and secure settings which allow our service users the space and time they need. In 2020 the safety of our service users from a new threat became our priority.

As the Covid-19 pandemic struck in March 2020, it became clear overnight that specific interventions were needed for people living in homelessness. Many people living in homelessness have complex underlying medical conditions and would be particularly vulnerable to the Covid-19 virus.

Depaul, supported by the Dublin Regional Homeless Executive (DRHE) and the Health Service Executive (HSE), established a number of dedicated services for this vulnerable group. Some of these services were set up in a matter of days as Depaul responded to the immediate requirements of those in need.

These services include two isolation units for those who were suspected to have contracted the disease, and three staffed shielding units in a number of Dublin city centre hotels. These shielding units supported the most vulnerable people, often with multiple

health complexities out of congregated homeless accommodation settings to ensure the risk of infection was limited.

In addition, an in-reach Health Support Team, staffed by nursing and dual diagnosis workers was set up in partnership with two other voluntary and community agencies funded by the HSE.

Overall Depaul managed 240 of the 355 'shielding' beds set up in Dublin to protect the most medically compromised individuals experiencing homelessness in Dublin. Through each of our additional services set up in 2020 we supported 201 individuals who were most at risk from the virus.

It's imperative to say that our staff's dedication meant we were able to completely minimise the spread of the virus in all of our accommodation settings, keeping people safe and protecting lives.

"THROUGH THE DEDICATION,  
FLEXIBILITY AND PURE  
SELFLESSNESS OF OUR STAFF,  
WE MANAGED TO PROTECT SOME OF  
THE MOST VULNERABLE FROM THIS  
DEADLY VIRUS. THEY SAVED MANY  
LIVES THROUGH THEIR ACTIONS"

- DAVID CARROLL, CEO

# PROTECTING LIVES

## SHIELDING THE MOST VULNERABLE

Throughout our accommodation based services we began shielding our services users to minimise risk and protect lives. Across our services we reduced capacity and limited access to communal areas in order to adhere to social distancing measures and government guidelines. Being a cross border organisation, Depaul is in a unique position to see and work alongside both sets of government guidelines and share best practice and knowledge across the two jurisdictions. Throughout the year on a weekly basis we assessed the needs of service users, staff and the wider community.

For our vulnerable service users in Stella Maris, a service which supports men and women who are homeless with entrenched alcohol difficulties, we did all the above and adopted a more structured approach to the alcohol management system. Throughout 2020 Stella Maris worked with 55 people including moving on 12 people to more permanent housing.

Our Castlehill service supports people in self-contained units and so the communal restrictions were felt less. Our service users worked closely with staff to ensure that everyone was kept as safe as possible and social isolation was reduced as much as possible. The Castlehill service accommodated 59 people during 2020 including supporting 16 people to move out of homelessness.

In the Republic of Ireland, the Covid-19 pandemic resulted in a reduction of bed spaces to ensure that strict health and safety protocols were followed.

Sundial House offers long-term accommodation for 30 individuals with complex health and entrenched alcohol difficulties, similar to Stella Maris. Our primary concern was protecting these exceptionally vulnerable individuals from the virus. Our on-site carers, staff and nurses worked incredibly hard day in and out and overall supported 39 people in 2020.

Little Britain Street, which was originally set up to deal with the crisis in single person homelessness in Dublin city centre accommodated 267 people in 2020. Similarly, Spire, another supported temporary accommodation service had to reduce its bed numbers but still managed to support 235 people in 2020. Between these two services they supported 39 service users into more permanent housing.

Mount Brown, Back Lane and Orchid House worked hard throughout the challenges that Covid-19 brought. These vital services, which are at the forefront of the temporary accommodation response in Dublin, played a key part in providing badly needed shelter for those with specific drug and alcohol vulnerabilities. Furthermore Orchid House went through a large scale renovation project in between lockdowns and the relaunch of the services further highlights how the physical environment plays a key factor in quality service delivery.

Overall these three services supported 277 people (Back Lane 154 people, Orchid House 50 people & Mount Brown 73 people) and moved 34 people out of homelessness.

Our Blessington Street emergency hostel, funded by the DRHE, moved to a 24-hour service in response to the pandemic. It had previously been an emergency accommodation project only opening between 5pm and 10am. This was the last of our services to make this transition. It provided services for 156 people in 2020.

Throughout 2020, a total of 107 people living in these services moved out of homelessness to a more positive future. Depaul is working hard to ensure people continue to make positive choices that support them out of homelessness.

## HEALTH INTERVENTIONS

Depaul provides vital on-site health care supports. We also work closely with other agencies to ensure those experiencing homelessness have access to the healthcare they require.

Depaul operates a health initiative providing nursing interventions and GP support and 2020 highlighted the essential nature of this work more than ever. In 2020 the initiative provided 1,093 nursing interventions and 706 GP consultations. The initiative also worked across the homeless sector to lead on the roll out of Covid-19 health protocols.

In 2019 we established our Homeless Health Peer Advocacy Programme which trains and supports people experiencing or who have experienced homelessness to provide assistance to other homeless people in temporary accommodation, in accessing health services. Despite the pandemic Depaul worked with 6 Peer Advocates and trained them to support 24 homeless people.

Depaul also works to support marginalised groups who are emerging from recovery based programmes or who are making their way in the world having being involved in the criminal justice system.

Suaimhneas provides accommodation based support for single women who have completed substance use rehabilitation programmes and worked with 11 women through 2020.

Tus Nua, funded by the Irish Probation Service, provides an accommodation based service for women who have been released from the Dóchas Centre women's prison. It aims to assist women on the path to rehabilitation and supports them to find pathways into long-term accommodation. During 2020 Tus Nua supported 28 women.





## KEEPING SAFE IN THE COMMUNITY

Depaul works in communities across Ireland and Northern Ireland, ensuring families and individuals are able to maintain their tenancies and live independently within their own communities. These services are designed to intervene at a community level to help prevent people entering homelessness and assisting people who have a history of homelessness gain roots in their communities. We adapted our community services to make sure that people in their own homes could still be supported despite lockdown restrictions and the need to isolate. The use of technology was critical in achieving this.

The Ballymun Case Management Team and Family Homeless Action Team work with families who are homeless and have been placed in hotel accommodation in the area as well as single people living in their homes with alcohol difficulties. The team worked with 162 adults and 45 children throughout

2020.

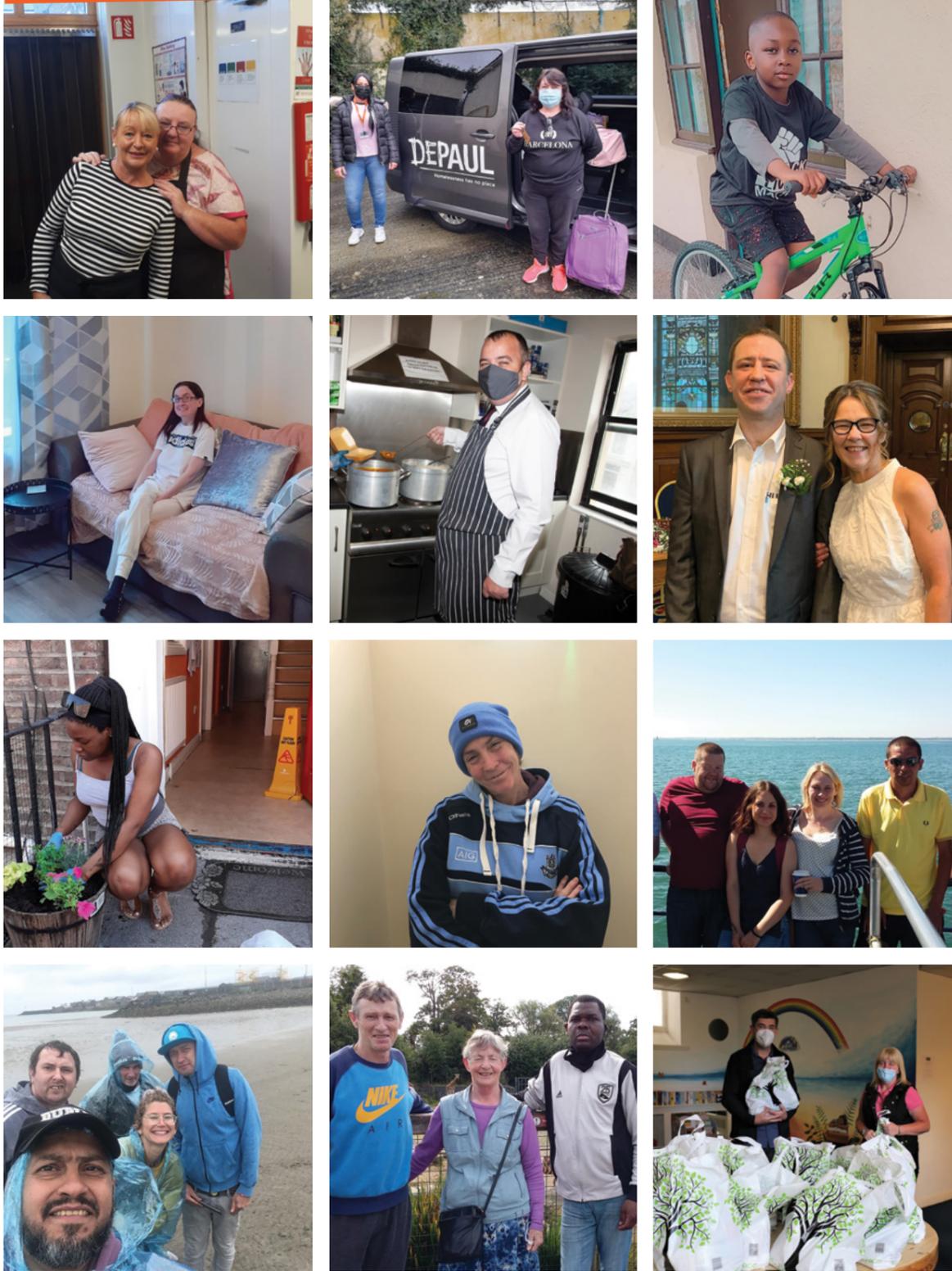
Our Community Befriending Programme was established 10 years ago. It engages with a number of volunteers to support men moving into the community from hostel accommodation. This Programme is key to preventing recurring homelessness and worked with 40 people in 2020.

The Harm Reduction Floating Support service in Derry/L'Derry supports individuals with a history of drug and alcohol abuse to remain in their own homes while following all the appropriate health practices during Covid-19. It was a particularly challenging time, making sure that every person had a robust set of wraparound services. This service worked with 45 people through 2020.

## INNOVATING THROUGH CHANGE

In March 2020 our Foyle Haven Day Centre had to modify its approach because of Covid-19, minimising the number of people who could access its services at any one time. It made physical changes to the Centre, arrived at a planned and safe access policy and structured a food delivery service to people's homes in the city. The Day Centre worked with 299 people, had 621 key working Sessions and 212 Supported phone calls.

## A YEAR IN PICTURES





## THERE FOR YOUNG PEOPLE AND FAMILIES

Throughout 2020 Depaul continued its vital work in supporting vulnerable young people and families both in the community and through our Family accommodation services. With restricted movements, loss of support structures, school closures and the threat of isolation 2020 was a particularly pressured time for families with young children.

Our Mater Dei and Cloverhill family accommodation services in Belfast are designed to provide families with the best possible support to deal with the experience of being in temporary accommodation and assist them to move into permanent housing as soon as possible. Both services offer 24-hour support. As communal areas closed due to health restrictions, families also faced considerable challenges moving into long-term accommodation throughout this period.

During this time our Child Support Workers played a vital role in keeping children busy and active. They created activity packs while schools were closed and offered one-to-one family support for children and parents.

In total Mater Dei accommodated 45 adults and 40 children in 2020 while Cloverhill accommodated 42 adults and 48 children in 2020.

Our Family accommodation service in the Republic of Ireland, Rendu House, provided 53 families, including 67 women and 65 children with a secure and stable place to call home whilst they gained support and worked their way out of homelessness.

In total 43 families were moved out of family homelessness into a long-term stable home.

Depaul also provided vital support to vulnerable families in the community. Our Family Floating Support Service in Belfast worked with families to create a personalised support plan based on their individual needs. Our dedicated support workers helped 90 families in 2020, including 123 adults and 229 children.

Unfortunately, the practice of housing vulnerable homeless families in hotels continues in the Republic of Ireland. In 2020 Depaul worked with and provided vital support to 54 families living in hotel accommodation, this included 45 children.

Our young person service, Peter's Place specialises in offering temporary accommodation to young people aged 18 to 35. The service was reviewed by Depaul in 2020 and as a result there was an increased emphasis on the educational and vocational focus of the service in conjunction with its main objective of securing long-term housing solutions for service users. Peter's Place accommodated 65 people in 2020 and supported 18 young people in to their own homes.

# A CARING APPROACH

## CASE STUDY: JULIE'S STORY

"What was difficult for families already, was made so much worse by the pandemic," says Marie Dorris, Manager of Depaul's Cloverhill service, of the isolation felt by families during lockdown. Cloverhill family accommodation is home to 18 families, all supported in their own self-contained apartments.

"A lot of the families here, the ones who really need our help, they're lone parents. They often don't have a wide support system. Any help they did have was cut off due to lockdown," says Marie.

When lockdown began, it was all hands on deck to make sure both parents and children got the support they needed. For some families, like Julie's\*, this was even more important when the virus was at their door.

When Julie was symptomatic and isolating, she still had to look after her daughter Ciara\* who is only 11. They had been homeless since before Christmas, just 5 months.

"They were isolating, and had no one to help them, to bring them food or anything. In Depaul we contacted them every day, to make sure they were ok. We did their shopping and dropped it at their gate."

"Julie was so grateful, to have a chat on the phone and to have a friendly face dropping by to give them a wave. The food was fuel for survival, but it also let them know they weren't alone, they hadn't been forgotten. For a single mum that's really important."

Depaul staff topped up their gas and electricity cards when Julie couldn't make it to the shop. "You don't know how much you're managing as a lone parent, until suddenly you need a helping hand."

Apart from the basics for survival, Julie and other families were encouraged to keep in contact with their families during the lockdown, through access to WiFi enabled tablets. "There was never enough but we made it work."

This was fundamental for Ciara and other children to keep up with school, when learning remotely.

But for the children of Cloverhill, the real treats came when the Children's Support Worker created new and exciting ways to keep them engaged and entertained.

"We had Activity Packs sent out to them every week, and different games, all remote of course. There were colouring competitions on postcards, and remote raffles. The kids loved it and the parents could get some rest and respite."

Depaul Project Workers had been working with Julie on a housing needs assessment, and to find a flat of her own for herself and Ciara. Now Julie is in her own house and has a part-time job. "She's doing brilliantly," Marie says. "She's out the other side, completely independent again."

*\*Names changed to protect identity of the family.*



"WE CANNOT UNDERESTIMATE THE IMPACT COVID-19 HAS HAD ON YOUNG CHILDREN AND FAMILIES WHO WERE ALREADY EXPERIENCING HOMELESSNESS. WE WORKED TO BRING SUPPORT AND SOME SORT OF NORMALILTY TO THEIR ALREADY DIFFICULT SITUATION"

- MAURA DE MELLO, FAMILY SERVICES MANAGER, NORTHERN IRELAND

## THE POSITIVE IMPACT

For over 20 years the Direct Provision system has been used to accommodate and support the integration of families and individuals seeking asylum in Ireland. What was first introduced as an emergency measure to deal with the rising number of people seeking asylum in Ireland, has now become the main mechanism by which Ireland supports asylum seekers.

Depaul has a proud tradition and history of supporting vulnerable people and families seeking asylum in Ireland. In the past we have stepped in when accommodation centres such as Watergate and Hatch Hall were closed on short notice, helping to source alternative accommodation and supports for vulnerable residents.

Our Migrant Homeless Action Team has been in operation since 2012, originally providing support to single migrant men in Dublin. In recent years this service has expanded to include homeless migrant families and individuals residing in Private Emergency Accommodations. In 2020 our Migrant Homeless Action Team supported 203 adults through the delivery of key working sessions and supported phone calls focusing on resettlement, community engagement and integration into the community.

Over the last number of years, we have worked closely with the Department of Justice and implemented a pilot programme whereby Depaul provides in-reach support to individuals and families residing in Direct Provision accommodation. The sole purpose of this programme is aimed at supporting people who had been granted legal status to remain in Ireland to move away from the Direct Provision system and integrate into communities all across Ireland.

Through collaboration and the dedicated work of our staff we have been able to impact and change the lives of individuals and families.

Cosán Nua worked with a total of 455 adults and 339 children in 2020 and with our support 246 adults and 196 children left Direct Provision in 2020, moving into communities all across Ireland.

Operating across nine counties, working with people from 55 different nationalities, we worked throughout the pandemic to ensure our service users had continuous support.

Without the right support structures people living in Direct Provision are at real threat of homelessness. Through our own research we have seen people who were previously residing in Direct Provision access emergency homeless accommodation. It is our duty to act on this and through Cosán Nua we truly believe we are preventing homelessness.

At Depaul we see homelessness for what it is, not what we interpret it to be. We will always step in where we see a gap in homeless provision to offer and provide solutions. Through Cosán Nua we are creating a 'New Path' for those who are seeking asylum and who wish to become part of Irish society.

Throughout 2020 in total Depaul moved on 554 people out of homelessness and in to more permanent accommodation. This is an increase of 40% from 2019. Through shielding, accessing health interventions and working innovatively throughout the pandemic this is an incredible achievement for all.

Depaul is incredibly proud to work with our service users to support them in to a more positive time in their lives. We wish them all the best in the next stage of their lives.



## A HOME FOR LIFE

### DEPAUL HOUSING

During 2020, Depaul officially launched its Approved Housing Body, Depaul Housing. Depaul Housing is a subsidiary of Depaul, set up in response to the urgent need to source suitable move-on accommodation for those accessing Depaul's homeless services, as well as people who are living in other homeless services.

The formation of Depaul Housing was a crucial step forward for Depaul, making up the fifth pillar of our work. Through Depaul Housing, we can keep the housing and support provider functions separate, with Depaul Housing acting as landlord to the people they house, with wraparound supports provided by Depaul's experienced staff. Depaul, alongside Depaul Housing, will work together in realising our mission of ending homelessness, providing quality, safe and long-term accommodation for those experiencing homelessness.

Depaul Housing Association will operate as a separate registered charity: Reg No. 20157746 (CHY 21987). As of the end of 2020, Depaul Housing had secured 11 properties and housed 5 service users into long-term accommodation.

[ie.depaulcharity.org/depaul-housing](http://ie.depaulcharity.org/depaul-housing)



# OUR FINANCES & GOOD GOVERNANCE

Depaul wishes to extend its gratitude to its statutory partners; the Dublin Regional Homeless Executive and the Health Service Executive, the Department of Justice, the Department of Children, Equality, Disability, Integration and Youth, the Irish Probation Service, the European Social Fund, The Fund for European Aid to the Most Deprived, the Northern Ireland Housing Executive and the Public Health Agency for the coordinated and concerted effort to tackle Covid-19 and its consequences.

Good Governance is at the heart of all that we do. We strive to be open and transparent in our work and in how we operate. Depaul operates as one charity but is registered as two legal entities in the Republic of Ireland (ROI) and Northern Ireland (NI). We have registered charity status in both jurisdictions.

Our accounts and financial reports comply with the principles of the Statement of Recommended Practice, Accounting and Reporting by Charities (SORP). We are also subject to periodic and random audits by external organisations such as local authorities and other state agencies from which the charity receives funding.

We have a number of service level agreements with several government departments, and we are required to make quarterly and annual returns for funding received. Depaul's Board of Trustees also play a vital role in ensuring that we, as a charity, are adhering to best practice at all times. Ensuring the organisation is achieving its goals and objectives while at the same time being managed in a transparent, accountable and effective way.

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

## INCOME

**€21,230,971**

Total Income

- 2.4% Other
- 6.2% Rent/Housing Benefit
- 11% Fundraising
- 80.4% Statutory Income

## EXPENDITURE

**€20,458,663**

Total Expenditure

- 2.5% HR/Services Support
- 5.6% Fundraising
- 8.7% Admin/IT/Audit/Governance
- 83.2% Homeless Services

# OUR SUPPORTER PROMISE

Without vital funding from the public we would simply not be able to deliver on our mission to end homelessness and change the lives of those affected by it. We operate with a very high level of service provision to ensure the best outcomes for the people we support each day.

Our supporters give us more than just money; they give us hope and belief. Hope in the fact that we know there are people out there who care just as much as we do and who want to change the world for the better. A belief that they share and support our values and are right behind us as we go about supporting the most vulnerable in our society.

We are always available to answer any questions that our donors, and potential donors, may have and to talk about the work we do and what your support means.



# FROM SHIELDING TO SAFETY

## CASE STUDY: EMMET'S STORY

Emmet, 40, has had a harder life than most. At 14 he survived an accident, a fifty foot fall, that would change the course of his life. It was a split second that set him on a path of pain and exclusion – and 22 years of homelessness.

After spending two years in hospital, he returned home at 16, only to lose his mother and become an orphan. At 18 he was homeless, and still in rehabilitation. Emmet's injured spine had still been growing and causing him severe pain. His hand injury meant he couldn't do the basic things any more like cook a meal or even brush his teeth. This meant he found it impossible to live by himself, and was unable to keep his home.

With every day Emmet walked the streets of Dublin, his pain grew worse. He will tell you himself, "It was hard, so hard. Just going from hostel to hostel. I don't know how I'm still here."

"I was on drugs, because it was the only thing that I could take to ease the pain in my back. But I'm off them 15 years now. I don't even think about it anymore."

When Covid hit and lockdown came, Emmet moved into a Depaul Shielding Unit. "It was the first place I felt safe. I've been in and out of hostels, and with my injuries, I'm very vulnerable. I need my walker, and I need space to move." Emmet suffers from a lung condition called COPD and is particularly at risk from Covid-19, but in the Shielding Unit he was as safe as he could be. And for the first time since Emmet was a child, he had privacy, safety and dignity.

Now Emmet has moved into long-term, high-support accommodation in Depaul's Back Lane hostel. Here he has his own room with a bathroom. He sees the doctor weekly, and has the support of Depaul's Nurse Ruth.

"I love it, I have my own place, like it's my own apartment. It's got everything I need. There's a lift to get up and down and my room is wheelchair accessible. There's enough room for me and my walker!"



"Everyone is great here, we get on. We all have dinner together. And we go out on trips. I haven't been on one yet, but I really hope to. And it's nice to sit in the garden, and sit still. The quiet is lovely."

"I don't know what's going to happen me, I don't know if I'll get worse, I don't think I'll get better. But this is the best place I could be."

# OUR TEAM

The team at Depaul is made up of over 540 staff members. Our Service Staff work across a variety of homeless services to provide intervention, support and care to people experiencing homelessness. Our Support Staff work to ensure all of our services can operate effectively and with all the resources needed. Alongside this our extensive team of 164 volunteers work across our services to support the work of our staff, ensuring that everyone has a place to call home and a stake in their community.

## BOARD OF TRUSTEES

**John Murphy**, Chair

**Paul Stanley**, Treasurer

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**Paul White**

**Fr Paschal Scallon**  
(Resigned 27.5.2020)

**Dominic Burke**  
(Resigned 21.8..2020)

## REGISTERED OFFICES

**Dublin**  
18 Nicholas Street, Dublin 8, D08 VCP7  
Charity Registration Number: 20048938  
CHY Number: CHY14753

**Belfast**  
449 Antrim Road, Belfast, BT15 3BJ  
Charity Registration Number: 102995  
CHY Number: XR87991

## EXECUTIVE LEADERSHIP TEAM

**David Carroll**, Chief Executive Officer

**Dermot Murphy**, Director of Services and Development

**Denis Mahoney**, Director of Finance and Risk  
(Resigned 31/05/2020)

**Kevin Barrett**, Director of Finance, IT and Risk  
(Appointed 03/03/2020)

**Mairéad McGinn**, Director of Fundraising and Communications

**Sarah Reeves**, Director of People and Organisation

## AUDITOR

**Crowe**

## SOLICITOR

**A&L Goodbody**

**Dublin Office**  
18 Nicholas Street  
Dublin 8, D08 VCP7  
+353 1 4537111  
[depaul@depaulcharity.net](mailto:depaul@depaulcharity.net)

**Belfast Office**  
449 Antrim Road  
Belfast, BT15 3BJ  
+44 28 9064 7755  
[depaulni@depaulcharity.net](mailto:depaulni@depaulcharity.net)

[ie.depaulcharity.org](http://ie.depaulcharity.org)

**DEPAUL**

Homelessness has no place